- 1. Open https://support.fortinet.com/
- 2. Click on "Login" button

Note: For Legacy CyOps customers: customer entitlements are already present in the system.



3. If customer already reset their password or logged in into the system before then, please enter credentials and press "login" button and move to step 9.



4. If customer is trying to login for very first time or you don't remember the password then;

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a. Click on "forgot password?"

5. Enter your registered email id;

Note: If you do not have a registered email id at support.fortinet.com you should not take the 'Register' option. This would create a new support account in your name which is not linked to the assets and entitlements of your company. The correct process is to ask the person at your company that administers your support account with Fortinet to add you as an additional user.

FortiCloud		B rocks V elements
	Forgot Password	
	Phone provide poor PertiChast Account Altivial address modered account?	
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	summit:	

- 6. Click on "Submit" button.
- 7. Reset link will be sent to your email id, follow that link and reset your password.
- 8. Login to the support.fortinet.com
- 9. Go to: Asset \rightarrow Manage/View Products

FortiCloud	tam 🔯 -
Customer Service & Support Home	Asset Adsistance Download Feedback
Product FortiSOAR Subscription Details FSRMAR	Register/Activate. Terrivaire & General Byotase Will Easter On Decommunicatived Units 2021+

10. Click on any serial number and you will see empty Device UUID field as shown below;

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Customer Service & Support	Home Asset Assistance Download Feedback
Product FortiSOAi Details FSMM	t Subscription Entwork & Grower L
Information	Product Information
Location	General
🛓 Entitlement 🌩 License & Key	Product Model: FortiSOAR Subscription Serial Number: #SRVMSOL
Registration	Registration Date: 20,00- Description: Production-Instance
🚯 Renew Contract	Partner: N/A License Elle: Based specific Dedre ULID before downloading license
Assistance	Device UUID:
III Ticket List	
🙎 Tectinical Request	Edit
Customer Service	
≣‡ DOA/RMA Request	
Anti Virus Ticket.	
I WebChat	

Note: If you face any issue in editing the "Device UUID", please contact Fortinet 24/7 support helpline.

11. Click on Edit button and enter FortiSOAR hardware key in "Device UUID" text box and click on Save button.

Edit Product Information

Description:			
Production - Instar	nce		
Partner Info:			
Select a Partner			*
Device UUID:			
Save	Cancel		

Note: You can select "other" or any other value for "Partner Info"

12. Once above information is saved then you will see License file download link will be enabled as shown below;



13. Download the license file and apply it on FortiSOAR instance.