



Asset Management - FAQ

Introduction

This FAQ covers the new Asset Management functionality within Forticare. If you have further questions or require support, please contact support.

What can I do with the Asset Management portal?

You can perform all the same functions you are familiar with in the current asset management portal. The new portal is designed to provide a hierarchal structure allowing you to organize and manage assets using nested groups & folders. This will seamlessly allow you to organize your assets in structures that more closely mirror your organizational needs.

Why has Asset Management been changed?

Our customers' needs have grown and changed in recent times and in order to meet those needs, our support portal experience required a refresh. The upcoming update is designed to provide a more flexible and robust functionality along with an improved User Experience.

Where can I find the Asset Management portal?

At first glance, nothing will appear different. You can access your assets from the Asset Menu on the tool bar or from the Manage products tile. What is different is that these will open a new Tab or browser window, exclusively for the Asset Management portal. If you find it is not working, check your browser for blocked pop up/tab error messages.

When will the Asset Management portal be available?

The new Asset Management portal will be available on November 1st, 2020.

Who can use the portal?

The new Asset Management portal will be available to all customers*

*Customers using the legacy user grouping feature will retain their existing functionality for now.

Is there any documentation?

Documentation on the new asset management portal is available online directly in the new portal just like in our products. Simply click the Help icon (“?”) in the upper right corner to load the online help to answer your questions.
