## View and Edit Support Account

Once your support account is created, you can go through it and check if you have entered all the correct account information, if not, edit it accordingly. It is also important to always keep your existing support account info updated.

To Edit the Information:

- 1. Go to <a href="https://support.fortinet.com/">https://support.fortinet.com/</a> . Click Login Now
- 2. Enter your account ID/email and password & Click LOG IN

Learn more about FortiCloud		FortiCloud
	EMAIL	⊠ ↑
Welcome Back!	Forgot Email?	Forgot Password?
⊠ Email Login →	REGISTER	LOG IN
🖆 IAM Login		
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3. Click on the small drop-down arrow, near the email, on the top right section of the webpage and select *My Account* 

FortiCloud	🕸 Services 🔻 😧 Support 💌	
ASSET MANAGEMENT	View Products - 0	Account: Trout, CCompany Username: the surger first com
Register Product	Search Product List Q	View C 2. My Account
Products ~	SERIAL NUMBER 🖲 🔻 PRODUCT MODEL 🖲 🔻 DES	CRIPTION 8 Logout
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4. On the landing page, click on Account Profile and then click *Edit* 

unt Account Profile	Account Profile
Change Acco <mark>u</mark> nt ID (Email)	Account Information
Manage User My Account (IAM version)	COmmission 1017 Annual accidence of the
	CANADA
	Phone: +1 4372239996 Industry: Technology
	Organization Size: 1-2 mpioyees
	Master User
	Email: si la
	Name: a
	All ticket process via Email: Y
	For more information about Email Interaction, please Click Here

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5. Cl	hange	the	required	details	and	then	click Sav	е
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Account Profile  Account Profile  Change Account ID (Email)  Manage User  My Account (IAM version)	Edit Account Profile Account Information Company:* Address:*					
	Country:			City:*		
	DARG	A	~	Otema		
	State/Province:		Zip/Postal Code:			
	<u>Ostaria</u> v		#29-0-M			
	Phone:*					
	+1 437203940					
	Industry:		Organization Size:			
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	Master First Nan	User		Last Name:*		
	New ag					
	Title:					
	Allow ticket processing by email:					
	● Yes ○	No				
	Sav	Cancel				

**To Change Account ID (Email)** – enter new account ID (**email**) and confirm the new account ID. Click *SAVE* to update.

Account	0 0 0000
Account Account Profile Change Account ID (Email)	Change Account ID
<ul> <li>Manage User</li> <li>My Account (IAM version)</li> </ul>	Current Account ID: oldemail@Inet.com New Account ID (Email):*
	Confirm New Account ID:* Save Cancel

\* Note: Your Email Address is used as the Account ID in the system.

\* Note: Please ensure you have access to the new email address. Once your Account ID has been changed you will be logged out of your current session. In order to gain access to your account with the new email address, you will need login again using the new email address.

