



HOW TO VIEW ORDER DETAILS

Fusion Connect Client Portal

Resources

Watch a Video:

[How To View Order 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 Order details?

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

Install Order	Site	Service
120244	[REDACTED]	Business Cable 600M/3
120244	[REDACTED]	Broadband Business Fit

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

1 - 4 of 4 Page 1 of 2
[View all Disconnects >](#)

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

Orders Disconnects + New Order

In Progress 2 ... Completed 7

Install Order	Site	Service
120244		Broadband Business Fit
120244		Business Cable 600M/3

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

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 653836

Order
653836

Quote Order Group
120244

Status
Install In Progress

Order Date
03/15/2023

Order Type
New Order

Service
Broadband Business Fiber 100M/100M
Dynamic (ESA11)

Comments

Detailed description: This is a screenshot of the order details page for Order 653836. The page has a light gray header with the order number. Below the header, there are several sections of information. A red box highlights the 'Comments' button in the top right. Another red box highlights the 'Status' section, which shows 'Install In Progress'. A third red box highlights the 'Service' section, which shows 'Broadband Business Fiber 100M/100M Dynamic (ESA11)'. Other visible information includes the order number '653836', the quote order group '120244', the order date '03/15/2023', and the order type 'New Order'. There is also a 'Comments' button in the top right area.

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

Order 653836

Order
653836

Quote Order Group
120244

Status
Install In Progress

Order Date
03/15/2023

Order Type
New Order

Service
Broadband Business Fiber 100M/100M
Dynamic (ESA11)

Comments

+ Add Comment

Detailed description: This is a screenshot of the order details page for Order 653836, similar to the previous one. It shows the same order information: Order 653836, Quote Order Group 120244, Status 'Install In Progress', Order Date 03/15/2023, Order Type 'New Order', and Service 'Broadband Business Fiber 100M/100M Dynamic (ESA11)'. A red arrow points to the '+ Add Comment' button in the top right corner of the page.

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)