



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 **Active Orders** in your Orders tile:

The dashboard consists of four tiles arranged in a 2x2 grid. The top-left tile is titled 'Action Required' and shows a 'Needs Attention' box with the number '0'. The top-right tile is titled 'Sites' and shows 'Down' (0) and 'Alarm' (0) with a 'View All >' link. The bottom-left tile is titled 'Tickets' and shows 'Active' (2) and 'Escalated' (0) with a '+ New Ticket' link. The bottom-right tile is titled 'Orders' and shows 'Active Orders' (1) with a '+ New Order' link. The 'Active Orders' box is highlighted with a red border.

Category	Sub-category	Count
Action Required	Needs Attention	0
	Down	0
Sites	Alarm	0
	Active Orders	1
Tickets	Active	2
	Escalated	0

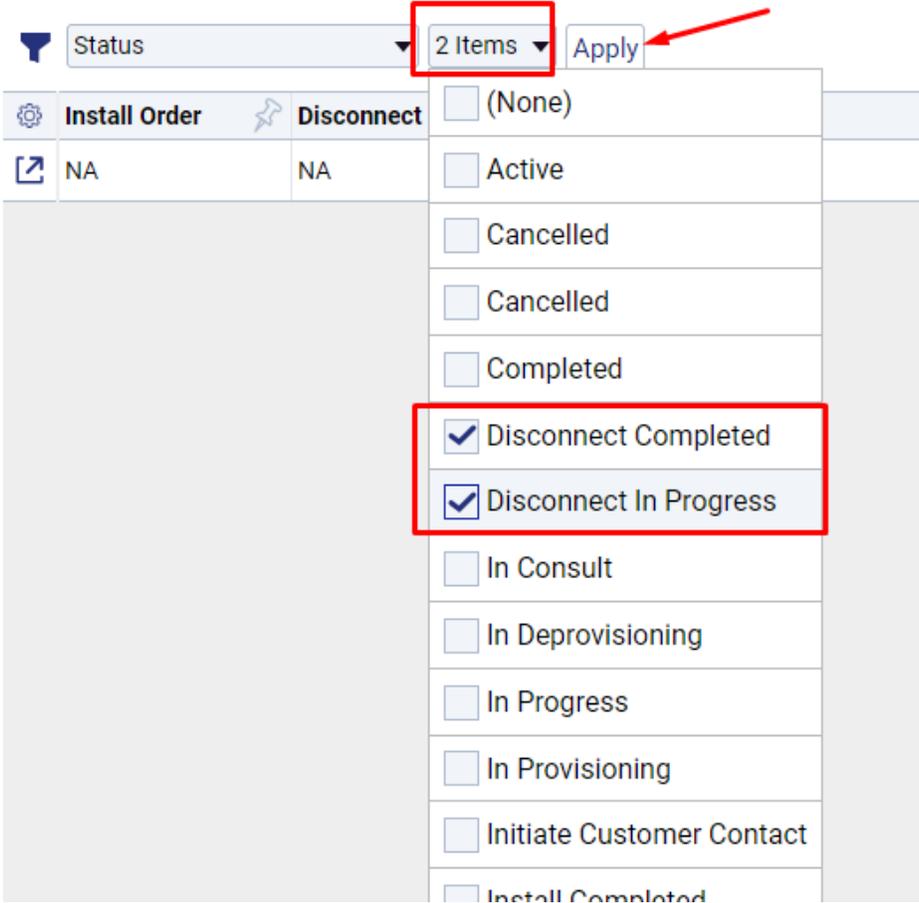
Orders in Progress will be displayed. To view Disconnect Orders, **click the Filter Button** (top left corner):



The screenshot shows a filter button (funnel icon) highlighted with a red box, followed by a 'Status' dropdown menu and a '4 Items' indicator.

Install Order	Disconnect Order	Site	Order Date
NA	NA	Corporate Site	09/14/2015

Using the second dropdown beside Status, uncheck all options and check only **“Disconnect Completed”** and/or **“Disconnect In Progress”** (whichever you wish to view). This will allow you to view ALL Disconnect Orders. **Click APPLY:**



The screenshot shows the 'Status' dropdown menu open. The '2 Items' dropdown is highlighted with a red box, and the 'Apply' button is pointed to by a red arrow. The dropdown menu lists various status options, with 'Disconnect Completed' and 'Disconnect In Progress' checked and highlighted with a red box.

Install Order	Disconnect	Status
NA	NA	(None)
		<input type="checkbox"/> Active
		<input type="checkbox"/> Cancelled
		<input type="checkbox"/> Cancelled
		<input type="checkbox"/> Completed
		<input checked="" type="checkbox"/> Disconnect Completed
		<input checked="" type="checkbox"/> Disconnect In Progress
		<input type="checkbox"/> In Consult
		<input type="checkbox"/> In Deprovisioning
		<input type="checkbox"/> In Progress
		<input type="checkbox"/> In Provisioning
		<input type="checkbox"/> Initiate Customer Contact
		<input type="checkbox"/> Install Completed

***You can view the details of each order by clicking each order’s Popout icon:

Install Order	Disconnect Order	Site	Order Date
 NA	NA	Ashley Palacol	05/16/2019
 NA	NA	Corporate Site	01/10/2017

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)

For “Disconnects In Progress” orders, you can add a comment to an order by selecting the **+ Add Comment** button.

Order 653838

Order
653838

Quote Order Group
120244

Status
Disconnect In Progress

Order Date
03/15/2023

Order Type
Remove

Service
Business Cable 300.0/10.0 Dynamic (ESA-
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.

Order 653838

Order
653838
Quote Order Group
120244
Status
Disconnect In Progress
Order Date
03/15/2023
Order Type
Remove

Comments

+ Add Comment

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