

How to renew your subscription services for your Fortinet product

In this topic, let's review the various options available to renew the services for your Fortinet product.

- ❖ Online Renewal (Available for customers located in North America and customers who have less than 50 devices on their account)

You can renew your Fortinet product via the online renewal tool available on the Forticloud support.fortinet.com portal.

1. Login to the Forticloud Support Portal at <https://support.fortinet.com> using your account ID/email and password.
2. Click on Online Renew -> Renewal
3. Select the product that is eligible for renewal and click renew. There are options to choose more than one product.
4. On the next page, review the option for the selected product to be renewed.
5. Click the edit or the pencil icon here to review the customized options available for that package.
6. The next page will allow you to review the options and consent for the Fortinet Product Registration Agreement.
7. On the payment information page, enter your credit card billing information. This information must match to successfully complete the transaction.
8. Review and Complete.

- ❖ Have you purchased a support contract and if you want to renew your HW subscription please follow the instructions via the Forticloud support.fortinet.com portal.

1. Login to the Forticloud Support Portal at <https://support.fortinet.com> using your account ID/email and password.
2. Click on "Product list" and select the serial number of the Fortinet device for which you want to renew the support contract.
3. Click on "Renew contract".
4. Enter the contract registration code from the Services Registration Document you received.
5. Select the end user type and click on "Next".
6. Read and accept the product registration agreement, then click "Next".
7. Verify that the service contract entitlement, support type, support level, activation, and expiration dates are correct before completing the registration.
8. Check the box to accept the terms and click "Confirm" to complete the registration.

❖ Fortinet Marketplace renewal(Only available for Non-govt users)

1. Login to the Forticloud Support Portal at <https://support.fortinet.com> using your account ID/email and password.
2. Go to your Fortinet Marketplace > Spending Page (This is the place where you can use your points to spend on renewing services)
3. Select Fortinet serial number from the list of products.
4. Choose the products you want to renew by selecting them from the product list or entering the product serial number.
5. Click on "Renew".
6. On each product model, select a renewal package, including the contract term and number of CPUs if required.
7. Select any add-on services if needed.
8. Click on "Preview My Order" to review the order summary.
9. If you have enough FortiPoints registered, click on "Place My Order" to complete the renewal. If not, you will be prompted to register more points.