

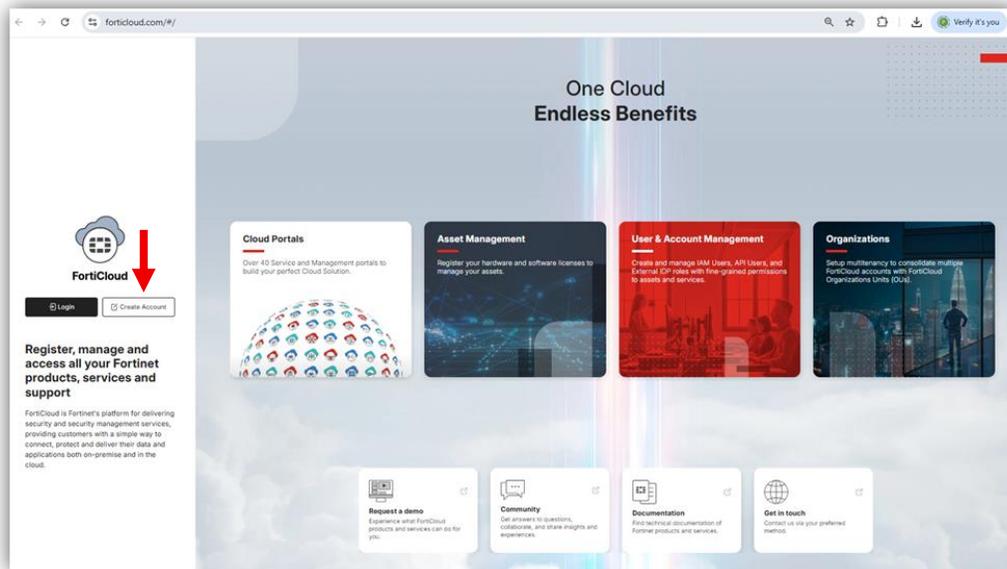
The FortiCloud Support Portal is essential for managing accounts and assets, creating support requests, downloading service updates and firmware images, reviewing posted information about Fortinet products and services. FortiCloud is necessary for centralized management, scalability, zero-touch deployment, enhanced security, cost efficiency, improved productivity, and operational flexibility. The account creation is required for leveraging the full capabilities of Fortinet's cloud-based services.

For customers with access to the Fortinet Partner and Training sites, the creation of a FortiCloud account is required in order to enable multi-factor authentication. The purpose of multi-factor authentication (MFA) in FortiCloud is to enhance security by requiring users to provide two or more verification factors to gain access to their accounts. This reduces the risk of unauthorized access, as it is not enough for an attacker to know the password alone; they would also need access to the second factor, such as email, a mobile device or authentication app.

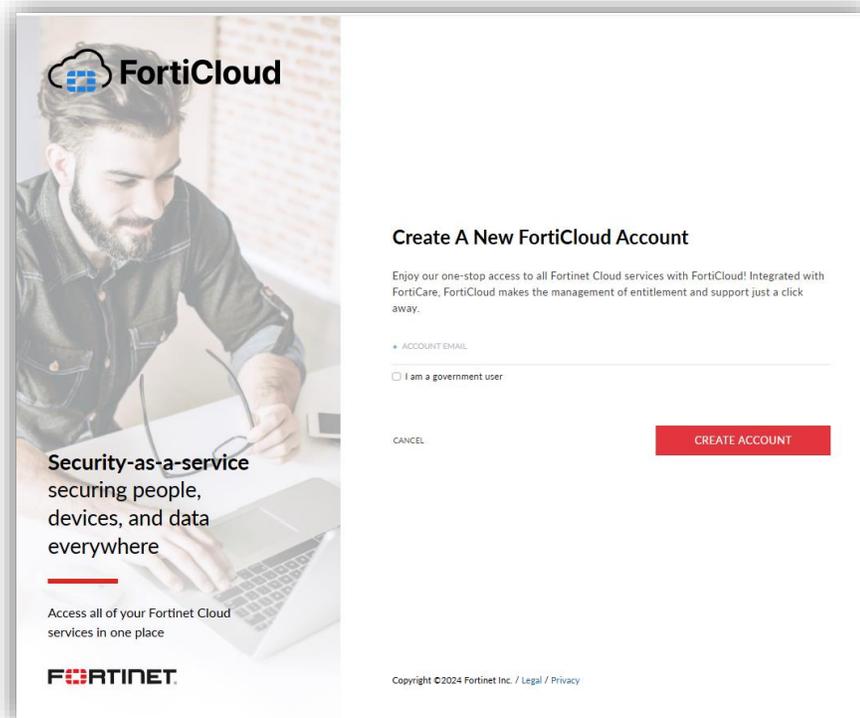
Prior to creating a new standalone account, please check whether your company currently possesses an existing account for managing registered Fortinet assets. If such an account exists, kindly request the support account administrator to add you as a sub-user or IAM user to the existing account.

For detailed instructions, please refer to the 'Create and Edit a Sub Account' article. It is important to note that a support account is necessary for product support. Fortinet products are eligible for support as long as a FortiCloud account has been created, and products with active support have been registered. The account creation is restricted in certain embargoed countries. For further information, please go to our Global Trade Compliance page at <https://www.fortinet.com/corporate/about-us/global-trade-compliance> or contact our Trade Compliance team at tradecompliance@fortinet.com.

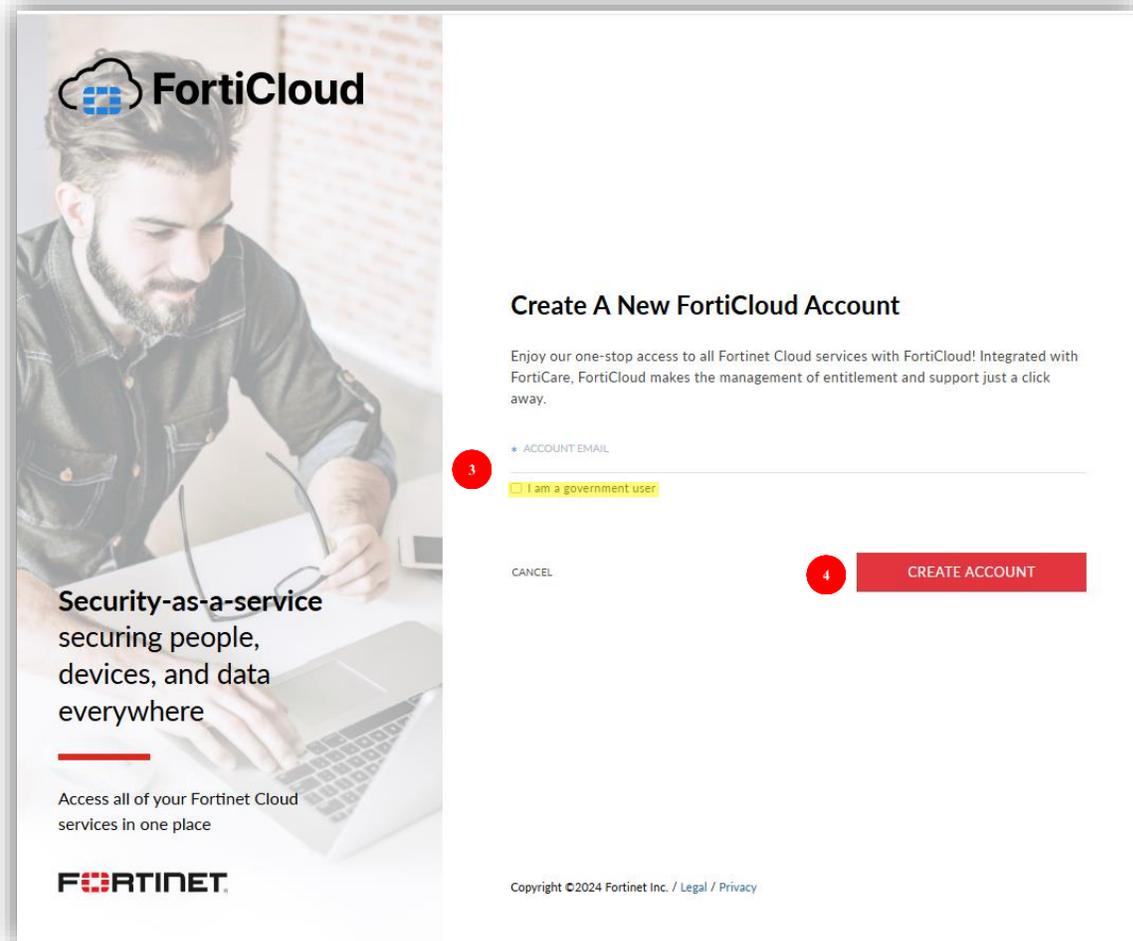
Steps to create a FortiCloud customer account:



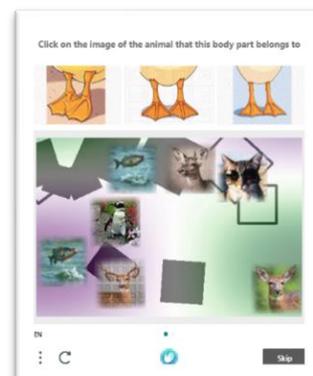
1. Open a web browser of choice and type into the address bar www.forticloud.com.
2. Click the **Create Account** button.

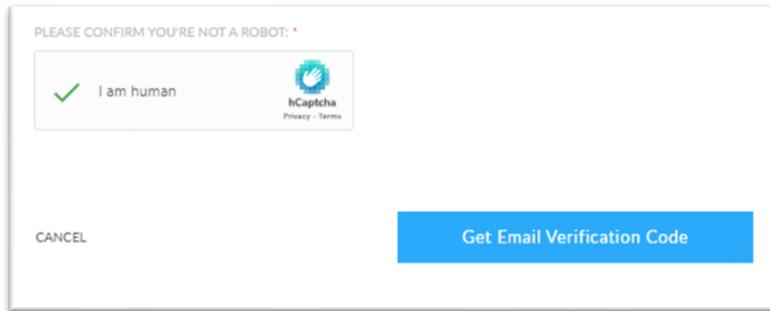


3. Type in an email address that the account will be using and select if you are a government user.
4. Click the **Create Account** button.

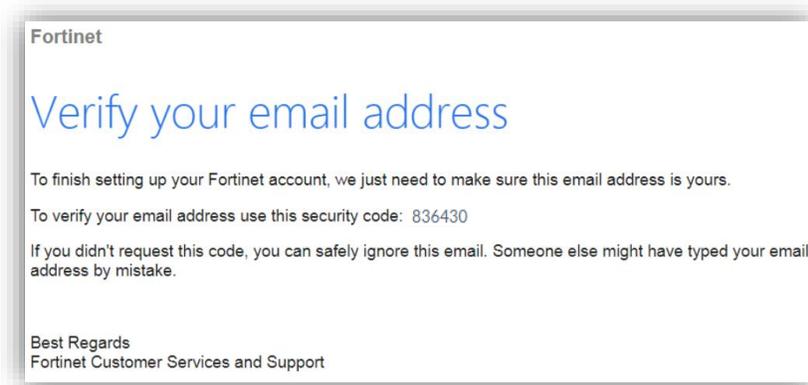


5. The following screen will appear to get a verification code sent to the specified email address. Once the **Captcha** has been checked and actioned, the **Get Email Verification Code** button will become selectable.

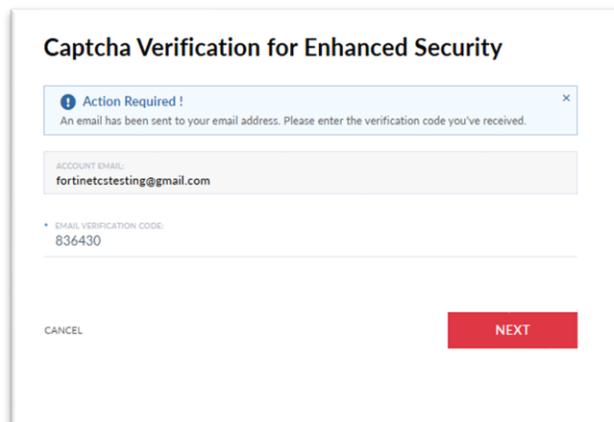




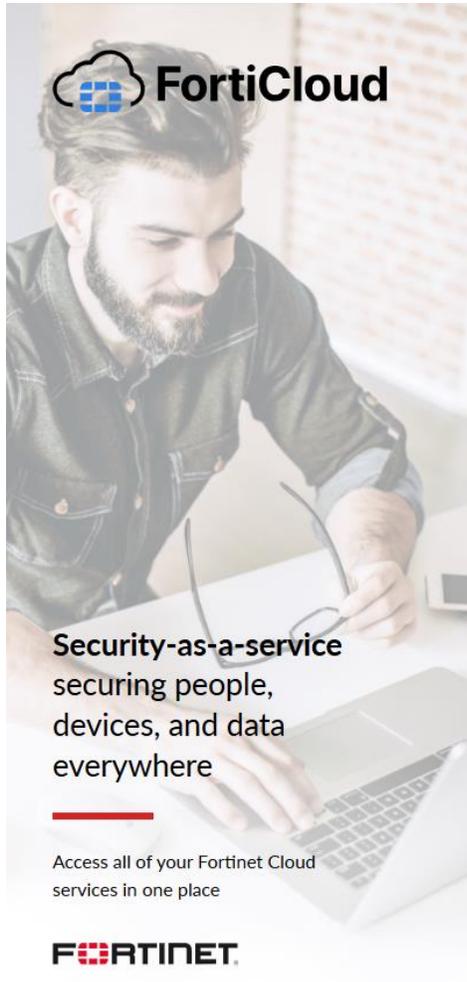
6. The following message will appear - *“An email has been sent to you. Please open your email to get the verification code.”* The below image is an example of an email that customers will receive from the sender registration@fortinet.com.



7. Enter the code received in the verification code field and click the **Next** button.



- After entering the verification code, the credentials page will appear. This will allow you to create your account password.



Credentials

EMAIL (ACCOUNT ID):

PASSWORD

CONFIRM PASSWORD

Your new password must contain

- Minimum 8 characters
- Numbers (0-9)
- Both uppercase (A-Z) and lowercase (a-z) letters
- Some special characters

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The password must contain the following characters:

- Minimum of 8 characters
- Numbers (0-9)
- Both uppercase (A-Z) and lowercase (a-z) letters
- Some special characters (!?\$&)

- Once the password has been created, click the **Next** button. You will be directed to the following page to enter the account information.

✔ Login credentials have been created !



You have created the login credentials successfully. You can continue to create and finalize your FortiCloud account by filling in the details on this page. Please note: Failure to complete this page will result in the loss of your account credentials and having to begin again.

MASTER USER <input type="text"/>	* FIRST NAME <input type="text"/>
* LAST NAME <input type="text"/>	TITLE <input type="text"/>
* COMPANY <input type="text"/>	* ADDRESS <input type="text"/>
* COUNTRY Select a Country ▼	* CITY <input type="text"/>
STATE/PROVINCE <input type="text"/>	ZIP/POSTAL CODE <input type="text"/>
* PHONE ▼ <input type="text"/>	FAX ▼ <input type="text"/>
INDUSTRY Industry ▼	ORGANIZATION SIZE Organization Size ▼

CANCEL

SUBMIT

10. Once all the required fields (fields using an asterisk *) has been filled, please click the **Submit** button.

11. The next page to appear is the **Fortinet Service Terms and Conditions** page. To proceed with the account creation, please fully read and check that you have read, understood and have accepted the information mentioned.

FortiCloud

Security-as-a-service
securing people,
devices, and data
everywhere

Access all of your Fortinet Cloud services in one place

Fortinet Service Terms & Conditions

For FortiCare, FortiGuard and other Service Offerings

Fortinet Service Terms & Conditions For FortiCare, FortiGuard and other Fortinet Service Offerings THESE TERMS AND CONDITIONS APPLY TO THE PROVISION OF SERVICES BY FORTINET AND EXCLUSIVELY GOVERN THE LEGAL RELATIONSHIP BETWEEN YOU (THE "CUSTOMER") AND FORTINET. IT SETS FORTH THE LEGALLY BINDING RIGHTS AND OBLIGATIONS OF THE CUSTOMER IN RELATION TO FORTICARE SUPPORT OR FORTIGUARD SUBSCRIPTION SERVICES OR OTHER FORTINET SERVICE OFFERINGS. THE CUSTOMER CONSENTS TO BE BOUND BY THESE TERMS AND CONDITIONS (THE "AGREEMENT"). THE CUSTOMER REPRESENTS THAT IT IS A SOPHISTICATED ENTITY, THAT HAS READ AND UNDERSTANDS THIS AGREEMENT AND HAS HAD SUFFICIENT OPPORTUNITY TO CONSULT WITH COUNSEL BEFORE AGREEING TO THE TERMS HEREIN. IF THE CUSTOMER DOES NOT AGREE TO THE TERMS, THE CUSTOMER SHOULD NOT ACCEPT THE AGREEMENT AND SHOULD CONTACT LEGAL@FORTINET.COM TO REQUEST CHANGES TO THE AGREEMENT. THE CUSTOMER AGREES THAT ANY OF THE FOLLOWING ACTIONS BY CUSTOMER REPRESENTATIVES REPRESENT THE CUSTOMER'S AUTHORIZED CONSENT TO BE BOUND BY THIS AGREEMENT: (I) RECEIVING, DOWNLOADING, DEPLOYING OR USING ANY SOFTWARE PROVIDED IN CONNECTION WITH FORTINET SERVICES, (II) RECEIVING, CONFIGURING, LOGGING IN, REGISTERING OR OTHERWISE USING OR BENEFITTING FROM THE SERVICES, OR (III) BY CLICKING ON THE "ACCEPT" BUTTON UPON REGISTRATION (ANY OF (I), (II), OR (III) SHALL CONSTITUTE "ACCEPTANCE" BY CUSTOMER). THE CUSTOMER HEREBY ACKNOWLEDGES AND AGREES THAT THE PERSON ENGAGING IN (I), (II), AND/OR (III) IS AUTHORIZED TO BIND THE CUSTOMER TO THE TERMS HEREIN. FOR CLARITY, NOTWITHSTANDING ANYTHING TO THE CONTRARY, IF CUSTOMER IS USING AN AUTOREGISTRATION TOOL OR HAS ENGAGED A FORTIPARTNER OR FORTINET TO REGISTER THE SERVICE CONTRACT ON ITS BEHALF, CUSTOMER ACKNOWLEDGES AND AGREES THAT ANY AND ALL UNITS REGISTERED USING SUCH TOOL SHALL BE SUBJECT TO THIS AGREEMENT. Services are available independently or in connection with the purchase of Fortinet's commercial networking products and related equipment, including Hardware products with embedded Software, and stand-alone Software products sold and licensed to Customer pursuant to Fortinet's End User License Agreement ("EULA"), which EULA is available at <https://www.fortinet.com/content/dam/fortinet/assets/legal/EULA.pdf>, and Customer hereby agrees to the terms of the EULA. This Agreement constitutes a legal agreement between the parties with respect to FortiCare and FortiGuard Subscription services or other Services, and shall supersede all prior representations, discussions, negotiations and agreements, whether written or oral. Notwithstanding anything to the contrary, Fortinet is only bound by, and Customer is only entitled to, services pursuant to official service descriptions that are authorized by Fortinet pursuant to this

I have read, understood and accepted the contract stated above.

CANCEL BACK **ACCEPT**

12 After clicking the **Accept** button, the account creation process is complete. Click the **Complete** button to log into the FortiCloud account.

Success !

Your FortiCloud account has been successfully created. Click 'Complete' to finish.

Account Details

ACCOUNT ID / EMAIL

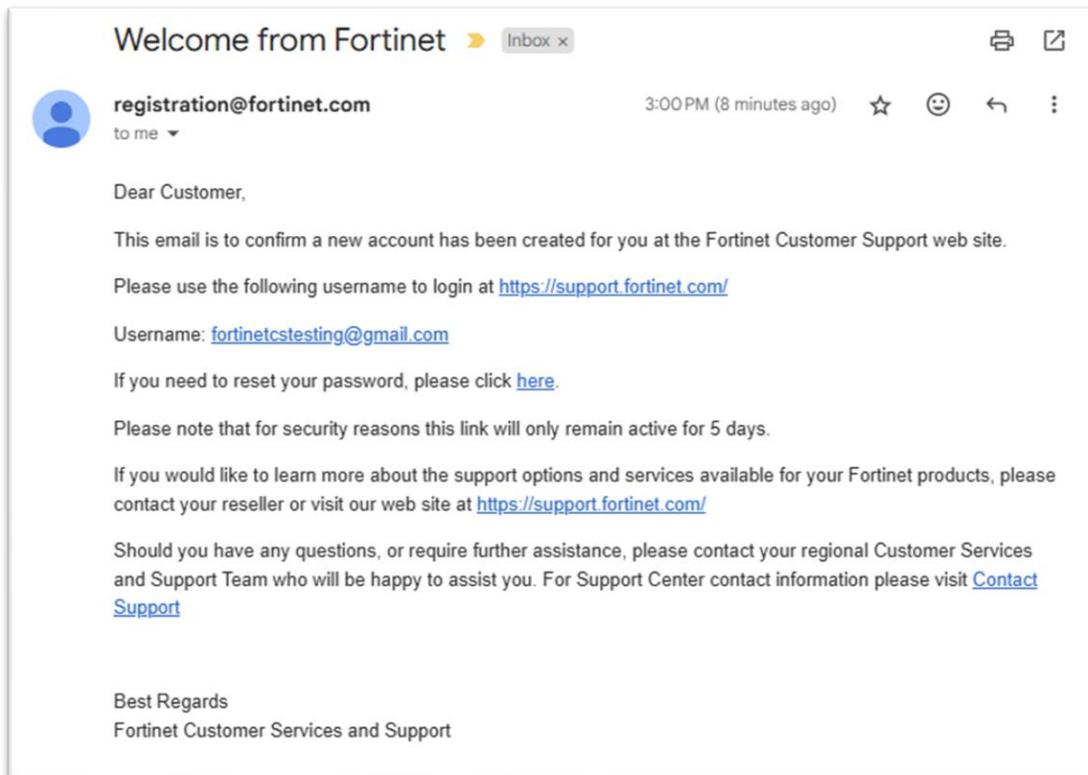
fortinetctestng@gmail.com

This email address will be used to receive the security code for the next login.

COMPLETE

COMPLETE

13. A Welcome email will be received from Fortinet notifying of account creation.



Once the account has been created successfully, please go back to www.forticloud.com and log in using the email address and password that were used during the account creation process.