



# HOW TO VIEW ORDER DETAILS

Fusion Connect Client Portal

## Resources

Watch a Video:

[How To View Order Details](#)

More Resources:

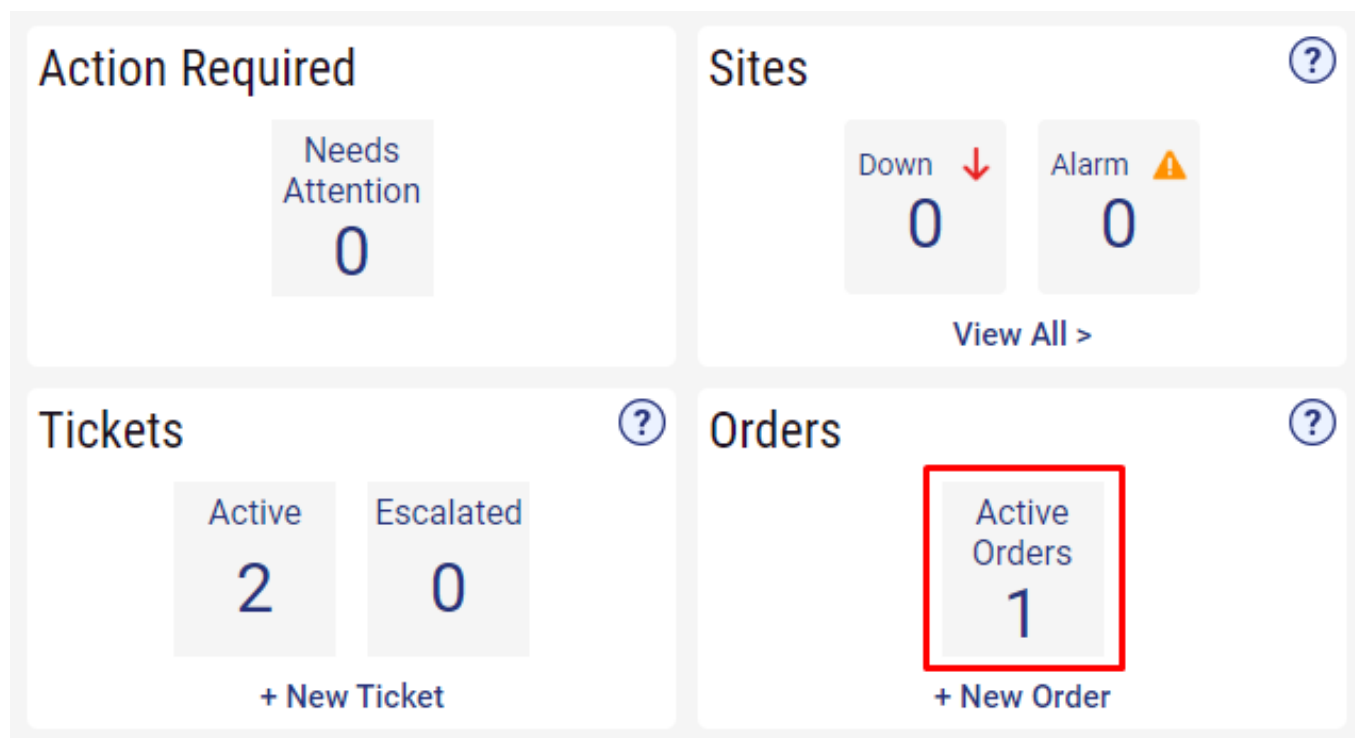
See a complete list of Fusion Connect Client Portal self-support documents here:

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

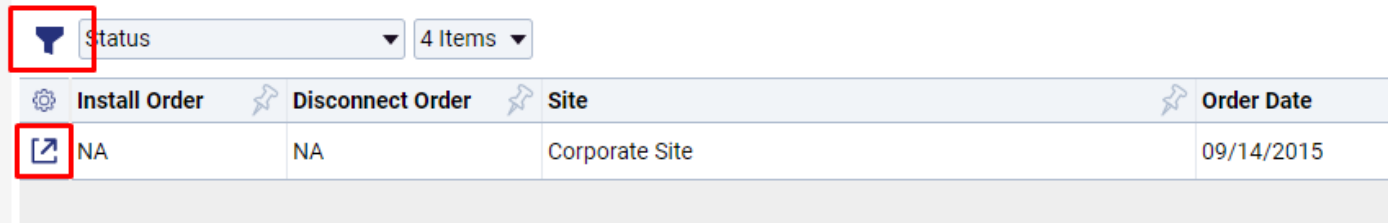


How do I view Order details?

You can view your orders by selecting **Active Orders** in your Orders tile:



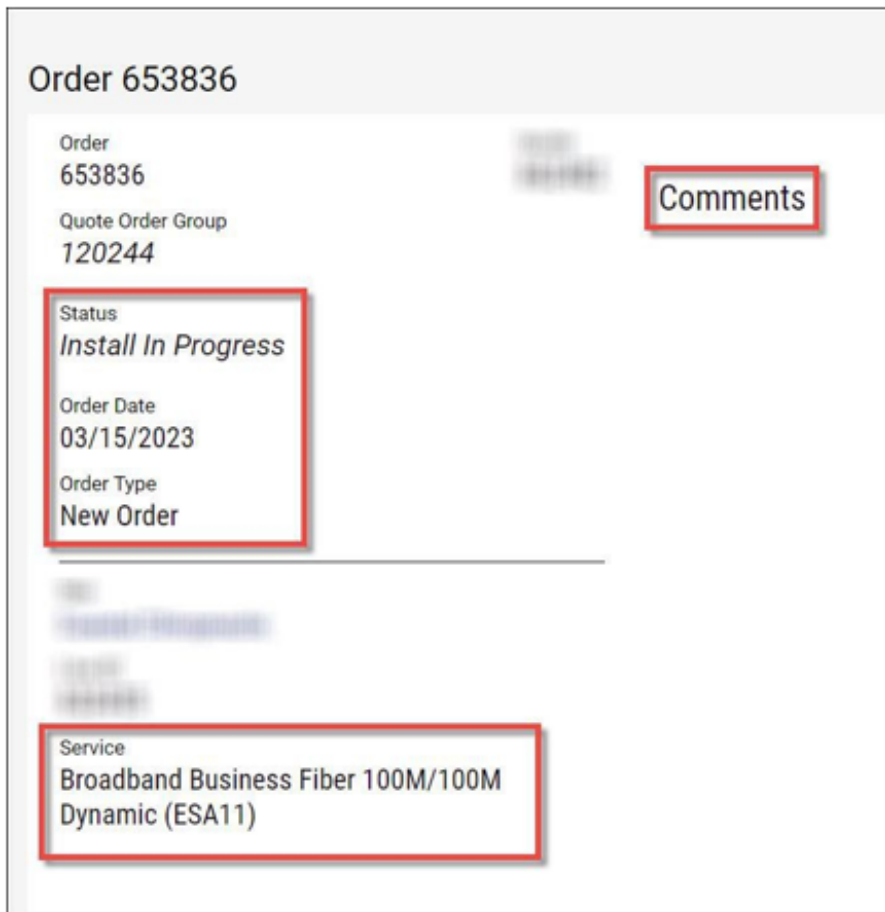
Orders in Progress will be displayed. You can click each order's **Popout icon** to view details of each one. To view ALL Orders, **click the Filter Button** (top left corner):



The screenshot shows a table with a filter button (funnel icon) and a '4 Items' dropdown menu at the top left. The table has columns for 'Install Order', 'Disconnect Order', 'Site', and 'Order Date'. A red box highlights the filter button, and another red box highlights a popout icon (external link symbol) in the first row of the table.

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

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.

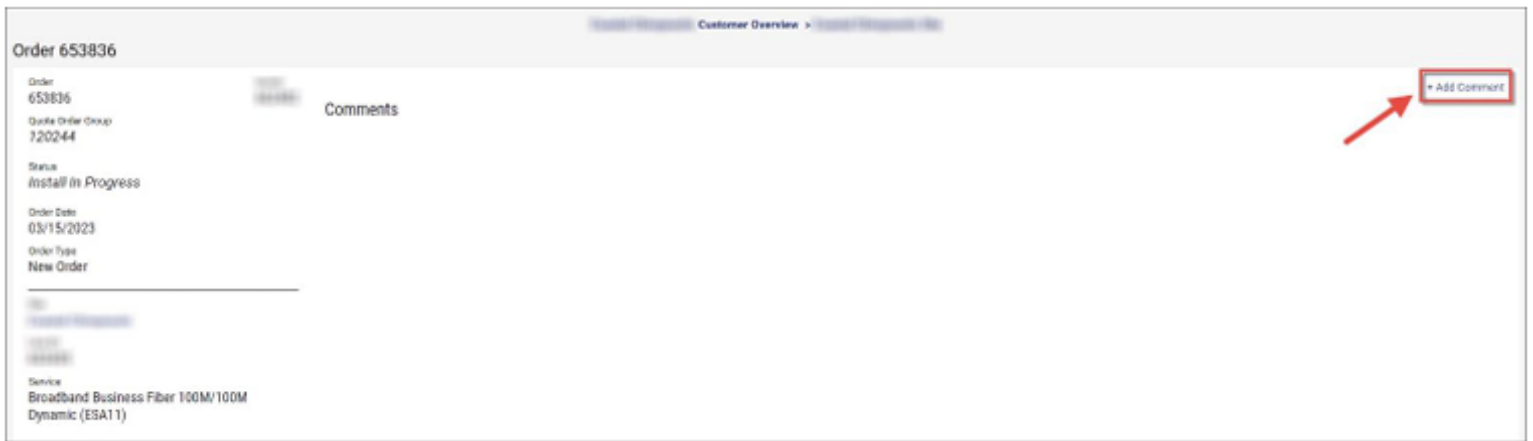


The screenshot shows the order details page for Order 653836. The page includes the following information:

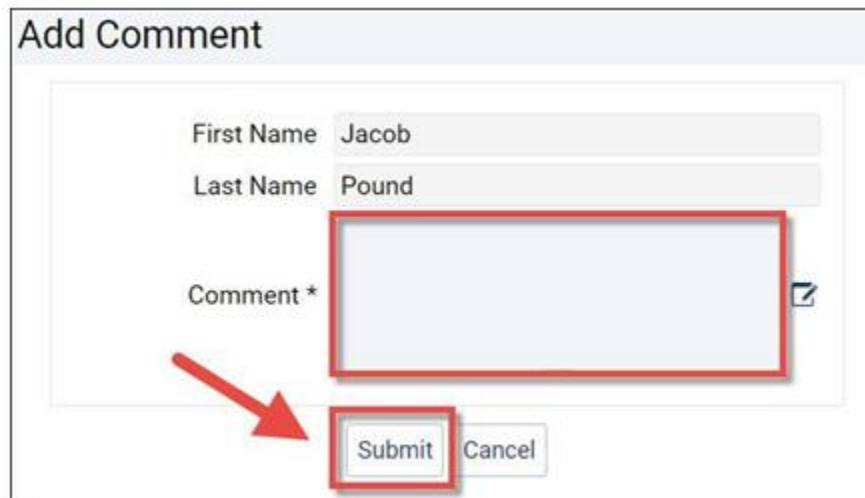
- Order: 653836
- Quote Order Group: 120244
- Status: *Install In Progress*
- Order Date: 03/15/2023
- Order Type: New Order
- Service: Broadband Business Fiber 100M/100M Dynamic (ESA11)
- Comments: A 'Comments' button is visible on the right side of the page.

Once you're in a specific active Order details page:

If you wish to make a comment to your Order, click **"Add Comment"** (top right corner).



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



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

