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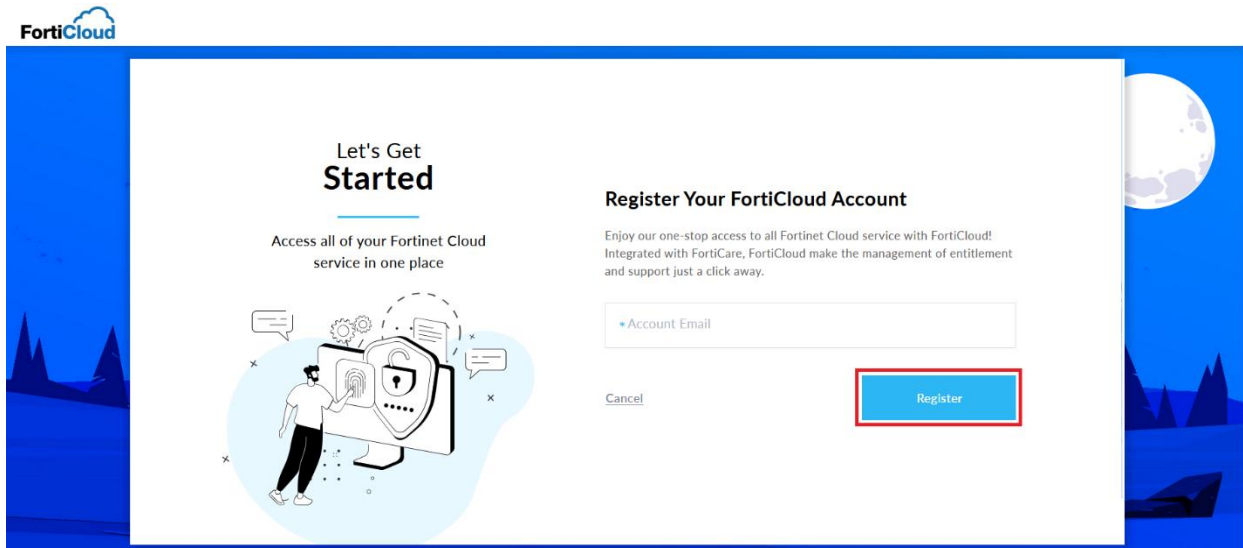
A support account must be created to allow product registration. A support account without product registered can receive only Customer Service assistance. Account creation is not permitted for certain embargoed countries. For further information please contact exportalert@fortinet.com

To create an account:

1. Start a web browser and go to *https://support.fortinet.com/*

2. Click *Register*

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3. Enter the email address and Click *Register*.
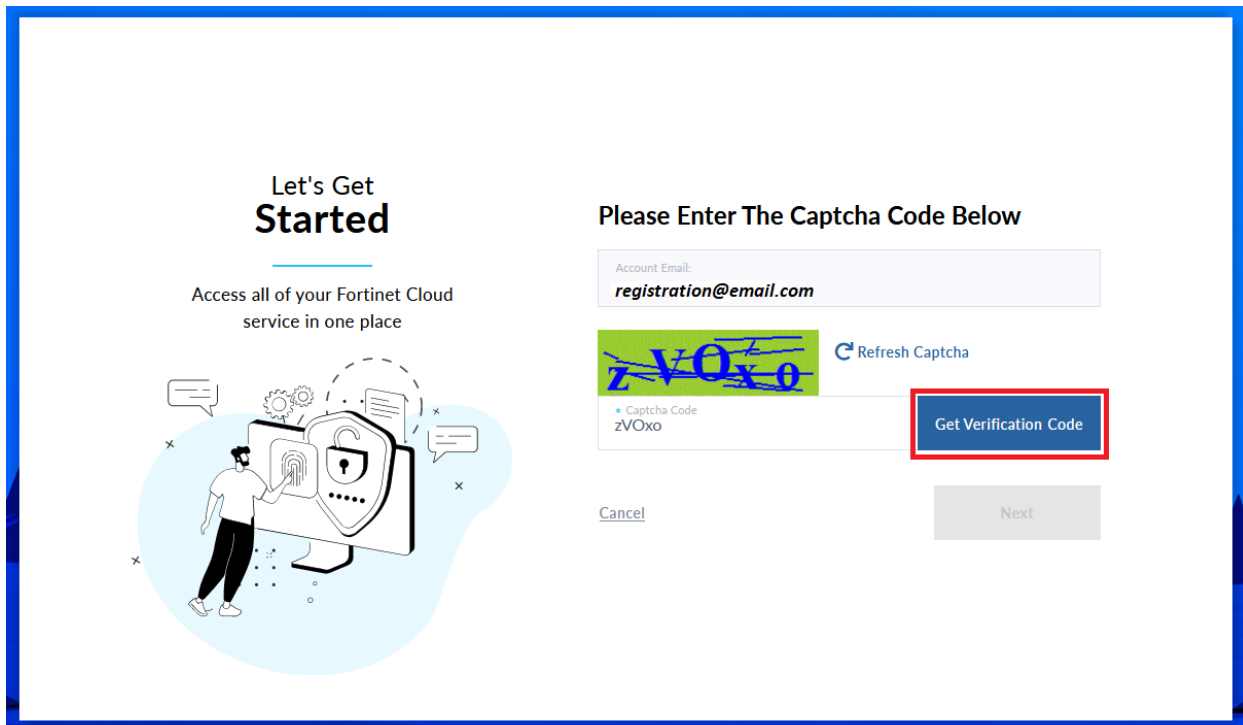
4. Enter the Captcha code and Click *Get Verification Code*

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*

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

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

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

9. Click *Complete* to login to FortiCloud Portal

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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".

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