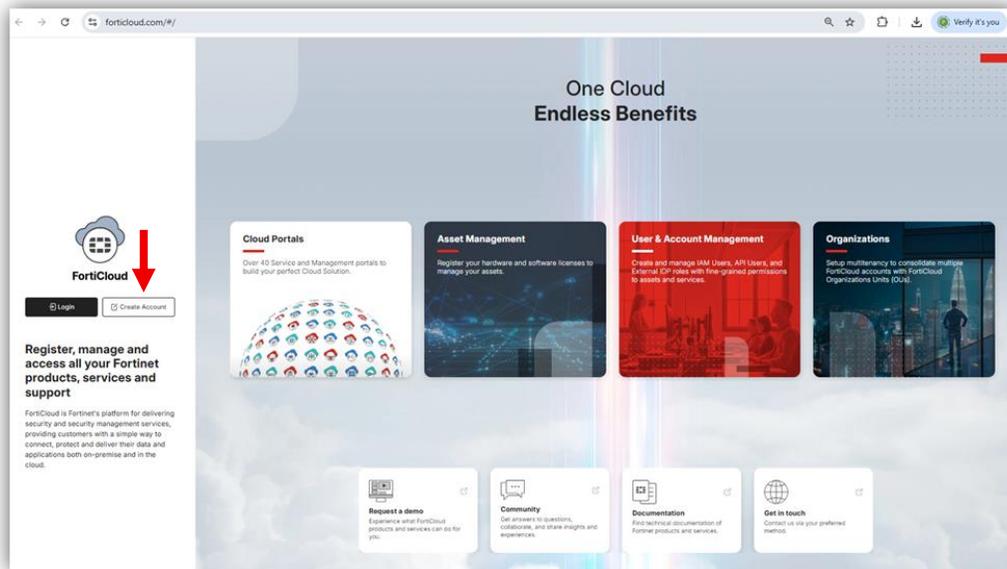The FortiCloud Support Portal is essential for managing accounts and assets, creating support requests, downloading service updates and firmware images, reviewing posted information about Fortinet products and services. FortiCloud is necessary for centralized management, scalability, zero-touch deployment, 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.
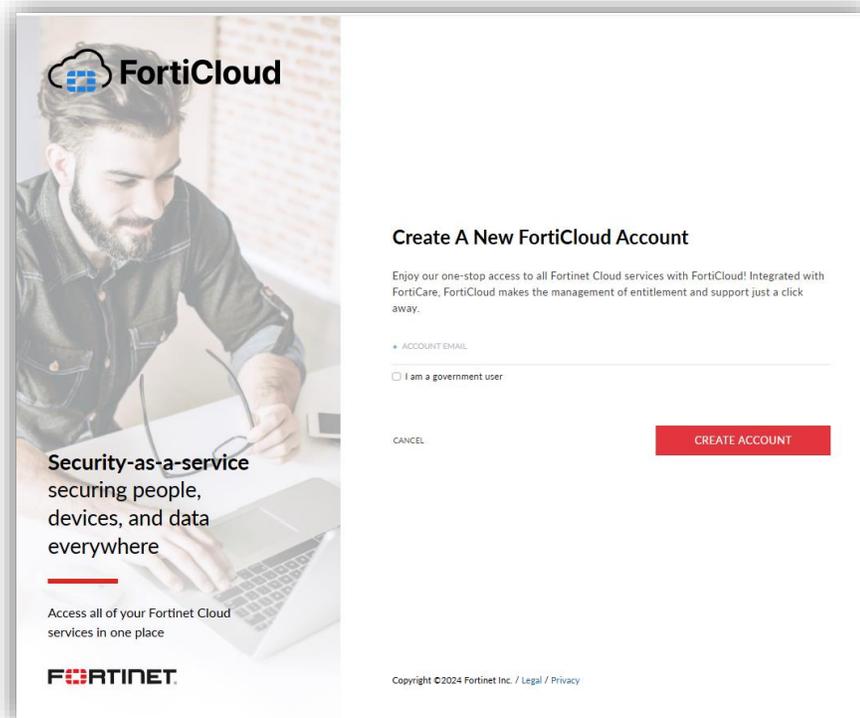
Prior to creating a new standalone account, please check whether your company currently possesses an existing account for managing registered Fortinet assets. If such an account exists, kindly request the support account administrator to add you as a sub-user or IAM user to the existing account.

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.
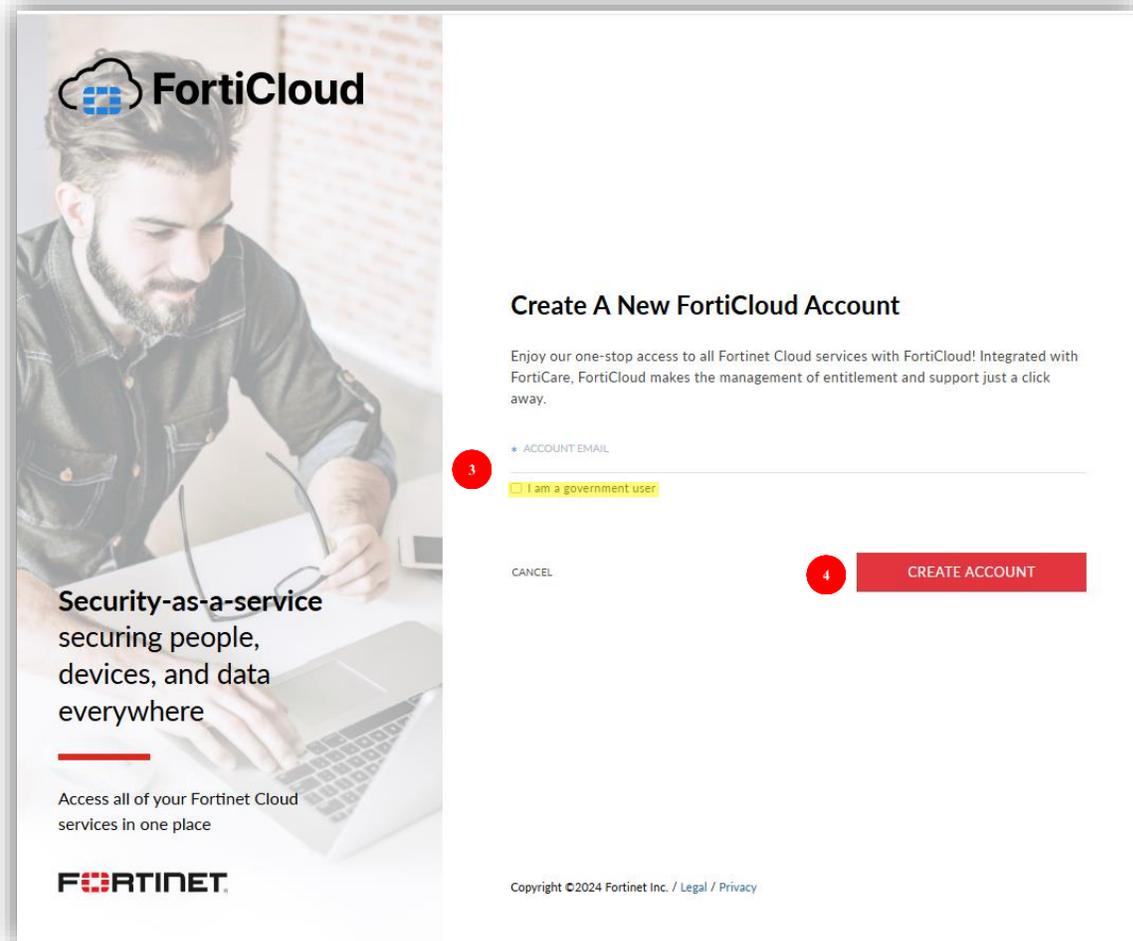
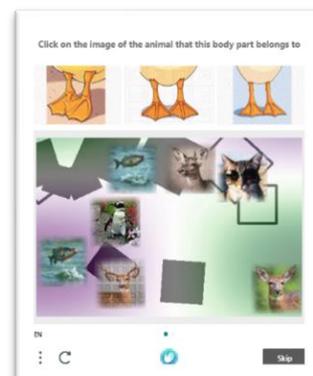# Steps to create a FortiCloud customer account:

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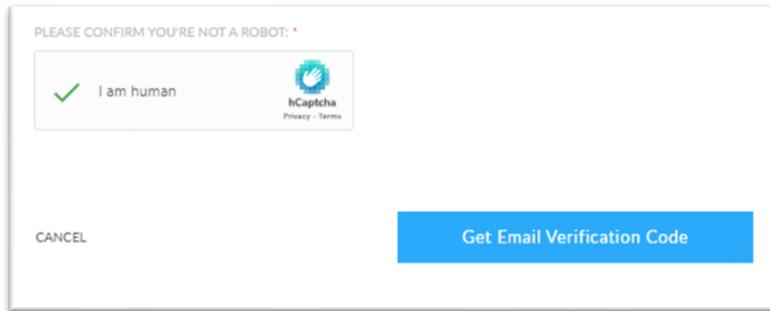2. Click the **Create Account** button.

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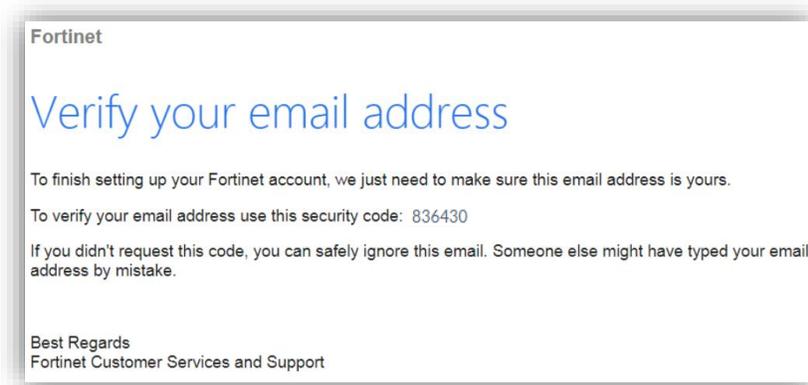4. Click the **Create Account** button.

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.

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

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 (!?$&)

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

MASTER USER

* FIRST NAME

* LAST NAME

TITLE

* COMPANY

* ADDRESS

* COUNTRY
Select a Country ▼

* CITY

STATE/PROVINCE

ZIP/POSTAL CODE

* PHONE ▼

FAX ▼

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.

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

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.