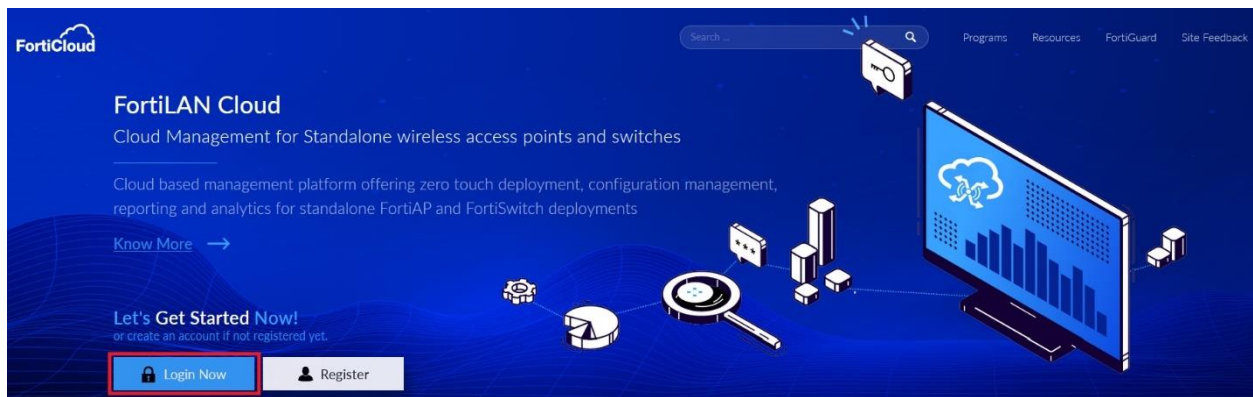


Create and Edit a Sub Account

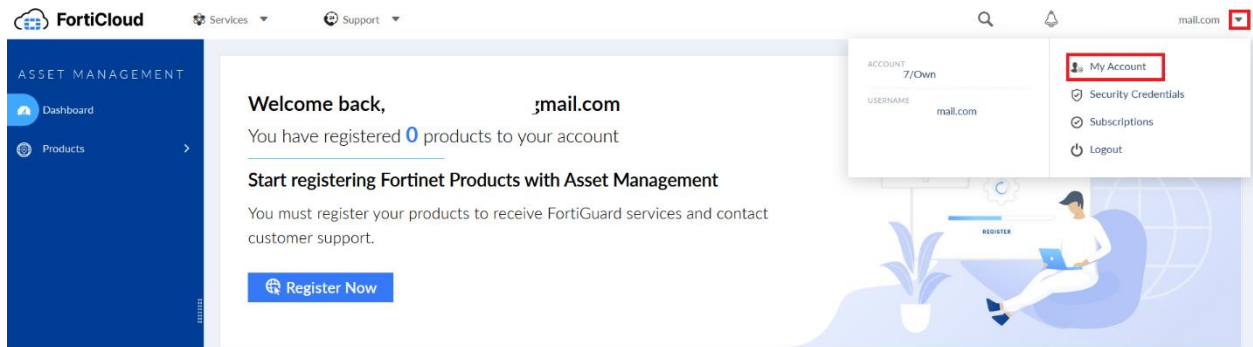
A sub account or multiple sub accounts can be created to allow employees in the same organization, or a partner who provides maintenance or manages the firewalls to access the support portal. **Master account user** has the full admin right to create sub accounts **or sub account user who has full access level** with permission to create sub account will be able to create additional sub accounts.

To create a sub account:

1. Go to <https://support.fortinet.com/> and click on **Login Now**, enter your account ID and password to access your support account.



2. Use the drop-down list next to your **email** in the top right section of the page and click on the **'My Account'**.



3. From the Account page select *Manage User*.

To add a new user, click the add icon (👤)

The screenshot shows the 'Account' page header with a green background. On the right, it displays account details: Company: Own, Title: N/A, Email: [redacted]@mail.com, Telephone: +91 912345678, and Activated Since: 2023-04-21. The left sidebar contains 'Account' with options: Account Profile, Change Account ID (Email), **Manage User** (highlighted with a red box), and My Account (IAM version). The main content area is titled 'Manage User' and shows 'Current Users' with an add user icon (👤) in the top right corner, also highlighted with a red box.

4. Enter all of the details concerning the sub user, fields marked with an asterisk are mandatory. Select *Save*.

The screenshot shows the 'Add User' form. The left sidebar is the same as in the previous screenshot, with 'Manage User' selected. The main content area is titled 'Add User' and has a sub-section 'User Information'. It contains the following fields: 'User Name:*' (text input), 'Telephone:*' (text input), 'Email (Account ID):*' (text input), and 'Confirm Email (Account ID):*' (text input). Below these is a 'Description:' text area. The 'Permissions' section has several checkboxes: 'Customer Service' (checked), 'RMA/DOA' (checked), 'Technical Assistance' (checked), 'Notify the master account of ticket updates' (unchecked), 'Send renewal notices' (checked), and 'can create user' (checked). At the bottom of the permissions are radio buttons for 'Full Access' (selected) and 'Limit Access'. A red warning message is displayed: 'You are about to create a sub-account for Fortinet, Inc. By doing so, you agree to share visibility for this account, including ticket history and asset management, as per the settings that you have defined. You agree to assure that sharing visibility does not breach any confidentiality obligations or applicable data protection legislation.' Below the warning is a 'Note' about account consolidation. At the bottom, there are 'Save' and 'Cancel' buttons, with the 'Save' button highlighted by a red box.

The **Permissions** section can be used to customize the access of the sub user.

- The Customer Service, RMA/DOA & Technical Assistance radio buttons control whether the sub user is able to create tickets of those type.

Permissions

- Customer Service
- RMA/DOA
- Technical Assistance
- Notify the master account of ticket updates
- Send renewal notices
- Can create user
- Full Access Limit Access

You are about to create a sub-account for Fortinet, Inc. By doing so, you agree to share visibility for this account, including ticket history and asset management, as per the settings that you have defined. You agree to assure that sharing visibility does not breach any confidentiality obligations or applicable data protection legislation.

Note: If you have another account same email address, those accounts will be consolidated into one login account. Your original connection between email and accounts (master account or sub account) will be kept, you will use one login user ID/ password to access those accounts.

Save

Cancel

- The **Full Access / Limit Access** radio buttons control whether the sub user has access to all or to only a limited number of assets (SN's) registered to the account.

If **Limit Access** is selected then the '**Access List**' option can be used and a list of serial numbers to be linked to that sub user can be created.

Note - list of serial numbers must be specified individually for each limited access sub user.

Permissions

- Customer Service
- RMA/DOA
- Technical Assistance
- Notify the master account of ticket updates
- Send renewal notices
- Can create user
- Full Access Limit Access

Access List

Hide Product List

Filters:

	Serial Number	Description
<input type="checkbox"/>	FAP22B_ . . .	: Unit
<input type="checkbox"/>	FCT1000000... ..	

You are about to create a sub-account for Fortinet, Inc. By doing so, you agree to share visibility for this account, including ticket history and asset management, as per the settings that you have defined. You agree to assure that sharing visibility does not breach any confidentiality obligations or applicable data protection legislation.

Note: If you have another account same email address, those accounts will be consolidated into one login account. Your original connection between email and accounts (master account or sub account) will be kept, you will use one login user ID/ password to access those accounts.

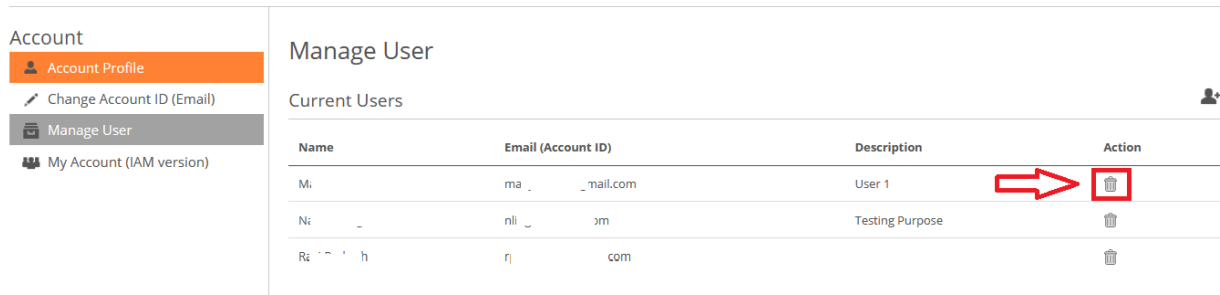
Save

Cancel




6. The **new user** will now appear on the list of sub users.

To **delete** or **edit** a sub account:

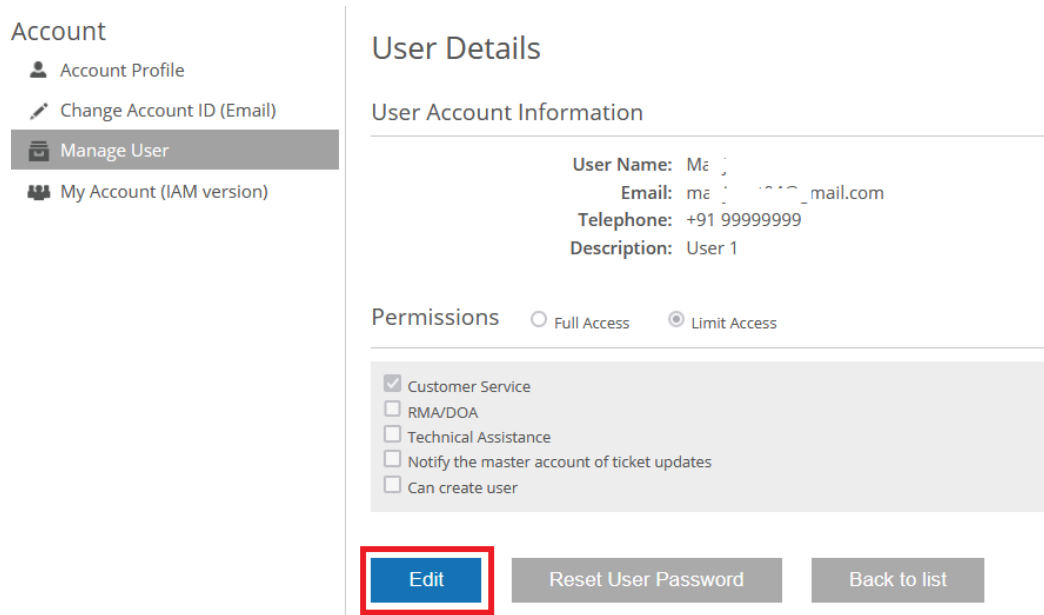
1. From the **Manage User** page simply click on the dustbin icon to delete the sub user.



The screenshot shows the 'Manage User' interface. On the left is a sidebar with 'Account Profile', 'Change Account ID (Email)', 'Manage User', and 'My Account (IAM version)'. The main area is titled 'Manage User' and contains a 'Current Users' table. The table has columns for Name, Email (Account ID), Description, and Action. The first row shows a user named 'User 1' with a red arrow pointing to a trash can icon in the Action column. The second row shows a user named 'Testing Purpose' with a trash can icon. The third row shows a user named 'rj' with a trash can icon.

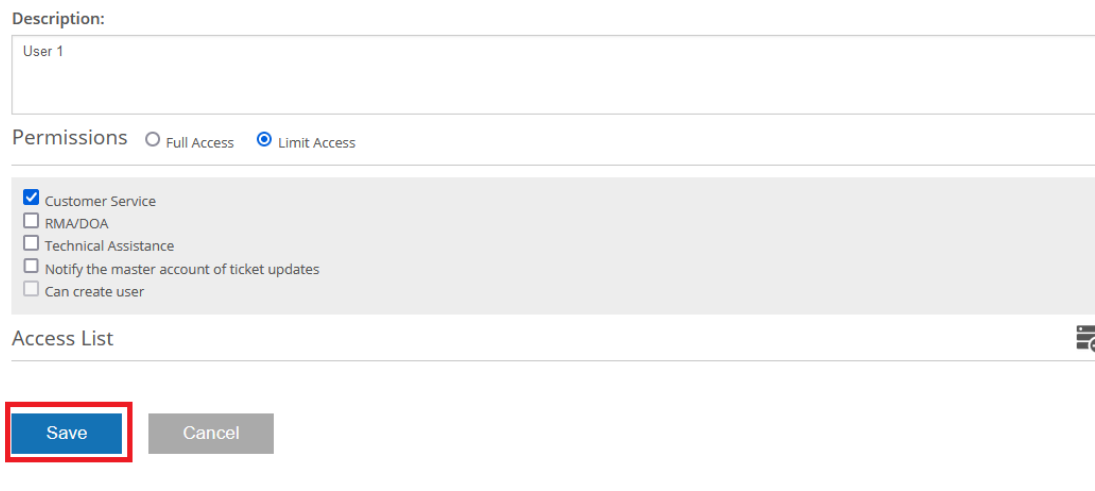
Name	Email (Account ID)	Description	Action
M: User 1	ma : _mail.com	User 1	
N: Testing Purpose	nl : _m	Testing Purpose	
R: rj	rj : com		

2. To edit a sub user click on the username and then select **Edit**



The screenshot shows the 'User Details' page. The left sidebar is the same as in the previous screenshot. The main area is titled 'User Details' and contains 'User Account Information' with fields for User Name, Email, Telephone, and Description. Below this is a 'Permissions' section with radio buttons for 'Full Access' and 'Limit Access', and a list of checkboxes for 'Customer Service', 'RMA/DOA', 'Technical Assistance', 'Notify the master account of ticket updates', and 'Can create user'. At the bottom, there are three buttons: 'Edit', 'Reset User Password', and 'Back to list'. The 'Edit' button is highlighted with a red box.

3. Make the required changes to the user record and then click **Save**



The screenshot shows the user edit form. It has a 'Description' field with the text 'User 1'. Below this is a 'Permissions' section with radio buttons for 'Full Access' and 'Limit Access', and a list of checkboxes for 'Customer Service', 'RMA/DOA', 'Technical Assistance', 'Notify the master account of ticket updates', and 'Can create user'. At the bottom, there is an 'Access List' section with a plus icon. Below the 'Access List' are two buttons: 'Save' and 'Cancel'. The 'Save' button is highlighted with a red box.

Please note that all information can be edited but not the email address of the sub-account user. To make changes to the email address, sub account user should be deleted and replaced with a new sub account user.
