



# HOW TO VIEW DISCONNECT DETAILS

Fusion Connect Client Portal

## Resources

### Watch a Video:

[How To View Disconnect Details](#)

### 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 view Disconnect details?

You can view your disconnects by selecting **Disconnects** on the Orders and Disconnects tile.

| Install Order | Disconnect Order | Site       |
|---------------|------------------|------------|
| 120244        | NA               | [REDACTED] |
| 153962        | NA               | [REDACTED] |

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

**Orders Disconnects**

In Progress 1 ... Completed 3

| Install Order | Disconnect Order | Site                            |
|---------------|------------------|---------------------------------|
| 89877         | NA               | John Scarborough                |
| NA            | NA               | Corporate Account For Cloud Ser |
| NA            | NA               | Corporate Account For Cloud Ser |

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[View all Disconnects >](#)

You can view the details of any disconnect by clicking on the order number.

**Orders Disconnects**

In Progress 2 ... Completed 0

| Install Order | Disconnect Order | Site |
|---------------|------------------|------|
| 120244        | NA               |      |
| 153962        | NA               |      |

1 - 2 of 2   
[View all Disconnects >](#)

On the Order details page, you can view the Order Status, Order Date, Order Type, the Service the order is for, and any Comments that have been made on the order.

Order 653838

Order  
653838

Quote Order Group  
120244

Status  
*Disconnect In Progress*

Order Date  
03/15/2023

Order Type  
Remove

Comments

Service  
Business Cable 300.0/10.0 Dynamic (ESA-  
PREM)

You can add a comment to an order by selecting the **+ Add Comment** button.

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PREM)

+ Add Comment

You can enter your comment and click the **Submit** button in the Add Comment window.

**Add Comment**

First Name

Last Name

Comment \*

Once you have entered your comment it will appear in the Comments section of the order.

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Order  
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Comments

+ Add Comment