



HOW TO USE THE CONTACT US TILE

Fusion Connect Client Portal

Resources

Watch a Video:

[How To Use the Contact Us Tile](#)

More Resources:

See a complete list of Fusion Connect Client Portal self-support documents here:

<https://www.fusionconnect.com/support/portal-support>



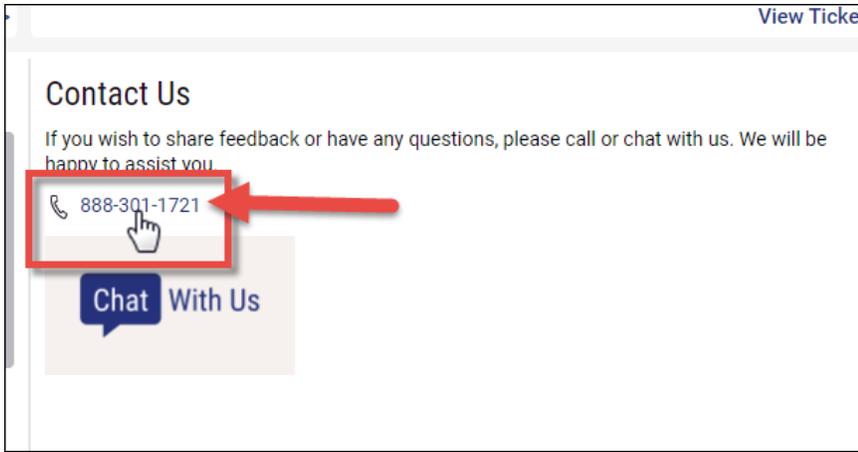
How do I use the Contact Us tile?

The Contact Us tile can be found by scrolling down to the bottom right of your Dashboard.

The screenshot shows the Fusion Connect Client Portal dashboard. At the bottom right, there is a 'Contact Us' tile. A red box highlights this tile, and a red arrow points to it from the 'View all Orders' link. The 'Contact Us' tile contains the following text:

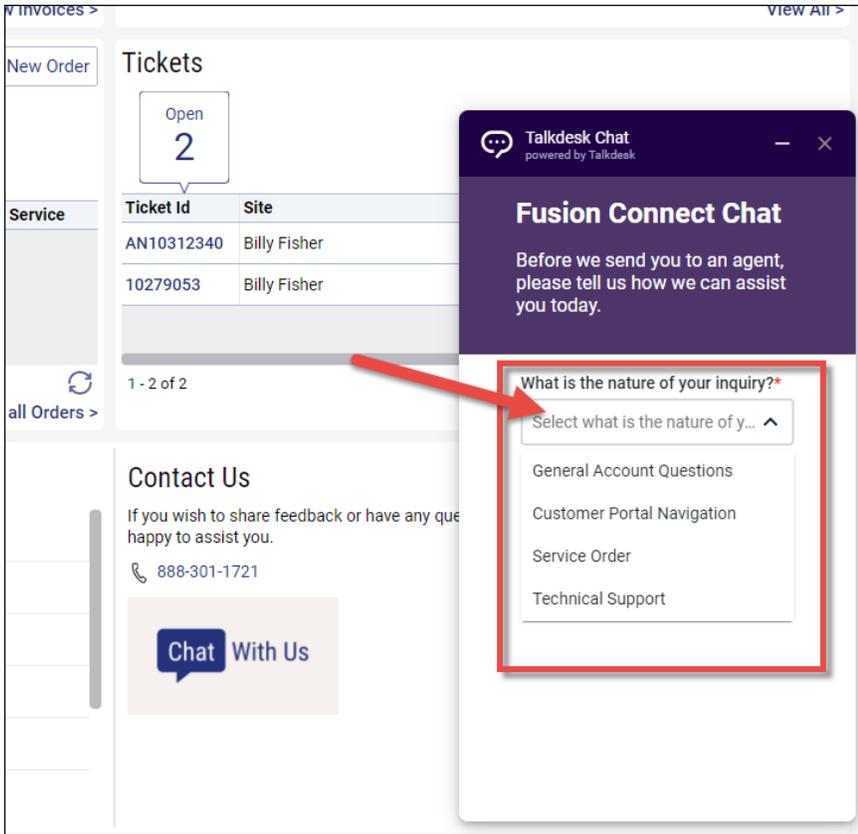
Contact Us
 If you wish to share feedback or have any questions, please call or chat with us. We will be happy to assist you.
 ☎ 888-301-1721
 Chat With Us

The Contact Us tile provides a clickable number if you have a cell phone application or you can dial **888-301-1721** from any phone to contact Fusion Connect for any sales or sales questions, billing related questions and/or technical support.

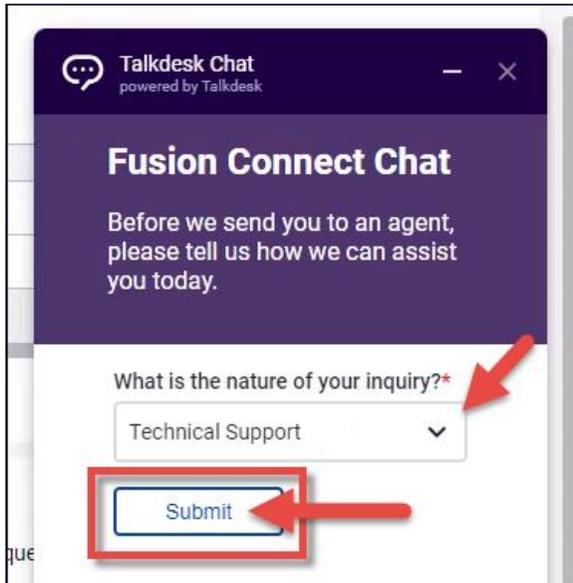


You also have a **Chat With Us** button which opens a chat window within your portal.

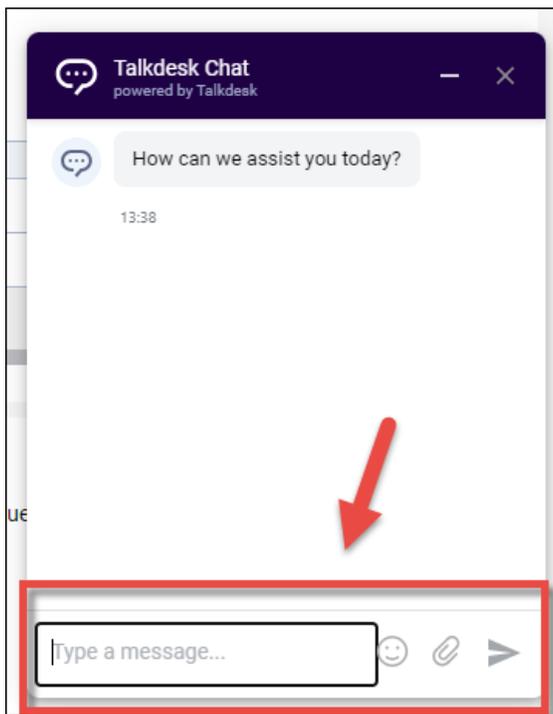
Using the **drop-down menu**, you can chat about General Account Questions, Customer Portal Navigation, a Service Order question, or chat with Technical Support.



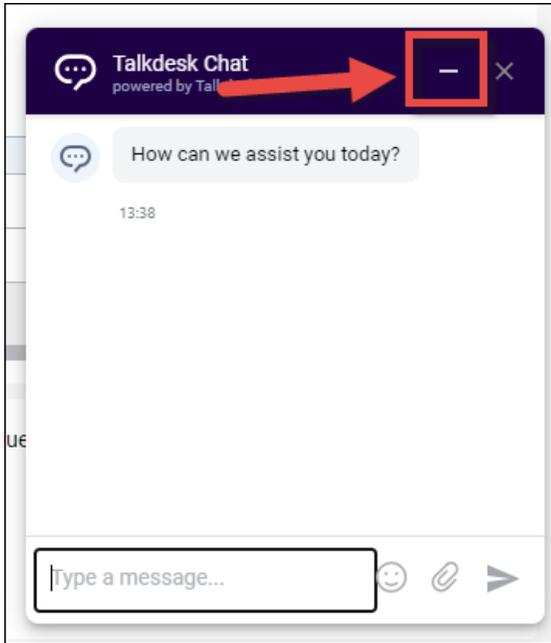
Once you select the nature of your inquiry, click **Submit** and you're chatting online about that inquiry.



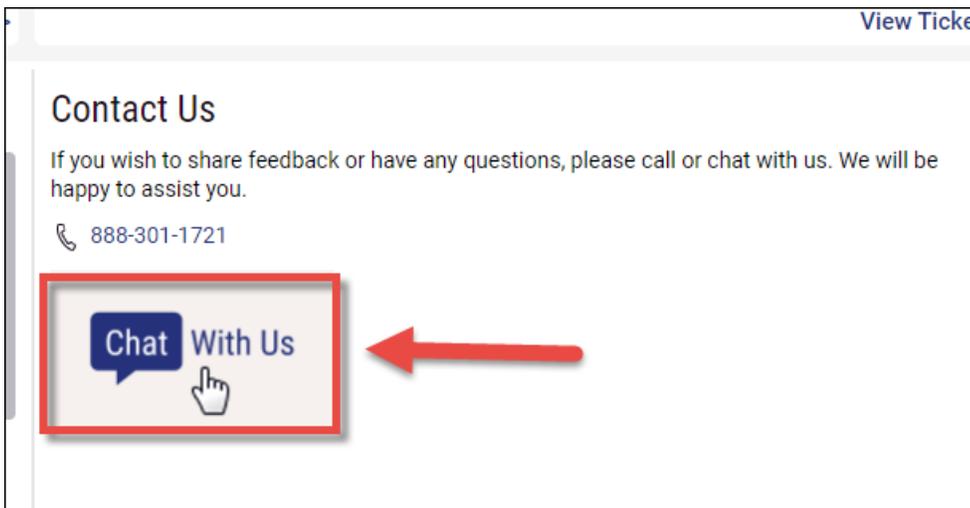
Within your chat, you can type a message, add emojis if you choose and you can also add attachments if needed.



Your chat can be minimized by clicking the **Minimize** option.



To reopen the chat, click the **Chat With Us** button.



Once a conversation is ended, you'll have the opportunity to start a new inquiry.

Note: The X out option has been disabled. If you choose to close your chat, simply minimize it.