

Create a Support Account

A support account is needed for accessing Fortinet support portal to manage the account and assets, to create support requests, download service updates, firmware images, and to check other information that is posted.

Before creating a new support account, consider whether your company has an existing support account for the management of their Fortinet assets. If so, consider asking the support account administrator to add you as a sub-user to the existing account rather than creating a new support account. Refer to 'Create and Edit a Sub account' article for guidance.

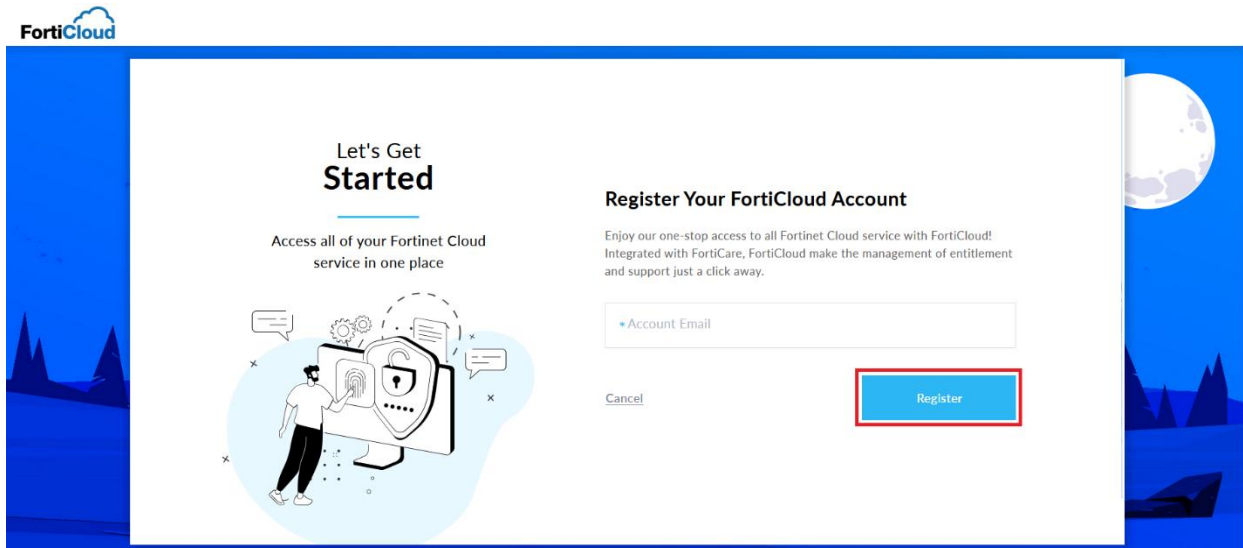
A support account must be created to allow product registration. A support account without product registered can receive only Customer Service assistance. Account creation is not permitted for certain embargoed countries. For further information please contact exportalert@fortinet.com

To create an account:

1. Start a web browser and go to <https://support.fortinet.com/>
2. Click **Register**



3. Enter the email address and Click *Register*.



FortiCloud

Let's Get Started

Access all of your Fortinet Cloud service in one place

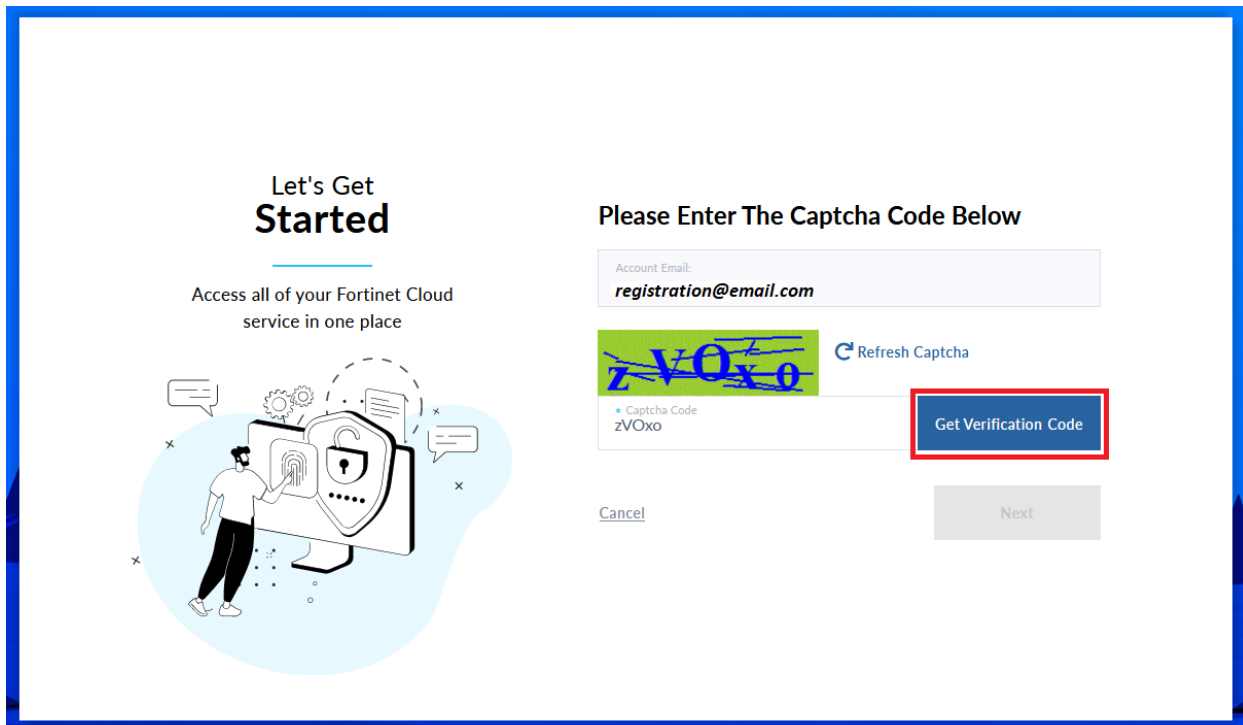
Register Your FortiCloud Account

Enjoy our one-stop access to all Fortinet Cloud service with FortiCloud! Integrated with FortiCare, FortiCloud make the management of entitlement and support just a click away.

*Account Email

Cancel Register

4. Enter the Captcha code and Click *Get Verification Code*



Let's Get Started

Access all of your Fortinet Cloud service in one place

Please Enter The Captcha Code Below

Account Email:
registration@email.com

zVOxo Refresh Captcha

*Captcha Code
zVOxo

Get Verification Code

Cancel Next

5. An email with a verification code will be sent to the mentioned email address from 'registration@fortinet.com'. Enter the verification code received via email and Click *Next*

Let's Get Started

Access all of your Fortinet Cloud service in one place

Please Enter The Captcha Code Below

Action Required !
An email has been sent to your email address. Please enter the verification code you've received.

Account Email:
registration@email.com

Verification Code:
146117

Cancel Next

6. Enter and confirm a password of your choice, pay attention to the rules governing password that are displayed. Click *Next*

Let's Get Started

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Credentials

Email (Account ID):

Password

Confirm Password

Your new password must contain

- Minimum 8 characters
- Numbers (0-9)
- Both uppercase (A-Z) and lowercase (a-z) letters
- Some special characters

Cancel Next

Note: After step 5, the below screen appears, if the email address is already an existing sub-account user (or) IAM user (or) registered in any other Cloud portal. In that case, Click **Next** to set up the account using existing credentials.

Let's Get Started

Access all of your Fortinet Cloud service in one place

SUCCESS !
Your email address has been recognized. Click NEXT and log in using your credentials to create your FortiCloud account.

Your Email Address Has Been Recognized

Enjoy our one-stop access to all Fortinet Cloud service with FortiCloud! Integrated with FortiCare, FortiCloud make the management of entitlement and support just a click away.

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

7. Enter the information required concerning your account, fields marked with an asterisk are mandatory. Click **Submit**

Let's Get Started

Access all of your Fortinet Cloud service in one place

Success !
Your login credential has been successfully created. You can now log in to your FortiCloud account.

Master User
registration@email.com

* First Name

* Last Name

Title

* Company

* Address

* Country
Select a Country

* City

State/Province

ZIP/Postal Code

* Phone

Fax

Industry

Organization Size
Organization Size

[Cancel](#) [Submit](#)

8. Read and accept the Fortinet service terms and conditions. Click **Register**.

Let's Get Started

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Fortinet Service Terms & Conditions

For FortiCare, FortiGuard and other Service Offerings

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

I have read, understood and accepted the contract stated above.

[Cancel](#) [Back](#) [Register](#)

9. Click **Complete** to login to FortiCloud Portal

Let's Get Started

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SUCCESS !

Your FortiCloud account has been successfully created. Hit 'COMPLETE' to finish.

Account Details

ACCOUNT ID / EMAIL
registration@emai.com

[Complete](#)

10. A “*Welcome from Fortinet*” email will be sent to you from ‘registration@fortinet.com’ upon completion of account creation process. Welcome email also contains a link if you need to reset your password.

Once the support account has been successfully created, you can start to register your first Fortinet product. Refer to “How to register a new product” in the ‘Asset Management’ section of the community article “Fortinet Support Portal for Product Registration, Contract Registration, Ticket Management, and Account Management”.
