

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 <https://support.fortinet.com/> . Click *Login Now*
2. Enter your account ID/email and password & Click *LOG IN*

Learn more about FortiCloud

FortiCloud

WELCOME BACK!

Email Login →

IAM Login

EMAIL

PASSWORD

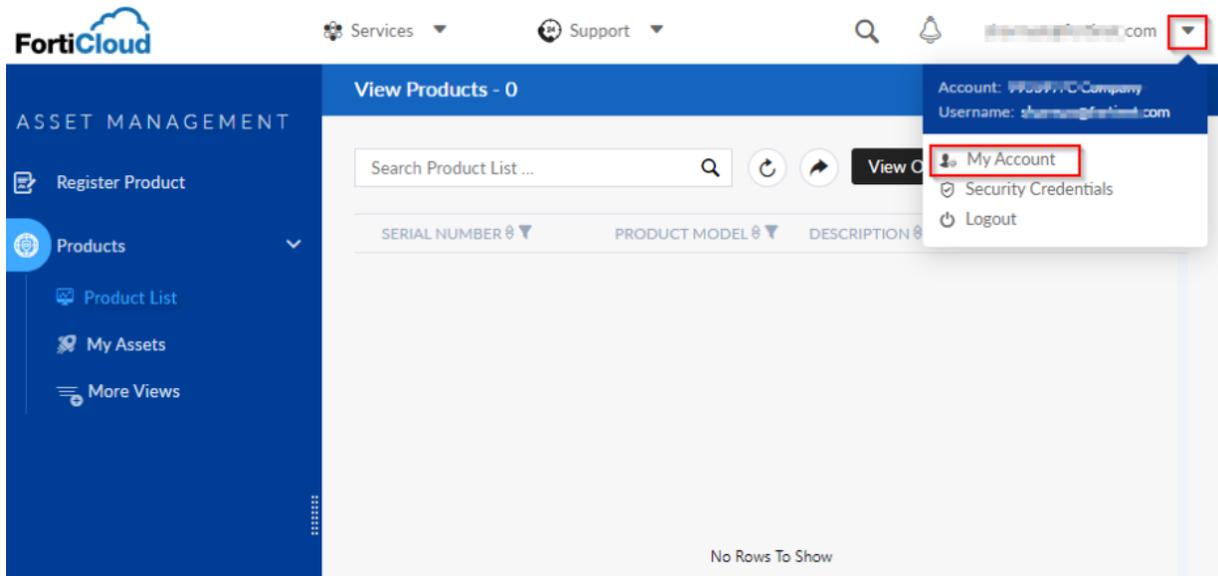
[Forgot Email?](#) [Forgot Password?](#)

REGISTER

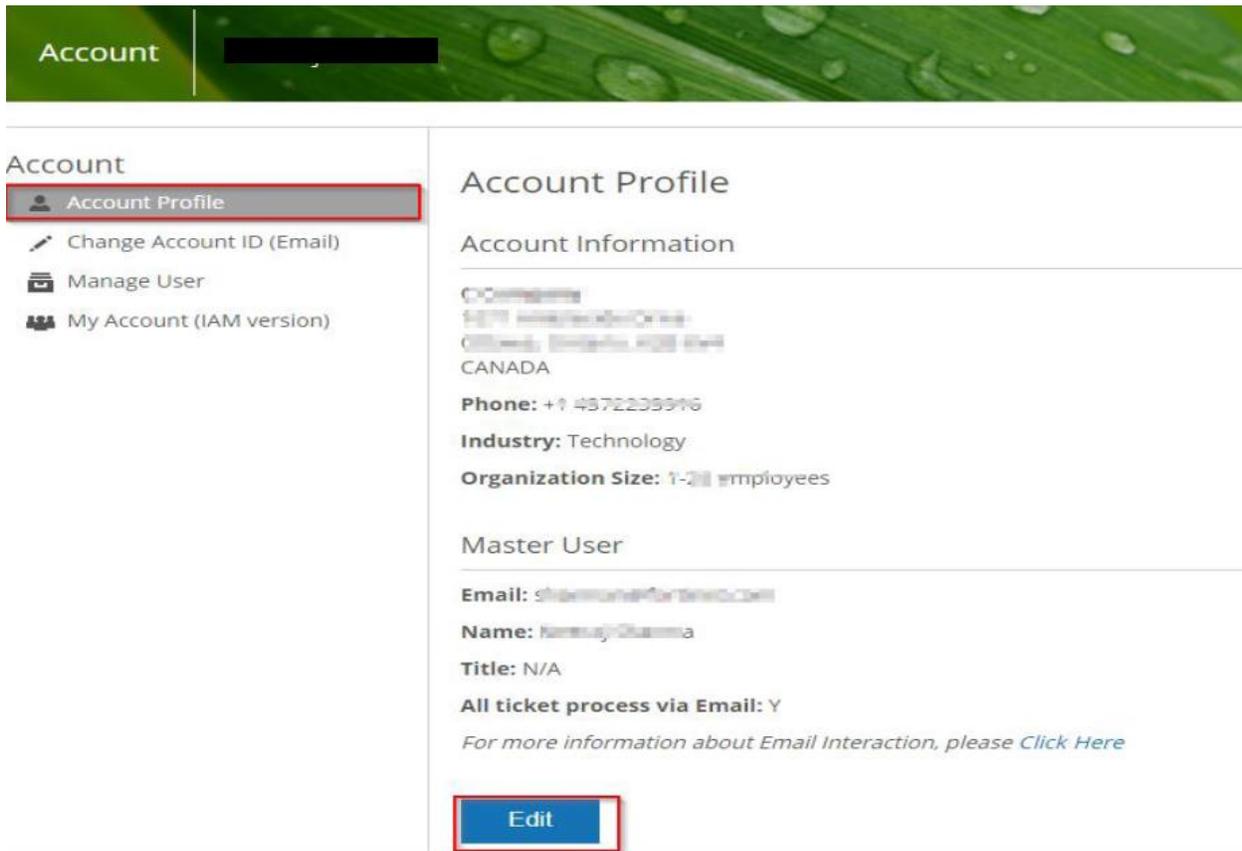
LOG IN

Copyright ©2022 Fortinet Inc. / Privacy / Terms

3. Click on the small drop-down arrow, near the email, on the top right section of the webpage and select *My Account*



4. On the landing page, click on Account Profile and then click *Edit*



5. Change the required details and then click **Save**

Account

- Account Profile
- Change Account ID (Email)
- Manage User
- My Account (IAM version)

Edit Account Profile

Account Information

Company:*

Address:*

Country:*

City:*

State/Province:

Zip/Postal Code:

Phone:*

Industry:

Organization Size:

Master User

First Name:*

Last Name:*

Title:

Allow ticket processing by email:

Yes No

Save Cancel

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

Account

- Account Profile
- Change Account ID (Email)
- Manage User
- My Account (IAM version)

Change Account ID

Account Info

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.