

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**

The screenshot shows the Fortinet Cloud interface. The left sidebar has 'Online Renew' (1) and 'Renewal' (2) highlighted. The main content area is titled 'View Products - 12' and contains a table of products.

SERIAL NUMBER	PRODUCT MODEL	DESCRIPTION	DAYS TO EXPIRATION	REGISTRATION DATE
FAP21B3U12	FortiAP 210B		No coverage	2013-09-27
FAP21B3U12	FortiAP 210B		No coverage	2013-09-27
FG100D3G1	FortiGate 100D		Expired	2013-03-15
FG100D3G1	FortiGate 100D		2021-10-21	2016-03-28
FG100FTK20	FortiGate 100F		2024-01-15	2021-01-15
FO3HET361	FortiVoiceEnterprise 300E-T		2022-04-04	2016-04-05
FO3HETT21	FortiVoiceEnterprise 300E-T E		2021-11-13	2018-04-04

3. Select the Serial number and **Renew**

The screenshot shows the Fortinet Cloud interface. The left sidebar has 'Online Renew' and 'Renewal' highlighted. The main content area is titled 'Renew Products' and contains a table of renewable units.

Serial Number	Description	Earliest Expiration Date
<input type="checkbox"/> S124EP591	Admin 2 (BOTTOM)	N/A
<input type="checkbox"/> S124EP591		N/A
<input checked="" type="checkbox"/> FWF40C39		N/A
<input type="checkbox"/> FP221C3X1	1095 days coverage for FAP-221C	2017-07-27
<input type="checkbox"/> FOGS164P		2019-03-26
<input type="checkbox"/> FO3HETT2		2021-11-12
<input type="checkbox"/> FO3HET36		2022-04-03
<input type="checkbox"/> FG100FTK		2024-01-14
<input type="checkbox"/> FG100D3G		2021-10-20

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

The screenshot shows a dialog box titled "Non-Government User Declaration" within the "My Renewable Units List" section. It features a blue icon of a government building with a slash through it. The text reads: "Please be aware that 'online renewal' is for **non-government users only**. If you are a government customer, please contact your Fortinet reseller for renewal or contact Fortinet at renewals@fortinet.com." Below this, there is a checked checkbox labeled "I am NOT a government user." At the bottom left is a "Cancel" link, and at the bottom right is a blue "Confirm" button highlighted with a red box.

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

The screenshot shows the "Renewal Options" table in the "STEP 1" section. The table has columns for "SKU", "Package Description", and "Price". A single row is visible with the following details:

SKU	Package Description	Price
FC-10-0050E-950-02-12	FortiGate-50E 1 Year Unified Threat Protection (UTP) (IPS, Advanced Malware Protection, Application Control, URL, DNS & Video Filtering, Antispam Service, and FortiCare Premium)	\$495.00

There is a pencil icon in a red box next to the package description and a trash icon below it. At the bottom left is a "Cancel" link, and at the bottom right is a blue "Next" button highlighted with a red box. A footnote at the bottom reads: "*: As per applicable term continuous coverage for subscription services is required. The start date of your renewal has been set to eliminate any gaps in the subscription service."

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).

Renew Products

STEP 3
Confirm My Order

ORDER SUMMARY

SKU	QTY	PRICE	TAX	TOTAL
FC-10-0061E-950-02-12 FortiGate-61E 1 Year Unified Threat Protection (UTP) (IPS, Advanced Malware Protection, Application Control, Web & Video Filtering, Antispam Service, and FortiCare Premium)	1	\$221.50	\$73.03	\$6 88

SUBTOTAL \$0.00
TAX \$
TOTAL \$

PAYMENT METHOD

VISA MasterCard DISCOVER AMERICAN EXPRESS

Name on Card

Card Number

MM/YY CVV

Cancel Previous **Submit My Order**

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

FortiCloud Services Support Search Notifications m

Purchase History

Process ID	Total Amount	Status	Created	Invoice	Contract Letter
168	\$405.83	Contracts Fulfilled	2021-12-14	View Download	Download

ASSET MANAGEMENT

- Dashboard
- Products
- Online Renew
 - Renewal
 - 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