Changes to the support of Meru Networks products effective January 18th, 2016

The previously announced changes in our Customer Service & Support organisation will become effective on January 18th 2016 at 07:00 GMT.

Activate your support account on January 18th

From January 18th we invite you to visit our Support Portal at https://support.fortinet.com and activate your account. You do not need to Sign Up for a new account.

Simply enter your email address on the 'Log In' tab and follow the 'Forgot Your Password?' option.

Once your account has been activated you will be able to see details of your installed products and contracts, open new tickets, obtain firmware, and much more.

Contacting Fortinet Support

Fortinet Customer Service & Support provide assistance to their customers through their web portal at https://support.fortinet.com, by telephone at +1 408-542-7780, and over web chat.

Our 'Contact Support' page at http://www.fortinet.com/support/contact_support.html provides a list of local toll free telephone numbers that may be used to reach us.

Open Support Tickets

All open Support Tickets will continue to be worked by our technical teams however; they will be allocated with new ticket numbers to replace the existing reference number.

Additional Information

Further information regarding these changes including notes of Support Account Management, Ticket Creation, and a list of Frequently Asked Questions is available in our Knowledge Base at http://kb.fortinet.com/kb/microsites/microsite.do?cmd=displayKC&docType=kc&externalId=FD37872

Questions

If you have any questions relating to these changes, or if you experience any difficulty in activating your Support account then please contact us at cs@fortinet.com