

How to Register a Product

1. Login to <https://support.fortinet.com> with your account ID/email and password
2. In the left hand Asset Management panel, select “Register Product”
3. Enter the 16 characters **Serial Number** of the device, select the **End User** Type and click “Next” to continue.

The screenshot shows the FortiCloud interface for registering a product. The left sidebar is labeled 'ASSET MANAGEMENT' and contains a 'Register Product' button. The main content area is titled 'Register Product' and has a progress indicator with steps 1, 2, 3, and 4. Step 1, 'Registration Code', is active. The form prompts the user to enter a product serial number, service contract registration code, or license certificate number. The input field contains 'S248EF3X17001355'. Below this, the 'End User Type' section asks 'The product will be used by' and offers two options: 'A government user' and 'A non-government user'. The 'A non-government user' option is selected. A list of examples for government end-users is provided. At the bottom right, a 'Next' button is visible.

4. Enter the following information:

- a) **Support Contract No** = Enter the 12 characters of the Contract Registration Code if there is any, else leave it blank. The support contract can be added after the product has been registered but it is recommended to add it at this time.
- b) **Product Description** = Optional, can be used to identify the unit in your organization.
- c) **FortiCloud key**
- d) **Fortinet Partner** = Required field. Select your partner company name from dropdown list.
- e) **Asset Permissions**

Notes: If you are unable to find the name of your partner in the dropdown list, please choose “Other” option and key in the partner’s name. If you do not know your Fortinet Partner, then choose “Unknown”.

- (a) & (b) can be updated later after successful registration by selecting the asset from the product list.
- **FortiCloud Key:** FortiGate/FortiWifi/FortiAP/FortiExtender/FortiSwitch devices would require FortiCloud Key for registration.
- FortiGate models 200 and above do not require FortiCloud key. The FortiCloud Key would normally be available on the device packaging label or on a sticker, on the back of the device.
- If you are **unable to locate the FortiCloud Key**, you may **contact Customer Service** with one of the following details to acquire the FortiCloud Key:

> Packing slip with Serial Numbers

> GUI screenshots of the Serial Numbers

> Pictures of the actual device with Serial Number label. (e) If you are unable to find the name of your partner in the dropdown list, please choose “Other” option and key in the partner’s name. If you do not know your Fortinet Partner, then choose “Unknown”. For Bulk Registration, you can route the registration request through your Fortinet Partner, in case if there is no Packing Slip. Click “NEXT” to continue.

Services Support

Register Product > S248EF3X17001355

1 2 3 Agreement 4 5

Serial Number: S248EF3X17001355 | Product Model: FortiSwitch 248E FPOE

Fortinet Service Terms & Conditions

For FortiCare, FortiGuard and other Fortinet Service Offerings

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I have read, understood and accepted the contract stated above

Cancel Previous **Next**

Once the registration is completed, the product details will be displayed. Click **Register More** if you have more unit to register, otherwise click **Done**.