

Premium Support Services Registration

There are different types of premium support services such as **TAM** (Premium, Business, First, Global first, Select, Elite & Global Elite, Advanced Services - Designated Delivery Manager), **Dedicated Engineer Services**, and **Consultancy**.

These types of contracts are account based and cannot be registered against any serial number. It is associated to single Support Account.

1. Login to <https://support.fortinet.com> with your account ID/email and password
2. Click on register product

The screenshot shows the FortiCloud interface for registering a product. The left sidebar is labeled 'ASSET MANAGEMENT' and includes a 'Register Product' button with a red circle '1' next to it. The main content area is titled 'Register Product' and has a progress bar at the top with steps 1, 2, 3, and 4. Step 1 is 'Registration Code'. The form contains a 'Registration Code' field with a red circle '2' next to it. Below this is the 'End User Type' section with two radio buttons: 'A government user' and 'A non-government user'. A 'Next' button is highlighted with a red circle '3'.

3. Enter the contract registration code and click on **Next**

The screenshot shows the FortiCloud interface for registering a product, step 2: Registration Info. The left sidebar is labeled 'ASSET MANAGEMENT' and includes a 'Dashboard' button. The main content area is titled 'Register Product > 4236GF354182' and has a progress bar at the top with steps 1, 2, 3, and 4. Step 2 is 'Registration Info'. The form displays 'Product Model: Premium Support Service' and 'Contract Number: 4236GF354182'. Below this is a 'Fortinet Partner' dropdown menu with 'Unknown' selected and highlighted with a red box. A 'Next' button is highlighted with a red box.

4. Accept the terms and click on **Confirm**.

Register Product > 4236GF354182

1 2 3 Verification 4 ?

Product Model: Premium Support Service | Contract Number: 4236GF354182

Important Notice:
READ BEFORE COMPLETING THE REGISTRATION.

PRODUCT ENTITLEMENT

Support Type	Support Level	Activation Date	Expiration Date
Premium Support	Enterprise First	2021-01-19	2022-01-19

Entitlement calculation is based on any existing warranty or contract services plus the term of your new contract. If you have questions regarding these conditions, please open a ticket for Registration Assistance by clicking [here](#).

By accepting these terms, you are activating this support contract and the entitlement period provided can not be changed. If you wish to continue, click "confirm" button to submit your request.

Cancel Previous **Confirm**

5. Finish Screen

Register Product > 4236GF354182

1 2 3 4 Completion ?

Registration Completed
Thank you for choosing this Fortinet product. Your registration process has completed successfully. Please be aware that the registration information may not reflect on your product immediately, a delay (up to 4 hours) can occur.

Product Info

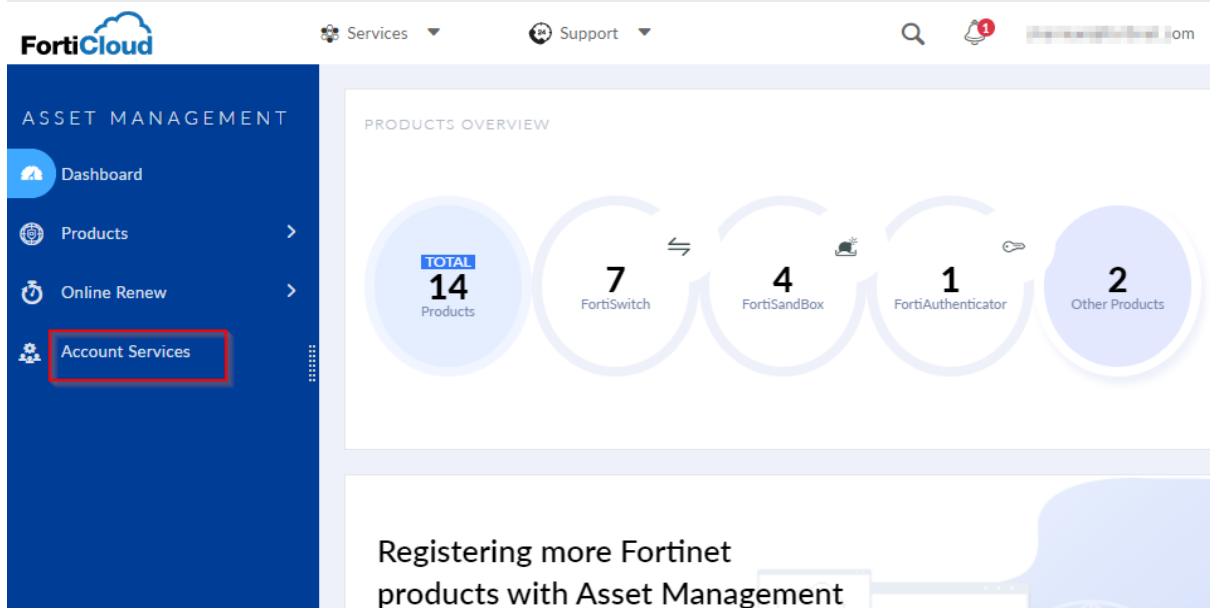
Service Name: Premium Support Service
Contract No: 4236GF354182
Registration Date: 2021-07-28
Partner: Unknown

Support Type	Support Level	Activation Date	Expiration Date
Premium Support	Enterprise First	2021-01-19	2022-01-19

Register More Done

Once the registration is completed, the product details will be displayed. Since these contracts are “**Account Based**” and not “**Serial Number**” based, you would only be able to view the contracts and services info as follows:

6. Click on **Account Services** in the asset management portal



7. Click on the serial number and you will find the **details**:

The screenshot shows the 'Account Service - 1' details page. It features a search bar and a table with the following data:

Serial Number	Service Name	Description	Registration Date
FTAM010000012515	Premium Support Service		2021-07-28



Premium Support Service

Product Serial No.: FTA[REDACTED]515
Contract No.: 4236GF354182
Partner: Unknown

Service Name: Premium Support Service
Registration Date: 2021-01-12
Total Remaining Points: [Click here for details](#)

SERVICE ENTITLEMENT

Support Type	Support Level	Activation Date	Expiration Date
Premium Support	Enterprise First	2021-01-19	2022-01-19

REGISTERED SUPPORT CONTRACT(S)

Contract Number	SKU	Registration Date
▶ 4236GF354182	FP-10-P5001-703-02-12	2021-01-12