



Increasing Quantity of Existing Service-Licenses

Fusion Connect Client Portal

Resources

Watch a Video:

[Increasing Quantity of Existing Service-Licenses](#)

More Resources:

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








<https://www.fusionconnect.com/support/ms-teams-support>

Increasing Quantity of Existing Service-Licenses...

The Services Tile displays a list of the services that Fusion Connect offers. Services you currently subscribe to will appear in bold with the number of sites you have in parentheses next to the service type.

Note: Services you do not currently subscribe to will appear in grey.

For Microsoft Services, click on your *IT Software & Services* section:

Services ?				
Internet (1) 	Managed Network & Security (1) 	Unified Communications (6) 	IT Software & Services (5) 	WiFi (0) 
Equipment (57) 	Phone Lines (0) 			

This will open a new Tab within your Portal listing your Site(s) and their service(s). Choose the site/service by clicking the Kabob icon and choose "Manage Services":

The screenshot shows the Fusion Connect portal interface. At the top, there's a search bar and navigation tabs for 'Sample Company Customer Overview' and 'Sample Company Customer Services'. Below this, the page title is 'Sample Company Customer Services'. There are four main service categories: 'Internet', 'Managed Network & Security', 'Unified Communications', and 'IT Software & Services'. Under 'IT Software & Services', there are radio buttons for 'Sites' and 'States', and a text input for '1 sites'. A table lists services for the 'Sample Company' site. A dropdown menu is open for the 'Sample Company' site, showing options: 'Manage Services' (highlighted with a red box), 'Create Ticket', and 'Sample Company'.

In the Services section, select a specific Product/License by clicking its "pop-out window" icon:

Services for Sample Company Provider (samplecompany.something.com)

Service X

Service	Billing Type	Billed	Term	Unit Price	Quantity	Total	Effective	Term End	Auto Renew
Azure Plan	Usage	Annual	Monthly						
<input checked="" type="checkbox"/> Microsoft 365 E3	License	Monthly	Monthly	43.20	1	43.20	03/18/2024	04/18/2024	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Microsoft 365 E5	License	Annual	Annual	684.00	1	684.00	03/18/2024	03/18/2025	<input checked="" type="checkbox"/>

Here, you can change the quantity of your service by clicking "Change Quantity". You can also "Open Ticket Requesting Credit Review/Increase", or "Open Ticket Reporting License Problem". You can click "EDIT" to edit your Auto Renew:

The screenshot shows the Fusion Connect portal interface for the 'Sample Company Microsoft 365 E3' service. The page title is 'Sample Company Microsoft 365 E3'. There are several input fields for service details: Service (Microsoft 365 E3), Unit Price (43.20), Billed (Monthly), Quantity (1), Term (Monthly), Total (43.20), Effective (03/18/2024), and Term End (04/18/2024). The 'Auto Renew' checkbox is checked. Below these fields, there are three buttons: 'Change Quantity', 'Open Ticket Requesting Credit Review/Increase', and 'Open Ticket Reporting License Problem'. At the bottom, there is an 'Edit' button with a refresh icon.

This allows the ability to change the quantity of your service. Add your **New Quantity*** of service. For **Change Effective***, click the drop down and choose either *“Immediately”* (if you want the additional services immediately) -or choose *“On Renewal”* if you want services added when you auto-renew. You can also add your own alpha/numeric Order Reference if you wish.

Clicking **“Submit Order”**, your new service will be added within the Change Effective time frame chosen:

Change Quantity of Microsoft 365 E3

Current Quantity	1
New Quantity *	4
Change Effective *	Immediately ▼
Order Reference	(No Selection)
Terms & Conditions	Immediately
	On Renewal

By clicking “Submit Order”, Customer is ordering the Services described on the Order Submission page and agrees to pay the fees associated therewith. All fees for Services ordered using the Fusion Connect Customer Portal shall be in addition to existing fees for Customer’s previously ordered Services. Customer’s use of the Services are subject to the terms of the Master Service Agreement between Fusion Connect and Customer, or, in the absence of such agreement, Fusion Connect’s Basic Terms and Conditions found at <http://www.fusionconnect.com/legal>, including the Tariff(s) and/or Service Addendum(s) applicable to the Services described in this Online Order. Failure to adhere to these terms may result in delays in your Service installation, interruption, and/or complete loss of Service, and additional charges. Fusion Connect’s Fees and Surcharges Guide found at <http://www.fusionconnect.com/legal> contains the optional and miscellaneous Service fees associated with Fusion Connect Services and is hereby incorporated into this Online Order. If Customer is ordering Microsoft Services, Customer acknowledges that Fusion Connect may seek association to Customer’s Tenant ID as part of the Microsoft Partner Incentives program and that Microsoft may share Customer subscription information with Fusion Connect. You represent that you are authorized to accept this Service Order on the terms set forth herein on behalf of Customer.

Submit Order Cancel

Because this process is automated, the Change History (which appears below) will automatically be updated with the request:

Service	Office 365 E3	Unit Price	27.60
Billed	Monthly	Quantity	20
Commitment	Monthly	Total	552.00
Effective	07/27/2023		
Commitment End	03/26/2024		
Auto Renew	<input type="checkbox"/>		

[Change Quantity](#)
[Open Ticket Requesting Credit Review/Increase](#)
[Open Ticket Reporting License Problem](#)

Change History

Change Description

Change Time	Change Description	Effective	Order Reference	Ordered By	Source	Provisioning Status
03/04/2024 11:16:12 AM	Quantity increased by 7	03/04/2024	12345	Admin	Customer	Awaiting Provisioning
03/01/2024 11:57:24 AM	Auto Renew disabled	03/01/2024		Admin	Customer	Provisioned
02/29/2024 5:18:48 PM	Quantity increased by 2	02/29/2024		Admin	Customer	Provisioned
02/29/2024 3:20:12 PM	Quantity increased by 2	02/29/2024		Admin	Customer	Provisioned
02/29/2024 3:18:49 PM	Auto Renew enabled	02/29/2024		Admin	Customer	Provisioned

Provisioning Status:

1. Awaiting Provisioning - Awaiting provisioning with Microsoft
2. Failed Provisioning - Failed to provision with Microsoft
3. Provisioned - Successfully provisioned with Microsoft
4. Not Applicable - The operation considered successful / nothing required by Microsoft