



HOW TO MANAGE SITE CONTACTS

Fusion Connect Client Portal

Resources

Watch a Video:

[How To Manage Site Contacts](#)

More Resources:

See a complete list of Fusion Connect Client Portal How-To Documents here:

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



How do I manage Site contacts?

You can manage your Site contacts by clicking the **View all Sites** link in the Sites tile.

Corporate Account For Cloud Ser Customer Overview

Sites

Total 8 (circled in green with a hand icon pointing to it)

Down 0 (with a red down arrow icon)

Alarm 0 (with a yellow warning triangle icon)

Off 0 (with a lightning bolt icon)

Inactive 0

| Site | Account Number | City | State |
|---------------------------|----------------|--------------|-------|
| Ashley Palacol | 3418205 | HERNDON | VA |
| Billy Fisher | 3850266 | HERNDON | VA |
| Billy Fisher LITTLE RIVER | 3992460 | LITTLE RIVER | SC |

1 - 3 of 8

Manage >

Navigation: Page 1 of 4, View all Sites > (highlighted with a red box and arrow)

Then, click on the **icon** to edit the Site.

Corporate Account For Cloud Ser Customer Sites

Total
8

Up ↑
8

Down ↓
0

Alarm ⚠
0

Off ⚡
0

Inactive
0

| Site | City |
|---|--------------|
| Ashley Paracoi | HERNDON |
| Billy Fisher | HERNDON |
| Billy Fisher LITTLE RIVER | LITTLE RIVER |
| Billy Fisher LITTLE RIVER 1 | LITTLE RIVER |
| Corporate Account For Cloud Ser | Seattle |
| John Scarborough | SEATTLE |
| Pleasanton Office | PLEASANTON |

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Then, under the Site Name, click the **Manage** link.

Corporate Account For Cloud Ser Billy Fisher Site

Site Name
Billy Fisher

[Manage >](#)

Site Account Number
3850266

Site Account Status
BILLABLE

When the site details open, scroll down to the **Edit** button under the Access Hours section and click it.

First Name Last Name
Phone Email
Ext

Access Hours

The times below are shown in your browser's time zone.

| Day | Start | End |
|---|---------|---------|
| Mon-Fri <input checked="" type="checkbox"/> | 6:00 PM | 3:00 AM |

Then, scroll back up to the Site Contact section and update the Local Site Contact, Shipping Site Contact and Technical Site Contact information as needed.

You can add or edit their First and Last Name, Phone Number, and their Email address.

Corporate Account For Cloud Ser Customer Overview X Corporate Account For Cloud Ser Customer Sites X Corporate Account For Cloud Ser Billy Fisher Site X Corporate Account For Cloud Ser Billy Fisher Customer Site Info

Country

Site Contact

Local Site Contact
First Name Last Name
Phone Email
Ext

Shipping Site Contact
First Name Last Name
Phone Email
Ext

Technical Site Contact
First Name Last Name
Phone Email
Ext

Access Hours

Then, scroll back down and select the **Apply** button or the **Save** button to save your changes.

Note: Apply will save your change but keep you on the same screen. Save will save the change and close the tab.

Access Hours

The times below are shown in your browser's time zone.

Pacific

| Day | Start | End |
|---|------------------------------|-------------------------------|
| Mon-Fri <input checked="" type="checkbox"/> | 1:00 AM <input type="text"/> | 10:00 AM <input type="text"/> |

Apply **Save** **Cancel**