

Add/Renew a Support Contract

All Support Contracts must be registered within the activation grace period from the date such Support Contract was originally shipped from Fortinet to its distributor. Fortinet's Service Contract Activation and Grace Period Policy: <https://www.fortinet.com/corporate/about-us/legal/service-contract-activation-grace-period-policy>

Use the following steps to add or renew a service contract against the applicable product.

- Login to <https://support.fortinet.com> with your account ID/email and password
- Select *Product list* and filter the serial number on which you want to add/renew a contract.

Note: Account ID/Email must be the same email address where the product is currently registered to.

SERIAL NUMBER	PRODUCT MODEL	DESCRIPTION	DAYS TO EXPIRATION	REGISTRATION DATE
FG200D4Q16...	FortiGate 200D		2 days	2016-07-12
FG200D4Q1...	FortiGate 200D		2 days	2016-07-12

- On the landing page, select *Renew Contract*.

View Products > FG200D4Q1

Product Information

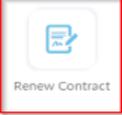
General | Version & Update

Product Model	FortiGate 200D
Serial Number	FG200D4Q1
Registration Date	2016-07-12
Ship Date	2016-05-26
Warranty	Bundle
Warranty Support Start Date	2016-07-07
Warranty Support Start Event	Unit initial connection with Fortinet servers
Description	N/A
Partner	Leal Communications and Informatics Ltd

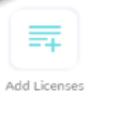
Entitlement

- Hardware
- Firmware & General Updates
- Enhanced Support
- Telephone Support
- Advanced Malware Protection
- NGFW
- Web & Video Filtering
- AntiSpam

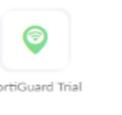
Registration



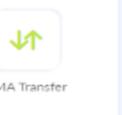
Renew Contract



Add Licenses



FortiGuard Trial



RMA Transfer

Threat Protection Statistics

Past 1 day

TOP 20 VIRUS

0

total hits

TOP 20 IPS

0

total hits

TOP 20 BOTNET

0

total hits

Click on this [link](#) to see Fortinet privacy policy.

- Enter the contract registration code.
- Select the end user type and *Next*.

Services | Support | Search | pnlitadmi | 10

View Products > FG200D4Q1

1 Registration Code 2 3 4 ?

Contract Number: *

12345AU67899 1

End User Type

The product will be used by

A government user

A non-government user 2

In this context a government end-user is any central, regional or local government department, agency, or other entity performing governmental functions, including:

- Governmental research institutions.
- Governmental corporations or their separate business units which are engaged in the manufacture or distribution of items or services controlled on the Wassenaar Munitions List.
- International governmental organizations.

3 Next

- Read and accept the product registration agreement, select *Next*

Fortinet Service Terms & Conditions

For FortiCare, FortiGuard and other Fortinet Service Offerings

THESE TERMS AND CONDITIONS APPLY TO THE PROVISION OF SERVICES BY FORTINET AND EXCLUSIVELY GOVERN THE LEGAL RELATIONSHIP BETWEEN YOU (THE "CUSTOMER") AND FORTINET. IT SETS FORTH THE LEGALLY BINDING RIGHTS AND OBLIGATIONS OF THE CUSTOMER IN RELATION TO FORTICARE SUPPORT OR FORTIGUARD SUBSCRIPTION SERVICES OR OTHER FORTINET SERVICE OFFERINGS. THE CUSTOMER CONSENTS TO BE BOUND BY THESE TERMS AND CONDITIONS (THE "AGREEMENT"). THE CUSTOMER REPRESENTS THAT IT IS A SOPHISTICATED ENTITY, THAT HAS READ AND UNDERSTANDS THIS AGREEMENT AND HAS HAD SUFFICIENT OPPORTUNITY TO CONSULT WITH COUNSEL BEFORE AGREEING TO THE TERMS HEREIN. IF THE CUSTOMER DOES NOT AGREE TO THE TERMS, THE CUSTOMER SHOULD NOT ACCEPT THE AGREEMENT AND SHOULD CONTACT LEGAL@FORTINET.COM TO REQUEST CHANGES TO THE AGREEMENT. THE CUSTOMER AGREES THAT ANY OF THE FOLLOWING ACTIONS BY CUSTOMER REPRESENTATIVES REPRESENT THE CUSTOMER'S AUTHORIZED CONSENT TO BE BOUND BY THIS AGREEMENT: (I) RECEIVING, DOWNLOADING, DEPLOYING OR USING ANY SOFTWARE PROVIDED IN CONNECTION WITH FORTINET SERVICES, (II) RECEIVING, CONFIGURING, LOGGING IN, REGISTERING OR OTHERWISE USING OR BENEFITTING FROM THE SERVICES, OR (III) BY CLICKING ON THE "ACCEPT" BUTTON UPON REGISTRATION (ANY OF (I), (II), OR (III) SHALL CONSTITUTE "ACCEPTANCE" BY CUSTOMER). THE CUSTOMER HEREBY ACKNOWLEDGES AND AGREES THAT THE PERSON ENGAGING IN (I), (II), AND/OR (III) IS AUTHORIZED TO BIND THE CUSTOMER TO THE TERMS HEREIN. FOR CLARITY, NOTWITHSTANDING ANYTHING TO THE CONTRARY, IF CUSTOMER IS USING AN AUTOREGISTRATION TOOL OR HAS ENGAGED A FORTIPARTNER OR FORTINET TO REGISTER THE SERVICE CONTRACT ON ITS BEHALF, CUSTOMER ACKNOWLEDGES AND AGREES THAT ANY AND ALL UNITS REGISTERED USING SUCH TOOL SHALL BE SUBJECT TO THIS AGREEMENT.

Services are available independently or in connection with the purchase of Fortinet's commercial networking products and related equipment, including Hardware products with embedded Software, and stand-alone Software products sold and licensed to Customer pursuant to Fortinet's End User License Agreement ("EULA"), which EULA is available at <https://www.fortinet.com/content/dam/fortinet/assets/legal/EULA.pdf>, and Customer hereby agrees to the terms of the EULA.

This Agreement constitutes a legal agreement between the parties with respect to FortiCare and FortiGuard Subscription services or other Services, and shall supersede all prior representations, discussions, negotiations and agreements, whether written or oral. Notwithstanding anything to the contrary, Fortinet is only bound by, and Customer is only entitled to, services pursuant to official service descriptions that are authorized by Fortinet pursuant to this Agreement and are contractually binding on Fortinet pursuant to the terms herein

I have read, understood and accepted the contract stated above

[Cancel](#) [Previous](#) [Next](#)

- Verify the service contract entitlement – support type, support level, activation and expiration dates are correct before completing the registration.

Important Notice:
READ BEFORE COMPLETING THE REGISTRATION.

PRODUCT ENTITLEMENT

Support Type	Support Level	Activation Date	Expiration Date
Enhanced Support	24x7	2022-02-01	2023-02-01
Telephone Support	24x7	2022-02-01	2023-02-01
FortiCare	Standard Service	2022-02-01	2023-02-01

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 "Register Now" or Schedule A date to run it later.

[Cancel](#) [Previous](#) [Confirm](#)

- Check the box to accept the terms and select **Confirm** to complete the registration.

If multiple contracts are purchased for the same unit, they have to be registered one by one following the same steps.

To get assistance from the Customer Service team for bulk registration, refer <https://community.fortinet.com/t5/Customer-Service/Customer-Service-Tip-How-to-register-a-large-number-of-devices/ta-p/198405>

Bulk registration can be enabled in the FortiCloud Portal. For more information, refer: <https://docs.fortinet.com/document/forticloud/24.1.0/asset-management/463472/pending-registration>