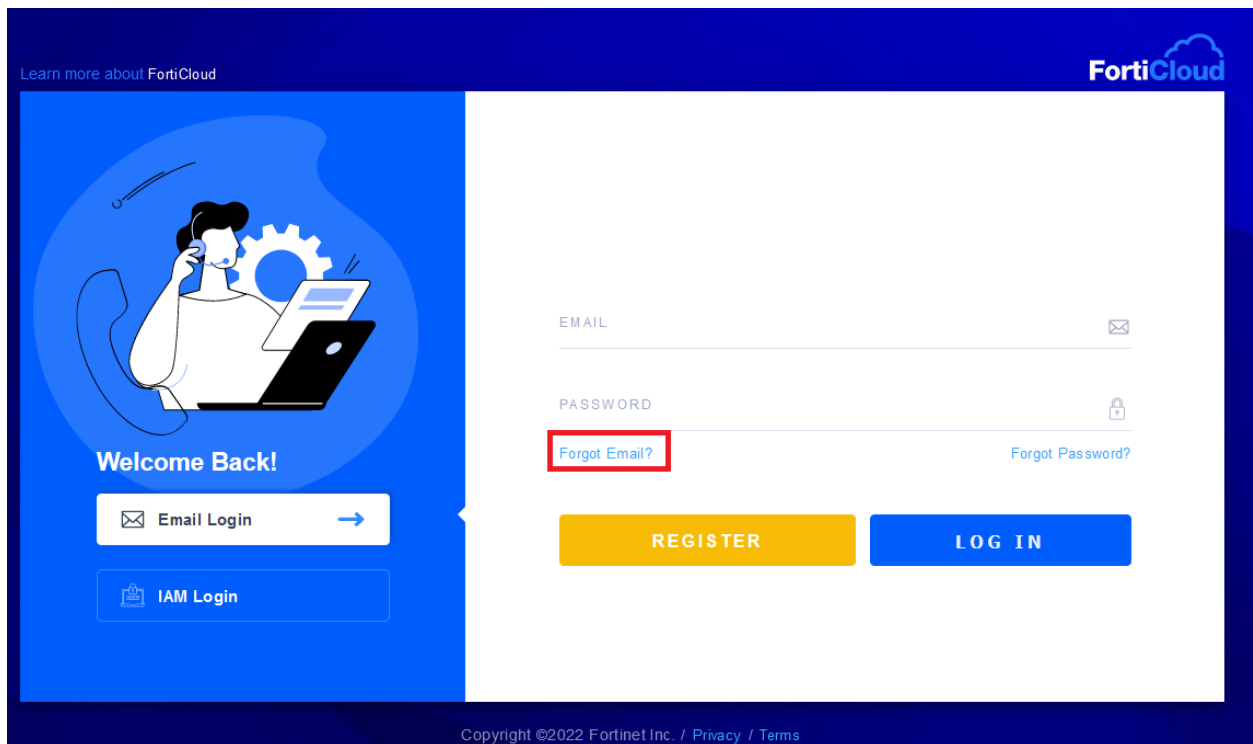


Recover a Lost Account ID and Password

Recover a lost **Account ID/Email** and password is needed when master account user has left the organization without handing over the login credentials (or) Master/Sub account user has forgotten the login ID and password (or) If the device is registered to previous reseller's account ID etc.

Forgot Your Account ID/Email?

1. Start a web browser and go to <https://support.fortinet.com/> . Click *Login Now*
2. Select *Forgot Email?*




The screenshot shows the FortiCloud login interface. On the left, there is a blue sidebar with the text 'Welcome Back!' and two buttons: 'Email Login' (with an envelope icon and a right arrow) and 'IAM Login' (with a document icon). The main content area is white and contains an 'EMAIL' input field with an envelope icon, a 'PASSWORD' input field with a lock icon, and a 'Forgot Email?' link highlighted with a red rectangular box. To the right of the 'Forgot Email?' link is a 'Forgot Password?' link. Below the input fields are two buttons: a yellow 'REGISTER' button and a blue 'LOG IN' button. At the top right of the page is the 'FortiCloud' logo. At the bottom of the page, there is a copyright notice: 'Copyright ©2022 Fortinet Inc. / Privacy / Terms'.

3. Indicate a **serial number** that is registered in this support account. 'Forgot Email' option can be used only by a customer having valid registered serial number.

Additionally, provide the requested information. Asterisk (*) is the information you MUST fill in to complete the password recovery process.

Recovery email will be triggered to the Master account where the product is registered.



Forgot Account ID / Email


Please enter your details below

Please enter one registered product serial number: *

Name: *

Email: *


Please enter the Captcha code below: *



Refresh Captcha

< Back To Login Submit

4. Click *Submit*



Forgot Account ID / Email

Please enter your details below


Successfully sent recovery email
✕

Please enter one registered product serial number: *

Name: *

Email: *


Please enter the Captcha code below: *



Refresh Captcha

5. An **email** will be sent to the registered account.

Fortinet Support Account ID/Email Recovery

 noreply@fortinet.com
To

Dear Customer,

This request was initiated by **XXXXX** [abc@mail.com](#) in an attempt to recover his account ID/Email and access Fortinet support portal.

Result of the request:

The serial number FAP22 **XXXXXXXX** is registered under the account ID/Email of [xyz@met.com](#)

** This email is generated from the page #/forgot/accountid **

** Should you have any concern with receiving this email, please contact [cs@fortinet.com](#) **

Forgot Your Password?

1. Select *Forgot password?*

Learn more about FortiCloud FortiCloud

Welcome Back!

Email Login →

IAM Login

EMAIL

PASSWORD

Forgot Email? Forgot Password?

REGISTER LOG IN

2. Enter your **Account ID/Email Address**, captcha code and Click *Submit*

FortiCloud


Forgot Password

Please provide your FortiCloud Account ID / Email address

Account ID / Email: *

Enter Account ID / Email

Please enter the Captcha code below: *

 Refresh Captcha

Enter Captcha Code

If you forgot your email address, please [Click here](#)

< Back To Login Submit

Please provide your FortiCloud Account ID / Email address

Email sent, if your account is found in our system, you'll receive a password reset email. ✕

Account ID / Email: *

xxxxx@email.com

Please enter the Captcha code below: *



[Refresh Captcha](#)

Enter Captcha Code

If you forgot your email address, please [Click here](#)

- An email containing a link to reset the password will be sent if your account is found in our system. Originator's IP address, date & time will be included in the email.

Your Fortinet Account Password ▶ Inbox x



cs@fortinet.com

to me ▾

Dear Customer,

You recently requested a password reset for your FortiCloud account.

In order to set your new password, please click [here](#). This link will only remain active for 5 days.

This request originated from: IP address! 4/21/2023 5:06:47 AM.

If you did not make this request, or require further assistance, please contact your regional Customer Services and Support Team who will be happy to assist you.

For Support Center contact information please visit www.fortinet.com/support/contact_support.html

Best Regards,

Fortinet Customer Services and Support