Renew Services Online

Expired or expiring services can be renewed at the Fortinet Online renewal store.

Note: This online renewal option is available **ONLY** for **Non-government** customers in **United States** and **Canada** with accounts having less than 50 units.

Online renewal can be done only for the Hardware devices and not for VM.

This can only be completed by the **Master user**. Sub accounts do not have access to online service renewals.

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

1. Login to https://support.fortinet.com with your account ID/email and password
2. Select *Online Renew*

3. Select the Serial number and *Renew*

4. Declare if you are a non-government user and select *Confirm*

5. Select *Next* if you would like to renew the existing package. If not, click on the pencil (edit) icon to change the package.

6. Select the **Package** or click on **Customized Package** to choose individual services.

7. Select the 'FortiCloud Thread Detection', if required, and then *Confirm*

8. Read and accept the agreement and select *Next*

9. Enter the information and **credit card** details to process the payment and select *Submit My Order*

The order page shows icons of the supported credit cards (VISA, MasterCard, DISCOVER, AMEX).

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10. The Master account user will see the order summary once the renewal is completed. The user can track the same under *Purchase History*.

The Online renewal option is only for non-government users.

Government users have to contact their Fortinet Partner/ reseller for renewal (or) contact Fortinet at renewals@fortinet.com

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