Services & Orders · DanumHost Specific

Tracking Order Status

View pending orders and open order details from the dashboard or service list.

After you place an order, DanumHost may provision automatically or require staff steps.

Find your order

1. Check the **dashboard** for pending assigned orders highlighted near the top.
2. Open the order link to `/account/orders/{id}` for full status and line items.
3. Review payment state—unpaid orders may wait until you pay the linked invoice.

What statuses mean

Pending often means provisioning is in progress. **Active** services appear under My Services. If an order stalls for more than the stated timeframe, open a support ticket with the order ID.

Cancel

Orders that have not completed may offer cancel on the order detail page. Use it only if you no longer want the purchase; paid orders may need a support request instead.

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