



Removing the Auto-Renewal from Term

Fusion Connect Client Portal

Resources

Watch a Video:

[Removing the Auto-Renewal from Term](#)

More Resources:

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

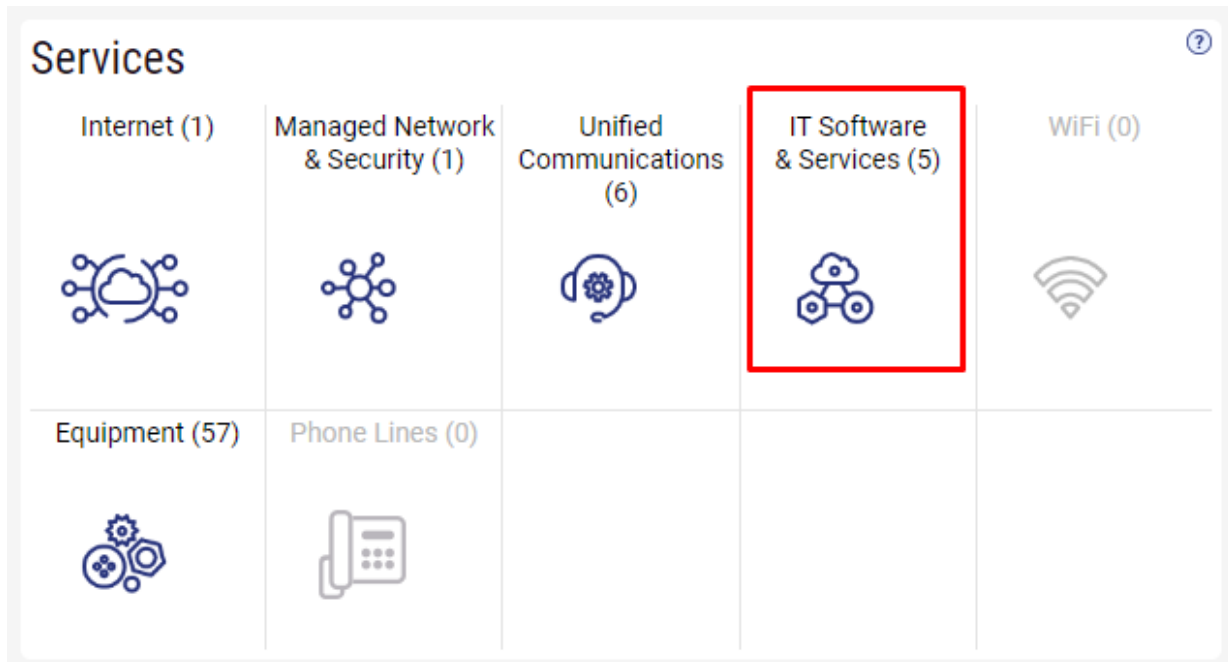
<https://www.fusionconnect.com/support/ms-teams-support>

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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:



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"**:

fusion connect

Sample Company Customer Overview | Sample Company Customer Services

Sample Company Customer Overview

Sample Company Customer Services

Internet | Managed Network & Security | Unified Communications | IT Software & Services

Sites | States | 1 sites

Site	Service
Sample Company	Microsoft Services

Manage Services

Create Ticket

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

Service	Billing Type	Billed	Term	Unit Price	Quantity	Total	Effective	Term End	Auto Renew
Azure Plan	Usage	Annual	Monthly						
Microsoft 365 E3	License	Monthly	Monthly	43.20	1	43.20	03/18/2024	04/18/2024	✓
Microsoft 365 E5	License	Annual	Annual	684.00	1	684.00	03/18/2024	03/18/2025	✓

In your new Tab, you will see your Auto Renew checked. To change this option, click EDIT:

Service: Microsoft 365 E3 | Unit Price: 43.20

Billed: Monthly | Quantity: 1

Term: Monthly | Total: 43.20

Effective: 03/18/2024

Term End: 04/18/2024

Auto Renew:

Change Quantity

Open Ticket Requesting Credit Review/Increase

Open Ticket Reporting License Problem

Edit

Uncheck Auto Renew and **click SAVE**:

Service	Microsoft 365 E3
Billed	Monthly
Term	Monthly
Effective	03/18/2024
Term End	04/18/2024
Auto Renew	<input checked="" type="checkbox"/>

Note: Unchecking Auto Renew, your Product with its quantities will cancel on your Term End date.

***If you wish to reset your Product/License to Auto Renew, repeat the above steps "selecting/checking" your Auto Renew option and **click SAVE**. Your Product/License will automatically renew for the same preset Term.