



HOW TO READ THE ORDERS AND DISCONNECTS TILE

Fusion Connect Client Portal

Resources

Watch a Video:

[How To Read The Orders And Disconnects 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 read the Orders and Disconnects tile?

The Orders and Disconnects tile allows you to view all in progress and completed **Orders** or **Disconnects** for your account. You can choose which you want to view by selecting the name:

Install Order	Site	Service
109024	InactiveSitesNextGen 1.1	FusionWorks (M)
86854	InactiveSitesNextGen 1.1	FusionWorks (M)
107370	InactiveSitesNextGen 1.1	FusionWorks (M)

You can use the **In Progress** and **Completed** buttons to filter your view:

The screenshot shows a dashboard titled "Orders Disconnects" with a "+ New Order" button and a help icon. Below the title are two filter buttons: "In Progress" with a count of 13 and a list icon, and "Completed" with a count of 13 and a checkmark icon. Both filter buttons are highlighted with red boxes. Below the filters is a table with three columns: "Install Order", "Site", and "Service". The table contains three rows of data. At the bottom left, it says "1 - 3 of 13". At the bottom right, there are navigation icons and the text "Page 1 of 7" and "View all Orders >".

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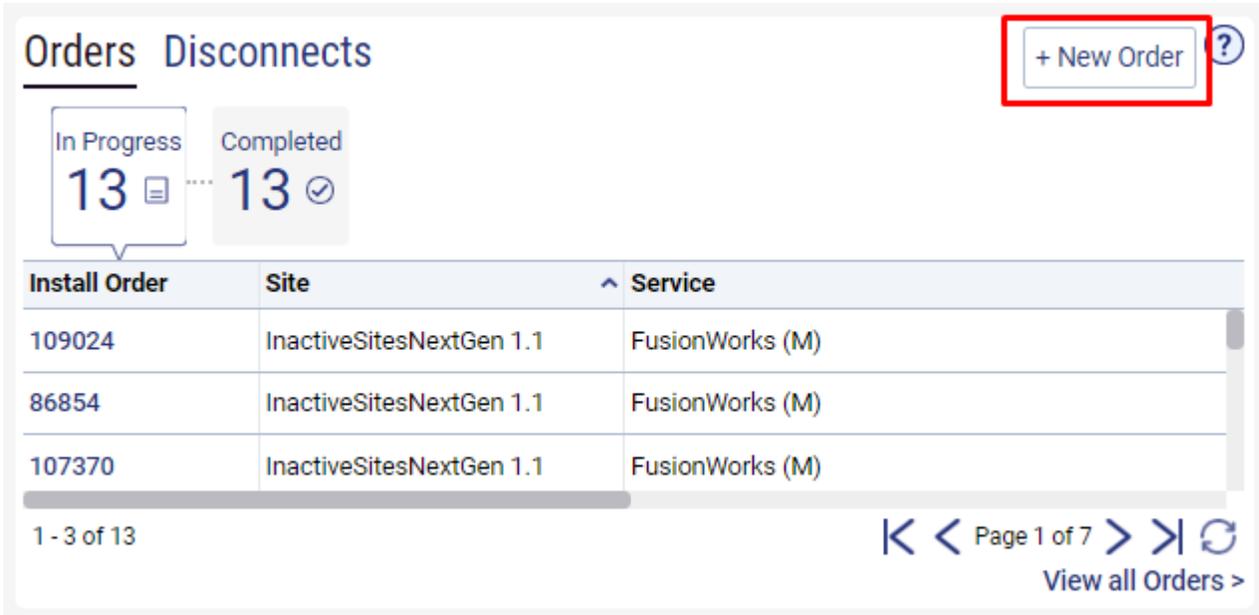
You can view all Orders or all Disconnects by selecting the link in the lower right corner of the tile:

This screenshot is identical to the one above, but the "View all Orders >" link at the bottom right is highlighted with a red box. The filter buttons are no longer highlighted.

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When you are viewing Orders, you can place a new order by selecting the **+ New Order** button:

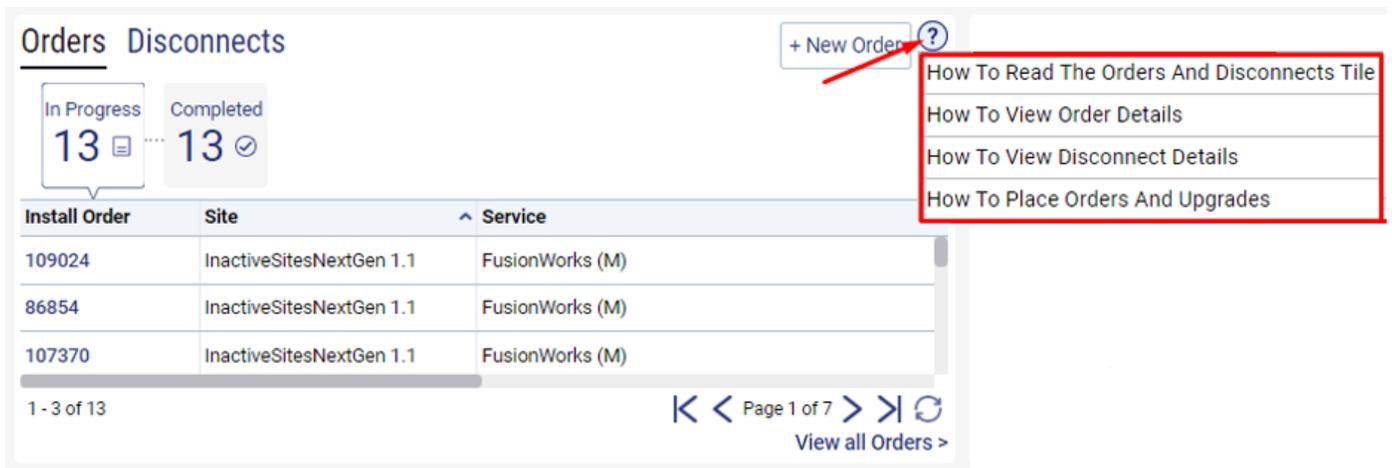
Note: Disconnects does not have an option to place a new disconnect. To disconnect a service, please contact your sales representative.



The screenshot shows the 'Orders Disconnects' interface. At the top right, there is a '+ New Order' button with a question mark icon, highlighted by a red rectangular box. Below the header, there are two summary boxes: 'In Progress 13' and 'Completed 13'. A table below displays a list of orders with columns for 'Install Order', 'Site', and 'Service'. The table contains three rows of data. At the bottom right, there are navigation icons and the text 'Page 1 of 7' and 'View all Orders >'. The text '1 - 3 of 13' is visible at the bottom left of the table area.

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You can click the **Help (?) icon** (top right corner), to access helpful "How To" links to PDF User Guides which also provide quick clip video(s) for each section of the Tile:



This screenshot is similar to the previous one but with a help menu open. A red arrow points from the question mark icon next to the '+ New Order' button to a dropdown menu. The menu contains four items: 'How To Read The Orders And Disconnects Tile', 'How To View Order Details', 'How To View Disconnect Details', and 'How To Place Orders And Upgrades'. The rest of the interface, including the table and navigation elements, is the same as in the previous screenshot.

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