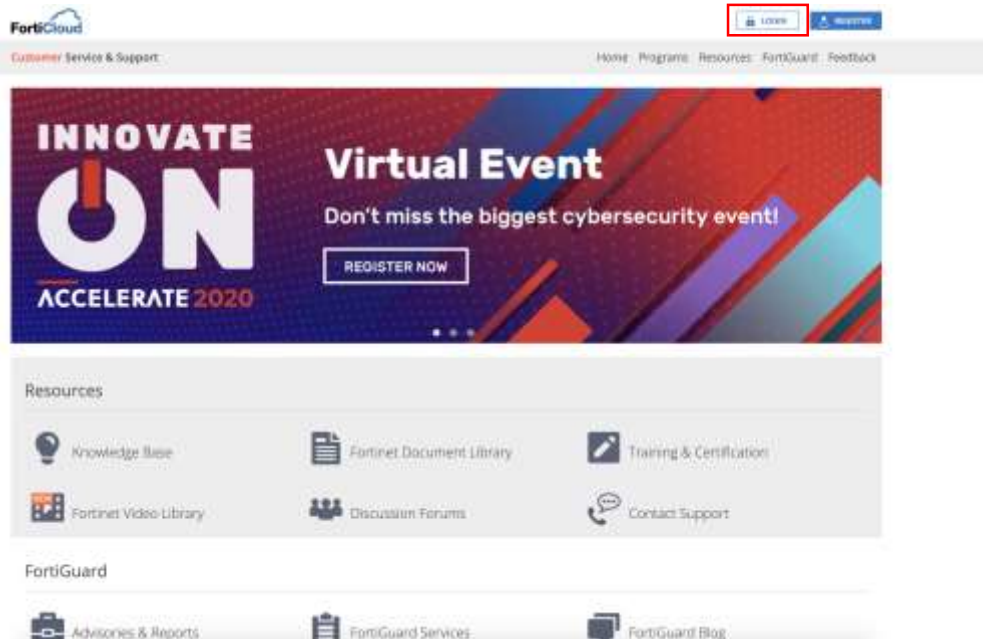


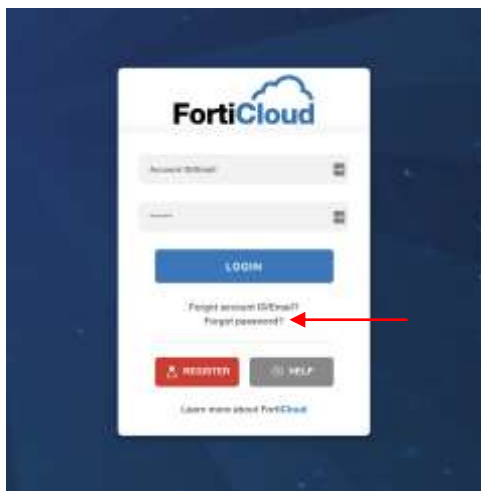
1. Open <https://support.fortinet.com/>
2. Click on “Login” button  
Note: For Legacy CyOps customers: customer entitlements are already present in the system.



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.

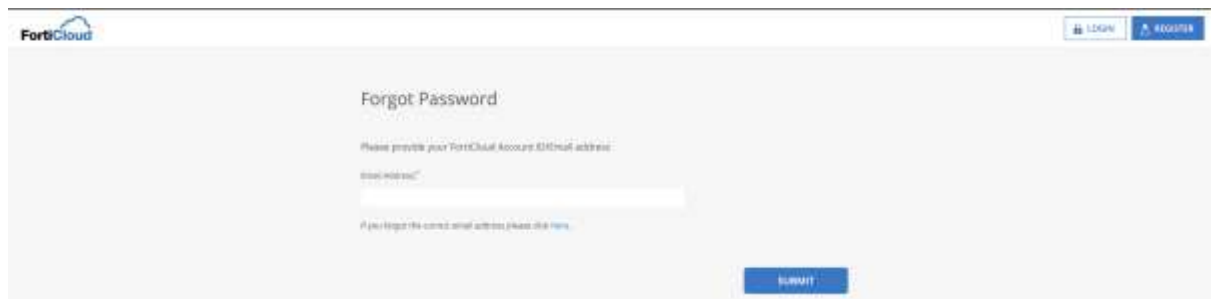


4. If customer is trying to login for very first time or you don't remember the password then;
  - a. Click on “**forgot password?**”



5. Enter your registered email id;

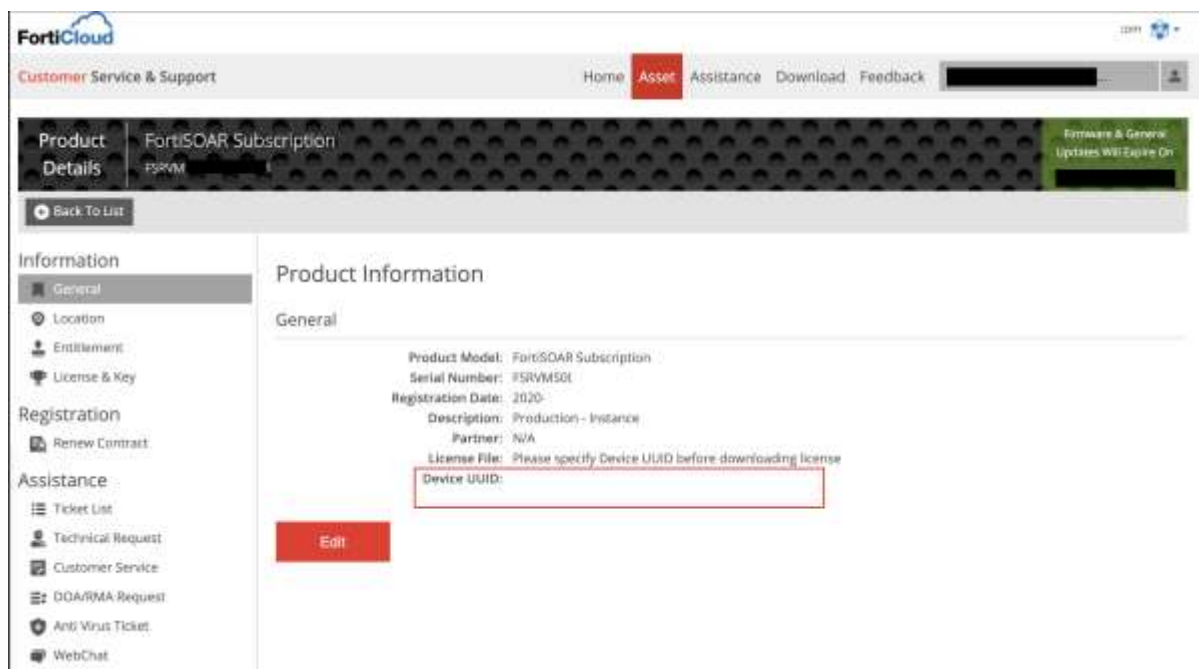
Note: If you do not have a registered email id at support.fortinet.com you should not take the ‘Register’ option. This would create a new support account in your name which is not linked to the assets and entitlements of your company. The correct process is to ask the person at your company that administers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



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 → Manage/View Products



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



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**

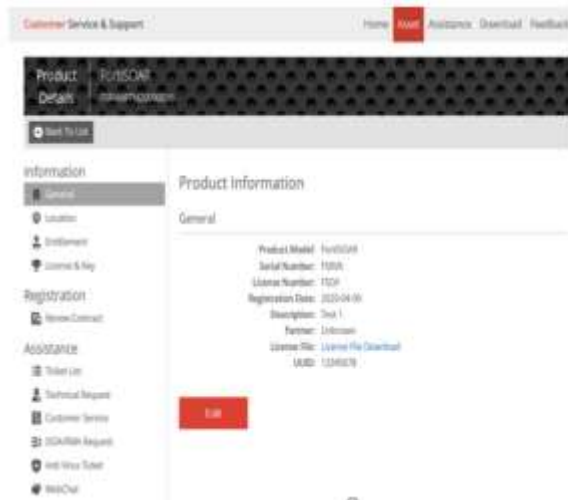
Description:

Partner Info:

Device UUID:

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.