



# HOW TO MANAGE INTERNET SERVICES

Fusion Connect Client Portal

## Resources

Watch a Video:

[How to Manage Internet Services](#)

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 access and manage my Internet Services?

If you have Internet Services with Fusion Connect, the icon in the Internet section of the Services tile will appear bold. You can click on the Internet section to view more information about your internet services.

*Note: The number of sites with internet service appears in parentheses.*

| Services   |   |   |   |
|--|---|---|---|
| <b>Internet (1)</b><br> | Managed Network & Security (1)<br> | Unified Communications (6)<br> | IT Software & Services (5)<br> |
| WiFi (0)<br>            | Equipment (57)<br>                 | Phone Lines (0)<br>            |   |

On the Internet service page, you can view all your sites with internet service. You can view the type of internet Service, the Status of the service, and if there are any Tickets Open for the service.

On the left side of the page, you can choose Sites by **clicking on a specific site or site(s)**. You can also view the Sites that have Internet Up or Down (**by clicking the UP and/or DOWN buttons**).

Across the top you have the **Site Name**, the specific **Internet Service Name**, the **LAN IP Address(s)** (if applicable), the **WAN IP Address**, as well as the **Status** of the circuit (up or down):

Internet Managed Network & Security Unified Communications IT Software & Services WiFi Equipment Phone Lines

Sites States 6 sites View Sites On Ma

Up 7 Down 0

| Site                     | Service  | Fusion Circuit ID | LAN IP Address                | WAN IP Address   | Line Id | Device ID | Links | Status |
|--------------------------|--|-------------------|-------------------------------|------------------|---------|-----------|-------|--------|
| InactiveSitesNextGen 1.1 | 2Mb Hybrid Ethernet (ESA)                          | 1628815955        | 209.32.134.24/10,209.32.134.2 | 209.32.134.22/10 | 631640  |           |       | Up     |
| RDF McGregor             | Wireless Broadband - 1GB Pooled (ESA)              |                   | 209.32.134.28,209.32.134.22   | 209.32.134.27    | 622975  |           |       | Up     |
| RDF McGregor             | Business Cable 200.0/10.0 Static (ESA-PREM)        | 3432-3342-24334   |                               | 24.74.63.53      | 623021  | 12411527  | 1     | Up     |
| site8                    | 2Mb Hybrid Ethernet (ESA)                          | 4567897           |                               | 192.167.127.92   | 631700  | 12411871  | 1     | Up     |
| siteTwo_22               | 5Mb Ethernet - LCE (On-net)                        | 3456765           |                               | 192.120.98.167   | 631649  | 12411868  | 1     | Up     |
| Test order 1             | Wireless Broadband - 5G/LTE/4G 100MB Pooled (ESA1) |                   |                               | 192.121.98.112   | 631654  |           |       | Up     |
| TestSite5                | 2Mb Hybrid Ethernet (ESA)                          | 4567890           |                               | 192.178.132.120  | 631668  | 12411870  | 1     | Up     |

**NOTE:** If you need to open a ticket for a location’s Internet circuit, select the **Kabob icon** next to the name of the site and then select **Create Ticket**. Your new ticket will appear in your Tickets section of your login Overview Tab. You can manage your ticket by clicking the *Ticket Id*.

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Sites States 6 sites

Up 7 Down 0

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|--------------------------|--|
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