

Administration Guide

Asset Management 26.1



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Asset Management 26.1 Administration Guide

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Change Log

Date	Change Description
2026-01-31	Initial release.

Introduction

Asset Management is an easy-to-use portal to register, organize and view all Fortinet products and services in FortiCloud.

New products, licenses, or contracts can be registered and managed with the Asset Management portal. Registered products are displayed in the *Product List* as well as a customizable folder structure called *My Assets*. The *Account services* menu lists products, contracts, or licenses applicable at the account level.

The *Product List* provides a complete view of all products and services. Assets can be organized into folders and sub-folders with the *My Assets* tree structure and assets can be moved into the folders based on the organization needs. Product list and My Assets views provide various filters, sorting, and grouping features to efficiently find and manage assets.

Dedicated views include lists to see assets with expired licenses, assets about to expire (30, 60, 90 days), pending registration, decommissioned units, as well as specialized filtered views to list and search assets based on hardware, license, contract, and location.

For each product, the Asset Management portal provides a drill-down view of all the asset-related information including entitlements, support tickets, license and keys, renewals, statistics, and cloud services.

With Online renewals, licenses or contracts can be renewed directly from the portal for supported products and regions.

What's new in version 26.1

Asset Management version 26.1 includes the following new features. See the [FortiCloud Services Release Notes](#) for more information.

New Marketplace offerings

Several new Marketplace offerings are available:

- FortiToken Cloud SMS licenses can be ordered in the Marketplace. See [FortiToken Cloud SMS on page 116](#).
- FortiToken Mobile licenses can be ordered in the Marketplace. See [FortiToken Mobile on page 117](#).
- FortiPoints can be exchanged for Service Points to be used in Advanced Services in the Marketplace. A TAM contract is required to order advanced services. See [Advanced services on page 117](#).
- Professional services can be requested through a FortiCare ticket. Select the *Professional Services* Marketplace offering to redirect to ticket creation. See [Professional Services on page 118](#).

FortiDLP onboarding banner for BPS and Management Service

After registering a FortiDLP license for BPS or Management Service an additional banner will display with next steps. See [Registering assets on page 31](#).

License transfer unavailable for TradeUp

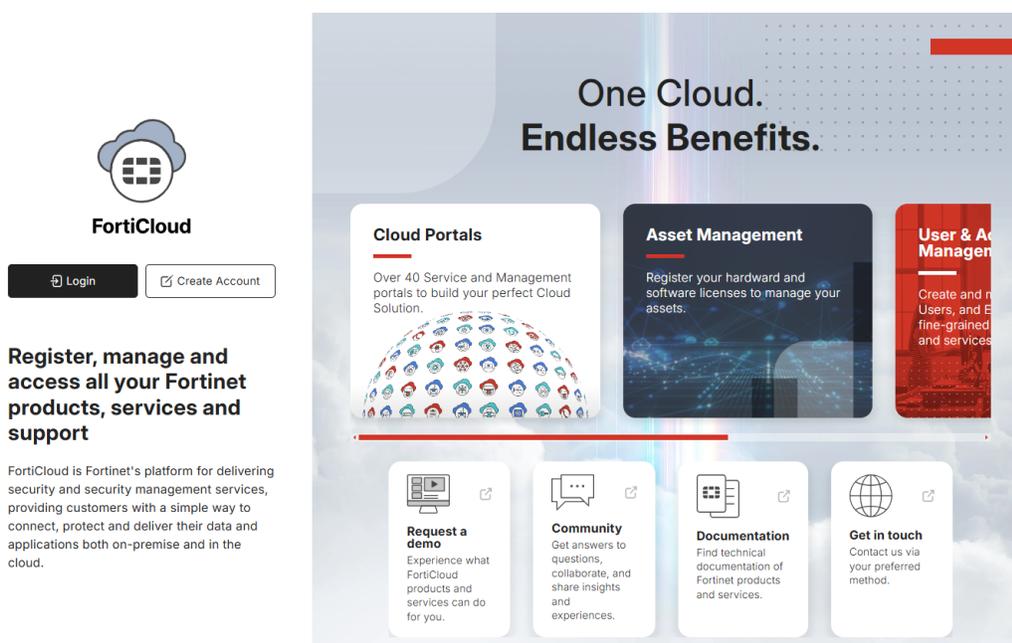
License transfer is not available for FortiToken Mobile in relation to TradeUp scenarios. See [TradeUp on page 53](#).

Fortidentity Cloud minimum order

The minimum order quantity of Fortidentity Cloud is 1 in the Marketplace. See [Fortidentity Cloud on page 113](#).

FortiCloud Services landing page

The FortiCloud Services landing page can be found at forticloud.com. Logging into the FortiCloud Services landing page directs the user to the Asset Management portal dashboard. See [Dashboard on page 9](#).



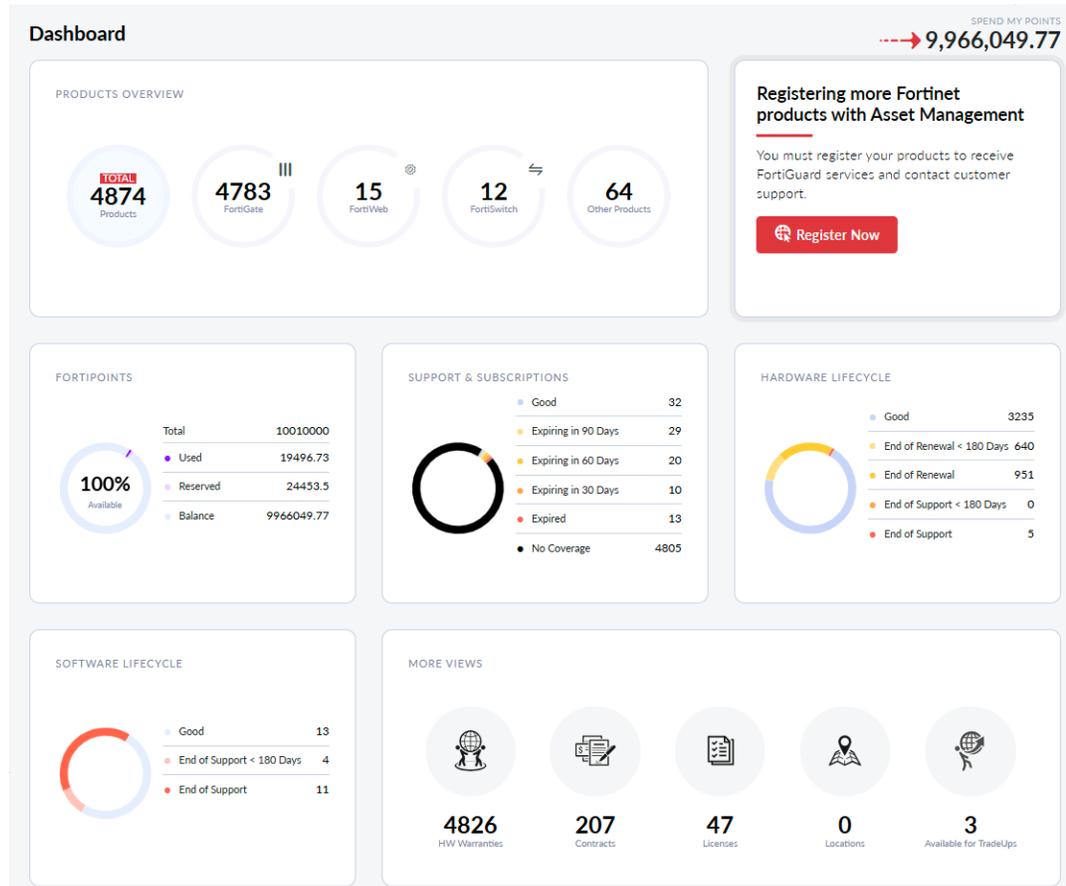
Users can also access FortiCloud Services and portals, including the Asset Management portal, through support.fortinet.com. If you log in through support.fortinet.com, you will be directed to the FortiCare dashboard instead of the Asset Management dashboard. See [Fortinet Support landing page](#) in the FortiCare guide.

From the FortiCloud Services landing page, users can:

- Log in to FortiCloud using existing credentials. See [Logging into an account on page 13](#).
- Register for a new FortiCare account. See the [FortiCloud Account](#) document.
- Access support documentation.

Dashboard

The *Dashboard* is a visual overview of your products and services. Use the *Dashboard* to view how many products you have registered, pending registrations, expiring subscriptions, and the current status of your hardware and software lifecycle. Click a tile in the *Dashboard* to access the products in the *Product List*.

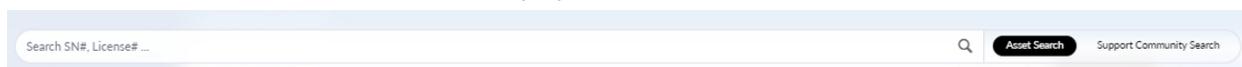


The first time you log in to the AM portal, you will see a welcome page encouraging you to register your products.

You can search in FortiCloud for assets linked to your account or for information from the Community Search feature. The search icon is accessible from any page within the Asset Management portal.

To search for assets within FortiCloud:

1. Click the search icon. The search field is displayed.

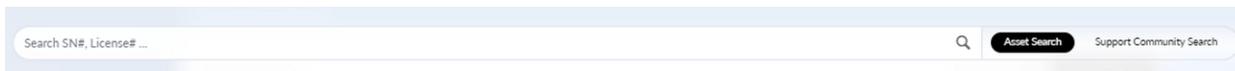


2. Select *Asset Search*.

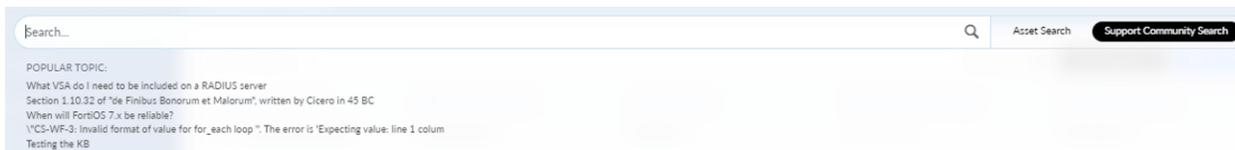
3. Enter asset information into the search field.
4. Press Enter. Results related to your search are displayed.

To use the Community Search function:

1. Click the search icon. The search field is displayed.



2. Select *Support Community Search*.
3. Click the search field. Suggested *Popular Topics* are displayed.



4. Define the search parameters:
 - a. Select a *Popular Topic*. A new page is opened displaying information on the topic.
 - b. Enter information in the search field and press Enter. A new page is opened displaying information on the topic.

Dashboard tiles

Tile	Description
Products Overview	The <i>Products Overview</i> tile shows the total number of products registered to your account. Click a target in the tile to view the devices in the <i>Product List</i> . The <i>Other Products</i> target is displayed when there are more products than space available in the tile.
Pending Registration	The <i>Pending Registration</i> tile shows the unregistered hardware, contracts, or licenses. Click a bullet in the list to view the asset in the associated <i>Pending Registration</i> page.
FortiPoints	The <i>FortiPoints</i> tile shows the total number of registered FortiPoints in your account, organized by <i>Used</i> , <i>Reserved</i> , and <i>Balance</i> . Select the FortiPoints value on the top of the Dashboard to navigate to the <i>Marketplace Spending</i> page. See Spending on page 74 .
Support & Subscriptions	The <i>Support & Subscriptions</i> tile shows the current status of your support contracts. Click a bullet in the list to view the expiring products in the <i>About to Expire</i> view of the portal.
Hardware Lifecycle	The <i>Hardware Lifecycle</i> tile shows the current lifecycle status of registered products. Click a bullet in the list to view the devices in the <i>Hardware Lifecycle</i> view of the <i>Product List</i> .

Tile	Description
Software Lifecycle	The <i>Software Lifecycle</i> tile shows the current lifecycle status of the major product software versions for your devices. Click a bullet in the list to view the software support end dates in the <i>Software Lifecycle</i> view of the <i>Product List</i> .
More Views	The <i>More Views</i> tile shows the number of devices by <i>HW Warranty</i> , <i>Contracts</i> , <i>Licenses</i> , and <i>Locations</i> . Click a tile to view the products in the <i>Products List</i> .

Navigation menu

View	Description
Products	<p>Use the <i>Products</i> view to register, manage, and organize your products.</p> <ul style="list-style-type: none"> • <i>Product List</i> displays the products registered to your account. See Product list on page 22. <p>Click a product in the list to download a license file, renew a contract, or create a support ticket. See Product details on page 26.</p> <ul style="list-style-type: none"> • <i>More Views</i> organizes the product list by product details, such as the license, warranty, and lifecycle information. See More views on page 46.
Pending Registration	<p><i>Pending Registration</i> displays products that are not registered to your account by <i>Hardware</i>, <i>Contract</i>, and <i>License</i> information. See Pending registration on page 60.</p> <hr/> <div style="display: flex; align-items: center;">  <p>This view is available upon request.</p> </div> <hr/>
Marketplace	<p><i>Marketplace</i> provides access to Fortinet Inc. products and services that will allow you to increase your organization's security, productivity, and profitability. Use FortiPoints to purchase products and packages, such as FortiCare, UTP, and the FortiGate Enterprise Bundle. See Marketplace on page 70.</p>
Account Services	<p><i>Account Services</i> displays the services and subscriptions for your account. See Account Services on page 68.</p>
FortiMeter	<p>FortiMeter displays the volume and consumption of traffic that you use for FortiOS-VMs. See FortiMeter on page 122.</p>
ELA profile	<p>The <i>ELA Profile</i> view displays information about your Enterprise Level Agreement. See ELA profile on page 124.</p>

View	Description
	 This view is available upon request.
Shared FortiPoints	The <i>Shared FortiPoints</i> page allows you to share FortiPoints across your Organization. See Shared FortiPoints on page 141 .

Getting started

The following demonstrates the general process of getting started with the Asset Management portal and FortiCloud Services:

1. Create a FortiCloud account. See the [FortiCloud Account](#) guide.
2. Log into your account. See [Logging into an account on page 13](#).
3. Create IAM users and external IdP roles as needed. See [User permissions on page 16](#) and the [Identity & Access Management](#) guide.
4. Register products, contracts, and licenses to your account. See [Registering assets on page 31](#).

Logging into an account

Users can access linked user accounts when logging in using email credentials. Account permissions will vary depending on the account chosen.



Users can log in to FortiCloud using email, IAM, or external IdP credentials in a comprehensive portal. For information on logging into an IAM user account or external IdP role, see the [Identity & Access Management \(IAM\) Administration Guide](#).

To access the user account:

1. Go to forticloud.com.
2. Select *Login*.
3. Select *Email user*.

Log in as

IAM user Email user

EMAIL

PASSWORD

[Forgot Email?](#) [Forgot password?](#)

LOG IN AS EMAIL USER CREATE ACCOUNT

4. Enter your FortiCloud email and password in the *Email* and *Password* fields.



When entering your password, select the eye icon to show or hide your password.

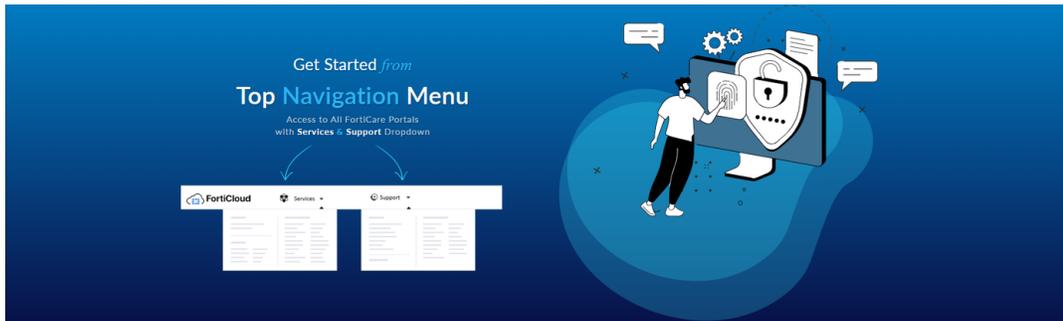
5. Click *Log In as Email User*. The *Dashboard* is displayed.



If multiple accounts are linked to the email credentials, the *Select an Account to Proceed* page is displayed. Hover over the account you want and click *Select* to navigate to the dashboard.

No access

If the user does not have access to the Asset Management portal, the following page will direct the user to select a service from the *Services* or *Support* menu after logging in through forticloud.com.



No access pages

When accessing FortiCloud Services portals, if the user account you are using does not have access to a portal or page, a blockage page is displayed. The type of blockage page displayed depends on the scenario.

No access to the Asset Management portal

If the user does not have access to the Asset Management portal when logging in through forticloud.com, the following page will direct the user to select a service from the *Services* or *Support* menu. Using the menus, the user can navigate to the portal they need as long as their user permissions permit it.



A similar page is displayed if the user does not have permissions for the FortiCare portal when logging in through support.fortinet.com. See [Fortinet Support landing page](#) in the FortiCare guide.

Unauthorized

When a user is trying to access a portal without permissions, an *Unauthorized* blockage page is displayed. The user must use the *Services* or *Support* menu to navigate to another portal that they do have permissions for, or log out. If you need to access the current portal, the user permission profile will need to be updated to allow it.



External IdP limitations

When access FortiCloud Services using an external IdP role, if there is an issue with access, specific blockage pages may display. See [FortiCloud errors](#) in the Identity & Access Management guide.

User permissions

The Master user is the account administrator that creates the account and has access to all the items in the navigation menu including *Register Products* and *My Assets*. The account administrator can create users, assign permissions based on the user's role, assign user permissions, and assign devices to a user. In Partner accounts with asset groups enabled, a master user can create user and product groups, and assign them to users.



Partners can view and access the Asset Management portal assets in an aggregated view dependent on Partner roles. For more information, see the [Partner Administration Guide](#).

The Master user can create various types of users:

- [IAM users on page 17](#)
- [External IdP user roles on page 17](#)
- [API users on page 17](#)
- [Legacy sub-user on page 17](#)

There are three types of user permissions for users:

Permissions	Admin	Read/Write	Read Only
View Product List, My Assets, and Asset views (based on Asset permissions)	X	X	X
Register new products, contracts or licenses	X	X	
Manage asset folders, move, and decommission units	X	X	
View account service entitlements and contracts	X	X	
View and renew eligible units for online renewals	X		



Permissions can be assigned to a user using permission profiles. Permissions can be granted on a role-based or resource-based basis. See [Permission profiles](#) in the *Identity & Access Administration Guide*.

The Asset Management portal uses resource-based permissions. See [Portals with resource-based permissions](#) in the *Identity & Access Administration Guide*.

IAM users

IAM users are created in the IAM portal and their permissions are assigned by the account administrator. An IAM user will have their own asset and portal permissions until they are assigned to a group. Permissions assigned to a user or user group depend on the permissions profile assigned. See [IAM users](#) in the *Identity & Access Administration Guide*.

Account administrators can view an IAM user's permissions in the *Users* and *User Groups* pages of the IAM portal. For information, see [Managing IAM users](#) and [Managing IAM user groups](#) in the *Identity & Access Administration Guide*.

External IdP user roles

External IdP roles allow external users to log in to a cloud portal using their company's user credentials with a third-party ID provider. External IdP users are authenticated by their company's ID provider. After the user is authenticated, they can access the cloud application based on their role. External IdP roles have the same permissions as IAM users. See [External IdP roles](#) in the *Identity & Access Administration Guide*.

API users

API users can access FortiCloud services through the API. API users have the same permissions as IAM users. See [API users](#) in the *Identity & Access Administration Guide*.

Legacy sub-user

The sub user is a legacy model. It is recommended that sub users be migrated into the IAM user model. See [Migrating sub users](#).

Sub users can have full or limited access:

User type	Description
Sub user (Full Access)	Has access to all the items in the navigation menu including <i>Register Products</i> and <i>My Assets</i> . Sub users with read-only permissions cannot change a folder's structure or move assets. Depending on the permissions set by the master user, a sub user with full access can create new users and send renewal notices.
Sub user (Limited Access)	Has access to <i>Product List</i> and <i>Decommissioned Units</i> in the navigation

User type	Description
	menu. Sub users with limited permissions only have access to the products assigned to them by the master user.

Viewing sub user permissions

To view a sub user's permissions:

1. Go to [FortiCloud](#).
2. Log in to your FortiCloud account as a master user.
3. In the profile dropdown menu, select *My Account*.
4. Click *Manage User*. The *Current Users* list is displayed.
5. Click a user in the list.
6. (Optional) Click *Edit* to update the user's permissions.

Account

Company:
Title:
Email:
Telephone:

Activated Since
2020-02-05

Account
Account Profile
Change Account ID (Email)
Manage User

Add User

User Information

User Name:*

Telephone:*

Email (Account ID):*

Confirm Email (Account ID):*

Description:

Permissions

- Customer Service
- RMA/DOA
- Technical Assistance
- Notify the master account of ticket updates
- Send renewal notices
- Can create user
- Full Access Limit Access

You are about to create a sub-account for Fortinet, Inc. By doing so, you agree to share visibility for this account, including ticket history and asset management, as per the settings that you have defined. You agree to assure that sharing visibility does not breach any confidentiality obligations or applicable data protection legislation.

Note: If you have another account same email address, those accounts will be consolidated into one login account. Your original connection between email and accounts (master account or sub account) will be kept, you will use one login user ID/ password to access those accounts.

Save

Cancel

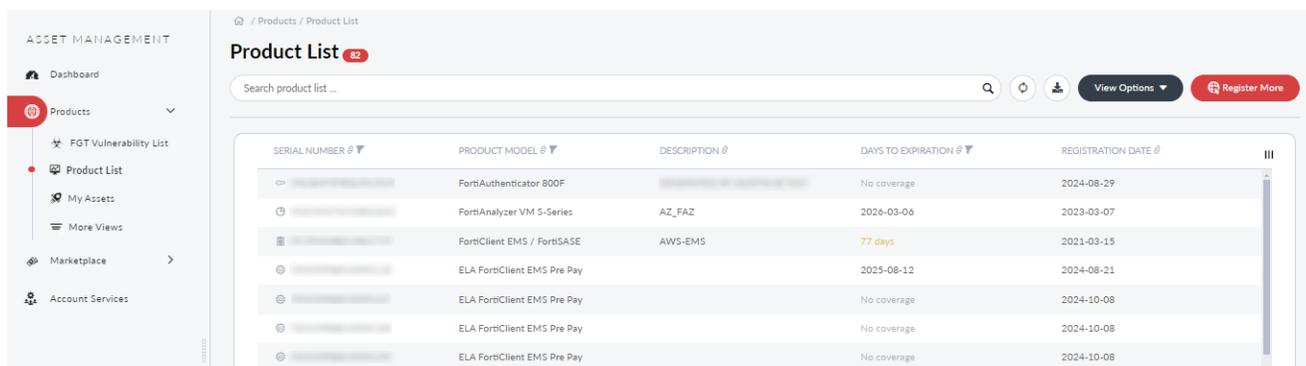
Account views

The views available in the navigation menu are dependent upon your user account permissions. There are various types of user accounts:

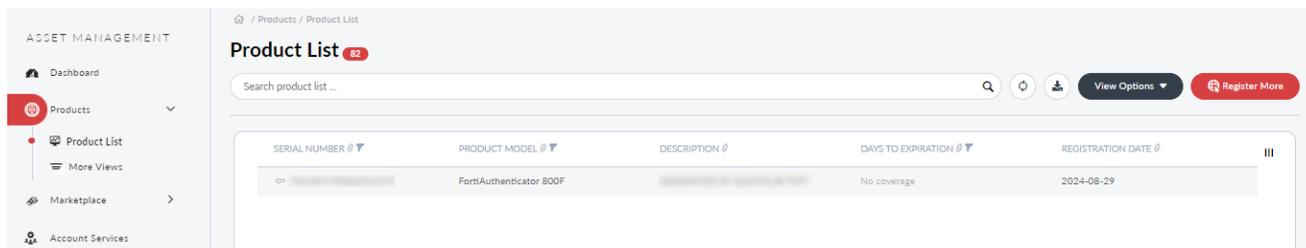
- FortiCloud user accounts. See [FortiCloud account views on page 19](#).
- IAM user accounts. See [IAM account views on page 19](#).
- User and asset groups (Partners). See [Account views on page 19](#).

FortiCloud account views

Master users and sub users with full access can see the *Register Product* and *My Assets* tabs.



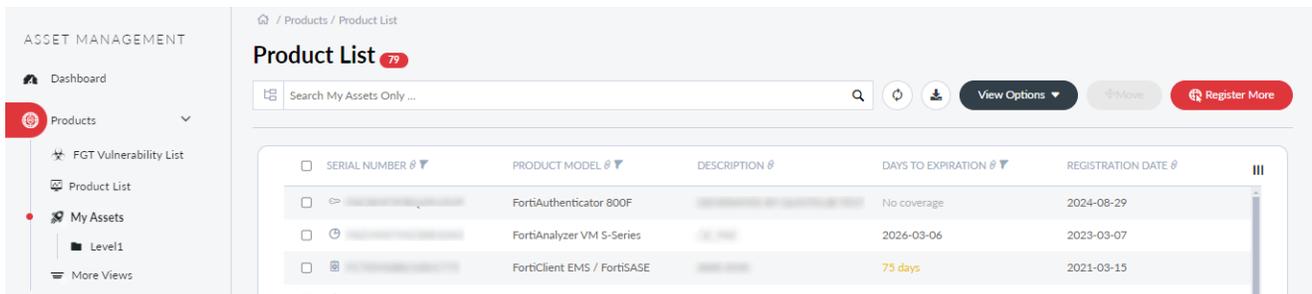
Sub users with limited access will only see *Product List*, and *More Views*.



IAM account views

IAM users will only see the asset folders assigned to their account. The account administrator can grant users permission to view all the folders in *My Assets*, or assign folders to their account using permission profiles and permission scope. For information about IAM asset permissions, see the [Identity & Access Management Administration Guide](#) in the Fortinet Doc Library.

When the IAM user's permission profile is set to Admin level permissions, the user can see all the sub-folders in the *My Assets* view.



SERIAL NUMBER	PRODUCT MODEL	DESCRIPTION	DAYS TO EXPIRATION	REGISTRATION DATE
	FortiAuthenticator 800F		No coverage	2024-08-29
	FortiAnalyzer VM 5-Series		2026-03-06	2023-03-07
	FortiClient EMS / FortiSASE		75 days	2021-03-15



When the IAM user's permission profile is restricted, the user will only see the folders assigned to their account.

Partner aggregated view

When accessing the Asset Management portal as a Partner, the *My Products > Product List* is displayed in an aggregated view to include the connected Partner roles' assets. For more information, see the [Partner Administration Guide](#).

Switching accounts

You can switch between available accounts from the profile menu. If you are logged in using your email credentials, you can switch to linked user accounts. Not all options will be available depending on your account permissions and linked accounts. See [Logging into an account on page 13](#) for more information.

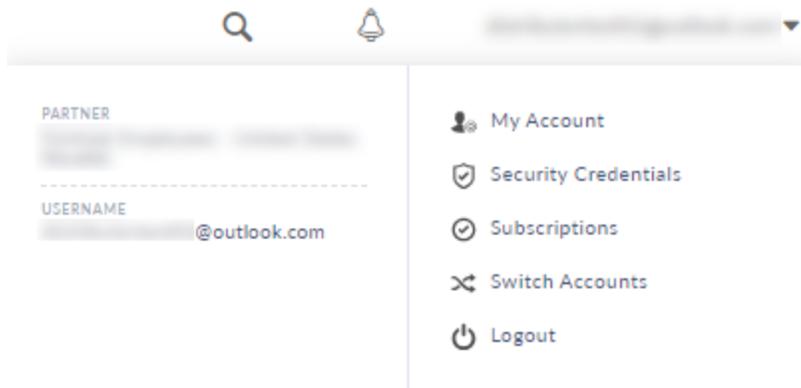


The accounts available for switching will depend on your method of logging into FortiCloud.

- For information on switching between external IdP roles and OU accounts, see the [Identity & Access Management \(IAM\) Administration Guide](#).
- For information on switching between Partner connected accounts, see the [Partner Administration Guide](#).

To switch to a new user account:

1. Click the profile menu in the top right.
2. Select *Switch Accounts*.



3. Select a user account to switch to.
4. A warning message may display. Click *Continue*. You will be redirected to the *Dashboard* of the selected account is displayed.



If there is only one user account linked to the email credentials, select *Continue with Current Account*.

Products

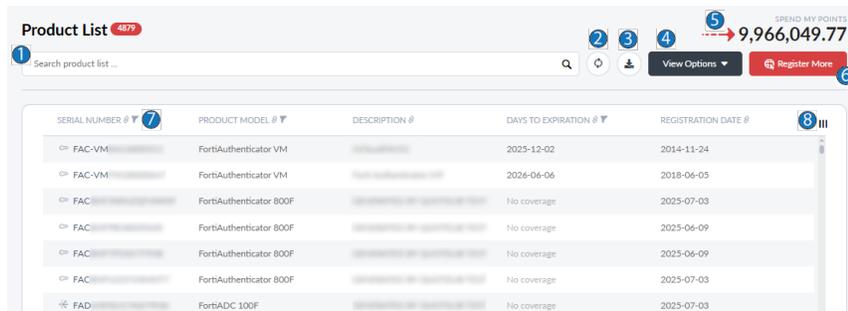
The *Products* view displays products registered to your account. Use this view to register more products, search for assets, and view product details.

Products contains three sub-views to quickly locate and manage your products:

- [Product list on page 22](#)
- [My Assets on page 41](#)
- [More views on page 46](#)

Product list

The product list displays the devices registered to your account. Use the column filters to refine the list or create custom views to display only the columns you want to see.



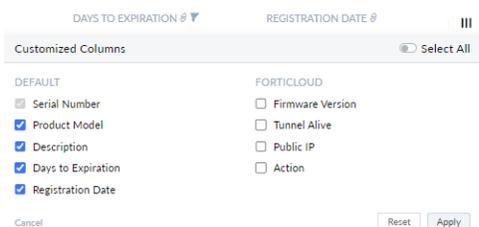
Option	Description
1 Search Product List	You can search for products by serial number, contract, or license number. Partial results are displayed as you type.
2 Refresh	Click to refresh the product list.
3 Export	Click to export the product list (full or filtered) from any view to an Excel or CSV file.
4 View Options	Displays the products in the list by category, entitlement, or both. <ul style="list-style-type: none">• Click <i>View Options > Group by Category > Apply</i>. The list is sorted in rows by product category.• Click <i>View Options > Show Entitlement > Apply</i>.

Option	Description														
	<p>The <i>Support Type</i>, <i>Support Level</i>, <i>Activation Date</i>, and <i>Expiration Date</i> columns are added to the view.</p> <p>The view is calculated based on the registration and service agreements for the current period. One product may link to multiple records depending on the entitlement.</p>														
<p>5 Spend My Points</p>	<p>Displays the current balance of FortiPoints available in your account. Click to navigate to the Marketplace <i>Spending</i> page. See Spending on page 74.</p>														
<p>6 Register More</p>	<p>Click to register products to your account. See Registering assets on page 31.</p>														
<p>7 Filter</p>	<ul style="list-style-type: none"> • To filter the <i>Serial Number</i> column, click the filter button in the column header. Enter the values for the serial number, and click <i>Apply</i>. • To filter the <i>Product Model</i> columns, click the filter button in the column header. Select the model(s) from the dropdown, and click <i>Apply</i>. 														
<p>8 Select columns to display</p>	<p>Click the <i>Select columns to display</i> button to show or hide columns.</p> <p>You can choose to view columns from the <i>Default</i> view or <i>FortiGate Cloud Specific</i> columns.</p> <table border="1" data-bbox="883 1272 1456 1644"> <thead> <tr> <th data-bbox="883 1272 1166 1360">Default</th> <th data-bbox="1166 1272 1456 1360">FortiGate Cloud Specific</th> </tr> </thead> <tbody> <tr> <td data-bbox="883 1360 1166 1409"> <ul style="list-style-type: none"> • Serial Number </td> <td data-bbox="1166 1360 1456 1409"> <ul style="list-style-type: none"> • Firmware Version </td> </tr> <tr> <td data-bbox="883 1409 1166 1457"> <ul style="list-style-type: none"> • Product Model </td> <td data-bbox="1166 1409 1456 1457"> <ul style="list-style-type: none"> • Tunnel Alive </td> </tr> <tr> <td data-bbox="883 1457 1166 1505"> <ul style="list-style-type: none"> • Description </td> <td data-bbox="1166 1457 1456 1505"> <ul style="list-style-type: none"> • Public IP </td> </tr> <tr> <td data-bbox="883 1505 1166 1554"> <ul style="list-style-type: none"> • Days to Expiration </td> <td data-bbox="1166 1505 1456 1554"> <ul style="list-style-type: none"> • FortiGate Cloud Subscription </td> </tr> <tr> <td data-bbox="883 1554 1166 1602"> <ul style="list-style-type: none"> • Registration Date </td> <td data-bbox="1166 1554 1456 1602"> <ul style="list-style-type: none"> • Log Upload Time </td> </tr> <tr> <td data-bbox="883 1602 1166 1650"></td> <td data-bbox="1166 1602 1456 1650"> <ul style="list-style-type: none"> • Action </td> </tr> </tbody> </table>	Default	FortiGate Cloud Specific	<ul style="list-style-type: none"> • Serial Number 	<ul style="list-style-type: none"> • Firmware Version 	<ul style="list-style-type: none"> • Product Model 	<ul style="list-style-type: none"> • Tunnel Alive 	<ul style="list-style-type: none"> • Description 	<ul style="list-style-type: none"> • Public IP 	<ul style="list-style-type: none"> • Days to Expiration 	<ul style="list-style-type: none"> • FortiGate Cloud Subscription 	<ul style="list-style-type: none"> • Registration Date 	<ul style="list-style-type: none"> • Log Upload Time 		<ul style="list-style-type: none"> • Action
Default	FortiGate Cloud Specific														
<ul style="list-style-type: none"> • Serial Number 	<ul style="list-style-type: none"> • Firmware Version 														
<ul style="list-style-type: none"> • Product Model 	<ul style="list-style-type: none"> • Tunnel Alive 														
<ul style="list-style-type: none"> • Description 	<ul style="list-style-type: none"> • Public IP 														
<ul style="list-style-type: none"> • Days to Expiration 	<ul style="list-style-type: none"> • FortiGate Cloud Subscription 														
<ul style="list-style-type: none"> • Registration Date 	<ul style="list-style-type: none"> • Log Upload Time 														
	<ul style="list-style-type: none"> • Action 														

Option	Description
	 <p>IAM and external IdP users must have either Admin or read-only FortiCloud permissions to view <i>FortiGate Cloud Specific</i> options. For more information, see Identity & Access Management (IAM).</p>
<p>Not displayed</p> <p>Export Entitlement</p>	<p>Click to generate and export an entitlement file. This feature is only available for approved accounts and can only be accessed by the master user or a user with the necessary admin privileges.</p>

To activate the *Cloud Managed* toggle:

1. Click *Customize Columns*.

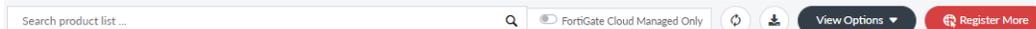


2. Select the columns to display and click *Apply*. The selected columns are displayed.



Some columns may take longer to appear than others. A loading notification will appear in the column if it does not appear immediately.

3. Enable *FortiGate Cloud Managed Only*.



Expired devices

Fortinet products include service contracts and guarantees that are known as entitlements. Some products have multiple entitlements with different expiration dates. Entitlement expiration dates are displayed in the *Product List* and *About to Expire* view in the *Days to Expiration* column.

The following table describes the values in the *Days to Expiration* column.

Days to Expiration	Description
<yyyyy-dd-yy>	The end date of the entitlement.

Days to Expiration	Description
No coverage	The product does not have any entitlements.
Expired	All the entitlements have expired.
Some expired	Some, but not all, of the entitlements have expired.

Selecting accounts (Partners)

The navigation menu only displays the *Product List* and *Decommissioned Units* until you select an account from the *Switch Accounts* option. For more information, see the [Partner Administration Guide](#).

Searching for assets in folders

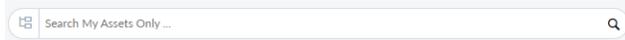
By default, the search bar only searches for products in the folder you are viewing. To include sub-folders in your search, click the button next to the search bar.



The search bar displays the current search parameters. For example, *Search My Assets Only*.

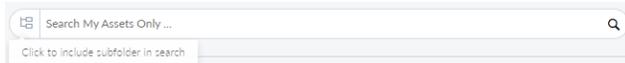
To search for assets in a folder:

1. In *My Assets*, select a folder.
2. In the search bar, type your text. The product list displays partial results as you type.



To search for assets in sub-folders:

1. In *My Assets*, select a folder.
2. Click the *Click to include sub-folder in search* button.



3. In the search bar, type your text. The product list displays partial results as you type.



When exporting a product list in *My Assets*, exported data includes the content of the currently selected folder.

Product details

Click a product serial number to view its details and see additional management options. The widgets displayed in the product details vary by product.

The screenshot shows a dashboard for product details. It includes several widgets:

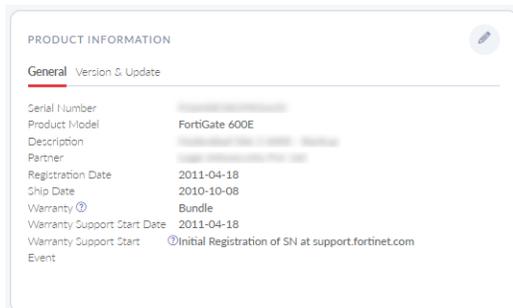
- PRODUCT INFORMATION:** General tab with fields for Serial Number, Product Model (FortiGate 600E), Description, Partner, Registration Date (2011-04-18), Ship Date (2010-10-08), Warranty, and Warranty Support Start Date (2011-04-18).
- ENTITLEMENT:** A list of services with green checkmarks, including Hardware, Firmware & General Updates, Enhanced Support, Telephone Support, Advanced Malware Protection, FortiGuard IPS Service, FortiGuard URL, DNS & Video Filtering Service, and AntiSpam.
- REGISTRATION:** Four buttons: Renew Contract, Add Licenses, FortiGuard Trial, and RMA Transfer.
- THREAT PROTECTION STATISTICS:** Three cards for TOP 20 VIRUS, TOP 20 IPS, and TOP 20 BOTNET, each showing 0 total hits. A link to the Fortinet privacy policy is provided.
- LICENSE & KEY:** A table with columns for License Type, Description, License Number, and Registration Date. It shows a FortiToken Mobile license and a download link for an off-network license file.
- MANAGE CLOUD SERVICES:** Two buttons: Remote Access and FortiAnalyzer Cloud.
- TICKETS:** A message stating "No Tickets Available."
- LOCATION:** A map showing the product's location with a red pin.

Tile	Description
Product Information	View and edit basic information about the product. See Viewing product information on page 27 .
Entitlements	See the status of support, firmware update, and other entitlements. See Viewing entitlements on page 28 .
Location	Displays the location of the product if one has been set. See Viewing the product location on page 30 .
Threat Protection Statistics	View threat protection statistics for your product. See Viewing threat protection statistics on page 30 .

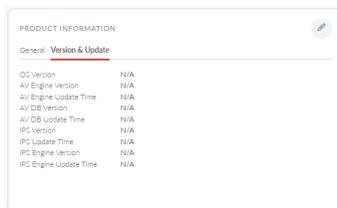
Tile	Description
	 <p>The <i>Threat Protection Statistics</i> widget is available for FortiGate devices with a valid FortiGuard entitlement.</p>
License & Key	View the product licenses and keys associated with this product. See Viewing licenses and keys on page 29 .
Registration	Access quick links for managing product related registration. See Registering contracts and licenses on page 28
Manage Cloud Services	Access quick links to manage related cloud services, such as FortiGate and FortiAnalyzer Cloud. See Managing cloud services on page 29 .
Tickets	Displays support tickets (open or resolved) that were submitted for this product. See Creating support tickets on page 29

Viewing product information

The *Product Information* widget displays general information about the product such as the model, serial number, and license number.



The information in the widget varies by product. For example, FortiAnalyzer VM displays a link to upgrade a license or download a license file. FortiGate models display a *Version & Update* tab.



Click the *Edit* icon at the top of the widget to update the product description and Partner information.

Edit Product Information

Description:

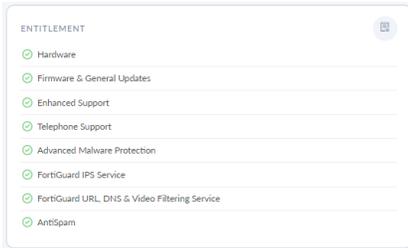
FORTINET PARTNER

Other

Cancel Save

Viewing entitlements

The *Entitlement* widget displays the status of support, firmware update, and other entitlements. A green icon  indicates the entitlement is active, a yellow icon  indicates the entitlement is about to expire, and a red icon  indicates the entitlement has expired.



Click the *Show Contracts* button  to view entitlement details such as support level, contract number, and expiration date.

Product Entitlements

SUPPORT COVERAGE

Support Type	Support Level	Activation Date	Expiration Date
Hardware	Advanced HW	2012-04-17	2025-08-31
Firmware & General Updates	Web/Online	2011-04-18	2025-08-31
Enhanced Support	Premium	2012-04-17	2025-08-31
Telephone Support	Premium	2015-04-17	2025-08-31
Advanced Malware Protection	Web/Online	2011-04-18	2025-08-31
FortiGuard IPS Service	Web/Online	2011-04-18	2025-08-31
FortiGuard URL, DNS & Video Filtering Service	Web/Online	2011-04-18	2025-08-31
AntiSpam	Web/Online	2011-04-18	2025-08-31

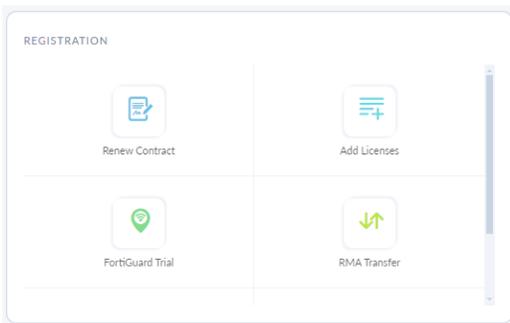
REGISTERED SUPPORT CONTRACT

Contract Number	SKU	Creation Date	Registration Date
▶ 0425ZE379925	FCZ-15-F6H0E-855-02-00	2024-03-22	2024-03-22
▶ 7333JT924546	FCZ-15-F6H0E-243-02-00	2024-03-22	2024-03-22
▶ 8059DX279359	FCZ-15-F6H0E-242-02-00	2024-03-22	2024-03-22

Registering contracts and licenses

The *Registration* widgets allows you to renew contracts and add licenses.

Click *Renew Contract*, *Add Licenses*, or *RMA Transfer* to open the registration wizard. Click *FortiGuard Trial* to start a FortiGuard trial license.

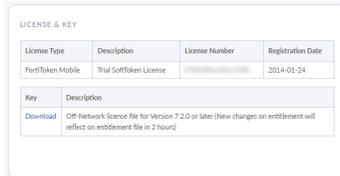


Viewing licenses and keys

The *License & Keys* widget displays the available licenses and keys.

When a license is available, the *License Type*, *License Number*, and *Registration Date* are displayed.

When a key is available, the *Key*, *License Number*, and *Description* are displayed. Click the *Get the License File* link download a license file.

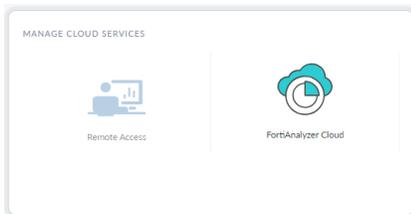


LICENSE & KEY			
License Type	Description	License Number	Registration Date
FortiToken Mobile	Trial SoftToken License		2014-01-24

Key	Description
Download	OPN Network license file for Version 7.2.0 or later (new changes on entitlement will reflect on entitlement file in 2 hours)

Managing cloud services

The *Managed Cloud Services* widget, links you directly to a cloud service from Asset Management. Click a tile in the widget to access a cloud service.



Remote Access is available when FortiGate Cloud or FortiVoice is provisioned. Click the tile to open the management console in a new tab.

Creating support tickets

The *Tickets* widget allows you to contact support or create a support ticket.



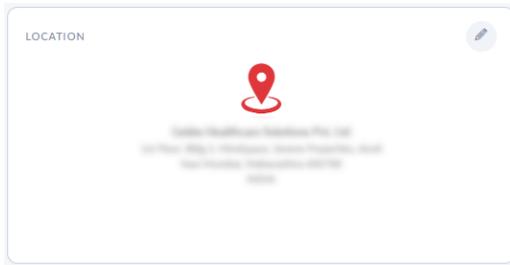
For immediate assistance, click *Customer Service Web Chat*  , to request to chat with a support agent.

To open a support ticket, click *Create a Support Ticket*  .

After a ticket is created, the widget displays the *Ticket #*, *Request Type*, and *Status* of support tickets that were opened.

Viewing the product location

The *Location* widget displays the current location of the product if one was added.



Click the edit icon to add or update the location. You can also save the address for future use.

Update Product Location

Unit Address

Company

Phone Fax

Address*

GST#* ⓘ

City* Country*

Zip/Postal Code* State/Province*

Email

I would like to save this address for future use.

Address Name

Cancel

Viewing threat protection statistics

The *Threat Protection Statistics* widget is available on the product page for FortiGate devices with a valid FortiGuard entitlement.

Threat protection reporting includes statistics from FortiGuard on the *Top 20 VIRUS*, *Top 20 IPS*, and *Top 20 BOTNET* threats collected for your device for the selected time range.



Click a tile in the widget to see additional information from FortiGuard, including the *Rank*, *Name*, *Counts*, *Percentage*, and *Distribution* of the malware.

Field	Description
Rank	The malware's rank. Malware with the highest reported counts will appear first in the ranking list.
Name	The name of the malware.
Counts	The number of occurrences reported.
Percentage	The number of counts for this malware as a percentage when compared to the total ranked malware of this type.
Distribution	A visualization of the malware's distribution compared to other ranked malware of this type.

Sending malware statistics to FortiGuard

FortiGate devices periodically send encrypted antivirus, IPS, botnet IP list, and application control statistics to FortiGuard. The malware statistics are used to improve various aspects of FortiGate malware protection. For example, antivirus data allows FortiGuard to determine what viruses are currently active.

Included with this data is the IP address and serial number of the FortiGate, and the country that it is in. This information is never shared with external parties. For more information, see the [Fortinet Privacy Policy](#).

Registering assets

Assets can be registered with the *Register More* button in the *Products* views.

Assets available for registration include hardware products, contracts, licenses, and account services. The steps in the registration wizard will vary depending on the asset. For more information on account services, see [Account Services on page 68](#).



Registering products is only available to master users and sub users with full access permissions.

For information about de-registering units, see [Viewing decommissioned units on page 50](#).

To register assets:

1. Sign in to your [FortiCloud account](#).
2. Go to *Products* and click the *Register More* button.
3. Provide your registration code:
 - a. Enter your asset serial number, service contract registration code, or license certificate number in the *Registration Code* field.
 - b. Choose your end user type as either a government or non-government user.
 - c. Click *Next*.



If a contract number is registered, you will be prompted to enter or select the serial number being registered. The contract auto-start date will be displayed when selecting the product serial number.

4. Specify your registration information:
 - a. If you have purchased a support contract for your asset, enter the support contract number.
 - b. Enter a description to help identify the asset.
 - c. Specify the Fortinet Partner or Reseller that helped you with your asset. If this is a Partner account, specify the Fortinet Partner or Reseller.
 - d. Click the *My Assets* dropdown to assign the asset to a folder.
 - e. If this is a Partner account, specify the asset group or asset folder. The *Asset Groups* section appears in accounts with asset groups enabled. Master users and sub users with full access will see *My Assets* section in regular accounts.
 - f. Click *Next*.

Register Product >

Product Model: FortiGate VM08 | Registration Code: [redacted]

Support Contract (optional, if you do not purchase hardware bundles)

Product Description

ASSET FOLDER

My Assets

Cancel Previous Next



Some assets require a FortiCloud Key when being registered. See the [FortiGate Cloud Administration Guide](#) for more information.

5. Review and accept the terms and conditions of the *Fortinet Product Registration Agreement*, and click *Next*.
6. On the *Verification* page, review your asset details and accept the terms of the contract, then click *Confirm*.

7. Registration is now complete and your registration summary is displayed.

Some products will result in a different or additional completion banner after registration. For example:

- If you have registered a Managed FortiGate Service entitlement, a different *Registration Completed* banner will display. The new banner will only appear if you do not have a Managed FortiGate Service entitlement already or you have one that has expired.

The specialized Managed FortiGate Service banner will indicate that you have completed the first step of the onboarding process; registering your entitlement. The second step you must complete is submitting an onboarding request in the [Managed FortiGate Service portal](#).



- If you have registered a new FortiGate, an additional *Unlock Your FortiGate's Full Potential with FortiConverter* banner will display. Depending on your location and current FortiPoints balance, the banner will direct you on how to buy the FortiConverter service for the FortiGate or additional FortiPoints. The *Get Free License* option is available for FortiGate to FortiGate conversion scenarios when a standard FortiGate device or FortiGate VM is registered. Select *Get Free License* to be redirected to the FortiConverter Service and opt-in to the free FortiConverter service.
- If you have registered a BPS or Managed Service license for FortiClient or FortiDLP, a different *Registration Completed* banner will display. The specialized BPS banner will indicate that you have completed the first step of the onboarding process; registering your license. The second step you must complete is submitting an onboarding request in the FortiClient BPS portal. After onboarding is complete, you can open BPS and Managed Service tickets for support.

This list is not inclusive of all products that result in an additional or changed banner.

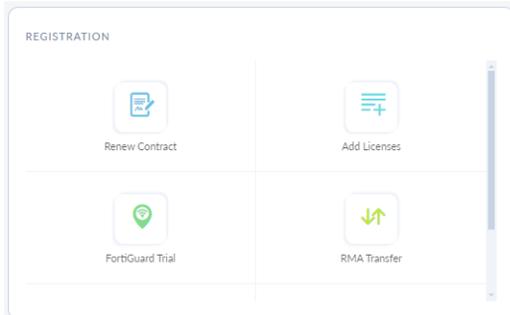
8. Click *Done*.

Product trial subscriptions

You can activate a 30-day trial subscription from the product information page.

To activate a product trial subscriptions:

1. In the *Product List*, click a the product serial number.
2. In the *Registration* tile, click <Product_Name Trial icon.



3. Select the service you want to try, and click *Try It*.

FortiGuard Trial

- Advanced Malware Protection
- FortiGuard IPS Service
- FortiGuard URL, DNS & Video Filtering Service
- AntiSpam
- FortiGuard OT Security Service
- FortiGuard Attack Surface Security Service
- FortiGuard SD-WAN Underlay Service
- SD-WAN Overlay Controller
- SD-WAN Orchestrator
- IoT Detection
- IPAM Cloud

Note:
If a check box listed above is disabled, the service has already been activated and is no longer available for trial. If you are interested in purchasing FortiGuard Subscription Services, please contact your Fortinet authorized reseller or sales representative.

Cancel Try It

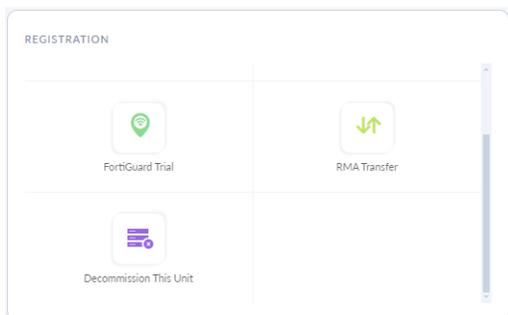
Decommissioning assets

You can decommission an asset by clicking *Add New* from the toolbar in the *Decommissioned Units* view or by selecting *Decommission This Unit* from the *Registration* section of the product information page. A warning message will display that you must acknowledge before the unit is successfully decommissioned and removed from all cloud services.

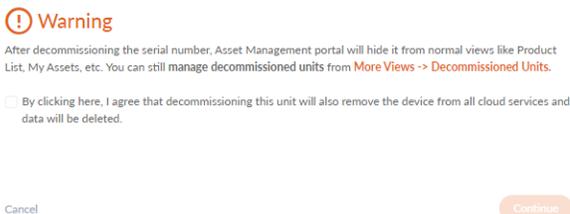
When decommissioning a product, it will be removed from all cloud services and data will be deleted. The asset will no longer be available in the *Products > Product List* page and cannot have a support ticket created for it. Although, ticket and contract information will still be available in the portal. The asset must be removed from the decommissioned units list in order to see contract history. See [Viewing decommissioned units on page 50](#) for information on deregistering an asset.

To decommission an asset:

1. Go to *Products > Product List*.
2. Select the unit you want to decommission.
3. Select *Decommission This Unit* in the *Registration* section.



A warning message is displayed.



4. Select the checkbox to acknowledge the results of decommissioning a unit.
5. Click *Continue*. A confirmation message is displayed.

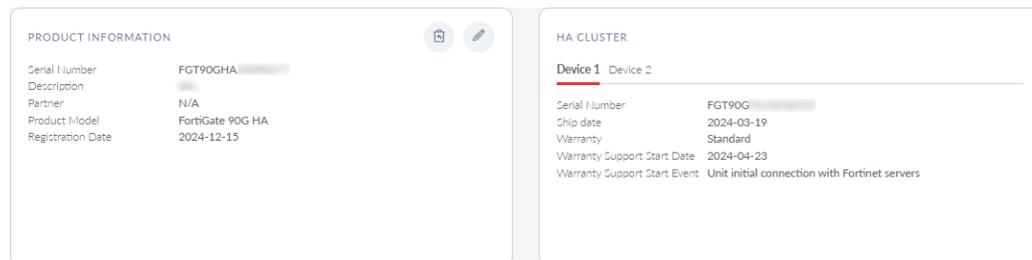


You can view decommission units and return decommissioned units to the *Product List* from the *More Views > Decommissioned Units* page. See [Viewing decommissioned units on page 50](#).

FortiGate High Availability

FortiGate high availability (HA) is a method of building redundancy to avoid network outages and traffic disruptions. This decreases the risk of disruptions through a switching network between FortiGates. See [High Availability](#) in the FortiOS Administration guide for more information.

In the Asset Management portal, you can register HA virtual serial numbers and generate HA clusters. For paired HA FortiGates, only one contract is needed to apply the HA cluster virtual serial number. The Asset Management portal will determine the serial numbers of the other paired FortiGate and the HA cluster and register all three together.



FortiGates must be running FortiOS 7.6 or higher to use the Asset Management HA feature.

This section includes:

- [HA virtual serial number on page 37](#)
- [FortiGate HA cluster on page 37](#)

HA virtual serial number

Virtual HA clustering can be initiated in the FortiCloud Asset Management *Product* page by registering HA virtual serial numbers. See [High Availability](#) in the FortiOS Administration guide for more information on virtual clustering.

This section includes:

- [Registering HA virtual serial numbers on page 37](#)

Registering HA virtual serial numbers

You can register HA virtual serial numbers in the Products page for virtual HA clustering. See [FortiGate HA cluster on page 37](#) for information on generating HA clusters.

To register an HA virtual serial number:

1. Go to *Products* and click *Register More*.
2. Enter the FortiGate serial number.
3. Select the *End User Type*.
4. Click *Next*.
5. Enter the product information. See [Registering assets on page 31](#) for more information.



The *Contract* field is mandatory since the entered contract number will be applied to the entire HA cluster.

6. Click *Next*. The serial number of the second device and the HA cluster will be added automatically.
7. Review the cluster information and acknowledge the terms.
8. Click *Confirm*.
9. Click *Done*.

FortiGate HA cluster

FortiGate HA clusters can be generated in the FortiCloud Asset Management *Product > Product List* page. Using registered FortiGate serial numbers, an HA cluster and serial number can be generated. See [Registering HA virtual serial numbers on page 37](#) for information on registering HA virtual serial numbers.

See [High Availability](#) in the FortiOS Administration guide for more information on HA clusters.

This section includes:

- [Generating an HA cluster on page 38](#)
- [Managing HA clusters on page 39](#)

Generating an HA cluster

You can generate an HA cluster using a preregistered FortiGate serial number in the *Product > Product List* page.

To generate an HA cluster:

1. Go to *Products > Product List*.
2. Select the serial number of the FortiGate model you want to add to an HA cluster.
3. In *Product Information*, click *Generate a HA Cluster*.

PRODUCT INFORMATION ⋮ ✎

Serial Number	FGT60F
Product Model	FortiGate 60F
Description	
Partner	Unknown
Registration Date	2025-01-15
Ship Date	2025-01-15
Warranty ?	Standard
Warranty Support Start Date	2025-01-15
Warranty Support Start	? Auto-started 0 days after ship date
Event	

A warning will display.

! **You are about to generate a HA Cluster**
Your FortiGate must run FortiOS 7.6 or above. Do you want to continue?

Cancel

Yes, proceed

4. Click *Yes, Proceed*.
5. Enter the *Product Info*:
 - a. Enter the information of the first device.
 - b. Enter the serial number of the second device and select it from the dropdown list.
 - c. (Optional) Enter a *Description*. If no *Description* is entered, a default description will be generated.
 - d. Select a *Partner* from the dropdown list. The default is the Partner of *Device 1*.
 - e. Click *Next*.

View Products / FGT60F

STEP 1 . Add Product Info

1. Product Info 2. Contract Info 3. Preview 4. Complete

DEVICE 1
FGT60F040MM8A1V9

DEVICE 2 *
Enter Serial Number

DESCRIPTION

FORTINET PARTNER
Select a Partner

Cancel Previous Next

6. Define the *Contract Info*:
 - a. Toggle between the devices and select the contract you want to transfer.
 - b. Click *Next*. The *Preview* is displayed.
7. Review the information and select the acknowledgment to continue.
8. Click *Confirm*. The *Complete* page is displayed.
9. Click *Complete*.
The HA cluster will display on the *Product List* page.
The *HA Cluster* widget is displayed on the *Product Info* page.

Managing HA clusters

You can manage HA clusters from the *Product List*.

Editing an HA cluster

You can edit the description or Partner information of an existing HA cluster.

To edit an HA cluster:

1. Go to *Products > Product List*.
2. Select the serial number of the FortiGate HA cluster you want to edit.
3. In *Product Information*, click *Edit*.
4. Edit the *Description* or *Partner*.
5. Click *Save*.

Dismissing an HA cluster

You can dismiss an existing HA cluster from the *Products > Product List* page. When dismissing an HA cluster, the contracts will be transferred to the primary unit and the HA cluster serial number will be removed.

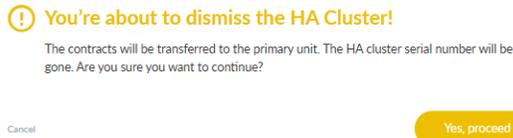
To dismiss an HA cluster:

1. Go to *Products > Product List*.
2. Select the serial number of the FortiGate HA cluster you want to dismiss.

3. In *Product Information*, click *Dismiss HA Cluster*.

PRODUCT INFORMATION		HA CLUSTER	
Serial Number	FGT90GHA	Device 1	Device 2
Description		Serial Number	FGT90G
Partner	N/A	Ship date	2024-03-19
Product Model	FortiGate 90G HA	Warranty	Standard
Registration Date	2024-12-15	Warranty Support Start Date	2024-04-23
		Warranty Support Start Event	Unit initial connection with Fortinet servers

A warning is displayed.



4. Click *Yes, proceed*.
5. Select the HA cluster unit to transfer the contract to.
6. Click *Confirm*.

Performing an RMA transfer of an HA virtual serial number

You can perform an RMA transfer of an HA cluster virtual serial number from the product details page.



A DOA/RMA ticket can also be opened for HA clusters in the FortiCare portal. See [DOA/RMA ticket](#) in the FortiCare guide.

To perform an RMA transfer:

1. Go to *Products > Product List*.
2. Select the serial number of the FortiGate HA cluster that contains the virtual serial number you want to transfer.
3. Select *RMA Transfer*. See [Registering contracts and licenses on page 28](#).
4. Replace the virtual serial number:
 - a. Select the device.
 - b. Enter the *New Serial Number*.
 - c. Select the *End User Type*.
 - d. Click *Replace*.

ORIGINAL DEVICES

HA Virtual Serial Number

FGT90GHA

DEVICE 1 / FGT90G DEVICE 2 / FGT90G

NEW DEVICE

New Serial Number: *

End User Type*

The product will be used by

A government user

A non-government user

In this context a government end user is any central, regional or local government department, agency, or other entity performing governmental functions, including:

1. Governmental research institutions.

2. Governmental corporations or their separate business units which are engaged in the manufacture or distribution of items or services controlled on the Wassenaar Munitions List.

3. International governmental organizations.

Clear Replace

5. Register the new serial number:
 - a. Go to *Products > Product List*.
 - b. Select *Register More*.
 - c. Enter the new serial number you enter previously in the *RMA Transfer > New Serial Number* field.
 - d. Select the *End User Type*.
 - e. Click *Next*.
 - f. Enter the defect unit serial number or select it from the provided list, to confirm the RMA transfer.
 - g. Click *Next*. The completion page is displayed.

My Assets

Use the folders and sub-folders in *My Assets* to create custom views and navigation within the *Products* menu.



Sub users with limited access will not see *My Assets* in the navigation menu. See [User permissions on page 16](#).

In Partner accounts, *My Assets* is not available in linked accounts with asset groups enabled. See the [Partner Administration Guide](#).

Importing assets and folders

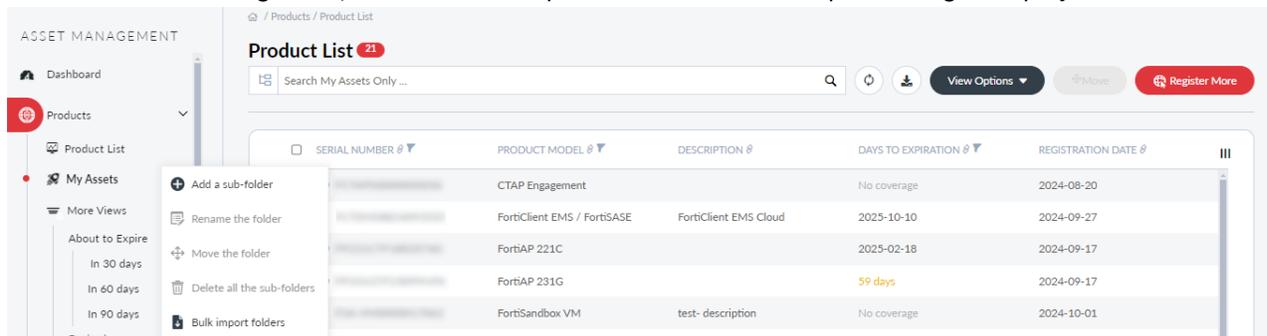
When the *My Assets* view does not contain any folders, you can use a CSV template to create folders and import assets.



All assets being imported to new folders must be already registered on the FortiCloud account. Assets with new serial numbers cannot be registered and imported with this feature. See [Registering assets on page 31](#) for more information on registering new products.

To import folders and assets:

1. Go to *Products > My Assets*.
2. Hover over the settings icon, and click *Bulk import folders*. The *Bulk Import* dialog is displayed.



3. Click *Download Template*. The CSV file template opens.
4. Use the template to create your folder structure. The value for *YourSerialNumber* must contain a valid serial number.

	A	B
1	my-folder-1	YourSerialNumber1
2	my-folder-1	YourSerialNumber2
3	my-folder-1\my-folder-2	YourSerialNumber3
4	my-folder-1\my-folder-2	YourSerialNumber4
5	my-folder-1\my-folder-2	YourSerialNumber5
6	my-folder-1\my-folder-3	
7	my-folder-1\my-folder-3\my-folder-4	YourSerialNumber6
8	my-folder-1\my-folder-3\my-folder-4	YourSerialNumber7
9		



A parent folder can have up to two sub-folders.

In the example below, the import file will create four parent folders (*FortiAnalyzer*, *FortiManager*, *FortiGate*, and *my-folder-1*), and three sub-folders (*VM*, *VM Pre Pay*, and *my-folder-3*). However, *my-folder-1\my-folder-3\my-folder-4*, will fail to import because the serial numbers are not valid.

1	FortiAnalyzer	FAZ-VMT [Redacted]
2	FortiManager	FMG-VM [Redacted]
3	FortiGate\VM	FGVM01 [Redacted]
4	FortiGate\VM Pre Pay	FGVMEL [Redacted]
5	FortiGate\VM Pre Pay	FGVMEL [Redacted]
6	FortiGate\VM Pre Pay	FGVMEL [Redacted]
7	FortiGate\VM Pre Pay	FGVMEL [Redacted]
8	FortiGate\VM Pre Pay	FGVMEL [Redacted]
9	FortiGate\VM Pre Pay	FGVMEL [Redacted]
10	FortiGate\VM Pre Pay	FGVMEL [Redacted]
11	FortiGate\VM Pre Pay	FGVMEL [Redacted]
12	FortiGate\VM Pre Pay	FGVMEL [Redacted]
13	my-folder-1\my-folder-3	
14	my-folder-1\my-folder-3\my-folder-4	YourSerialNumber6
15	my-folder-1\my-folder-3\my-folder-4	YourSerialNumber7

5. Click *Choose file*, and navigate to the file on your computer.
6. Click *Import*. The folders are created and the assets are imported.

Creating custom views

You can create a new folder from the *Settings* menu in the *My Assets* root folder (or one of its sub-folders).

To add a folder with the GUI:

1. Hover over *My Assets*, and click the settings icon.
2. Click *Add a sub-folder*. The *Adding a sub-folder under My Assets* dialog opens.

SERIAL NUMBER	PRODUCT MODEL	DESCRIPTION	DAYS TO EXPIRATION	REGISTRATION DATE
	FortiAuthenticator 800F		No coverage	2024-08-29
	FortiAnalyzer VM S-Series		2026-03-06	2023-03-07
	FortiClient EMS / FortiSASE		76 days	2021-03-15
	ELA FortiClient EMS Pre Pay		2025-08-12	2024-08-21
	ELA FortiClient EMS Pre Pay		No coverage	2024-10-08
	FI A FortiClient FMS Pre Pay		No coverage	2024-10-08



A parent folder can have up to two sub-folders.

3. In the *Folder name* field, enter a name for the folder, and click *ADD*.
4. To create a nested folder, hover over a sub-folder, click *Settings* and select *Add a sub-folder*.
5. (Optional) To rename a folder, hover over the folder name, click *Settings* and select *Rename the folder*.

Moving assets and folders

You can drag and drop items into a folder, or use the GUI to select a new location.

You can also move products between Organizational Units. See [Transferring products on page 136](#) for more information.



Sub users with full access and read-only permissions cannot change a folder's structure or move assets.

To move a folder:

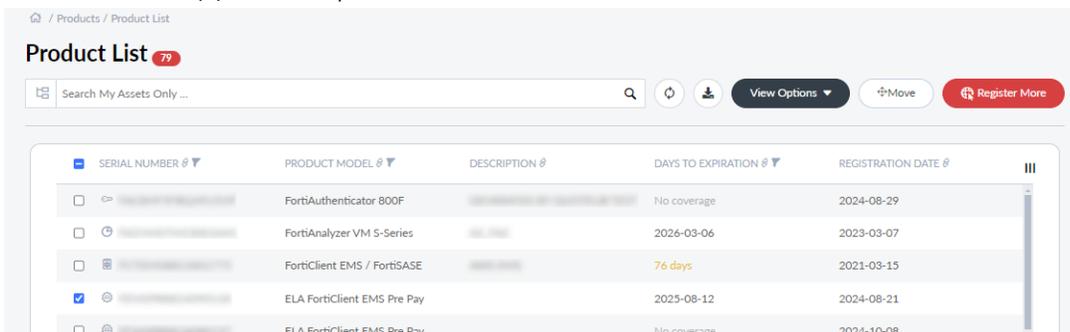
1. Hover over a folder, and click the *Settings* menu.
2. Click *Move the folder*. The *Moving <folder_name>* dialog is displayed.

3. Select the a new folder location, and click *Move*.



To move an asset:

1. Go to *My Assets*.
2. Select the asset(s) in the list, and click *Move*.



3. Select the a new folder location, or select *Decommissioned Units*. See [Viewing decommissioned units on page 50](#).



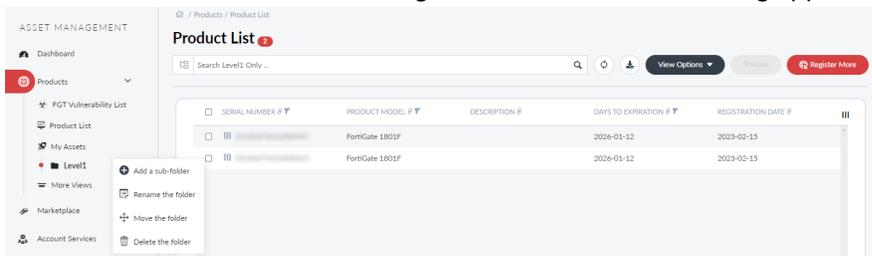
4. Click *Move*.

Deleting folders

Individual folders can be deleted within the settings menu. Sub-folders included within the deleted folder will also be removed. Once deleted, all assets will be automatically moved back into the *My Assets* root folder.

To delete a folder:

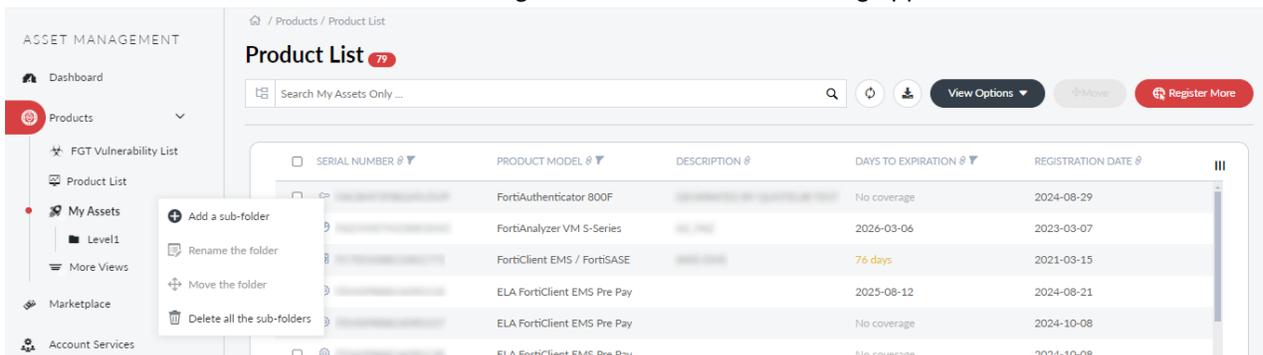
1. Hover over the folder name and click the *Settings* menu.
2. Click *Delete the folder*. The *Deleting a Folder Confirmation* dialog appears.



3. Click *Delete*.

To delete all folders in My Assets:

1. Hover over *My Assets*, and click the *Settings* menu.
2. Click *Delete all the sub-folders*. The *Deleting a Folder Confirmation* dialog appears.



3. Click *Delete*.

Viewing expired devices by product support

You can view expiring support packages by switching to *Entitlement* view.

To filter by support list type:

1. In the toolbar, click *View Options > Show Entitlement*, and click *Apply*.
2. In the *Support Type* column, click the filter icon. The *Filter by Product Support* list opens.
3. Select the support type(s) from the list, and click *Apply*.

More views

View assets with expired licenses, assets about to expire, and decommissioned units. You can also access specialized filtered views to list and search assets based on hardware, license, contract, and location.



The columns available on *Products > More Views* depends on the current user account permissions and account view. See [Account views on page 19](#).

Viewing expiring products

The *About to Expire* view includes all products that are expiring soon. Choose between *In 30 days*, *In 60 days*, and *In 90 days*. This view displays the number of days until expiration for each asset in the list.

The screenshot shows the 'Product List' interface with the 'About to Expire' filter set to 'In 30 days'. The table below shows the data for the selected product.

SERIAL NUMBER	PRODUCT MODEL	DESCRIPTION	DAYS TO EXPIRATION	REGISTRATION DATE
[REDACTED]	FortiGate 600E	naganuma	30 days	2022-11-17

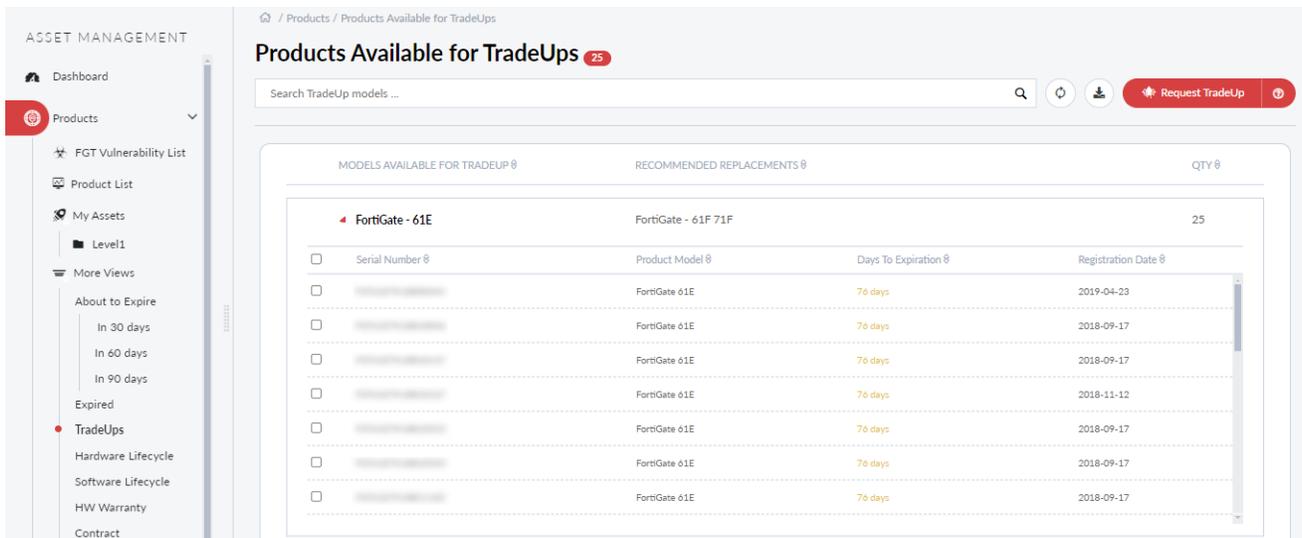
The *Expired* view displays products that are currently expired.

The screenshot shows the 'Product List' interface with the 'Expired' filter selected. The table below shows the data for the selected product.

SERIAL NUMBER	PRODUCT MODEL	DESCRIPTION	DAYS TO EXPIRATION	REGISTRATION DATE
[REDACTED]	ELA FortiAnalyzer VM Pre Pay		Expired	2024-08-19

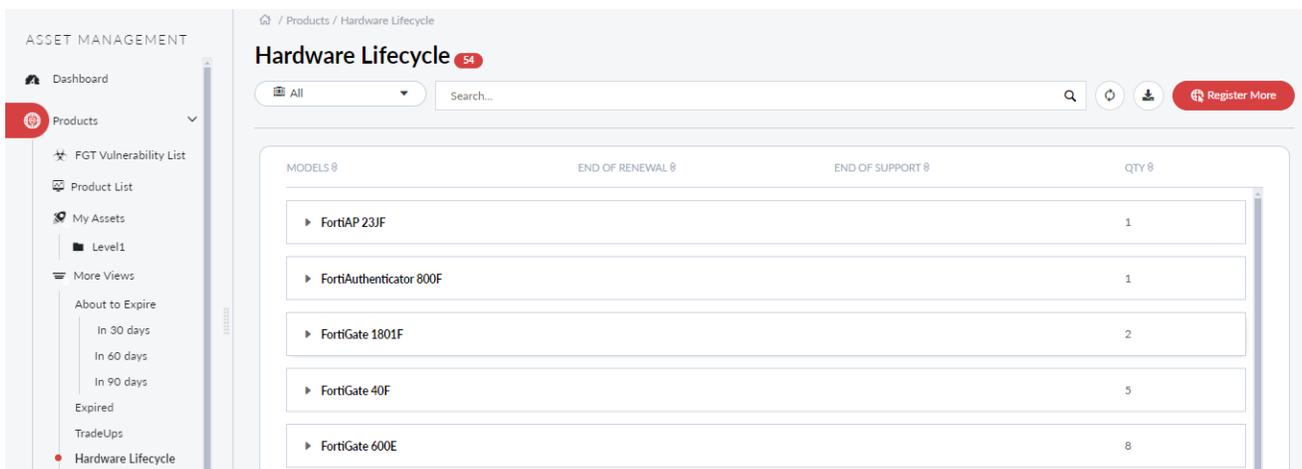
Viewing models available for TradeUp

The *TradeUp* view shows the devices that are available to TradeUp. Each model displayed in the view represents eligibility. This view is only displayed if assets qualify. See [TradeUp on page 53](#).



Viewing products hardware lifecycle

The *Hardware Lifecycle* view shows the current lifecycle status of your products. You can use the dropdown in the banner to sort the devices by *Good*, *End of Sale < 180 Days*, *End of Sale*, *End of Support < 180 Days*, and *End of Support*.



Viewing products by software lifecycle

The *Software Lifecycle* view shows the current lifecycle status of the major product software versions for your devices. Click the dropdown at the top of the page to sort the list by *Good*, *End of Support < 180 Days*, and *End of Support*.

MODELS	END OF ENGINEERING SUPPORT	END OF SUPPORT	QTY
FortiAnalyzer 7.4	2026-05-15	2027-11-15	1
FortiOS 6.0	2021-03-29	2022-09-29	13
FortiOS 6.2	2022-03-28	2023-09-28	10
FortiOS 6.4	2023-03-31	2024-09-30	5
FortiOS 7.0	2024-03-30	2025-09-30	7
FortiOS 7.2	2025-03-31	2026-09-30	13

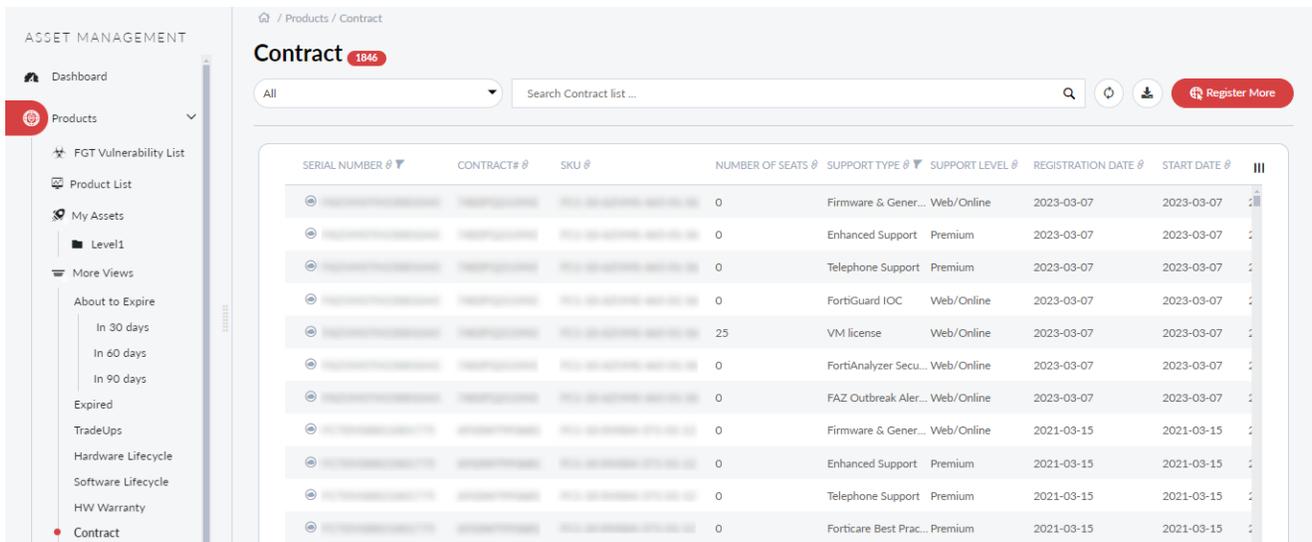
Viewing products by hardware warranty

The *HW Warranty* view displays the *Ship Date*, *Support Type*, and *Support Level* columns.

SERIAL NUMBER	PRODUCT MODEL	DESCRIPTION	SHIP DATE	WARRANTY TYPE	SUPPORT TYPE	SUPPORT LEVEL	START DATE	END DATE
	FortiAuthenticator 800F	GENERATED BY Q...	2024-08-29	Standard			0001-12-31	0001-12-31
	FortiGate 1801F		2022-11-14	Bundle	Hardware	Advanced HW	2023-01-13	2026-01-12
	FortiGate 1801F		2022-11-14	Bundle	Firmware & Gener...	Web/Online	2023-01-13	2026-01-12
	FortiGate 1801F		2022-11-14	Bundle	Enhanced Support	Premium	2023-01-13	2026-01-12
	FortiGate 1801F		2022-11-14	Bundle	Telephone Support	Premium	2023-01-13	2026-01-12
	FortiGate 1801F		2022-11-14	Bundle	Advanced Malware...	Web/Online	2023-01-13	2026-01-12
	FortiGate 1801F		2022-11-14	Bundle	FortiGuard IPS Ser...	Web/Online	2023-01-13	2026-01-12
	FortiGate 1801F		2022-11-14	Bundle	FortiGuard URL, D...	Web/Online	2023-01-13	2026-01-12
	FortiGate 1801F		2022-11-14	Bundle	AntiSpam	Web/Online	2023-01-13	2026-01-12
	FortiGate 1801F		2022-11-14	Bundle	FortiGuard OT Sec...	Web/Online	2023-01-13	2026-01-12

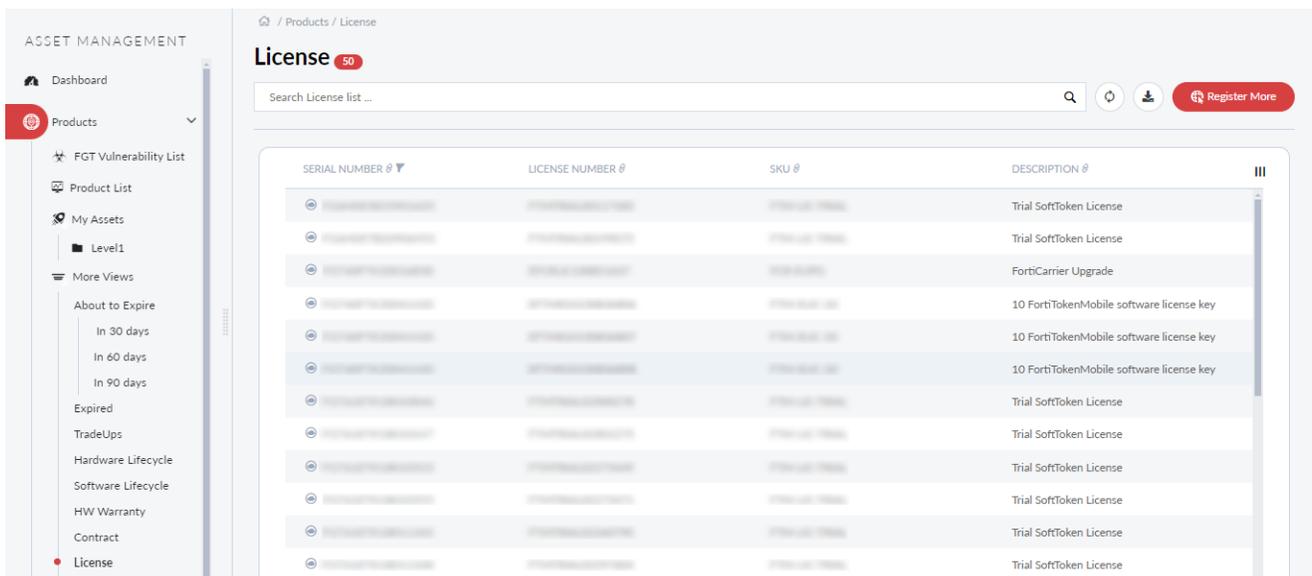
Viewing products by contract

The *Contract* view displays the *Contract*, *SKU*, *Number Of Seats*, *Support Type*, and *Support Level* columns.



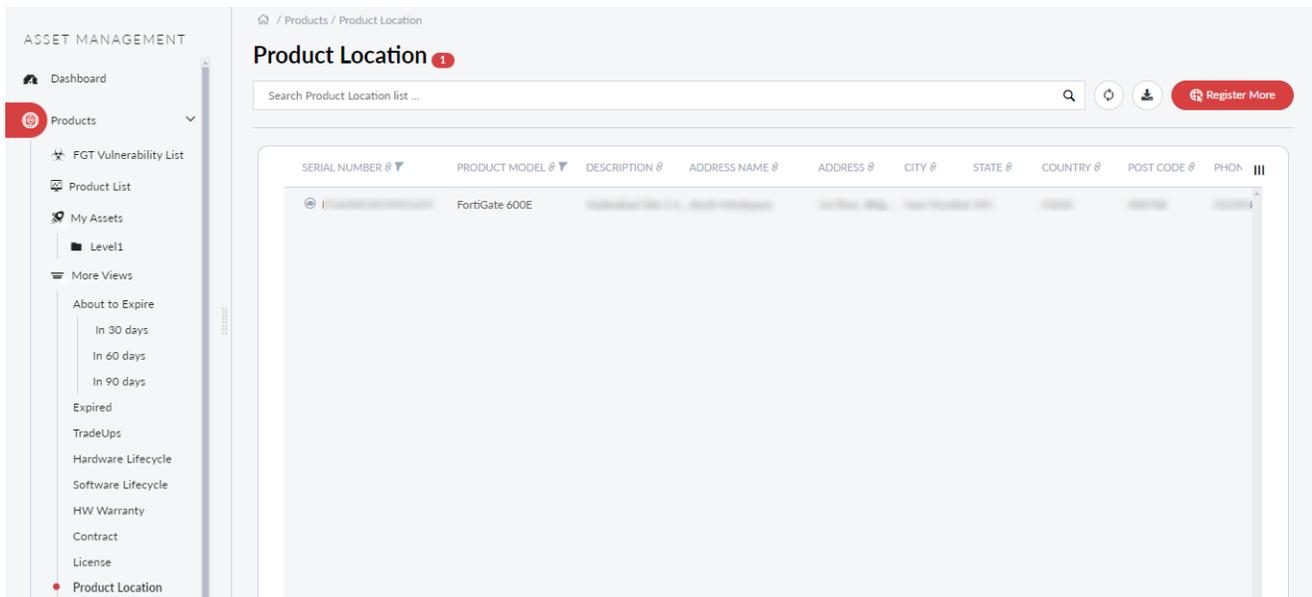
Viewing products by license

The *License* view displays the *License*, *SKU*, and *Description* columns.



Viewing products by location

The *Product Location* view displays the *Address Name*, *Address*, *City*, *State*, and *Country* columns.



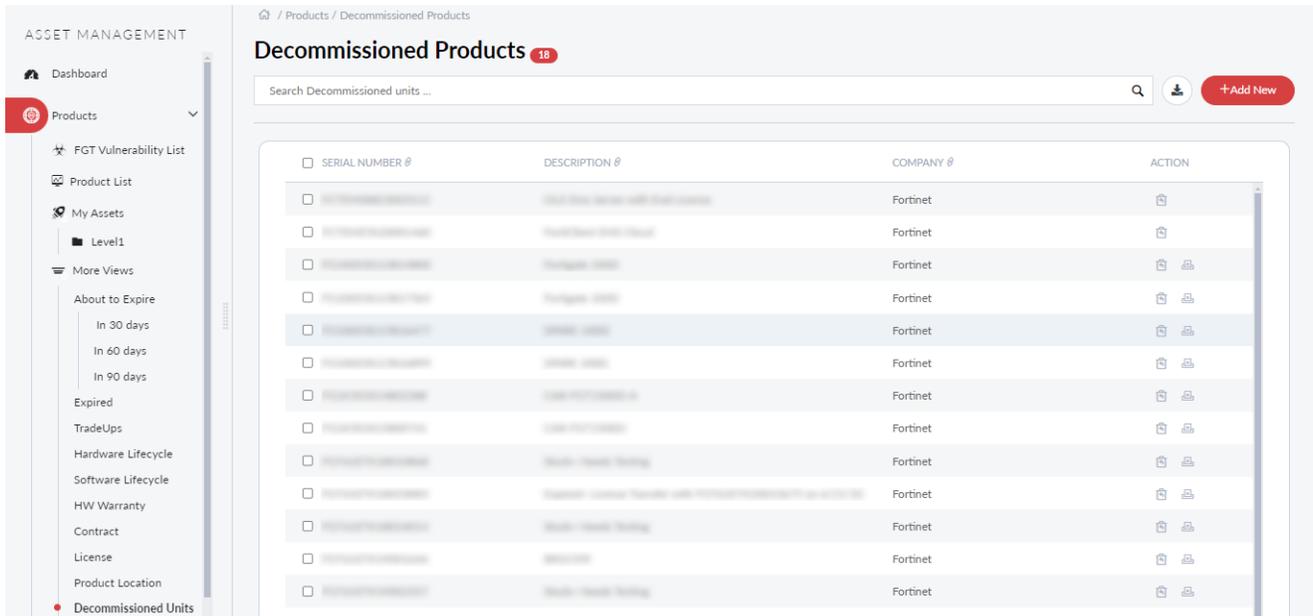
Viewing decommissioned units

View decommissioned products and account services in the *Decommissioned Units* view. Once a product or service is decommissioned, it is no longer accessible from the *Product List* and *Account Service* tab. See [Decommissioning assets on page 35](#).



Users must have their permission scope set to *My Assets* in order to view account related pages, including *Products > Decommissioned Units*, *FGT Vulnerability List*, *Account Services*, and so on. See [IAM account views on page 19](#) and [Adding IAM users](#) in the IAM Administration guide for more information.

When a hardware device is moved to *Decommissioned Units* you can deregister the unit to purge it from your account.



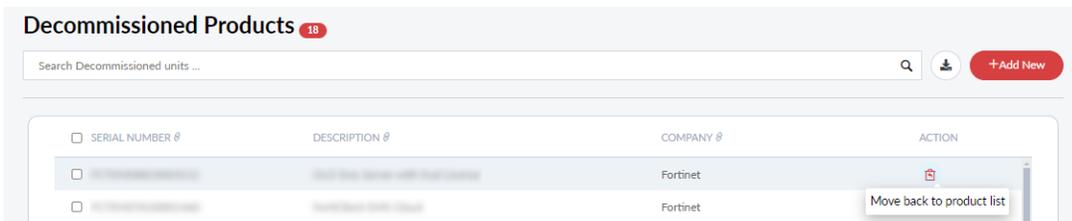
Assets can be excluded from the *Decommissioned Units* view by clicking the *Delete* icon. Multiple assets can be added or deleted at one time. Click the *Export* icon next to the search bar to export the list as a CSV or EXCEL file.



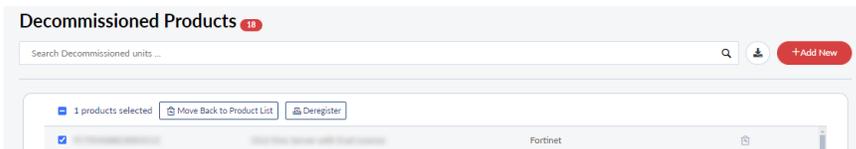
You can use the *Decommissioned Units* view to return a decommissioned unit back to the *Product List*.

To restore a unit to the product list:

1. Go to *Products > More Views > Decommissioned Units*.
2. Do one of the following:
 - In the *Action* column, click the *Move Back to Product List* button.



- Select the units you want to restore and click the *Move Back to Product List* button.



The *Restore Confirmation* dialog opens.

3. Click *Yes, I want to continue*. A confirmation message is displayed.

Deregistering units

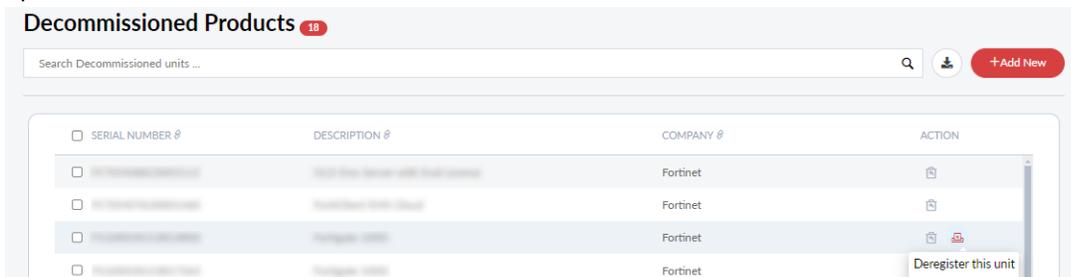
When the system detects a unit that is eligible to be deregistered, the *Decommissioned Units* view will display an icon in the *Action* column. You can select the action to deregister a unit or select up to 200 units to bulk deregister multiple devices at once.

Requirements:

- The following user roles can deregister a unit: master user, IAM user with Admin permissions, external IdP role with Admin permissions.
- The device must be registered for at least three years.
- When a device is re-registered, you must wait a year to deregister it again.

To deregister a device:

1. Go to *Products > More Views > Decommissioned Units*.
2. In the Action column, click the *Deregister This Unit* button for the selected device. A confirmation dialog opens.



3. Accept the terms of deregistration, and click *Deregister this Unit*. A confirmation message appears.

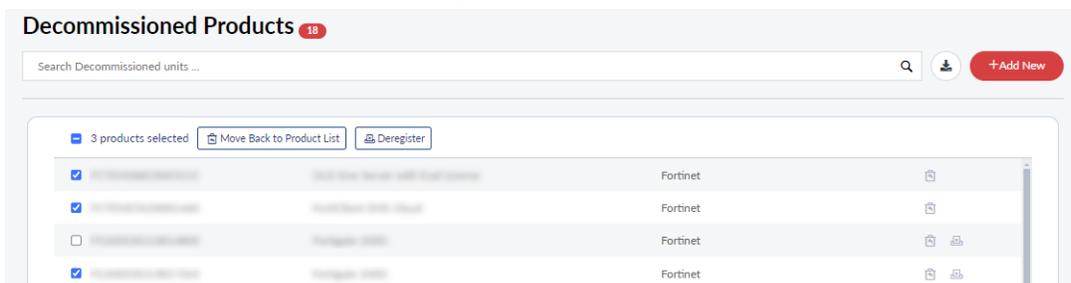


If you deregister the wrong device, you can re-register it again right away.

4. Enter the account password and click *Submit*.

To bulk deregister multiple devices:

1. Go to *Products > More Views > Decommissioned Units*.
2. Select the units you would like to deregister. The bulk operation buttons are displayed.



3. Select *Deregister*. A confirmation message is displayed.

I would like to deregister these units

SERIAL NUMBER	PRODUCT MODEL	DESCRIPTION	ACCOUNT
1. [REDACTED]	FortiClient EMS / FortiSASE	[REDACTED]	[REDACTED]
2. [REDACTED]	FortiClient EMS / FortiSASE	[REDACTED]	[REDACTED]
3. [REDACTED]	FortiGate 100D	[REDACTED]	[REDACTED]

I understand and accept that all associated contracts and licenses won't be under coverage anymore after deregistration.

Cancel

Confirm

- 4. Select the acknowledgment and click *Confirm*.
- 5. Enter the account password and click *Submit*.

Enter the account password to proceed with deregistration

Cancel

Confirm



If not all of the units were successfully deregistered, an error message is displayed. Click *Check Deregistered Units* to view the list of units that were successfully deregistered.

TradeUp

Fortinet's TradeUp allows you to access the latest Fortinet solutions, bringing improved performance and updated security with advanced feature sets to help secure your organization's entire attack surface.

The TradeUp allows you to TradeUp devices and transfer existing services to the eligible upgraded units. For those devices where services are not transferred, the remainder of the contract on the old device will be valid until its expiration date.

You are not required to return the old unit that was used for TradeUp. Any products that have been TradedUp will not be eligible for RMA services, renewals or other TradeUps. Once a unit has been traded up, you agree not to reuse, resell, lend, rent or lease, the replaced unit and not use it for the provision of any kind of commercial services to third parties.

For all other questions regarding TradeUp please email us at:

North America	Renewals@fortinet.com
APAC	Renewals_APAC@fortinet.com
EMEA	Renewals_EMEA@fortinet.com
LATAM	Renewals_LATAM@fortinet.com

Eligible products

If services are being transferred, the new replacement product must follow the TradeUp recommended replacement path for services transfer. Please contact your Fortinet Account Manager to discuss which of your devices are eligible for TradeUp and what upgrade paths are available for transfer of services.

Ineligible products

The following products are not eligible for TradeUp: FortiVoice, FortiClient, Coyote Point, FortiToken, FortiRecorder, Virtual Appliances, Fortinet VM Solutions, FortiSMS, FortiCarrier, VDOM, ADOM, Accessories, FortiFone, FortiCamera, Professional Services, FortiSIEM, FortiProxy, FortiCloud, FortiNAC.



License transfer is not available for FortiToken Mobile in relation to TradeUp scenarios. Furthermore, when registering an RMA replacement unit, if it is not the same model as the previous unit, the FortiToken Mobile license will be disabled.

To request a device TradeUp:

1. Go to *Products > More Views > Tradeups*. Any models available for TradeUp are displayed.

The screenshot shows the 'ASSET MANAGEMENT' interface with a sidebar on the left containing navigation options like 'Dashboard', 'Products', 'FGT Vulnerability List', 'Product List', 'My Assets', 'Level1', and 'More Views'. The 'More Views' section is expanded to show 'About to Expire', 'Expired', 'TradeUps', 'Hardware Lifecycle', 'Software Lifecycle', 'HW Warranty', and 'Contract'. The main content area is titled 'Products Available for TradeUps' with a red badge indicating 25 items. Below the title is a search bar and a 'Request TradeUp' button. A table displays the following data:

MODELS AVAILABLE FOR TRADEUP		RECOMMENDED REPLACEMENTS	QTY	
FortiGate - 61E		FortiGate - 61F 71F	25	
<input type="checkbox"/>	Serial Number	Product Model	Days To Expiration	Registration Date
<input type="checkbox"/>	[REDACTED]	FortiGate 61E	76 days	2019-04-23
<input type="checkbox"/>	[REDACTED]	FortiGate 61E	76 days	2018-09-17
<input type="checkbox"/>	[REDACTED]	FortiGate 61E	76 days	2018-09-17
<input type="checkbox"/>	[REDACTED]	FortiGate 61E	76 days	2018-11-12
<input type="checkbox"/>	[REDACTED]	FortiGate 61E	76 days	2018-09-17
<input type="checkbox"/>	[REDACTED]	FortiGate 61E	76 days	2018-09-17
<input type="checkbox"/>	[REDACTED]	FortiGate 61E	76 days	2018-09-17

- To select specific serial numbers to TradeUp, click the drop down arrow. The serial number list is displayed.

Products Available for TradeUps 25

Search TradeUp models ... Q ↻ 👤 Request TradeUp ⌵

MODELS AVAILABLE FOR TRADEUP		RECOMMENDED REPLACEMENTS	QTY
FortiGate - 61E		FortiGate - 61F 71F	25
<input type="checkbox"/> Serial Number	Product Model	Days To Expiration	Registration Date
<input type="checkbox"/>	FortiGate 61E	70 days	2019-04-23
<input type="checkbox"/>	FortiGate 61E	70 days	2018-09-17
<input type="checkbox"/>	FortiGate 61E	70 days	2018-09-17
<input type="checkbox"/>	FortiGate 61E	70 days	2018-11-12
<input type="checkbox"/>	FortiGate 61E	70 days	2018-09-17
<input type="checkbox"/>	FortiGate 61E	70 days	2018-09-17
<input type="checkbox"/>	FortiGate 61E	70 days	2018-09-17

- Select the products you want to TradeUp and click *Request Tradeup*. The *I want to tradeup the following devices* dialog opens.

I want to TradeUp the following devices

MODELS QTY

FortiGate - 61E		1	
Serial Number	Product Model	Days To Expiration	Registration Date
	FortiGate 61E	70 days	2019-04-23

Note: The model of the recommended replacement unit on your TradeUp request is a suggestion. If you do not wish to Transfer Services, please discuss alternative replacement models with your Fortinet Account Manager to better fit your TradeUp needs.

Cancel Send My Request

- Click *Send My Request*.



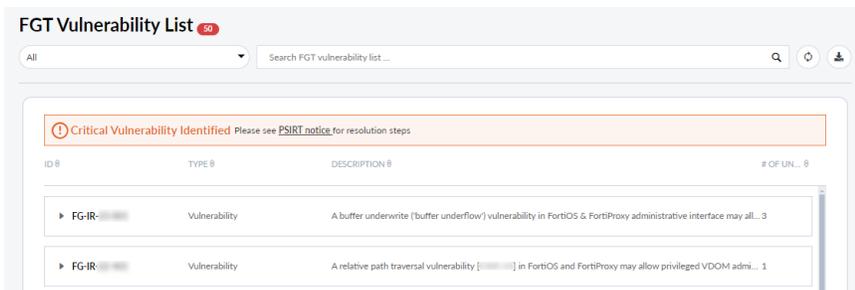
The model of the recommended replacement unit on your TradeUp request is a suggestion and is showing the possible path for Transfer of Services. If you do not wish to Transfer Services, please discuss alternative replacement models with your Fortinet Account Manager to better fit your TradeUp needs.

Vulnerable units

When at least one vulnerable unit is detected on the current user's account, the *Products > More Views > FGT Vulnerability List* is displayed in the navigation menu. The vulnerability list includes a list of units with identified critical vulnerabilities and information about the vulnerability from FortiGuard.



Users must have their permission scope set to *My Assets* in order to view account related pages, including *Products > More Views > FGT Vulnerability List*, *Decommissioned Units*, *Account Services*, and so on. See [IAM account views on page 19](#) and [Adding IAM users](#) in the IAM Administration guide for more information.



Select the dropdown menu to filter *All*, *Active*, or *Decommissioned* units.

Online renew

Fortinet products can be renewed through Asset Management from the *Online Renew* view. Units that are available for renewal are displayed in the *My Renewable Units List* tab.



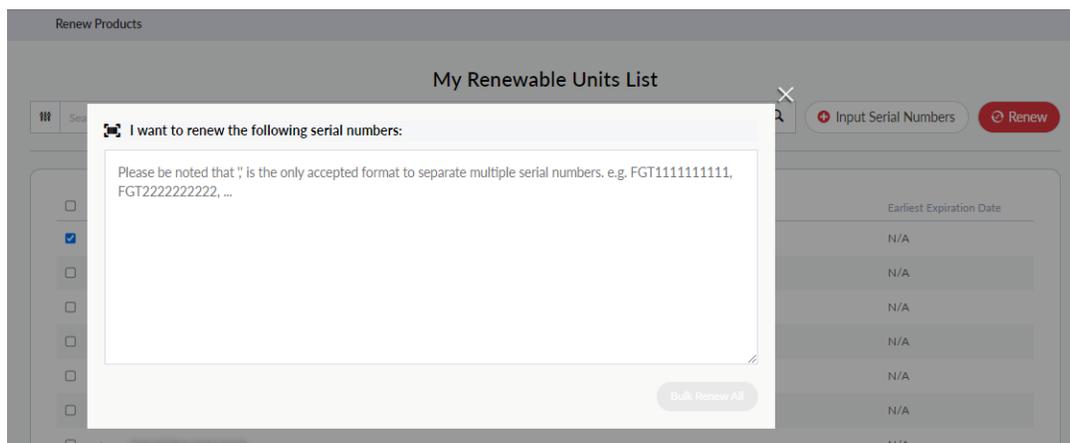
The online renewal feature is only available to North American (US/Canada) customers with accounts that have less than fifty units.

To renew a product online:

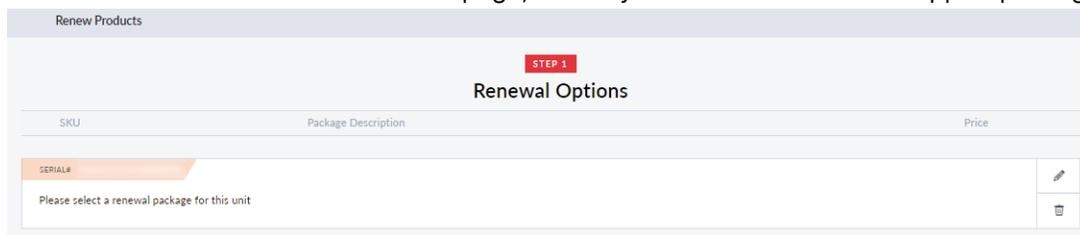
1. Go to *Online Renew > Renewal*.
2. Select one or more renewable units from the list, and click *Renew*. You can apply filters or search based on a units serial number to reduce the number of displayed units.



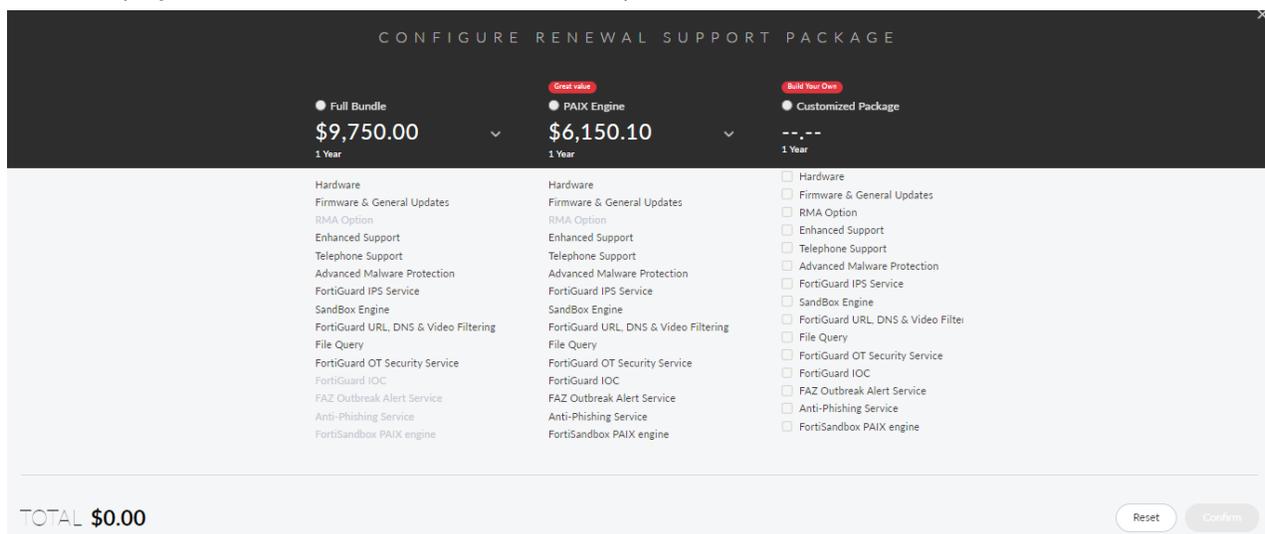
For bulk entry, click *Input Serial Numbers* to manually specify the units that you want to renew by their serial number.



- On the *Selected Units To Be Renewed* page, review your selected units and support package.



To configure a unit's selected support package, click the edit icon. When configuring a product's renewal support package, you can select one of the pre-configured package options or click *Customized Package* to configure your own. To change the renewal period for the selected package, click the down arrow icon. Customized packages include a selectable list of entitlements that can be applied to the product. The price will be displayed when an available combination of options have been selected.



- Click *Next* when finished.
- Review the *Fortinet Product Registration Agreement*, confirm that you have accepted the contract details, and click *Next*.
- On the *Payment Information* screen, enter your billing details including your address and credit card information, and click *Next*.
- Review your order information and click *Confirm* to complete the transaction. You can return to a previous menu at any time by clicking *Previous*, or exit to renewal wizard by clicking *Cancel*.

Purchase history

To view your purchase history, go to *Online Renew > Purchase History*.

Each entry includes information about the total amount, status, and date of the purchase. Invoices and contract letters can be also be downloaded when available. Click any entry to view additional details including the order ID and a more detailed breakdown of the purchase summary.

Purchase History

Purchase History

Process ID	Total Amount	Status	Created	Invoice	Contract Letter
	\$1,124.55	Order Processing	N/A		

Pending registration

The *Pending Registration* list displays all your unregistered products and devices. You can view the list by *Hardware*, *Contract*, and *License* views.

Each of the views in *Pending Registration* displays order groups containing units to be registered. The *Registered Status* column displays a status bar with the number units to be registered.



For *Pending Registration* features, your FortiCloud account ID must be linked to an order, such as a quote or purchase order, before PO approval. Contact your local sales representative to have future orders linked to your account.

To register a unit pending registration:

1. Expand an order group.
2. In the *SN#* column, select a serial number.
3. Click *Register More* and complete the steps in the registration wizard. The device is added to the *Product List*.

Hardware view

The *Hardware* view displays unregistered devices by *Order#*, *Product Model*, and *Registered Status*. Expand the *Order#* group to view the product's *SN#*, *SKU*, and *Warranty Auto Start Date*.

ORDER#	PRODUCT MODEL	REGISTERED STATUS	
▶ [blurred]	FortiGate 80F	0/1	
SN#	SKU	WARRANTY AUTO START DATE	STATUS
[blurred]	FG-80F	2022-02-02	Pending
▶ [blurred]	FortiGate 80F	0/1	
▶ [blurred]	FortiGate 80F	1/1	

You can export *Hardware* assets as an Excel or CSV file. Toggle *Incomplete registrations only* to hide completed registrations.

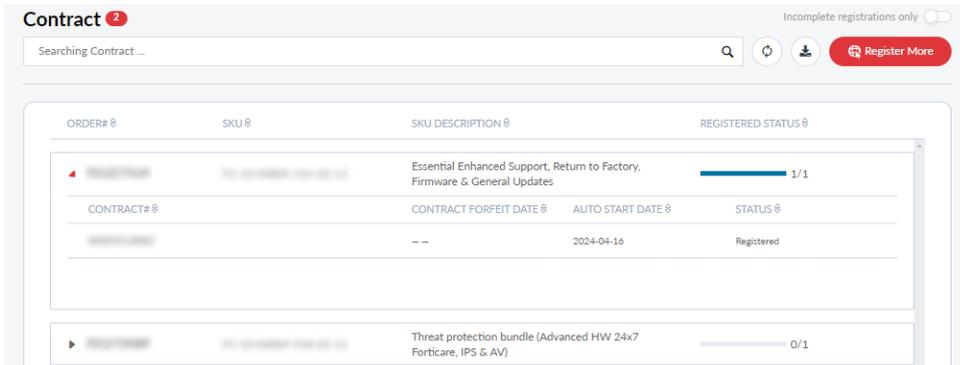
To export Hardware assets:

1. Go to *Pending Registration > Hardware*.
2. (Optional) Search for a specific asset or product model in the search field to filter assets.
3. Click *Export*.
4. Select the format of the exported file:
 - *Excel File*
 - *CSV File*

The file is exported to your device.

Contract view

The *Contract* view displays unregistered devices by *Order#*, *SKU*, *SKU Description*, *Auto-Start Date*, and *Registration Status*. Expand a group in the view to view the *Contract#* and *Contract Forfeit Date*.



You can export *Contract* assets as an Excel or CSV file.

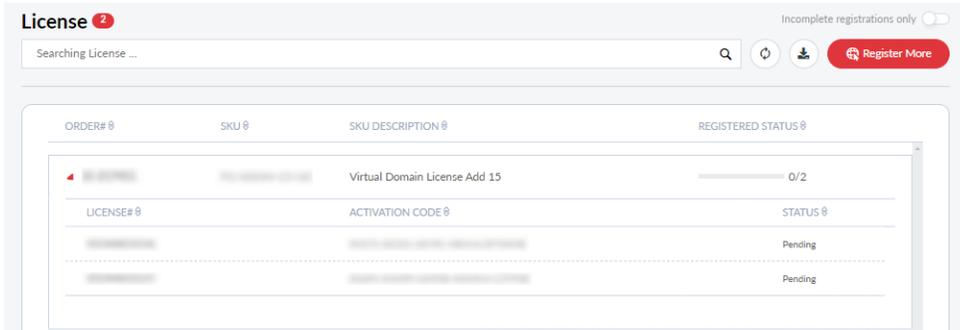
To export Contract assets:

1. Go to *Pending Registration > Contract*.
2. (Optional) Search for a specific asset or SKU in the search field to filter assets.
3. Click *Export*.
4. Select the format of the exported file:
 - *Excel File*
 - *CSV File*

The file is exported to your device.

License view

The *License* view displays unregistered devices by *Order#*, *Product Model*, and *Registered Status*. Expand an order group to view the *License#* and *Activation Code*.



You can export *License* assets as an Excel or CSV file.

To export License assets:

1. Go to *Pending Registration* > *License*.
2. (Optional) Search for a specific asset or SKU in the search field to filter assets.
3. Click *Export*.
4. Select the format of the exported file:
 - *Excel File*
 - *CSV File*

The file is exported to your device.

Scheduled Registration

Scheduled Registration view displays unregistered devices by *Bulk Registration ID*, *Bulk Registration Name*, *Status*, *Scheduled Date* and *Action*. Expand a bulk registration to view products by *SN#*, *Product Model*, *Contract#*, *SKU*, and *Folder Path*.

Use this view to schedule a product registration for a future date or perform a bulk registration.

Scheduled Registration 4 Completed with error only

Last 30 Days 🔍 🔄 📄 Bulk Registration

BATCH ID	BULK REGISTRATION NAME	STATUS	SCHEDULED DATE	
🔴	Register now	● Successful	2024-10-16	
SN#	PRODUCT MODEL	CONTRACT#	SKU	FOI
	FortiGate 80F			My
	FortiGate 80F			My
x				
▶	test1	● Successful	2024-10-18	

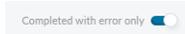
You can export *Scheduled Registration* assets as an Excel or CSV file.

To export Scheduled Registration assets:

1. Go to *Pending Registration > Scheduled Registration*.
2. (Optional) Filter assets. See [Filtering registrations on page 67](#).
3. Click *Export*.
4. Select the format of the exported file:
 - *Excel File*
 - *CSV File*

The file is exported to your device.

Toggle *Complete with error only* to view completed bulk registrations that include errors.



If there is an error associated with a product, an *Error Message* will provide a suggested action.

Bulk Registration

Use bulk registration to save time registering multiple hardware devices or contracts. Bulk registration can be performed by importing the serial numbers with an Excel template or entering them manually with the GUI. Both methods allow you to assign a serial number to a contract or asset folder.

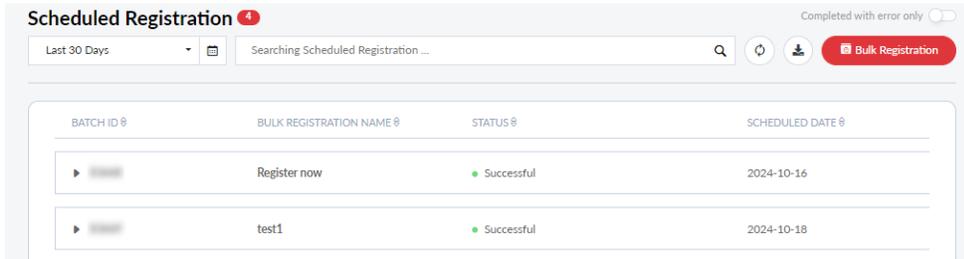
Bulk registration is limited to orders linked to your FortiCare account. Assets not linked to your account cannot be added through bulk registration. See [Pending registration on page 60](#) for more information.



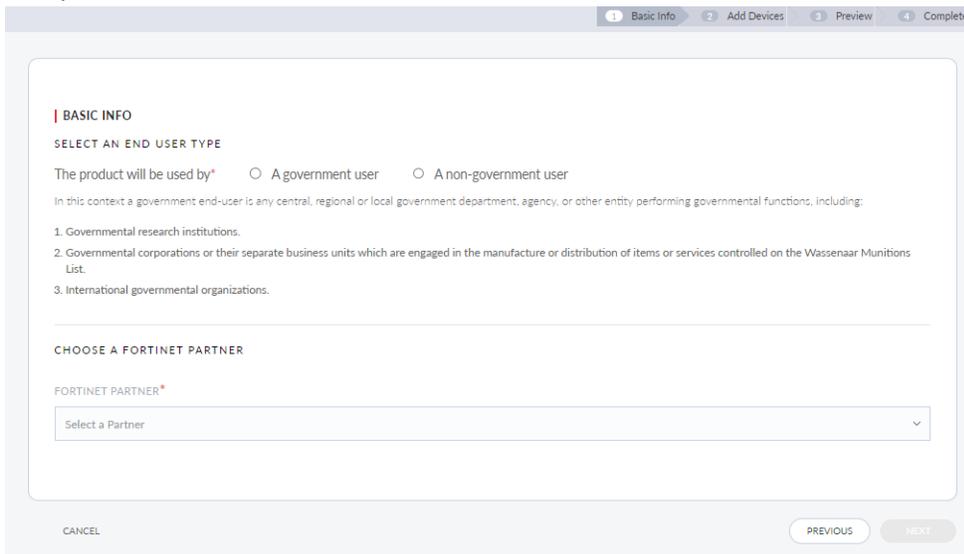
Bulk registration does not support registering licenses at this time.

To perform a bulk registration:

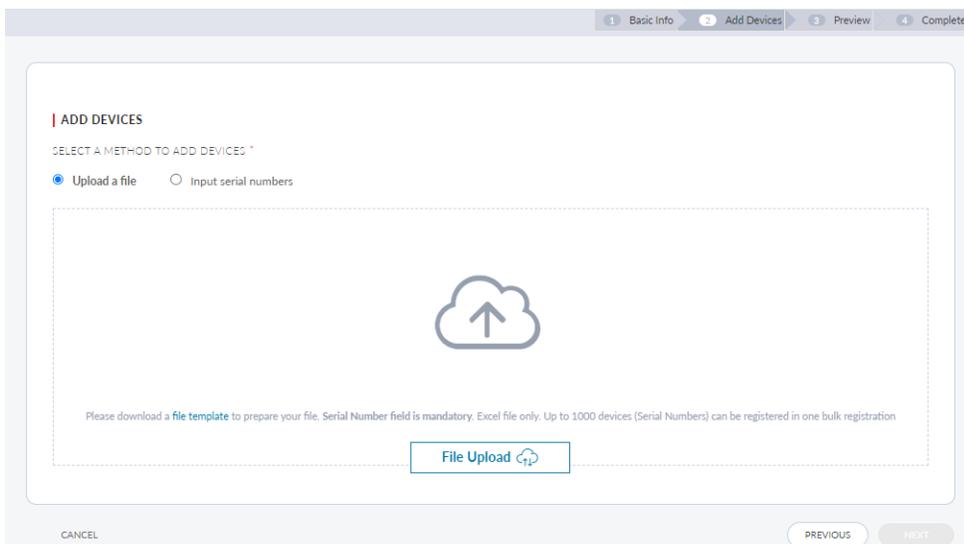
1. Go to *Pending Registration > Scheduled Registration*.



2. Click *Bulk Registration*.
3. Complete the *Basic Info* form and click *Next*.



4. Select *Upload a file* or *Input serial numbers*. See [Upload a file on page 65](#) and [Input serial numbers on page 66](#).



5. Accept the terms of the registration agreement, and click *Register Now*. A message is displayed if there are any errors.
6. Click *Complete*.

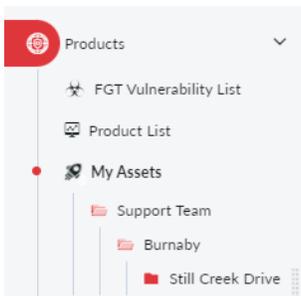
Upload a file

Use *Sheet 1* to enter registration information. The application will look for this sheet when the file is uploaded. You can use the registration template to assign devices to an asset folder in the AM the portal. If you do not specify an *ASSET FOLDER LEVEL*, the device will be assigned to the *My Assets* folder.

SERIAL NUMBER*	This column is mandatory. Each serial number must be unique.
DESCRIPTION	This column is optional. The information you enter here will appear in the device <i>Description</i> field in the Asset Management portal.
CONTRACT NUMBER	This column is optional. Enter the contract number if you want to assign the serial number to a contract.
ASSET FOLDER LEVEL (1, 2 or 3)	<p>These columns represent the sub-folder structure in the <i>My Assets</i> view of the Asset Management portal.</p> <p>To add a device to a folder, enter the folder name in the corresponding Asset Folder Level.</p> <p>To add the device to a level 2 or 3 folder, you must enter the names of the parent folders that precede it. See the example below.</p>
 <p>To add the serial number to an asset folder, the folder must already exist in the Asset Management portal. You cannot use the template to create a new folder in the portal.</p>	

Example

To assign devices to the following folders in the Asset Management portal:



Enter the device information in the template as follows:

	A	B	C	D	E	F
	SERIAL NUMBER*	DESCRIPTION	CONTRACT NUMBER	ASSET FOLDER LEVEL 1	ASSET FOLDER LEVEL 2	ASSET FOLDER LEVEL 3
1	FGT	First Floor		Support Team		
2	FGT	First Floor		Support Team	Burnaby	
3	FGT	First Floor		Support Team	Burnaby	Still Creek Drive
4						
5						



The bulk registration template can also be filled with information from the *Pending Registration > Hardware* and *Pending Registration > Contract* pages. Both pages allow assets to be exported to a CSV file. See [Pending registration on page 60](#) for more information.

To fill out the template, you can collect the serial numbers and contract numbers for the product model you want to register in bulk. Serial numbers can be extracted from the *Hardware* page CSV file and contract numbers can be extracted from the *Contract* page CSV file. Copy the serial numbers and contract numbers and paste these assets into the template before manually completing the other fields.

Input serial numbers

Separate the serial numbers with a comma or by pressing Enter on your keyboard.

The screenshot shows the 'ADD DEVICES' section of a web interface. Under the heading 'SELECT A METHOD TO ADD DEVICES', the 'Input serial numbers' radio button is selected. Below this, a text input field contains the serial number 'FGT80FTK2' repeated four times, one on each line. At the bottom of the form, there are 'CANCEL', 'PREVIOUS', and 'NEXT' buttons.

You can register a serial number to a contract with the *Contract#* dropdown. To assign a serial number to an asset folder, select a folder from the *My Assets* dropdown. The toggle is enabled by default.

The screenshot shows the 'ADD DEVICE INFORMATION' table. It has five columns: SERIAL NUMBER, DESCRIPTION, CONTRACT #, ASSET ADDRESS, and a toggle. The first three columns are filled with 'FGT80FTK20003624', an empty field, and 'No Contract' respectively. The 'ASSET ADDRESS' dropdown is set to 'My Assets'. The fourth row has 'FGT80FTK20004162', an empty field, 'No Contract', and 'My Assets'. The fifth row has 'FGT80FTK21012723', an empty field, 'No Contract', and 'My Assets'. The sixth row has 'FGT80FTK21021480', an empty field, 'No Contract', and an open dropdown menu showing 'My Assets/Test1' selected. The toggle for the sixth row is turned on. At the bottom, there are 'CANCEL', 'PREVIOUS', and 'NEXT' buttons.

SERIAL NUMBER	DESCRIPTION	CONTRACT #	ASSET ADDRESS	Same as above device
FGT80FTK20003624		No Contract	My Assets	<input type="checkbox"/>
FGT80FTK20004162		No Contract	My Assets	<input type="checkbox"/>
FGT80FTK21012723		No Contract	My Assets	<input type="checkbox"/>
FGT80FTK21021480		No Contract	My Assets/Test1	<input checked="" type="checkbox"/>

Filtering registrations

You can filter *Pending Registrations* by date and completion status in the *Hardware*, *Contract*, *License*, and *Scheduled Registration* pages.

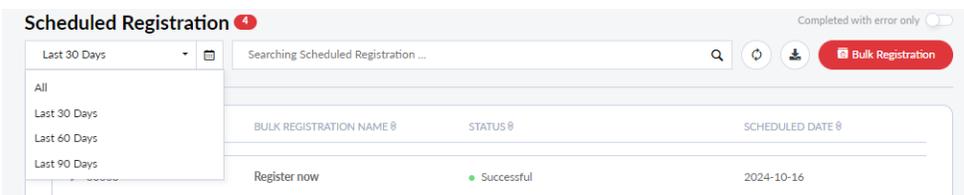
The following example demonstrates how to filter *Scheduled Registrations* registrations. Go to *Pending Registration > Hardware*, *Pending Registration > Contract*, or *Pending Registration > License* to filter hardware, contract, and license registrations.



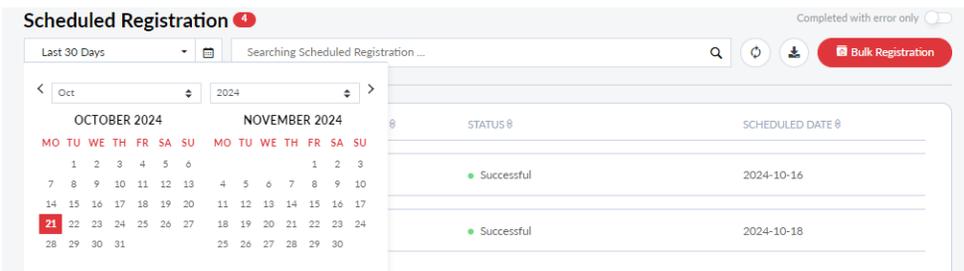
You can filter *Hardware*, *Contract*, and *License* assets by date by entering the date in the search field.

To filter pending registrations:

1. Go to *Pending Registration > Hardware*.
2. Filter the date of registration:
 - Click the date dropdown and select the date range.



- Click the calendar icon and select a start and end date on the calendar.



3. (Optional) Toggle *Incomplete registrations only* to hide completed registrations.

Account Services

Account services can be viewed and managed through the *Account Service* tab. The serial number, service name, description, and registration date are displayed in the *Account Services* table.



Users must have their permission scope set to *My Assets* in order to view account related pages, including *Products > Decommissioned Units*, *FGT Vulnerability List*, *Account Services*, and so on. See [IAM account views on page 19](#) and [Adding IAM users](#) in the IAM Administration guide for more information.



Account services can be registered in the same method as products, contracts, and licenses. Use the *Register More* button in the *Products* page or select *Register Now* from the *Dashboard*. See [Registering assets on page 31](#) for more information.

You can sort displayed results in ascending or descending order by clicking the header of any displayed column. To filter the results, enter keywords in the search bar.

Account Service +

All Service Names Q Export

SERIAL NUMBER #	SERVICE NAME #	DESCRIPTION #	REGISTRATION DATE #	
EDRBPS	FortiEDR BPS Service		2025-04-03	
ELAVMS	ELA VM Program Post Pay		2025-02-04	
FMNBPS	BPS Service for FortiMonitor		2025-04-03	
FMNCLD	FortiMonitor Cloud		2025-04-03	
FPTSMP	FortiPoints		2025-02-20	
FRNSVC	FortiRecon		2025-05-09	

Clicking on any service listed opens the details page which has additional information based on the service type.

Account Service / ELAVMS

ELA VM Program Post Pay

Product Serial No.: ELAVMS
 Registration Date: 2025-02-04

Service Name: ELA VM Program Post Pay
 Partner: Unknown

Contract No.:

SERVICE ENTITLEMENT

Support Type	Support Level	Activation Date	Expiration Date
ELA VM Program	Web/Online	2025-02-04	2026-02-04

REGISTERED SUPPORT CONTRACT(S)

Contract Number	SKU	Registration Date
		2025-02-04

Support Type	Support Level	Activation Date	Expiration Date
ELA VM Program	Web/Online	2025-02-04	2026-02-04

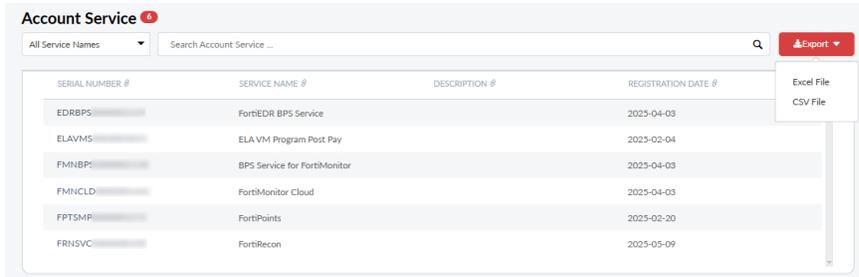
LICENSE(S)

There are no licenses registered to this product.

You can export *Account Services* information in either a CSV or Excel format. The exported file includes the information displayed in the *Account Services* table, including *Serial Number*, *Service Name*, and *Registration Date*.

To export the list of account services:

1. Go to *Account Services*.
2. Click the *Export* menu.



3. Select the export file type. The file will be downloaded to your device.

Marketplace

Marketplace provides access to Fortinet Inc. products and services that will allow you to increase your organization's security, productivity, and profitability. Use FortiPoints to purchase products and packages, such as FortiCare, UTP, and the FortiGate Enterprise Bundle.

You can add more FortiPoints to your account by selecting *Register Points*. Once you have enough FortiPoints, select an existing Fortinet product to renew or upgrade. You can then use your FortiPoints to customize products and services, or purchase an existing renewal bundle.

FortiPoints shared by the Organization root account can be used in the Marketplace through the *Shared FortiPoints* page. See [Shared FortiPoints on page 141](#).



You must accept the Fortinet Inc. Service Terms & Conditions to use Marketplace. If you have not yet accepted the Terms & Conditions or the terms have been upgraded, you will be prompted to read and accept them before you can proceed. See [Creating a new account](#) in the FortiCloud Account guide for more information.



FortiPoint values included in screenshots throughout this guide are for demonstrative purposes only. Refer to the product for exact FortiPoint charges.

Marketplace includes multiple pages:

- [General on page 70](#)
- [Spending on page 74](#)
- [History on page 119](#)

General

The *Marketplace > General* page displays a high level overview of your Marketplace account, including recently registered FortiPoints and spending.

Select *Register Points* if you do not have any FortiPoints registered.

Marketplace overview features

The following overview features are displayed on the General page for high level information on your activity in the Marketplace:

- *Account Overview*: Presents information on your:

Total FortiPoints value	The total number of registered FortiPoints.
Total FortiPoints balance	The current number of available FortiPoints (Total FortiPoints - Used FortiPoints).
Reserved FortiPoints	FortiPoints currently being processed by Fortinet Inc.. These points are not yet available to use. If they are approved, they will be allocated to the Total FortiPoints value. If they are not approved, they will be released and the total value will not be changed.
Used FortiPoints	The number of FortiPoints that have already been used in the Marketplace.

- *Recent Points Added*: Displays the five most recently registered FortiPoints licenses, including the license and SKU number, the points value, and the expiration date. Select the icon in the top right corner of the card to see more information or select one of the tabs from the navigation menu. For more information on registering FortiPoints, see [Spending on page 74](#).
- *Recent Spending*: Displays the five most recent transactions using FortiPoints. Details included with the spending overview transaction number, description of the service, the FortiPoints spent, and expiration

date. Select the icon in the top right corner of the card to see more information or select one of the tabs from the navigation menu.

For more information on purchasing services, see [Spending on page 74](#).

Overdraft balance



Please contact your Fortinet Point of Sales to enable this feature.

Overdraft points allow you to use more FortiPoints than you currently have available in your account. When an overdraft balance has been applied to your account, you will be allocated the following:

- **Overdraft Limit:** This is the total amount of overdraft FortiPoints you can use after you no longer have any pre-purchased FortiPoints available in your account.
- **Start Date:** This is the first date of the overdraft point contract availability. You can begin to use your overdraft points after this date.
- **End Date:** This is the last date of the overdraft point contract availability. You cannot use anymore overdraft points after this date.
- **Duration (days):** This is the total duration of time that you can use overdraft points. Once you have used your first overdraft point, the duration timer will begin. You will then have the total number of days in your allocated duration to use the overdraft points. If the used overdraft points are repaid, the duration timer will be reset and will start again the next time an overdraft point is used.

If an overdraft balance has been applied to your account, information on your overdraft points can be viewed in:

- The *Marketplace > General > Account Overview* widget

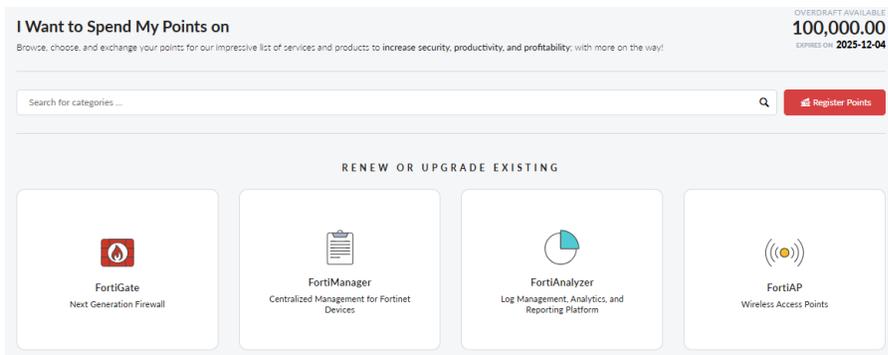
The screenshot displays the 'Marketplace' interface with the following components:

- ACCOUNT OVERVIEW:** Shows 'OVERDRAFT AVAILABLE' as 100,000.00, expiring on 2025-12-04. Below this is a table with columns 'OVERDRAFT USED', 'RESERVED', and 'USED', containing values 0, 392,399.39, and -292,399.39 respectively. A bar chart with an upward arrow is also present.
- EXPLORE SMART WAYS TO SPEND YOUR POINTS:** A promotional card with a 'Spend My Points' button and an image of a woman at a laptop.
- RECENT POINTS ADDED:** A table listing added overdraft points with columns for LICENSE#, SKU#, POINTS, START DATE, and EXPIRE ON.
- RECENT SPENDING:** A table listing transactions with columns for TRANSACTION#, STATUS, POINTS, and DATE.

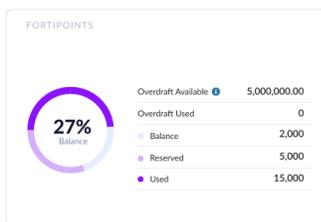
LICENSE#	SKU#	POINTS	START DATE	EXPIRE ON
Overdraft		100,000.00	2025-10-15	2025-12-04
		50,000.00	2025-07-21	2028-07-20
		50,000.00	2025-07-18	2028-07-17

TRANSACTION#	STATUS	POINTS	DATE
27937	Failed	0	2025-10-15
27556	Completed	85.56	2025-10-07
27192	Failed	0	2025-09-22
27029	In Progress	0	2025-09-18
25942	Failed	0	2025-08-15

- The *Marketplace > Spending* page



- The *Dashboard > FortiPoints* widget



Use case examples

You are assigned a certain number of overdraft points that are available for use for a specific duration of time before they must be repaid. Once all of the overdraft points have been used, the duration has been exceeded, or the scheduled end date has been reached, your FortiPoints will be disabled until the used overdraft points have been repaid.

In the following examples, the your overdraft contract values are as follows:

- *Overdraft Limit*: 60 000
- *Start Date*: 2025-01-01
- *End Date*: 2028-01-01
- *Duration (days)*: 50

Example 1: Exceeding the duration

On January 01, 2026, you use your first overdraft FortiPoint and the *Duration* timer begins. You now have only 50 days to use the 60 000 overdraft FortiPoints even though there are still two years until the *End Date*.

As of February 20, 2026, you have only used 40 000 overdraft FortiPoints. On February 21, 2026, since it has been over 50 days since you first used an overdraft FortiPoint, the *Duration* has been exceeded and the rest of the overdraft FortiPoints are disabled. You cannot use any of the remaining overdraft FortiPoints until you repay the ones that you used.

On February 22, 2026, you repay 40 000 FortiPoints. The overdraft FortiPoints are re-enabled and 60 000 overdraft FortiPoints are now available.

The *Duration* timer will start again the next time you use an overdraft FortiPoint.

Example 2: Reaching the overdraft limit

On January 01, 2026, you use your first overdraft FortiPoint. By January 28, 2026, you have used all 60 000 overdraft FortiPoints. Since the *Overdraft Limit* has been reached, the overdraft FortiPoints are disabled. You cannot use any more overdraft FortiPoints until you repay the ones that you used.

On February 01, 2026, you repay 60 000 FortiPoints. The overdraft FortiPoints are re-enabled and 60 000 overdraft FortiPoints are now available.

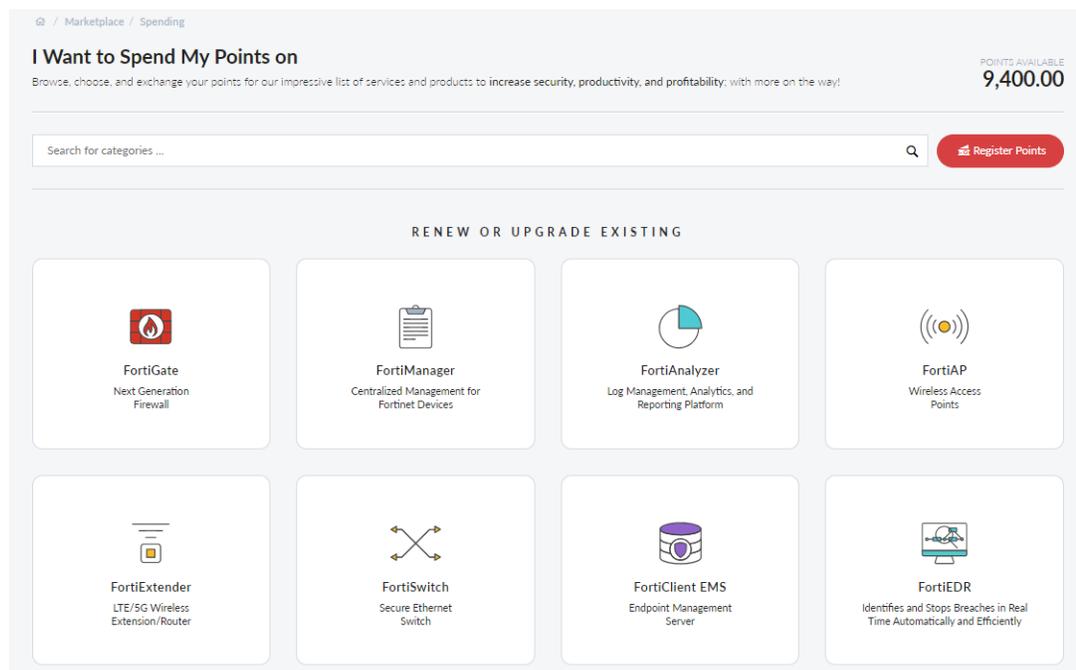
Example 3: Exceeding the end date

On December 01, 2027, you use your first overdraft FortiPoint. Even though the *Duration* is set to 50 days, you only have 31 days left until the *End Date*.

On January 02, 2028, the *End Date* has been exceeded and the overdraft FortiPoints are disabled. You will need to repay all of the used overdraft FortiPoints and enter a new contract if you want to use overdraft FortiPoints in the future.

Spending

You can register and spend FortiPoints from the *Marketplace > Spending* page.



Currently, only certain products are supported. FortiCloud will gradually add new product categories for FortiPoints use in the future.

See [Using FortiPoints on page 75](#) for a list of supported products.



Marketplace transactions can be completed in bulk with up to 50 serial numbers selected at one time.

This section includes:

- [Registering points on page 75](#)
- [Using FortiPoints on page 75](#)

Registering points

You can register points from the *General* and *Spending* pages by selecting *Register Points*. See [Registering assets on page 31](#) for more information on how to complete the registration process.

Using FortiPoints

You can use FortiPoints for renewing and upgrading existing contracts and services from the *Spending* page. FortiPoints can also be transferred to FortiFlex points to be used in the FortiFlex portal.



Service renewal and upgrade options presented in the product examples may not cover all services available. Options vary depending on product model.



If you are part of an Organization, you can also choose the Organization account from the *Select an Account* dropdown list. See [Using the Marketplace with Organizations on page 140](#).

Products supported for renewal or upgrade on Fortinet Inc. *Marketplace* include:

- [FortiGate on page 76](#)
- [FortiManager on page 81](#)
- [FortiAnalyzer on page 83](#)
- [FortiAP on page 85](#)
- [FortiExtender on page 88](#)
- [FortiSwitch on page 91](#)
- [FortiClient EMS on page 94](#)
- [FortiEDR on page 96](#)
- [FortiADC on page 97](#)
- [CTAP on page 99](#)
- [FortiWeb on page 99](#)
- [FortiAuthenticator on page 101](#)
- [FortiMail on page 103](#)
- [FortiSandbox on page 104](#)

- [FortiDDoS on page 107](#)
- [FortiToken Cloud on page 109](#)
- [FortiMonitor on page 110](#)
- [FortiVoice on page 112](#)
- [FortiIdentity Cloud on page 113](#)

Fortinet Inc. *Marketplace* service offerings include:

- [FortiFlex on page 114](#)
- [FortiGate-as-a-Service on page 115](#)
- [FortiToken Cloud SMS on page 116](#)
- [FortiToken Mobile on page 117](#)
- [Advanced services on page 117](#)
- [Professional Services on page 118](#)

FortiGate

FortiGate services and contracts can be renewed or upgraded from the *Marketplace > Spending* page. Upgrades can be performed for orders of 50 devices or less. Bulk renewals can be performed for orders with greater than 50 devices.



PRMA services can be selected from the add-on list. If the location is not set in the product details for the selected serial number, you cannot apply PRMA to the upgrade. See [Viewing the product location on page 30](#).

You can buy PRMA contracts for your existing hardware. If Fortinet Inc. has announced an End of Support date for a specific model, the PRMA service contract for that model will be removed from the price list. When the SKU is removed from the price list, the Marketplace will not display the PRMA service in the add-on list. This is by design across all online renewal platforms.

The following documents provide more information on PRMA:

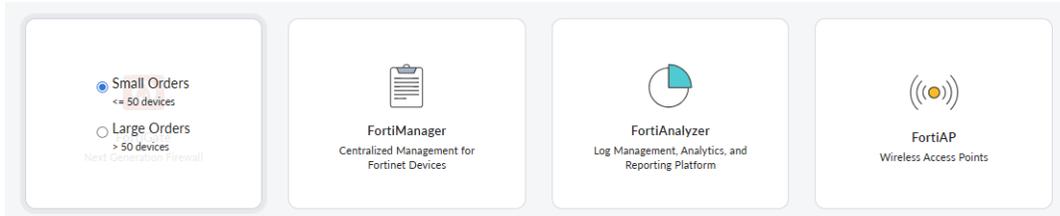
- RMA companion and PRMA service descriptions are available on support.fortinet.com. Log into FortiCloud and navigate to *Support > Resources > Guidelines, Policies & Documents*.
- [Priority and Secure RMA](#) in the ELA Portal guide provides descriptions on adding and reviewing PRMA contracts in the FortiCloud ELA portal.

Orders with 50 devices or less

If you are performing an order with 50 devices or less, you can renew or upgrade devices, or subscribe to FortiGate VM.

To renew a FortiGate service or contract:

1. Go to *Marketplace > Spending*.
2. Hover over *FortiGate* and select *Small Orders*.



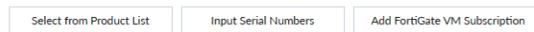
3. Select the end user type.

4. Select the products you want to renew:

- Select *Select from Product List* and choose the products to renew. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
- Select *Input Serial Numbers* and enter the product serial number of the product you want to renew.

ADD PRODUCTS

You can choose up to 50 products



See [FortiGate VM on page 79](#) for information on the *Add FortiGate VM Subscription* option.

5. Select *Renew*.

I WANT TO



The selected products are displayed in accordion dropdown menus.

6. For each product model, select a renewal package:

- a. Select the *Term* of the renewal package.
- b. Select number of CPUs from the *Support Range/Seats* dropdown list, if required.
- c. Select the type of renewal package from the predefined bundles.



Click the *i* beside *I want to select* for more information on what is included with each bundle.

d. Select any add-on services.



If an add-on is already included, it will be greyed out and unavailable to select.

The *Total Points Cost* will update.

I WANT TO

35,024.50_{pts}

TOTAL POINTS COST 35,024.50_{pts}

7. Click *Preview My Order*. The *Order Summary* is displayed.



If you do not have enough FortiPoints registered to complete the renewal, a warning message is displayed and you are prompted to register more points.

8. Add a *Description* to the transaction.
9. Click *Place My Order*. A transaction summary is displayed and the transaction is added to the *History* page.

To upgrade a FortiGate service or contract:

1. Go to *Marketplace > Spending*.
2. Hover over *FortiGate* and select *Small Orders*.

Small Orders
≤ 50 devices

Large Orders
> 50 devices
Next Generation Firewall

FortiManager
Centralized Management for
Fortinet Devices

FortiAnalyzer
Log Management, Analytics, and
Reporting Platform

FortiAP
Wireless Access Points

3. Select the end user type.
4. Select the products you want to upgrade:
 - Select *Select from Product List* and choose the products to upgrade. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
 - Select *Input Serial Numbers* and enter the product serial number of the product you want to upgrade.

ADD PRODUCTS

You can choose up to 50 products

5. Select *Upgrade*.

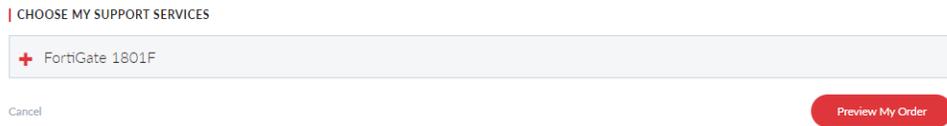
I WANT TO

6. Select the *End Date* calendar to select the end date of the upgrade package.

CHOOSE AN END DATE

7. Select an upgrade details for each of the selected products:

- a. Select the number of CPUs from the *Support Range/Seats* dropdown list.
- b. Select a upgrade package from the predefined bundles list.
- c. Select any additional add-ons.



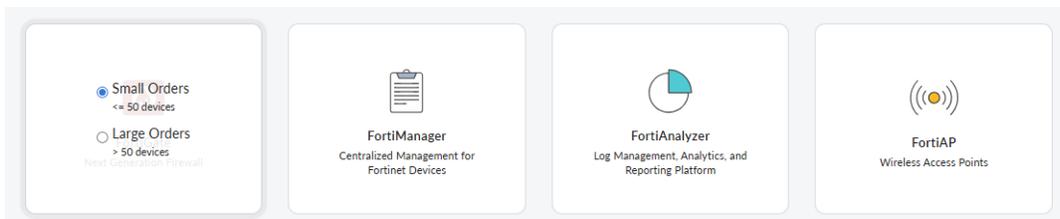
8. Click *Preview My Order*.
9. Click *Place My Order*.

FortiGate VM

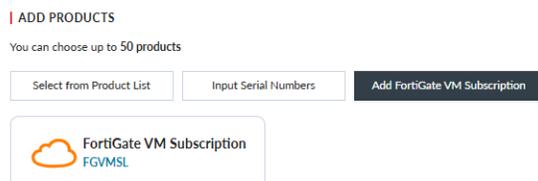
A FortiGate VM subscription can also be added from the FortiGate product.

To add a FortiGate VM subscription:

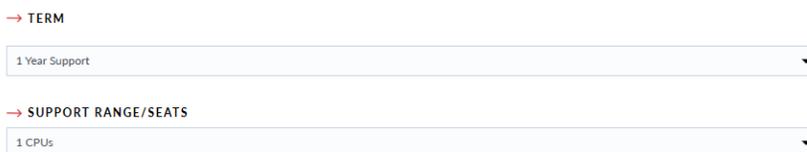
1. Go to *Marketplace > Spending*.
2. Hover over *FortiGate* and select *Small Orders*.



3. Select the end user type.
4. In the *Add Products* section, select *Add FortiGate VM Subscription*.



5. Select the *Term* and *Support Range/Seats* from the dropdown lists.



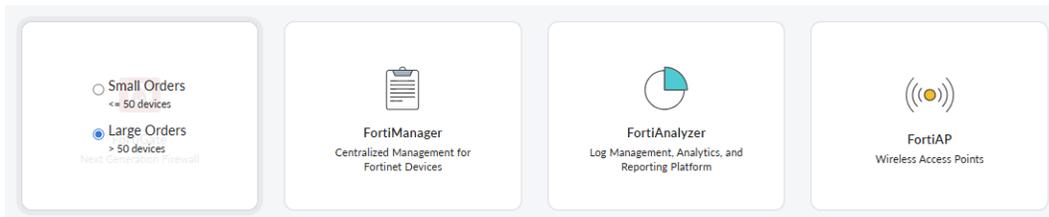
6. Select the *Bundle*.
7. Select any add-ons.
8. Click *Preview My Order*.
9. Click *Place My Order*.

Orders with more than 50 devices

You can bulk renew orders when you have more than 50 devices.

To bulk renew FortiGate devices:

1. Go to *Marketplace > Spending*.
2. Hover over *FortiGate* and select *Large Orders*.



3. Select the end user type.
4. Select the products you want to renew:
 - a. Select *All My Products* to renew all of your FortiGate instances.



The *All My Products* option is only available if you have up to 1000 devices in your account. If you have more than 1000 devices, the *All My Products* option is disabled.

- b. Select *Upload Serial Number File* to upload an Excel file listing the FortiGate instances to be renewed. The devices selected will appear in a list that is organized by FortiGate model.

SELECT RENEW OPTIONS

Total Devices 20

Product Model	QTY	POINTS
+ FortiGate VM Subscription	8	0
+ FortiGate 61F	2	0
+ FortiGate 61E	15	0
+ FortiGate 601E	2	0
+ FortiGate 1801F	2	0

Cancel Preview My Order



Select a Qty to view the specific serial numbers that are included in the renewal.

5. For each product model, select a renewal package:
 - a. Select the *Term* of the renewal package.
 - b. Select number of CPUs from the *Support Range/Seats* dropdown list, if required.
 - c. Select the type of renewal package from the predefined bundles.



Click the *i* beside *I want to select* for more information on what is included with each bundle.

- d. Select any add-on services.

Once all of the models have been configured for renewal, *Preview My Order* will be available.

SELECT RENEW OPTIONS

Total Devices **27**

Product Model	QTY	POINTS
+ FortiGate-VM Subscription	8	6,322.88
+ FortiGate 61F	2	1,253.00
+ FortiGate 61E	15	10,710.00
+ FortiGate 601E	2	7,649.00
+ FortiGate 1801F	2	70,049.00

Cancel Preview My Order

6. Click *Preview My Order*.
7. Review the order and select *Place My Order*.

FortiManager

FortiManager services and contracts can be renewed or upgraded from the *Marketplace > Spending* page.

To renew a FortiManager service or contract:

1. Go to *Marketplace > Spending*.

I Want to Spend My Points on POINTS AVAILABLE
9,400.00

Browse, choose, and exchange your points for our impressive list of services and products to increase security, productivity, and profitability, with more on the way!

Search for categories ... Q Register Points

RENEW OR UPGRADE EXISTING

FortiGate
Next Generation Firewall

FortiManager
Centralized Management for Fortinet Devices

FortiAnalyzer
Log Management, Analytics, and Reporting Platform

FortiAP
Wireless Access Points

2. Select *FortiManager*.
3. Select the end user type.
4. Select the products you want to renew:
 - Select *Select from Product List* and choose the products to renew. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
 - Select *Input Serial Numbers* and enter the product serial number of the product you want to renew.

ADD PRODUCTS

You can choose up to 50 products

Select from Product List
Input Serial Numbers
Add FortiGate-VM Subscription

5. Select *Renew*.

I WANT TO

Renew
Upgrade

The selected products are displayed in accordion dropdown menus.

6. For each product model, select a renewal package:
 - a. Select the *Term* of the renewal package.
 - b. Select the desired *Service*.

The *Total Points Cost* will update.



7. Click *Preview My Order*. The *Order Summary* is displayed.

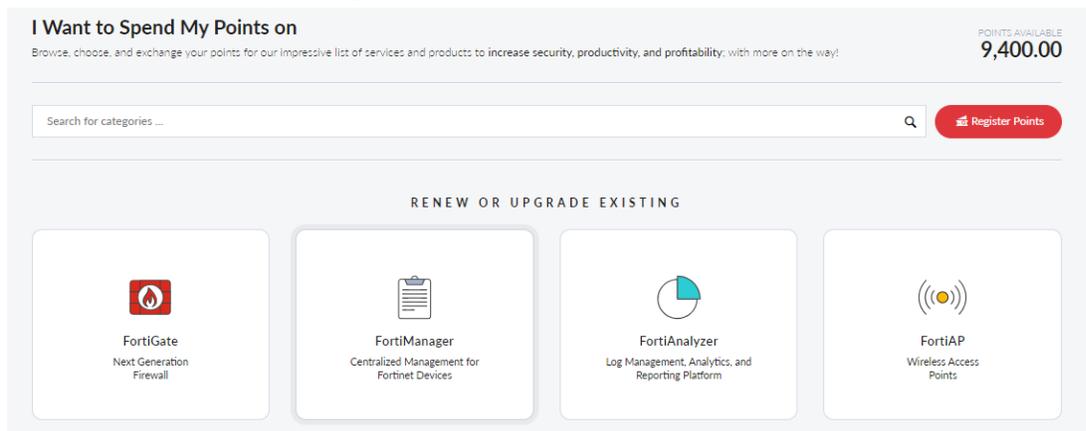


If you do not have enough FortiPoints registered to complete the renewal, a warning message is displayed and you are prompted to register more points.

8. Add a *Description* to the transaction.
9. Click *Place My Order*. A transaction summary is displayed and the transaction is added to the *History* page.

To upgrade a FortiManager service or contract:

1. Go to *Marketplace > Spending*.



2. Select *FortiManager*.
3. Select the end user type.
4. Select the products you want to upgrade:
 - Select *Select from Product List* and choose the products to upgrade. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
 - Select *Input Serial Numbers* and enter the product serial number of the product you want to upgrade.



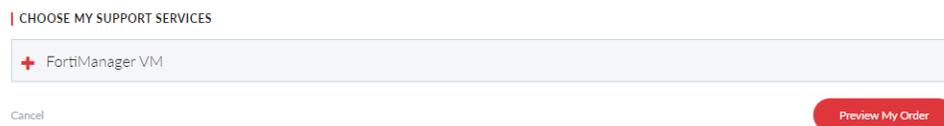
5. Select *Upgrade*.



6. Select the *End Date* calendar to select the end date of the upgrade package.



7. Select the upgrade *Service*.



8. Click *Preview My Order*.

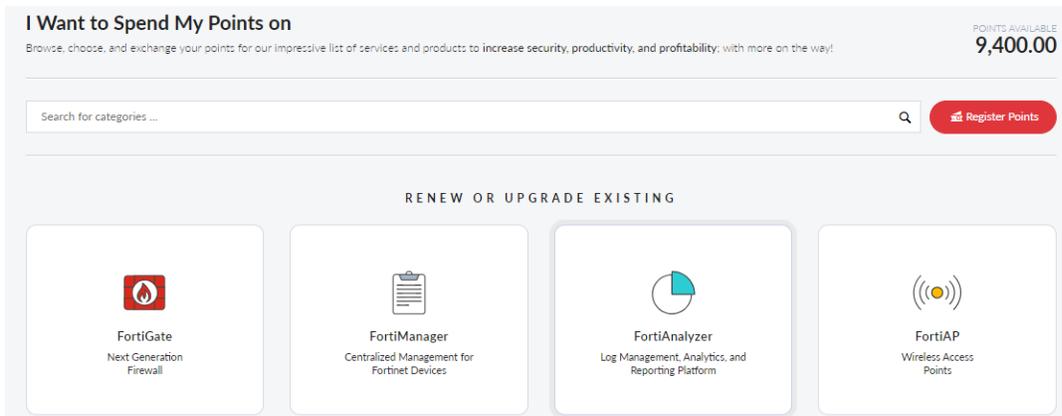
9. Click *Place My Order*.

FortiAnalyzer

FortiAnalyzer services and contracts can be renewed or upgraded from the *Marketplace > Spending* page.

To renew a FortiAnalyzer service or contract:

1. Go to *Marketplace > Spending*.



2. Select *FortiAnalyzer*.

3. Select the end user type.

4. Select the products you want to renew:

- Select *Select from Product List* and choose the products to renew. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
- Select *Input Serial Numbers* and enter the product serial number of the product you want to renew.

I ADD PRODUCTS

You can choose up to 50 products

5. Select *Renew*.

I WANT TO

The selected products are displayed in accordion dropdown menus.

6. For each product model, select a renewal package:

- a.** Select the *Term* of the renewal package.
- b.** Select the desired *Service*.

The *Total Points Cost* will update.

7. Click *Preview My Order*. The *Order Summary* is displayed.



If you do not have enough FortiPoints registered to complete the renewal, a warning message is displayed and you are prompted to register more points.

8. Add a *Description* to the transaction.

9. Click *Place My Order*. A transaction summary is displayed and the transaction is added to the *History* page.

To upgrade a FortiAnalyzer service or contract:

1. Go to *Marketplace > Spending*.

2. Select *FortiAnalyzer*.

3. Select the end user type.

4. Select the products you want to upgrade:

- Select *Select from Product List* and choose the products to upgrade. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
- Select *Input Serial Numbers* and enter the product serial number of the product you want to upgrade.

ADD PRODUCTS

You can choose up to 50 products

5. Select *Upgrade*.

I WANT TO

6. Select the *End Date* calendar to select the end date of the upgrade package.

CHOOSE AN END DATE

7. For each product model, select an upgrade package:

- a. Select a upgrade package from the predefined bundles list.
- b. Select any additional add-ons.

CHOOSE MY SUPPORT SERVICES

Cancel

Preview My Order

8. Click *Preview My Order*.

9. Click *Place My Order*.

FortiAP

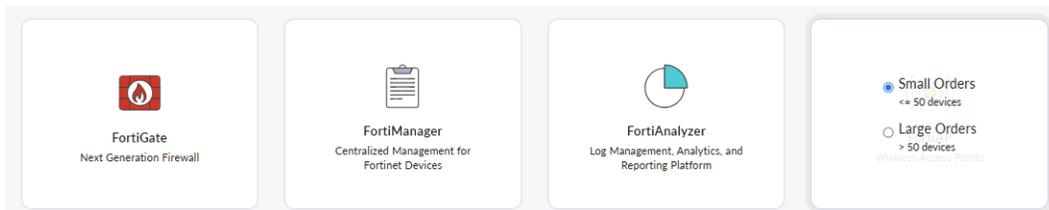
FortiAP services and contracts can be renewed or upgraded from the *Marketplace > Spending* page. Upgrades can be performed for orders of 50 devices or less. Bulk renewals can be performed for orders with greater than 50 devices.

Orders with 50 devices or less

If you are performing an order with 50 devices or less, you can renew or upgrade devices.

To renew a FortiAP service or contract:

1. Go to *Marketplace > Spending*.
2. Hover over *FortiAP* and select *Small Orders*.



3. Select the end user type.
4. Select the products you want to renew:

- Select *Select from Product List* and choose the products to renew. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
- Select *Input Serial Numbers* and enter the product serial number of the product you want to renew.



5. Select *Renew*.



The selected products are displayed in accordion dropdown menus.

6. For each product model, select a renewal package:

- Select the *Term* of the renewal package.
- Select the type of renewal package from the predefined bundles.



Click the *i* beside *I want to select* for more information on what is included with each bundle.

c. Select any add-on services.



If an add-on is already included, it will be greyed out and unavailable to select.

The *Total Points Cost* will update.

7. Click *Preview My Order*. The *Order Summary* is displayed.



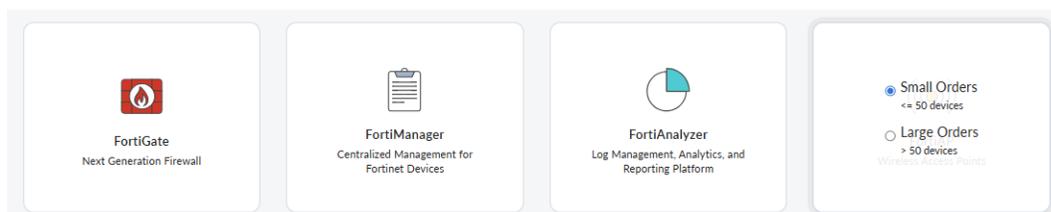
If you do not have enough FortiPoints registered to complete the renewal, a warning message is displayed and you are prompted to register more points.

8. Add a *Description* to the transaction.

9. Click *Place My Order*. A transaction summary is displayed and the transaction is added to the *History* page.

To upgrade a FortiAP service or contract:

- Go to *Marketplace > Spending*.
- Hover over *FortiAP* and select *Small Orders*.



3. Select the end user type.
4. Select the products you want to upgrade:
 - Select *Select from Product List* and choose the products to upgrade. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
 - Select *Input Serial Numbers* and enter the product serial number of the product you want to upgrade.



5. Select *Upgrade*.



6. Select the *End Date* calendar to select the end date of the upgrade package.



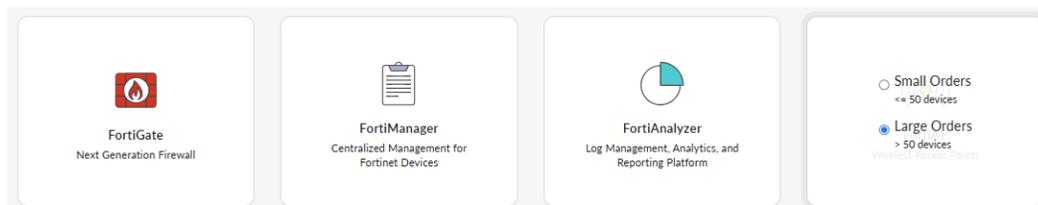
7. For each product model, select an upgrade package:
 - a. Select the type of upgrade package from the predefined bundles.
 - b. Select any add-on services.
8. Click *Preview My Order*.
9. Click *Place My Order*.

Orders with more than 50 devices

You can bulk renew orders when you have more than 50 devices.

To bulk renew FortiAP devices:

1. Go to *Marketplace > Spending*.
2. Hover over *FortiAP* and select *Large Orders*.



3. Select the end user type.
4. Select the products you want to renew:
 - a. Select *All My Products* to renew all of your FortiAP instances.



The *All My Products* option is only available if you have up to 1000 devices in your account. If you have more than 1000 devices, the *All My Products* option is disabled.

- b. Select *Upload Serial Number File* to upload an Excel file listing the FortiAP instances to be renewed.

The devices selected will appear in a list that is organized by FortiAP model.



Select a Qty to view the specific serial numbers that are included in the renewal.

5. For each product model, select a renewal package:
 - a. Select the *Term* of the renewal package.
 - b. Select the type of renewal package from the predefined bundles.



Click the *i* beside *I want to select* for more information on what is included with each bundle.

- c. Select any add-on services.

Once all of the models have been configured for renewal, *Preview My Order* will be available.

Click *Preview My Order*.

6. Review the order and select *Place My Order*.

FortiExtender

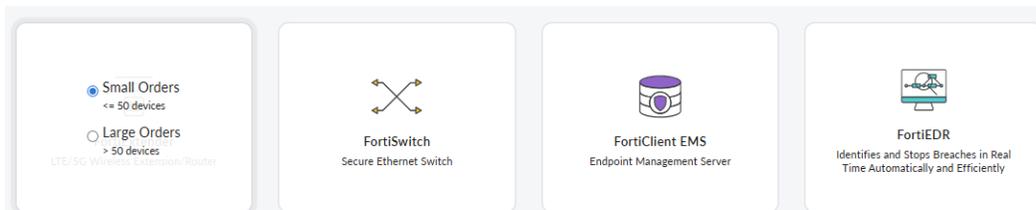
FortiExtender services and contracts can be renewed or upgraded from the *Marketplace > Spending* page. Upgrades can be performed for orders of 50 devices or less. Bulk renewals can be performed for orders with greater than 50 devices.

Orders with 50 devices or less

If you are performing an order with 50 devices or less, you can renew or upgrade devices.

To renew a FortiExtender service or contract:

1. Go to *Marketplace > Spending*.
2. Hover over *FortiExtender* and select *Small Orders*.



3. Select the end user type.
4. Select the products you want to renew:
 - Select *Select from Product List* and choose the products to renew. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
 - Select *Input Serial Numbers* and enter the product serial number of the product you want to renew.

ADD PRODUCTS

You can choose up to 50 products

5. Select Renew.

I WANT TO

The selected products are displayed in accordion dropdown menus.

- 6.** For each product model, select a renewal package:
 - a.** Select the *Term* of the renewal package.
 - b.** Select number of CPUs from the *Support Range/Seats* dropdown list, if required.
 - c.** Select the type of renewal package from the predefined bundles.



Click the *i* beside *I want to select* for more information on what is included with each bundle.

- d.** Select any add-on services.



If an add-on is already included, it will be greyed out and unavailable to select.

The *Total Points Cost* will update.

- 7.** Click *Preview My Order*. The *Order Summary* is displayed.



If you do not have enough FortiPoints registered to complete the renewal, a warning message is displayed and you are prompted to register more points.

- 8.** Add a *Description* to the transaction.
- 9.** Click *Place My Order*. A transaction summary is displayed and the transaction is added to the *History* page.

To upgrade a FortiExtender service or contract:

- 1.** Go to *Marketplace > Spending*.
- 2.** Hover over *FortiExtender* and select *Small Orders*.

The screenshot shows a grid of product categories for FortiExtender:

- Small Orders** (selected): ≤ 50 devices
- Large Orders**: > 50 devices
- FortiSwitch**: Secure Ethernet Switch
- FortiClient EMS**: Endpoint Management Server
- FortiEDR**: Identifies and Stops Breaches in Real Time Automatically and Efficiently

- 3.** Select the end user type.
- 4.** Select the products you want to upgrade:

- Select *Select from Product List* and choose the products to upgrade. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
- Select *Input Serial Numbers* and enter the product serial number of the product you want to upgrade.



5. Select *Upgrade*.



6. Select the *End Date* calendar to select the end date of the upgrade package.



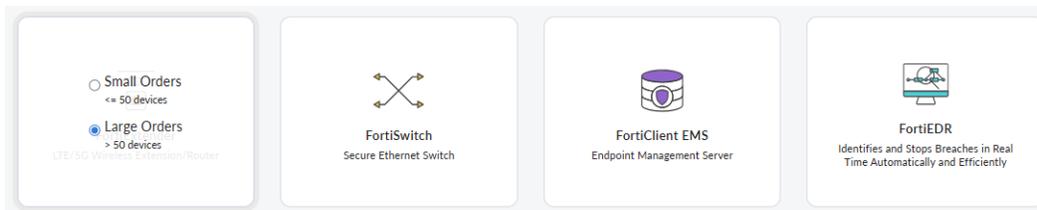
7. For each product model, select an upgrade package:
 - a. Select the type of upgrade package from the predefined bundles.
 - b. Select any add-on services.
8. Click *Preview My Order*.
9. Click *Place My Order*.

Orders with more than 50 devices

You can bulk renew orders when you have more than 50 devices.

To bulk renew FortiExtender devices:

1. Go to *Marketplace > Spending*.
2. Hover over *FortiExtender* and select *Large Orders*.



3. Select the end user type.
4. Select the products you want to renew:
 - a. Select *All My Products* to renew all of your FortiExtender instances.



The *All My Products* option is only available if you have up to 1000 devices in your account. If you have more than 1000 devices, the *All My Products* option is disabled.

- b. Select *Upload Serial Number File* to upload an Excel file listing the FortiExtender instances to be renewed.

The devices selected will appear in a list that is organized by FortiExtender model.



Select a Qty to view the specific serial numbers that are included in the renewal.

5. For each product model, select a renewal package:
 - a. Select the *Term* of the renewal package.
 - b. Select number of CPUs from the *Support Range/Seats* dropdown list, if required.
 - c. Select the type of renewal package from the predefined bundles.



Click the *i* beside *I want to select* for more information on what is included with each bundle.

- d. Select any add-on services.

Once all of the models have been configured for renewal, *Preview My Order* will be available.

Click *Preview My Order*.

6. Review the order and select *Place My Order*.

FortiSwitch

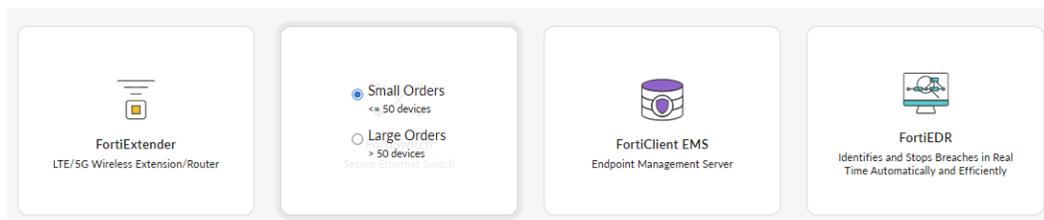
FortiSwitch services and contracts can be renewed or upgraded from the *Marketplace > Spending* page. Upgrades can be performed for orders of 50 devices or less. Bulk renewals can be performed for orders with greater than 50 devices.

Orders with 50 devices or less

If you are performing an order with 50 devices or less, you can renew or upgrade devices.

To renew a FortiSwitch service or contract:

1. Go to *Marketplace > Spending*.
2. Hover over *FortiSwitch* and select *Small Orders*.



3. Select the end user type.
4. Select the products you want to renew:
 - Select *Select from Product List* and choose the products to renew. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
 - Select *Input Serial Numbers* and enter the product serial number of the product you want to renew.

ADD PRODUCTS

You can choose up to 50 products

5. Select *Renew*.

I WANT TO

The selected products are displayed in accordion dropdown menus.

6. For each product model, select a renewal package:

- a. Select the *Term* of the renewal package.
- b. Select number of CPUs from the *Support Range/Seats* dropdown list, if required.
- c. Select the type of renewal package from the predefined bundles.



Click the *i* beside *I want to select* for more information on what is included with each bundle.

d. Select any add-on services.



If an add-on is already included, it will be greyed out and unavailable to select.

The *Total Points Cost* will update.

I WANT TO

249.50_{pts}

TOTAL POINTS COST 249.50_{pts}

[Cancel](#)

[Preview My Order](#)

7. Click *Preview My Order*. The *Order Summary* is displayed.



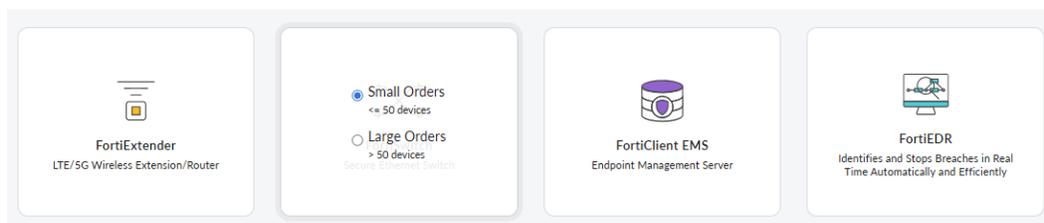
If you do not have enough FortiPoints registered to complete the renewal, a warning message is displayed and you are prompted to register more points.

8. Add a *Description* to the transaction.

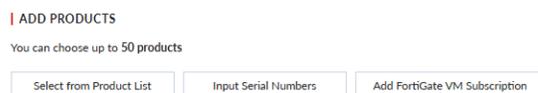
9. Click *Place My Order*. A transaction summary is displayed and the transaction is added to the *History* page.

To upgrade a FortiSwitch service or contract:

1. Go to *Marketplace > Spending*.
2. Hover over *FortiSwitch* and select *Small Orders*.



3. Select the end user type.
4. Select the products you want to upgrade:
 - Select *Select from Product List* and choose the products to upgrade. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
 - Select *Input Serial Numbers* and enter the product serial number of the product you want to upgrade.



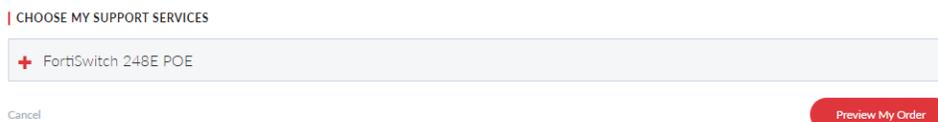
5. Select *Upgrade*.



6. Select the *End Date* calendar to select the end date of the upgrade package.



7. For each product model, select an upgrade package:
 - a. Select the type of upgrade package from the predefined bundles.
 - b. Select any add-on services.



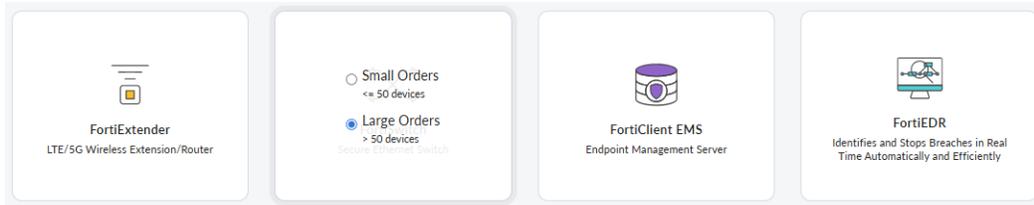
8. Click *Preview My Order*.
9. Click *Place My Order*.

Orders with more than 50 devices

You can bulk renew orders when you have more than 50 devices.

To bulk renew FortiSwitch devices:

1. Go to *Marketplace > Spending*.
2. Hover over *FortiSwitch* and select *Large Orders*.



- 3. Select the end user type.
- 4. Select the products you want to renew:
 - a. Select *All My Products* to renew all of your FortiSwitch instances.



The *All My Products* option is only available if you have up to 1000 devices in your account. If you have more than 1000 devices, the *All My Products* option is disabled.

- b. Select *Upload Serial Number File* to upload an Excel file listing the FortiSwitch instances to be renewed. The devices selected will appear in a list that is organized by FortiSwitch model.



Select a Qty to view the specific serial numbers that are included in the renewal.

- 5. For each product model, select a renewal package:
 - a. Select the *Term* of the renewal package.
 - b. Select number of CPUs from the *Support Range/Seats* dropdown list, if required.
 - c. Select the type of renewal package from the predefined bundles.



Click the *i* beside *I want to select* for more information on what is included with each bundle.

- d. Select any add-on services.
- Once all of the models have been configured for renewal, *Preview My Order* will be available. Click *Preview My Order*.

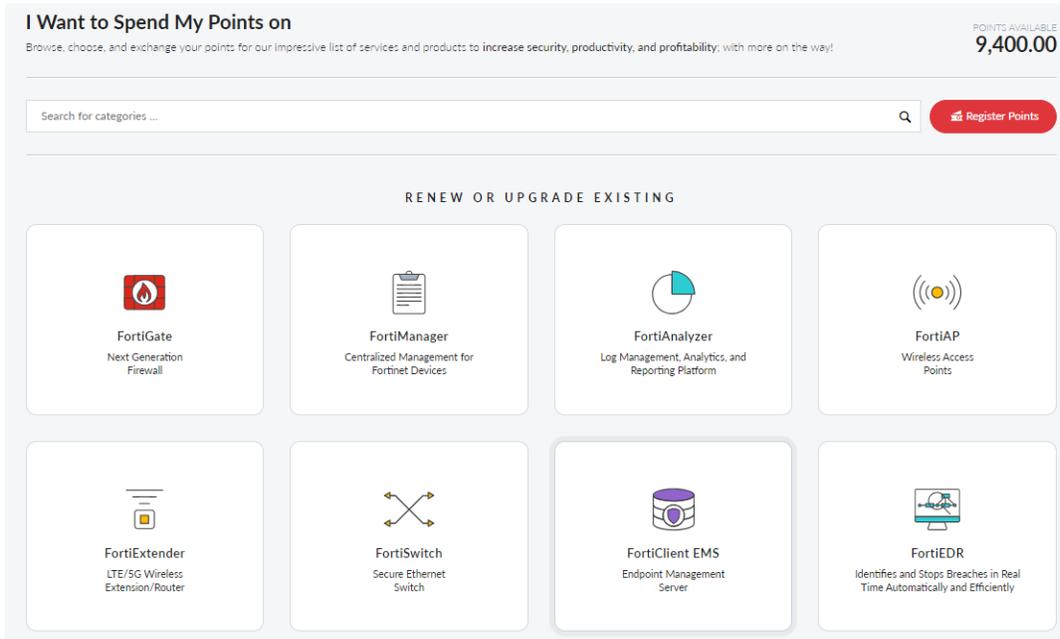
- 6. Review the order and select *Place My Order*.

FortiClient EMS

FortiClient EMS services and contracts can be upgraded from the *Marketplace > Spending* page.

To upgrade a FortiClient EMS service or contract:

1. Go to *Marketplace > Spending*.



I Want to Spend My Points on POINTS AVAILABLE
9,400.00

Browse, choose, and exchange your points for our impressive list of services and products to increase security, productivity, and profitability; with more on the way!

Search for categories ... Q Register Points

RENEW OR UPGRADE EXISTING

- FortiGate**
Next Generation Firewall
- FortiManager**
Centralized Management for Fortinet Devices
- FortiAnalyzer**
Log Management, Analytics, and Reporting Platform
- FortiAP**
Wireless Access Points
- FortiExtender**
LTE/5G Wireless Extension/Router
- FortiSwitch**
Secure Ethernet Switch
- FortiClient EMS**
Endpoint Management Server
- FortiEDR**
Identifies and Stops Breaches in Real Time Automatically and Efficiently

2. Select *FortiClient EMS*.

3. Select the end user type.

4. Select the products you want to upgrade:

- Select *Select from Product List* and choose the products to upgrade. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
- Select *Input Serial Numbers* and enter the product serial number of the product you want to upgrade.

ADD PRODUCTS

You can choose up to 50 products

5. Select *Upgrade*.

I WANT TO

6. Select the *End Date* calendar to select the end date of the upgrade package.

CHOOSE AN END DATE

7. For each product model, select support services:

- Select the type of package from the predefined options.
- Select any *Forensic Analysis Service* options.
- Enter the *Support Range/Seats*.

CHOOSE MY SUPPORT SERVICES
 To upgrade the bundle, clear the current bundle checkbox and select one or more higher-level bundles

PACKAGE	FORENSIC ANALYSIS SERVICE	SUPPORT RANGE / SEATS
DEVICE BASED		
<input type="checkbox"/> 24x7 FC support ZTNA	<input type="checkbox"/>	<input type="text"/> X 25 Devices
<input checked="" type="checkbox"/> 24x7 FC support EPP	<input type="checkbox"/>	32 X 25 Devices
<input type="checkbox"/> FortiClient Chrome and 24x7 support		<input type="text"/> X 25 Seats
USER BASED		
<input type="checkbox"/> FCT User based ZTNA plus 24X7 FC support		<input type="text"/> X 25 Users
<input type="checkbox"/> FCT User based EPP plus 24X7 FC support		<input type="text"/> X 25 Users
<input type="checkbox"/> FCT User Based Chrome plus 24X7 FC support		<input type="text"/> X 25 Users

Cancel Preview My Order

- Click *Preview My Order*.
- Click *Place My Order*.

FortiEDR

FortiEDR services can be added from the *Marketplace > Spending* page. Only one provisioning can be generated at a time.

To generate a FortiEDR service:

- Go to *Marketplace > Spending*.

I Want to Spend My Points on POINTS AVAILABLE: 9,400.00

Browse, choose, and exchange your points for our impressive list of services and products to increase security, productivity, and profitability, with more on the way!

Search for categories ... Register Points

RENEW OR UPGRADE EXISTING

- FortiGate: Next Generation Firewall
- FortiManager: Centralized Management for Fortinet Devices
- FortiAnalyzer: Log Management, Analytics, and Reporting Platform
- FortiAP: Wireless Access Points
- FortiExtender: LTE/5G Wireless Extension/Router
- FortiSwitch: Secure Ethernet Switch
- FortiClient EMS: Endpoint Management Server
- FortiEDR: Identifies and Stops Breaches in Real Time Automatically and Efficiently**

- Select *FortiEDR*.
- Select the *End Date* and end user type.

CHOOSE AN END DATE

yyyy-mm-dd

4. Select the support services and enter the *Support Range/Seats* for each selection.

→ I WANT TO SELECT	→ SUPPORT RANGE/SEATS
<input type="radio"/> FortiEDR Discover, Protect & Respond Cloud Subscription and 24x7 FortiCare	1 - Unlimited X 25 Endpoints
<input type="radio"/> FortiEDR Discover, Protect & Respond, Standard MDR Cloud Subscription and 24x7 FortiCare	1 - Unlimited X 25 Endpoints
<input type="radio"/> FortiEDR Discover & Protect Cloud Subscription and 24x7 FortiCare	1 - Unlimited X 25 Endpoints
<input type="radio"/> Protect-and-Response plus FC supports	1 - Unlimited X 25 Endpoints
<input type="radio"/> Predict-Protect-and-Response-Airgap plus FC supports	1 - Unlimited X 25 Endpoints
<input type="radio"/> FortiEDR Discover & Protect, Basic MDR Cloud Subscription and 24x7 FortiCare	1 - Unlimited X 25 Endpoints
<input type="radio"/> Renew FortiEDR Protect, Respond, Standard MDR, 24x7 FortiCare	1 - Unlimited X 25 Endpoints
<input type="radio"/> Renew FortiEDR Protect, Respond, XDR Subscription, 24x7 FortiCare	1 - Unlimited X 25 Endpoints
<input type="radio"/> FortiEDR Discover, Protect & Respond, XDR Cloud Subscription and 24x7 FortiCare	1 - Unlimited X 25 Endpoints
<input type="radio"/> FortiEDR Protect, Respond, Managed XDR Subscription, FortiCare Premium	1 - Unlimited X 25 Endpoints
<input type="radio"/> FortiEDR Discover, Protect & Respond, Managed XDR Cloud Subscription and FortiCare Premium	1 - Unlimited X 25 Endpoints
<hr/>	
→ I ALSO WANT TO ADD	
<input type="checkbox"/> EDR Repository Storage	1 - 60 X 1 Seats
<input type="checkbox"/> Forticare Best Practice Service	
Cancel	Preview My Order

5. Click *Preview My Order*.

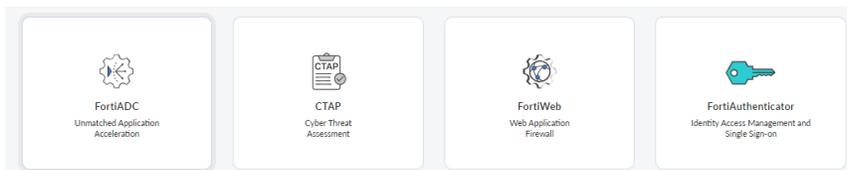
6. Click *Place My Order*. A transaction summary is displayed and the transaction is added to the *History* page.

FortiADC

FortiADC services and contracts can be renewed or upgraded from the *Marketplace > Spending* page.

To renew a FortiADC service or contract:

1. Go to *Marketplace > Spending*.



2. Select *FortiADC*.

3. Select the products you want to renew:

- Select *Select from Product List* and choose the products to renew. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
- Select *Input Serial Numbers* and enter the product serial number of the product you want to renew.



4. Select *Renew*.



The selected products are displayed in accordion dropdown menus.

5. For each product model, select a renewal package:

- a. Select the *Term* of the renewal package.
- b. Select the desired bundle.

The *Total Points Cost* will update.

6. Click *Preview My Order*. The *Order Summary* is displayed.



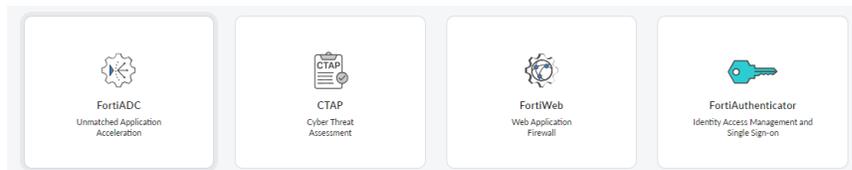
If you do not have enough FortiPoints registered to complete the renewal, a warning message is displayed and you are prompted to register more points.

7. Add a *Description* to the transaction.

8. Click *Place My Order*. A transaction summary is displayed and the transaction is added to the *History* page.

To upgrade a FortiADC service or contract:

1. Go to *Marketplace > Spending*.



2. Select *FortiADC*.

3. Select the products you want to upgrade:

- Select *Select from Product List* and choose the products to upgrade. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
- Select *Input Serial Numbers* and enter the product serial number of the product you want to upgrade.



4. Select *Upgrade*.



5. Select the *End Date* calendar to select the end date of the upgrade package.

6. Select the upgrade bundles and add-ons.

7. Click *Preview My Order*.

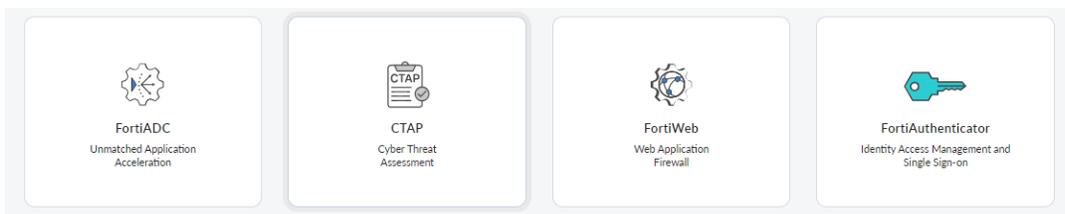
- 8. Click *Place My Order*.

CTAP

The CTAP service is supported in the *Marketplace > Spending*.

To request the CTAP service:

- 1. Go to *Marketplace > Spending*.
- 2. Select *CTAP*.



- 3. Select the end user type.
- 4. Configure the service. Select *CTAP Service* and enter the number of engagements. The number of engagements accounts for the number of assessments that can be performed.



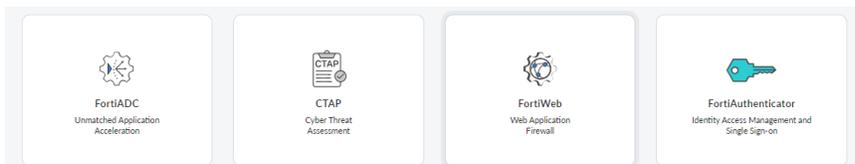
- 5. Click *Preview My Order*. The CTAP serial number will be generate for your account.

FortiWeb

FortiWeb services and contracts can be renewed or upgraded from the *Marketplace > Spending* page.

To renew a FortiWeb service or contract:

- 1. Go to *Marketplace > Spending*.



- 2. Select *FortiWeb*.
- 3. Select the end user type.

4. Select the products you want to renew:
 - Select *Select from Product List* and choose the products to renew. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
 - Select *Input Serial Numbers* and enter the product serial number of the product you want to renew.



5. Select *Renew*.



The selected products are displayed in accordion dropdown menus.

6. For each product model, select a renewal package:

- a. Select the *Term* of the renewal package.
- b. Select the desired *Service*.

The *Total Points Cost* will update.

7. Click *Preview My Order*. The *Order Summary* is displayed.

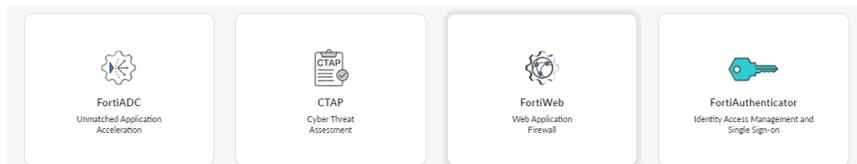


If you do not have enough FortiPoints registered to complete the renewal, a warning message is displayed and you are prompted to register more points.

8. Add a *Description* to the transaction.
9. Click *Place My Order*. A transaction summary is displayed and the transaction is added to the *History* page.

To upgrade a FortiWeb service or contract:

1. Go to *Marketplace > Spending*.



2. Select *FortiWeb*.
3. Select the end user type.
4. Select the products you want to upgrade:
 - Select *Select from Product List* and choose the products to upgrade. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
 - Select *Input Serial Numbers* and enter the product serial number of the product you want to upgrade.



5. Select *Upgrade*.

I WANT TO

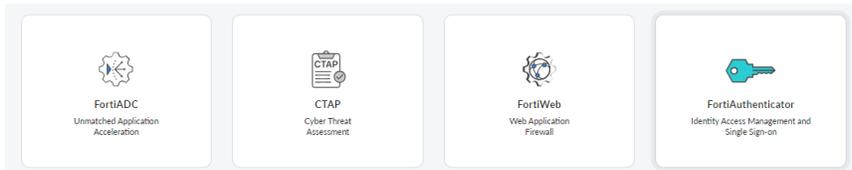
6. Select the *End Date* calendar to select the end date of the upgrade package.
7. Select the upgrade *Service*.
8. Click *Preview My Order*.
9. Click *Place My Order*.

FortiAuthenticator

FortiAuthenticator services and contracts can be renewed or upgraded from the *Marketplace > Spending* page.

To renew a FortiAuthenticator service or contract:

1. Go to *Marketplace > Spending*.



2. Select *FortiAuthenticator*.
3. Select the end user type.
4. Select the products you want to renew:
 - Select *Select from Product List* and choose the products to renew. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
 - Select *Input Serial Numbers* and enter the product serial number of the product you want to renew.

ADD PRODUCTS

You can choose up to 50 products

5. Select *Renew*.

I WANT TO

The selected products are displayed in accordion dropdown menus.

6. For each product model, select a renewal package:
 - a. Select the *Term* of the renewal package.
 - b. Select the desired *Service*.

The *Total Points Cost* will update.

I WANT TO

Renew Upgrade

+ FortiAuthenticator 800F 4,815.00 pts

TOTAL POINTS COST 4,815.00 pts

Cancel Preview My Order

7. Click *Preview My Order*. The *Order Summary* is displayed.



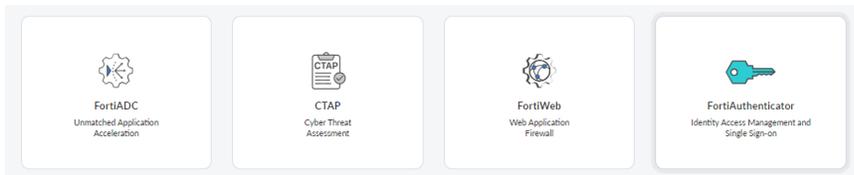
If you do not have enough FortiPoints registered to complete the renewal, a warning message is displayed and you are prompted to register more points.

8. Add a *Description* to the transaction.

9. Click *Place My Order*. A transaction summary is displayed and the transaction is added to the *History* page.

To upgrade a FortiAuthenticator service or contract:

1. Go to *Marketplace > Spending*.



2. Select *FortiAuthenticator*.

3. Select the end user type.

4. Select the products you want to upgrade:

- Select *Select from Product List* and choose the products to upgrade. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
- Select *Input Serial Numbers* and enter the product serial number of the product you want to upgrade.

ADD PRODUCTS

You can choose up to 50 products

Select from Product List Input Serial Numbers Add FortiGate VM Subscription

5. Select *Upgrade*.

I WANT TO

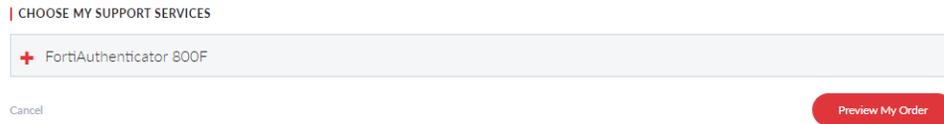
Renew Upgrade

6. Select the *End Date* calendar to select the end date of the upgrade package.

CHOOSE AN END DATE

yyyy-mm-dd

7. Select the upgrade *Service*.



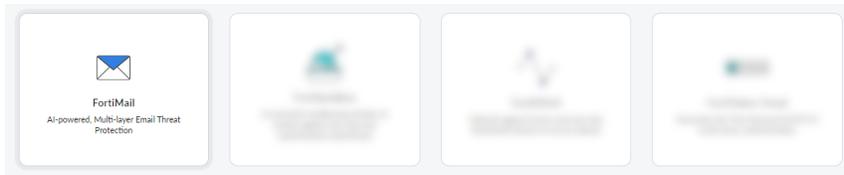
8. Click *Preview My Order*.
9. Click *Place My Order*.

FortiMail

FortiMail services and contracts can be renewed or upgraded from the *Marketplace > Spending* page.

To renew a FortiMail service or contract:

1. Go to *Marketplace > Spending*.



2. Select *FortiMail*.
3. Select the end user type.
4. Select the products you want to renew:
 - Select *Select from Product List* and choose the products to renew. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
 - Select *Input Serial Numbers* and enter the product serial number of the product you want to renew.



5. Select *Renew*.



The selected products are displayed in accordion dropdown menus.

6. For each product model, select a renewal package:
 - a. Select the *Term* of the renewal package.
 - b. Select the desired *Service*.

The *Total Points Cost* will update.

7. Click *Preview My Order*. The *Order Summary* is displayed.



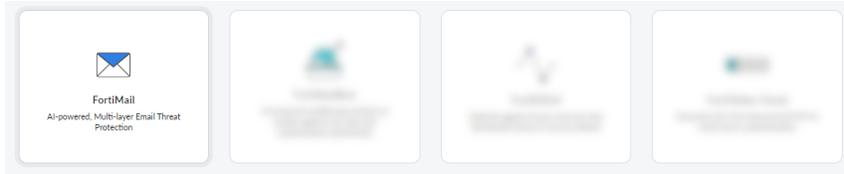
If you do not have enough FortiPoints registered to complete the renewal, a warning message is displayed and you are prompted to register more points.

8. Add a *Description* to the transaction.

9. Click *Place My Order*. A transaction summary is displayed and the transaction is added to the *History* page.

To upgrade a FortiMail service or contract:

1. Go to *Marketplace > Spending*.



2. Select *FortiMail*.

3. Select the end user type.

4. Select the products you want to upgrade:

- Select *Select from Product List* and choose the products to upgrade. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
- Select *Input Serial Numbers* and enter the product serial number of the product you want to upgrade.



5. Select *Upgrade*.



6. Select the *End Date* calendar to select the end date of the upgrade package.

7. Select the upgrade *Service*.

8. Click *Preview My Order*.

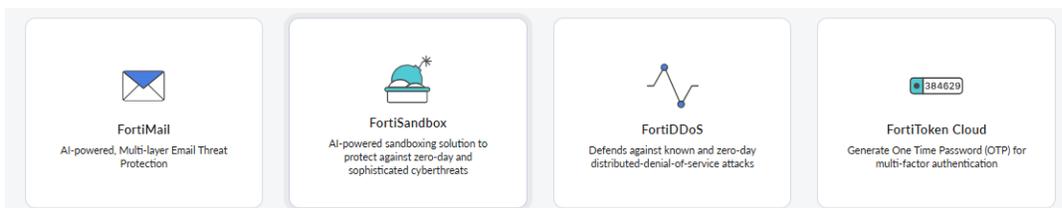
9. Click *Place My Order*.

FortiSandbox

FortiSandbox services and contracts can be renewed or upgraded from the *Marketplace > Spending* page.

To renew a FortiSandbox service or contract:

1. Go to *Marketplace > Spending*.



2. Select *FortiSandbox*.

3. Select the end user type.

4. Select the products you want to renew:

- Select *Select from Product List* and choose the products to renew. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
- Select *Input Serial Numbers* and enter the product serial number of the product you want to renew.

ADD PRODUCTS
You can choose up to 50 products

Select from Product List Input Serial Numbers Add FortiGate VM Subscription

5. Select *Renew*.

WANT TO

Renew Upgrade

The selected products are displayed in accordion dropdown menus.

- 6. For each product model, select a renewal package:**
- Select the *Term* of the renewal package.
 - Select the *Service* type and quantity.

The *Total Points Cost* will update.

Renew Upgrade

FortiSandbox VM 5,337.50 pts

SERIAL NUMBER	DESCRIPTION	EARLIEST EXPIRATION DATE
FSA-VM	Sandbox-base	2025-03-28

TERM

1 Year Support

SERVICE 5,337.50 pts

24x7 VM Support For AV, IPS, WF, SandBox Engine Updates And File Query 5,337.50 pts
FortiSandbox-VM 1 Year FortiCare Premium Plus FortiGuard Threat Intelligence (AV, IPS, Web Filtering, File Query And SandBox Engine Updates) For (Up To) 4 VMs

1-4

FortiSandbox MacOS VM Service 0 pts
 1 - 4 X 2 Seats

FortiSandbox Windows Cloud VM Service 0 pts
 1 - 40 X 5 Appliances/VMs

FortiSandbox Mail Transfer Agent 0 pts
 100 - Unlimited X 1 Mailboxes

TOTAL POINTS COST 5,337.50 pts

Cancel Preview My Order

7. Click *Preview My Order*. The *Order Summary* is displayed.

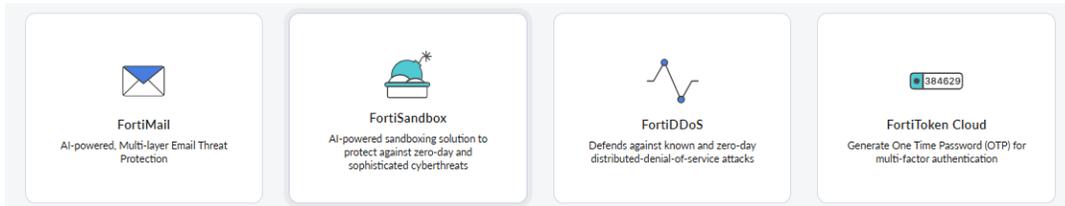


If you do not have enough FortiPoints registered to complete the renewal, a warning message is displayed and you are prompted to register more points.

- Add a *Description* to the transaction.
- Click *Place My Order*. A transaction summary is displayed and the transaction is added to the *History* page.

To upgrade a FortiSandbox service or contract:

1. Go to *Marketplace > Spending*.



2. Select *FortiSandbox*.

3. Select the end user type.

4. Select the products you want to upgrade:

- Select *Select from Product List* and choose the products to upgrade. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
- Select *Input Serial Numbers* and enter the product serial number of the product you want to upgrade.



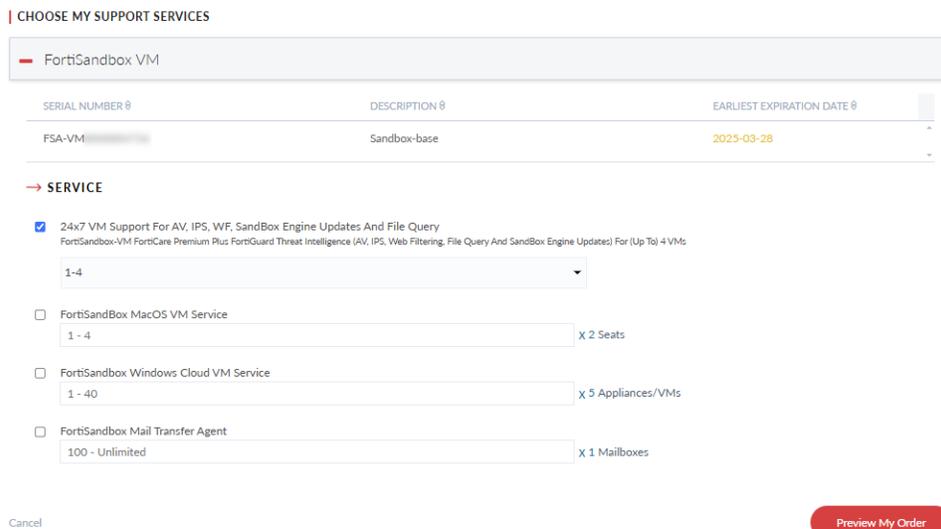
5. Select *Upgrade*.



6. Select the *End Date* calendar to select the end date of the upgrade package.



7. Select the Service type and quantity.



8. Click *Preview My Order*.

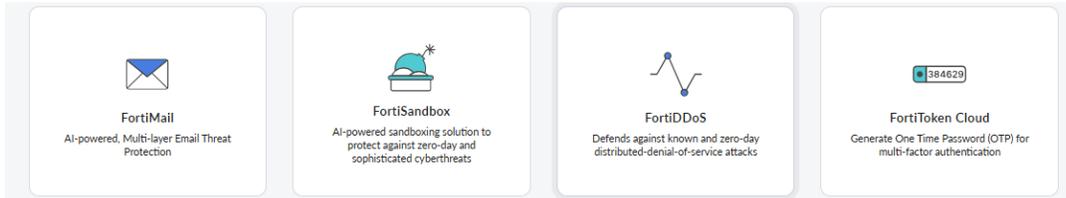
9. Click *Place My Order*.

FortiDDoS

FortiDDoS services and contracts can be renewed or upgraded from the *Marketplace > Spending* page.

To renew a FortiDDoS service or contract:

1. Go to *Marketplace > Spending*.



2. Select *FortiDDoS*.
3. Select the end user type.
4. Select the products you want to renew:
 - Select *Select from Product List* and choose the products to renew. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
 - Select *Input Serial Numbers* and enter the product serial number of the product you want to renew.



5. Select *Renew*.



The selected products are displayed in accordion dropdown menus.

6. For each product model, select a renewal package:
 - a. Select the *Term* of the renewal package.
 - b. Select any bundles or add-ons.

The *Total Points Cost* will update.

Renew
Upgrade

FortiDDoS 200F
16,050.00_{pts}

SERIAL NUMBER	DESCRIPTION	EARLIEST EXPIRATION DATE
[REDACTED]		2025-09-26

→ TERM

1 Year Support
▼

→ I WANT TO SELECT

<input checked="" type="radio"/>	FortiCare (Premium) FortiDDoS-200F 1 Year FortiCare Premium Support	16,050.00 _{pts}
<input type="radio"/>	I don't need a bundle	0 _{pts}

→ I ALSO WANT TO ADD

<input type="checkbox"/>	IP Reputation FortiDDoS-200F 1 Year IP Reputation Service	16,050.00 _{pts}
<input type="checkbox"/>	Domain Reputation DB Update FortiDDoS-200F 1 Year Domain Reputation Service	16,050.00 _{pts}
<input type="checkbox"/>	Secure RMA service FortiDDoS-200F 1 Year Secure RMA Service	6,018.75 _{pts}

TOTAL POINTS COST
16,050.00_{pts}

Cancel
Preview My Order

- Click *Preview My Order*. The *Order Summary* is displayed.

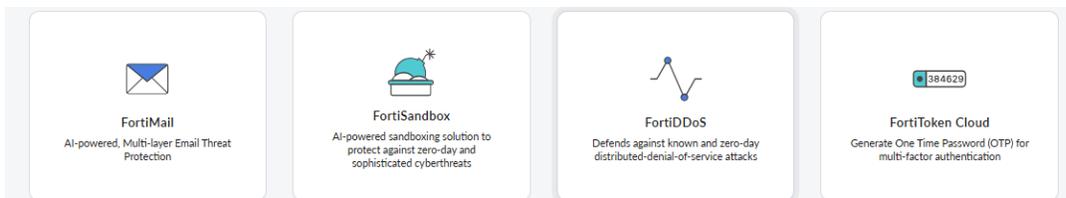


If you do not have enough FortiPoints registered to complete the renewal, a warning message is displayed and you are prompted to register more points.

- Add a *Description* to the transaction.
- Click *Place My Order*. A transaction summary is displayed and the transaction is added to the *History* page.

To upgrade a FortiDDoS service or contract:

- Go to *Marketplace > Spending*.



- Select *FortiDDoS*.
- Select the end user type.
- Select the products you want to upgrade:
 - Select *Select from Product List* and choose the products to upgrade. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
 - Select *Input Serial Numbers* and enter the product serial number of the product you want to upgrade.

ADD PRODUCTS

You can choose up to 50 products

Select from Product List Input Serial Numbers Add FortiGate VM Subscription

5. Select Upgrade.

I WANT TO

Renew Upgrade

6. Select the End Date calendar to select the end date of the upgrade package.

CHOOSE AN END DATE

yyyy-mm-dd

7. Select the bundle and any add-ons.

CHOOSE MY SUPPORT SERVICES

FortiDDoS 200F

SERIAL NUMBER	DESCRIPTION	EARLIEST EXPIRATION DATE
		2025-09-26

I WANT TO SELECT

- FortiCare (Premium)
FortiDDoS-200F FortiCare Premium Support
- I don't need a bundle

I ALSO WANT TO ADD

- IP Reputation
FortiDDoS-200F IP Reputation Service
- Secure RMA service
FortiDDoS-200F Secure RMA Service
- Domain Reputation DB Update
FortiDDoS-200F Domain Reputation Service
- PRMA
Priority RMA Service
- Next Day Delivery PRMA
- 4-hour Delivery PRMA
- 4-hour Onsite PRMA

Cancel

Preview My Order

8. Click Preview My Order.

9. Click Place My Order.

FortiToken Cloud

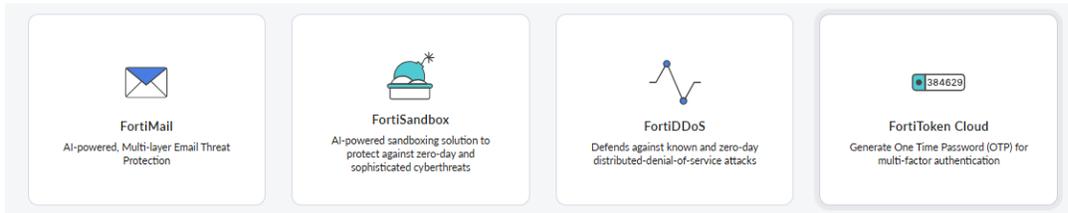
FortiToken Cloud can be provisioned from the *Marketplace > Spending* page.



The FortiToken Cloud product is now referred to as Fortidentity Cloud. See [Fortidentity Cloud](#) documentation for more information.

To provision FortiToken Cloud:

1. Go to *Marketplace > Spending*.



2. Select *FortiToken Cloud*.
3. Select the end user type.
4. Select the product.
5. Select the *End Date* calendar to select the end date of the upgrade package.

CHOOSE AN END DATE

yyyy-mm-dd

6. Select the service and enter the number of users.

CHOOSE MY SUPPORT SERVICES

→ SERVICE

FortiToken Cloud Service plus FC Support

1 X 25 Users

Cancel Preview My Order

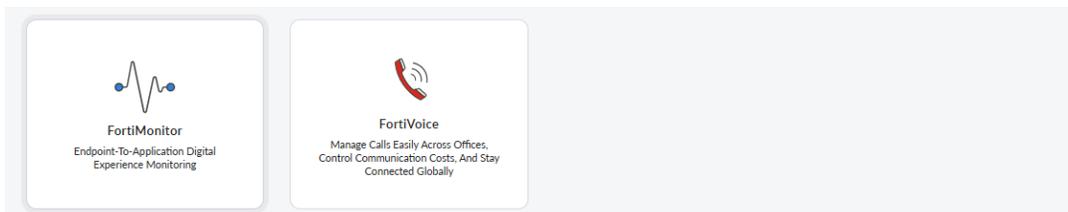
7. Click *Preview My Order*.
8. Click *Place My Order*.

FortiMonitor

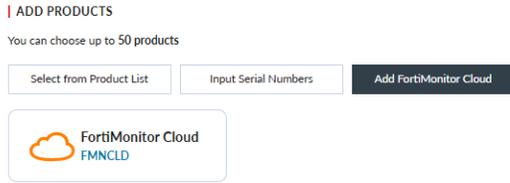
FortiMonitor services and contracts can be purchased and renewed from the *Marketplace > Spending* page.

To purchase FortiMonitor Cloud:

1. Go to *Marketplace > Spending*.



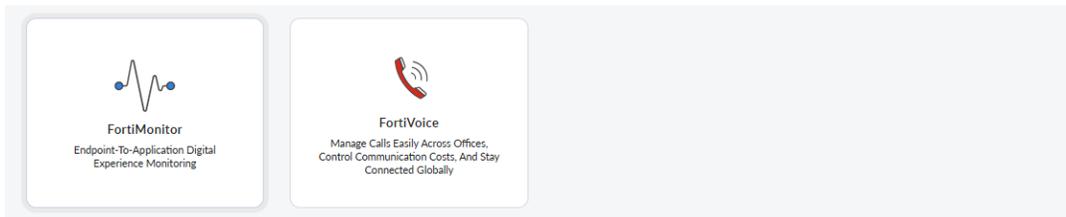
2. Select *FortiMonitor*.
3. Select the end user type.
4. Select *Add FortiMonitor Cloud*.



5. Choose an end date.
6. Select the support bundle options.
7. Select any add-on services.
8. Click *Preview My Order*. The *Order Summary* is displayed.
9. Add a *Description* to the transaction.
10. Click *Place My Order*. A transaction summary is displayed and the transaction is added to the *History* page.

To renew a FortiMonitor service or contract:

1. Go to *Marketplace > Spending*.



2. Select *FortiMonitor*.
3. Select the end user type.
4. Select the products you want to renew:
 - Select *Select from Product List* and choose the products to renew. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
 - Select *Input Serial Numbers* and enter the product serial number of the product you want to renew.



5. Select *Renew*.



The selected products are displayed in accordion dropdown menus.

6. For each product model, select a renewal package:
 - a. Select the *Term* of the renewal package.
 - b. Select the support contract.
 - c. Select any add-on services.

FortiMonitor 100F
0 pts

SERIAL NUMBER	DESCRIPTION	EARLIEST EXPIRATION DATE
FMR1HF028LKDLCFC	GENERATED BY QUOTELIB TEST	No coverage

→ **TERM**

1 Year Support

→ **I WANT TO SELECT** 0 pts

Forticare Premium
FortiMonitor-100F 1 Year FortiCare Premium Support
858.00 pts

→ **I ALSO WANT TO ADD** 0 pts

Secure RMA service
FortiMonitor-100F 1 Year Secure RMA Service
321.75 pts

TOTAL POINTS COST
0 pts

Cancel
Preview My Order

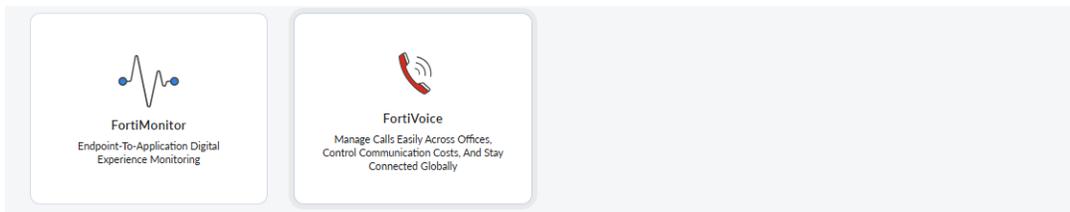
7. Click *Preview My Order*. The *Order Summary* is displayed.
8. Add a *Description* to the transaction.
9. Click *Place My Order*. A transaction summary is displayed and the transaction is added to the *History* page.

FortiVoice

FortiVoice services and contracts can be renewed from the *Marketplace > Spending* page.

To renew a FortiVoice service or contract:

1. Go to *Marketplace > Spending*.



2. Select *FortiVoice*.
3. Select the end user type.
4. Select the products you want to renew:
 - Select *Select from Product List* and choose the products to renew. You can filter assets by expiry date and product model, or use the *Search* field to locate specific products.
 - Select *Input Serial Numbers* and enter the product serial number of the product you want to renew.

ADD PRODUCTS

You can choose up to 50 products

Select from Product List

Input Serial Numbers

Add FortiGate VM Subscription

5. Select *Renew*.

I WANT TO

The selected products are displayed in accordion dropdown menus.

6. Enter the contract start date.

SET MY CONTRACT START DATE

7. For each product model, select a renewal package:

- a. Select the *Term* of the renewal package.
- b. Select any add-on services.

8. Click *Preview My Order*. The *Order Summary* is displayed.

9. Add a *Description* to the transaction.

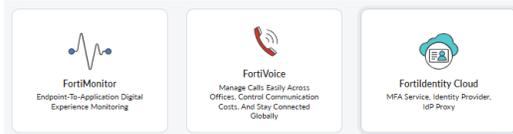
10. Click *Place My Order*. A transaction summary is displayed and the transaction is added to the *History* page.

Fortidentity Cloud

Fortidentity Cloud services can be ordered through the Marketplace.

To order Fortidentity Cloud:

1. Go to *Marketplace > Spending*.
2. Select *Fortidentity Cloud*.



3. Select the end user type.
4. Select an end date.
5. Select the *Service* and enter the quantity.

Spending / Fortidentity Cloud POINTS BALANCE 0.00

CHOOSE AN END USER
 The product will be used by A government user A non-government user

CHOOSE AN END DATE

CHOOSE MY SUPPORT SERVICES
 Fortidentity Cloud Service plus FC Support X 1 Users

6. Click *Preview My Order*.

7. Click *Place My Order*.

FortiFlex

FortiPoints can be transferred to FortiFlex points to be used in the FortiFlex portal. See the [FortiFlex Administration Guide](#) for more information on using points in the FortiFlex portal.



FortiFlex point transferal is final. Once points have been transferred, they cannot be returned.

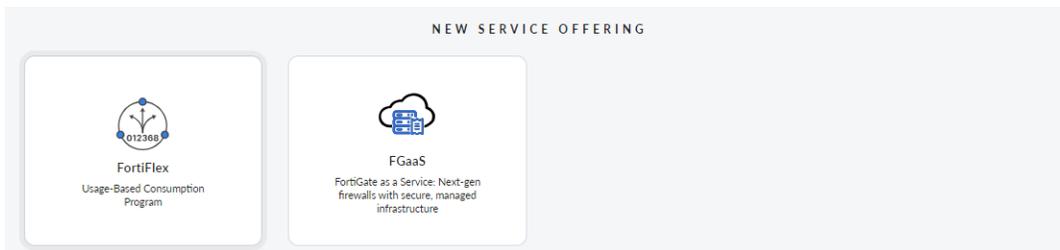
The conversion rate of FortiPoints to FortiFlex points, points rollover, and expiration information depend on the conversion option:

- *Lite*: Available for less than 50 thousand FortiFlex points.
- *Standard*: Available for 50 thousand to 1 million FortiFlex points.
- *Pro*: Available for 1 million to 10 million FortiFlex points.
- *Ultimate*: Available for over 10 million FortiFlex points.

Details on each option can be viewed in *Marketplace > Spending > FortiFlex*.

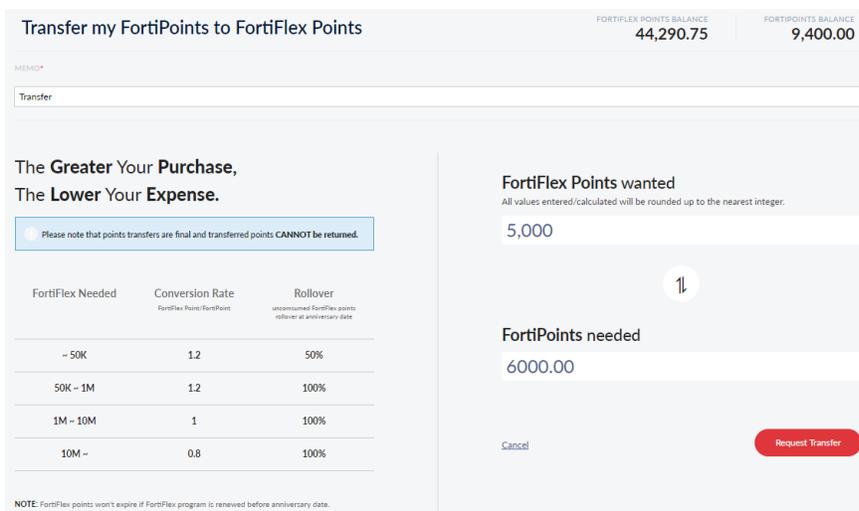
To transfer FortiPoints into FortiFlex points:

1. Go to *Marketplace > Spending*.
2. Select *FortiFlex*.



If the user does not have access to the FortiFlex portal or the license is expired, the *FortiFlex* card will be grey and cannot be selected.

3. Add a description of the transfer in the *Memo* field.



- Enter the number of FortiFlex points you want. The *FortiPoints needed* field will update to show how many points must be transferred to receive the desired amount.



Click Swap to enter the amount of FortiPoints you want to transfer. The *FortiFlex Points wanted* field will update with the number of FortiFlex points you would receive.

- Click *Request Transfer*. The *Order Summary* is displayed.



If you do not have enough FortiPoints to complete the transfer, a warning will display the number of outstanding points. Select *Register More Points* to register FortiPoints or select *Go Back To Edit* to reduce the number of FortiFlex points needed.

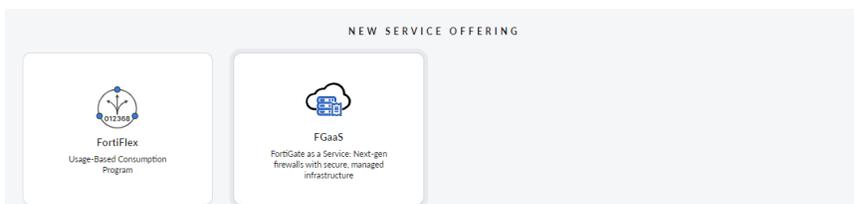
- Click *Transfer Points*. The points will be transferred and the transfer record will display on the *History* page.

FortiGate-as-a-Service

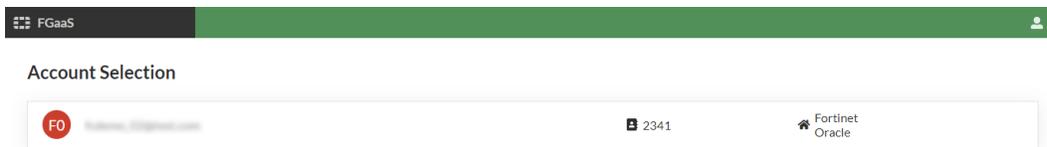
FortiGate-as-a-Service (FGaaS) is a service that allows you to request and manage FortiGate hardware. You can access the FGaaS portal from the Fortinet Inc. *Marketplace*.

To access the FGaaS portal:

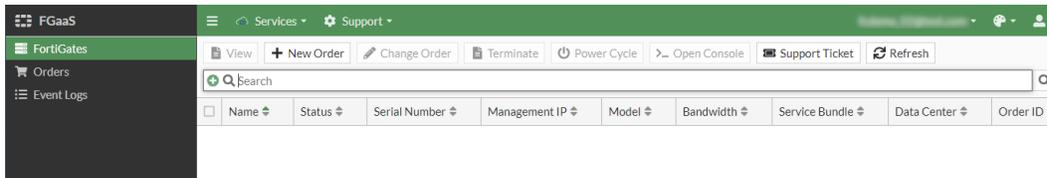
- Go to *Marketplace > Spending*.
- Select *FGaaS*.



- Select the account you want to access.



The FGaaS portal is displayed.

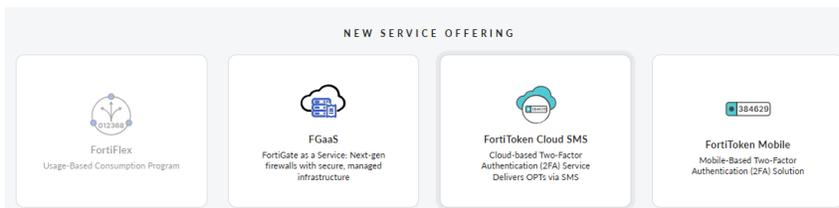


FortiToken Cloud SMS

FortiToken Cloud SMS licenses can be ordered in the Marketplace. Once the order has processed, the license can be downloaded from the *Marketplace > History* page by viewing the transaction details and selecting the *License*.

To order FortiToken Cloud SMS licenses:

1. Go to *Marketplace > Spending*.
2. Select *FortiToken Cloud SMS*.



3. Select the end user.
4. Enter the license quantities.

CHOOSE AN END USER TYPE

The product will be used by A government user A non-government user

ADD LICENSE

SKU	PRICE	QTY
FIC-SMS-2500 FortiToken Cloud SMS License for 2500 SMS credits. One or more SMS credits may be consumed per SMS message sent based on Country Code. License must be activated within one year of purchase. Unused SMS credits expire three years after the	325.00...	<input type="text" value="0"/>
FIC-SMS-10K FortiToken Cloud SMS License for 10,000 SMS credits. One or more SMS credits may be consumed per SMS message sent based on Country Code. License must be activated within one year of purchase. Unused SMS credits expire three years after the	1,180.00...	<input type="text" value="0"/>
FIC-SMS-25K FortiToken Cloud SMS License for 25,000 SMS credits. One or more SMS credits may be consumed per SMS message sent based on Country Code. License must be activated within one year of purchase. Unused SMS credits expire three years after the	2,650.00...	<input type="text" value="0"/>

Cancel Preview My Order

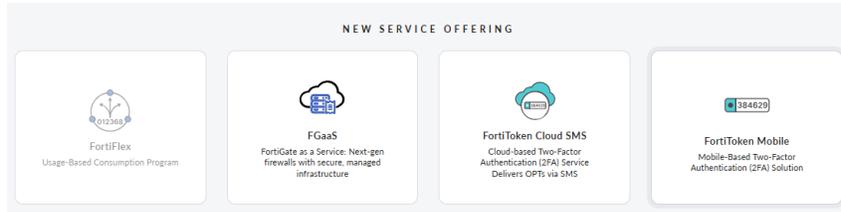
5. Click *Preview My Order*.
6. Review the order and enter a *Description*.
7. Click *Place My Order*.

FortiToken Mobile

FortiToken Mobile licenses can be ordered in the Marketplace. Once the order has processed, the license can be downloaded from the *Marketplace > History* page by viewing the transaction details and selecting the *License*.

To order FortiToken Mobile:

1. Go to *Marketplace > Spending*.
2. Select *FortiToken Mobile*.



3. Select the end user type.
4. Enter the license quantities.
5. Click *Preview My Order*.
6. Review the order and enter a *Description*.
7. Click *Place My Order*.

Advanced services

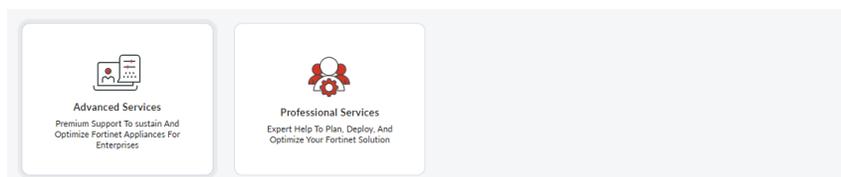


This feature requires an active TAM contract.

FortiPoints can be exchanged for Service Points to be used in the Advanced Services portal in the Marketplace. For information on Advanced Services, see [Advanced Services](#) in the FortiCare guide.

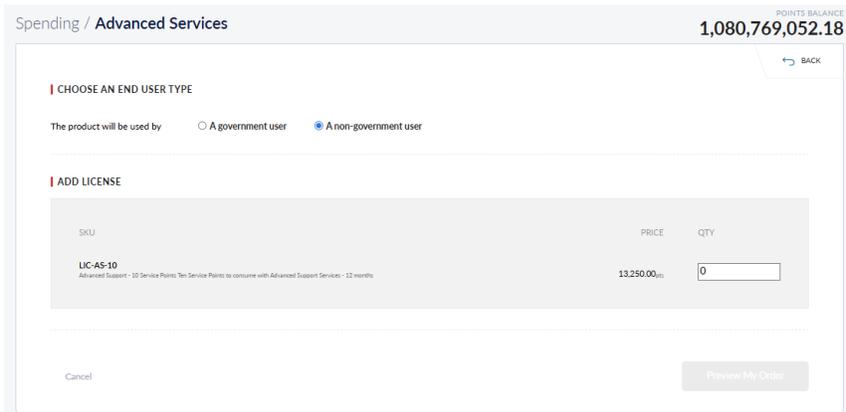
To exchange FortiPoints for Service Points:

1. Go to *Marketplace > Spending*.
2. Select *Advanced Services*.



Access to Advanced Service is only permitted as long as an Advanced Support service is active. Service Points cannot be consumed otherwise.

3. Select the end user type.
4. Enter the number of Service Point licenses you want (LIC-AS-10 offers 10 Service Points).



5. Add a description for the transaction.
6. Click *Preview My Order*.
7. Review the details and click *Place My Order*. The license will automatically register, and the Service Points will be credited.

Once the order has processed, the license can be downloaded from the *Marketplace > History* page by viewing the transaction details and selecting the *License*.

Professional Services

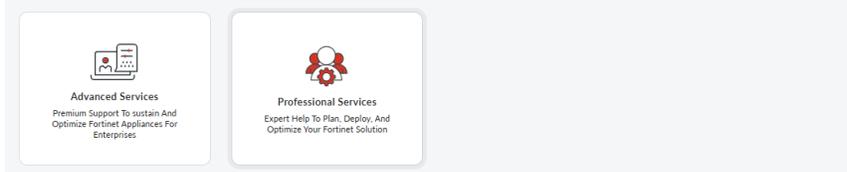
The *Professional Services* offering is available to create a ticket to order professional services. The following types of Professional Services options are available for request:

Professional Services 1 Day	The Service provides professional service resource time based on the planned activities and technology selection. The cost by default is set to one day. Professional Service team will set up a scoping call leading to definition and delivery of a plan of action associated to number of Fortipoints matching with the total number of days. The Service is delivered remotely, is subject to resource availability and scope, and is limited to a quantity of 10 days per FortiPoints contract, beyond which additional days will be subject to Fortinet agreement. 10 business days for initial contact.	6,500 FortiPoints
Professional Services Packages	QuickStart is a suite of services intended to assist with the implementation of Fortinet’s products and to maximize the value of the investment in Fortinet’s technology. QuickStart Services provide a basic product configuration for a specific use case and are aimed at increasing Customer’s knowledge in configuring the Products. It is provided through a remote technical session based on the service option selected. It is offered for FortiGate, FortiNAC, FortiSOAR, SDWAN deployments, and Lacework FortiCNAPP. For more details	Selection dependent

on the service provided, see the [QuickStart Service Descriptions](#). 10 business days for initial contact.

To exchange FortiPoints for Professional Services:

1. Go to *Marketplace > Spending*.



2. Select the *Professional Services* offering to be redirected to ticket creation in the FortiCare portal. See [Creating tickets](#) in the FortiCare guide.

History

The *Marketplace > History* page displays an overview of:

- *History*: Lists all Marketplace transactions and their current status. Select a *Transaction* number for more information. See [Transaction details on page 120](#).

The screenshot shows the 'History' page with the 'SPENDING' tab selected. It features a search bar, a 'View Report' dropdown menu, and a 'Spend My Points' button. Below the navigation, there is a table with the following data:

TRANSACTION#	DESCRIPTION	STATUS	POINTS	DATE
12345	Professional Services	Completed	600.00	2024-09-05

- *Points Registered*: Lists the FortiPoints registered to your account.

The screenshot shows the 'History' page with the 'POINTS REGISTERED' tab selected. It features a search bar, a 'View Report' dropdown menu, and a 'Spend My Points' button. Below the navigation, there is a table with the following data:

LICENSE#	SKU#	TOTAL POINTS	REMAINING BALANCE	START DATE	EXPIRE ON
12345678	10000000	10,000.00	9,400.00	2024-09-05	2027-09-05



Select a file type from the *View Report* dropdown menu to export a Excel or CSV file containing information from the *History* page.

Transaction details

Transaction details can be viewed by selecting a transaction number in the *Marketplace > History* page. Transaction details include the total number of points used and the breakdown of points per product included in the transaction. Select a product serial number to view the SKU, contract and license information, and the status.

Spending / **3824**

SEPTMBER 5, 2024 TOTAL **600.00 pts**

FORTIFLEX POINTS

TRANSFERRED: 500 ANNIVERSARY DATE: 2025-09-05

STATUS: ● Completed MEMO: [blurred]

LICENSE USED

SKU	LICENSE	POINTS SPENT	REMAINING POINTS
[blurred]	[blurred]	600	9400



If a bulk renewal of over 50 devices was performed for FortiGate, FortiAP, FortiExtender, or FortiSwitch, the transaction details will list all of the serial numbers in a continuous list instead of grouping content by model.

FortiFlex transaction history

FortiPoints can be transferred to FortiFlex points to be used in the FortiFlex portal. See [FortiFlex on page 114](#).

Once the points transfer has been completed, the transaction details will become available in *Marketplace > History*. The transaction details include the total number of FortiPoints spent, the number of FortiFlex points acquired, license information, and the anniversary date.

Spending / **6183**

← BACK

OCTOBER 18, 2024 TOTAL **60.00 pts**

FORTIFLEX POINTS

TRANSFERRED
50

ANNIVERSARY DATE
2025-10-18

STATUS
● Completed

MEMO
Points transfer

LICENSE USED

SKU	LICENSE	POINTS SPENT	REMAINING POINTS
		60	9340



See the [FortiFlex Administration Guide](#) for more information on using points in the FortiFlex portal.

FortiMeter

FortiMeter allows you to view the volume and consumption of traffic that you use for FortiOS-VMs. Metered VMs require that you have a FortiMeter license and have linked that license with a FortiManager unit. For more information on setting up and using FortiMeter, see the [FortiManager Administration Guide](#).



FortiMeter is not available in all accounts.

In FortiMeter, you can select *Prepay FortiMeter Group* or *Postpay FortiMeter Group* to view each license group.

- *Prepaid FortiMeter Group*: Includes FortiOS-VMs where usage is prepaid by purchasing points. The remaining amount of points available to each FortiMeter group is displayed.
- *Postpaid FortiMeter Group*: Includes FortiOS-VMs billed monthly based on usage. The points consumed by each FortiMeter group are displayed.

While in any tab, you can use the search bar to search for groups or assets matching your entered search criteria, and click a column title to change the order of displayed information.

GROUP	PROGRAM	AVAILABLE PO.	RUNNING VMS	FORTIMANAG.	STATUS	COMMENTS
FortiMeter Group	Consumption	1000	0	0	Valid	

Select a prepaid or postpaid group to view the *Usage Report* or *FortiManagers* tabs:

- The *Usage Report* tab is displayed for members of that group, including the serial numbers, VM names, points available/consumed, packages, VM vCPU/RAM, and hours running for each member in the group.

Serial Number	VM Name	Consumed	Package	rocessed(TB)	Consumed	Package	rocessed(TB)	Consumed	Package	rocessed(TB)
			FW+IPS+APPD	0		FW+IPS+APP	0	0	FW+IPS+APP	0.000001
			UTM	0	0	UTM	0	618.79	UTM	32.96829
			UTM	0	0	UTM	0	0	UTM	0.000001
			FW+IPS	0	0	FW+IPS	0	0.01	FW+IPS	0.001704
			FW+IPS	0	0	FW+IPS	0	0	FW+IPS	0.000024
			FW+IPS	0	0	FW+IPS	0	5.95	FW+IPS	0.594801

- In the *FortiManagers* tab, you can see the FortiManagers associated with each group, including the number of units controlled by each device.

FortiMeter Usage Summary Report / FortiMeter Group

Registered FortiManagers 0

 Q

Usage Report

No FortiManagers available

ELA profile

The Enterprise Level Agreement (ELA) profile view is available upon request for customers that have an ELA contract and a registered ELA product. To add the ELA profile view to your product list, contact Customer Support.

The *ELA Profiles Details* section displays the following information:

Profile ID	The ID for the ELA profile.
Description	The profile description.
Sold by	The name of the salesperson who sold the ELA contract and product.
Created On	The date the ELA profile was created.
Last Updated On	The date the ELA profile was updated.

Registered ELA Contract(s)

The *Registered ELA Contract(s)* view displays the *ELA Contract Number*, *SKU*, *Start Date* and *End Date*. Expand the contract to view the entitlements associated with the contract.

ESA contracts can generate new standard FortiSASE serial numbers in the *Registered ELA Contract(s)* view by selecting the *Generate Standard FortiSASE* action. This action can only be completed once. If a serial number already exists, a new FortiSASE contract will be appended onto the existing serial number.

The screenshot displays the 'ELA Profile Details' section. It includes fields for Profile ID (118), Description (Basic ESA/UTP ELA PO TBC - Start date: 6/30/23 - End date: 6/29/26), Created On (2021-06-15 3:41 AM), and Last Updated On (2024-09-04 12:09 PM). Below this is the 'REGISTERED ELA CONTRACT(S)' section, which contains a table with the following data:

CONTRACT NUMBER	SKU	SEATS	START DATE	END DATE	ACTION
▶ [Contract Number]	[SKU]		2023-06-30	2026-06-29	
▶ [Contract Number]	FC-ESAB-[SKU]		2023-06-30	2026-06-29	[Generate Standard FortiSASE]

Linked Accounts

An ELA profile can have more than one account. The *Linked Accounts* tab shows the *System ID*, *Account Number*, *Company*, and *Added On* date for each account connected to the profile.

ELA Profile Details

Profile Id 751	Description test	Created On 2024-09-17 10:56 AM	Last Updated On 2024-09-17 10:56 AM
--------------------------	---------------------	--------------------------------------	---

REGISTERED ELA CONTRACT(S) LINKED ACCOUNTS

Total Records **1** Link Account

SYSTEM ID	ACCOUNT NAME	COMPANY	ADDED ON
		fortinet	2024-09-17



The ELA profile of an Organization member account can be linked with other accounts in the Organization. See [Sharing the ELA profile within an Organization on page 139](#).

Asset Transfer

The *Asset Transfer* page allows master users to transfer assets from one FortiCloud account to another. When transferring assets, the source account generates a transfer token in the Asset Management portal. The source account master user then shares the token with the target account master user who then enters the token into their account. Eligible assets will then be transferred from the source account to the target account.

The *Assets Sent* tab lists tokens used to transfer assets when the current account was the source. The *Assets Received* tab lists tokens used to transfer assets when the current account was the target. Select a *Memo* in either tab for more information on the token and the assets.

MEMO	TOKEN#	CREATED BY	CREATED ON	EXPIRES ON	TRANSFERRED ON	STATUS
			2024-12-06	2024-12-11	--	Expired
			2024-12-06	2024-12-11	--	Expired
			2024-12-06	2024-12-11	--	Expired
			2024-11-19	2024-11-24	2024-11-19	Completed
			2024-12-06	2024-12-11	--	Expired

To generate a token:

1. Go to *Asset Transfer*.
2. Click *Generate Transfer Token*.

MEMO	TOKEN#	CREATED BY	CREATED ON	EXPIRES ON	TRANSFERRED ON	STATUS
			2024-12-06	2024-12-11	--	Expired
			2024-12-06	2024-12-11	--	Expired
			2024-12-06	2024-12-11	--	Expired
			2024-11-19	2024-11-24	2024-11-19	Completed
			2024-12-06	2024-12-11	--	Expired

3. Enter the asset information:
 - a. Enter a descriptive *Memo*.
 - b. Define the devices for transfer:
 - Select *Upload a file* and upload a list of the assets for transfer based on the *file template*.
 - Select *Input serial numbers* and enter the asset serial numbers for transfer.

GENERATE ASSET TRANSFER TOKEN

1 INFO 2 PREVIEW 3 COMPLETE

BASIC INFO

MEMO*

Enter memo 0 / 255

SELECT A METHOD TO ADD DEVICES*

Upload a file Input serial numbers


Please download a [file template](#) to prepare your file. The Serial Number field is mandatory. **Only Excel files are accepted.** Up to 25 Devices (Serial Numbers) can be registered in one bulk registration.

File Upload 

Cancel Next

- 4. Click **Next**.
- 5. Review the *Preview* page.

GENERATE ASSET TRANSFER TOKEN

1 INFO 2 PREVIEW 3 COMPLETE

PREVIEW

CREATED ON	EXPIRY DATE	MEMO
2025-01-07	2025-01-12	Test

Total Devices 1

SERIAL NUMBER	PRODUCT MODEL	DESCRIPTION
1. XXXXXXXXXX	FortiGate 600E	

Cancel Previous **Next**

- 6. Click **Next**. The transfer token is generated.

GENERATE ASSET TRANSFER TOKEN

1 INFO 2 PREVIEW 3 COMPLETE

✔ **ASSET TRANSFER TOKEN GENERATED SUCCESSFULLY!**

You can share the token TR [redacted] with the account to be transferred: note that the token will expire in 5 days on 1/12/2025 4:13:42 PM

TOKEN	CREATED ON	EXPIRY DATE	MEMO
TR [redacted]	2025-01-07	2025-01-12	Test

Total Devices 1

SERIAL NUMBER	PRODUCT MODEL	DESCRIPTION
1. [redacted]	FortiGate 600E	

Done



If the Terms & Conditions have not yet been accepted for the account, the *Agreement* page is displayed after completing the *Preview* instead of generating the token. You must acknowledge that you have read, understood and accepted the *Transfer Agreement* and then click *Next* for the transfer token to be generated.

7. Click *Done* and share the transfer token with the target account master user.

To redeem a token:

1. Go to *Asset Transfer*.
2. Click *Redeem Transfer Token*.

Asset Transfer

Search...
Redeem Transfer Token
Generate Transfer Token

ASSETS SENT ASSETS RECEIVED

Total Records 32

MEMO	TOKEN#	CREATED BY	CREATED ON	EXPIRES ON	TRANSFERRED ON	STATUS
[redacted]	[redacted]	[redacted]	2024-12-06	2024-12-11	--	● Expired
[redacted]	[redacted]	[redacted]	2024-12-06	2024-12-11	--	● Expired
[redacted]	[redacted]	[redacted]	2024-12-06	2024-12-11	--	● Expired
[redacted]	[redacted]	[redacted]	2024-11-19	2024-11-24	2024-11-19	● Completed
[redacted]	[redacted]	[redacted]	2024-12-06	2024-12-11	--	● Expired

3. Enter the token received from the source account into the *Registration Code* field.

Register Product

1 Registration Code 2 3 4

Registration Code*

Please enter your product serial number, service contract registration code or license certificate number to start the registration: *

End User Type*

The product will be used by

A government user

A non-government user

In this context a government end user is any central, regional or local government department, agency, or other entity performing governmental functions, including:

1. Governmental research institutions.
2. Governmental corporations or their separate business units which are engaged in the manufacture or distribution of items or services controlled on the Wassenaar Munitions List.
3. International governmental organizations.

Clear

Next

4. Select the *End User Type*.
5. Click *Next* and proceed with registering the token.
Once complete, the assets transferred are listed.

Disabling tokens

Once the token has been created, it is valid for five days or until it is manually disabled. Tokens can be disabled if the source account no longer wants to transfer the assets included in the token and its status is still *Waiting to be transferred*. Tokens with a status of *Completed*, *Expired*, or *Completed with error* cannot be disabled.

To disable a token:

1. Go to *Asset Transfer*.
2. Locate the token in the list.
3. Click *Disable this token* in the *Action* column. A confirmation dialog is displayed.

Confirm Token Deactivation

Are you sure you want to disable this token - [redacted] ? This action is irreversible

Cancel

Confirm

4. Click *Confirm*. The status will be changed to *Disabled*.

Organizations in the Asset Management portal

The Asset Management portal supports FortiCloud Organizations. FortiCloud Organizations provide a centralized account management, consolidating multiple FortiCloud accounts into structured Organizational Units (OUs). With FortiCloud Organizations, the Asset Management portal provides following features for OU admins:

- Access to consolidated asset view across all the accounts, and the registration and transfer of assets between accounts in the Organization.
- Switch to any customer accounts in the Organization to register and manage assets in accounts belonging the Organization.

The Organization admin account can create IAM users with the user type as *Organization* to access the Organization views and access the customer accounts within the Organization. The IAM user's OU scope determines which accounts the user can access. The IAM user's permission profile should include permissions for the Asset Management portal.

For information on permission profiles and scope, see [Permission Profiles](#) in the Identity & Access Management (IAM) Administration Guide. For information on user management within the Organization context, see [Organization user management](#) in the Identity & Access Management (IAM) Administration Guide.

For more information on the Organization portal, see the [Organization Portal Administration Guide](#).



The Organization view of the Asset Management portal can only be accessed when logging into the portal as an IAM user with the user type as *Organization* and permissions for the Asset Management portal. The Organization root account cannot perform these tasks. See [Creating an IAM user with Organization permissions on page 131](#) and [Overview of creating and managing organizations](#) in the Organization Portal guide.

This section includes:

- [Creating an IAM user with Organization permissions on page 131](#)
- [Registering assets to member accounts on page 132](#)
- [Viewing assets in the Organization on page 133](#)
- [Transferring products on page 136](#)
- [Sharing the ELA profile within an Organization on page 139](#)
- [Using the Marketplace with Organizations on page 140](#)
- [Shared FortiPoints on page 141](#)

Creating an IAM user with Organization permissions

An IAM user can be created that can access the Asset Management and Organization portals by defining user type and portal access in the IAM portal. By defining the access type and OU permission scope, the IAM user can have various levels of control over Organization features in the Asset Management portal.

The following demonstrates the general process of creating an Organization type IAM user with access to the Asset Management portal and Organization features:

1. Log into the IAM portal with the Organization admin account.
2. Create an Organization type permission profile for the Asset Management portal:
 - a. Go to *Permission Profiles*.
 - b. Click *Add New*.
 - c. Enter a name and set the status to *Active*.
 - d. Select *Organization* from the *Select A Type* dropdown menu.
 - e. Click *Add Portal*.
 - f. Select *Asset Management*.
 - g. Click *Add*.
 - h. Select the resource permissions.
 - i. Click *Save*.

The screenshot shows the 'New Portal Permission Profile' form. The 'BASIC INFO' section includes a text input for 'Permission Profile Name' (Asset Management Org Permissions), a dropdown for 'Status' (Active), and a dropdown for 'Select a Type' (Organization). The 'PERMISSION PROFILE' section has an 'Add Portal' button and a table for 'Asset Management' resources. The table has columns for 'Resources', 'Read Only', 'Read & Write', and 'No Access'. The 'Read & Write' column has radio buttons selected for 'Entitlement Management', 'Renewal Notice', and 'Account Services'.

Resources	Read Only	Read & Write	No Access
Entitlement Management	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Asset Maintenance	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Renewal Notice	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vulnerability List	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Account Services	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

3. Create an Organization type IAM user:
 - a. Go to *Users*.
 - b. Click *Add New* and select the type of user you would like.
 - c. Enter the user details and click *Next*.
 - d. Select *Organization* from the *Select a Type* dropdown menu.
 - e. Select the *Organizational Unit* the user can access from the *Permission Scope* field.
 - f. Select the permission profile created in the previous step.
 - g. Click *Next*.
 - h. Click *Confirm*.
4. Log in as the Organization IAM user to view the OU or account selection screen.

- Select an OU for the OU view.
- Select a FortiCloud account to switch the Asset Management portal to the selected account.



For a more detailed process on creating users within Organizations, see [Permission profiles within Organizations](#) and [Creating users, user groups, and roles within Organizations](#) in the *Identity & Access Administration Guide*.

Registering assets to member accounts

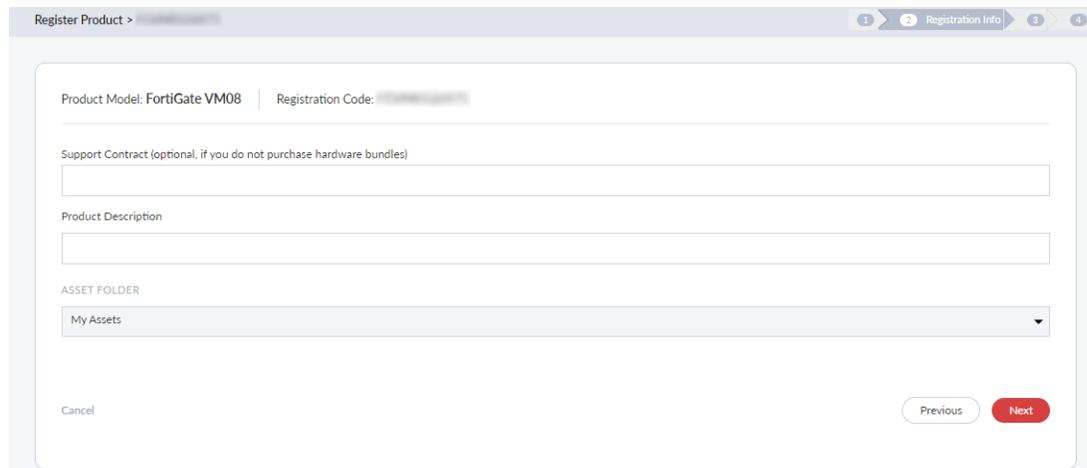
When your current selected scope is set to an OU, you can assign an asset to a member account during the registration process.

To register assets to a member account:

1. Go to *Products* and click the *Register More* button.
2. Provide your registration code:
 - a. Select a member account from the *Account* dropdown list.
 - b. Enter your asset serial number, service contract registration code, or license certificate number in the *Registration Code* field.
 - c. Choose your end user type as either a government or non-government user.
 - d. Click *Next*.

3. Specify your registration information:
 - a. If you have purchased a support contract for your asset, enter the support contract number.
 - b. Enter a description to help identify the asset.
 - c. Specify the Fortinet Partner or Reseller that helped you with your asset. If this is a Partner account, specify the Fortinet Partner or Reseller.
 - d. Click the *My Assets* dropdown to assign the asset to a folder.

- e. If this is a Partner account, specify the asset group or asset folder. The *Asset Groups* section appears in accounts with asset groups enabled. Master users and sub users with full access will see *My Assets* section in regular accounts.
- f. Click *Next*.



Some assets require a FortiCloud Key when being registered. See the [FortiGate Cloud Administration Guide](#) for more information.

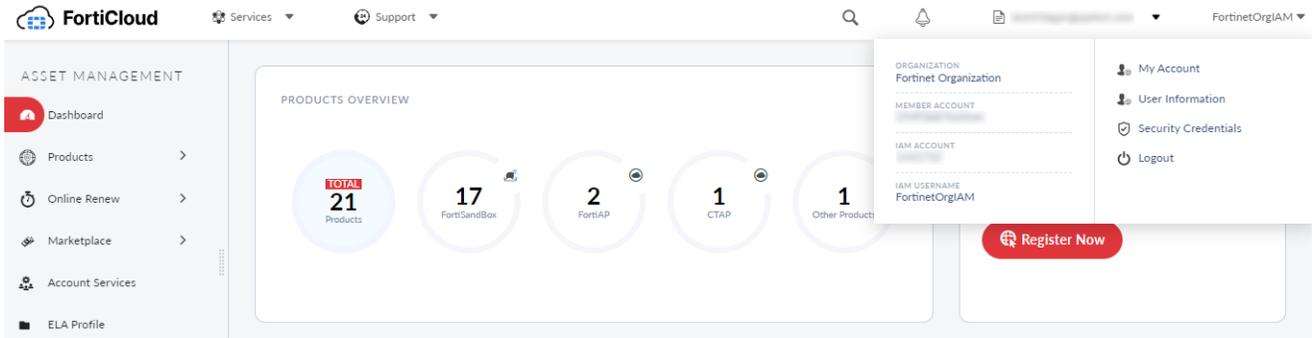
4. Review and accept the terms and conditions of the *Fortinet Product Registration Agreement*, and click *Next*.
5. On the *Verification* page, review your asset details and accept the terms of the contract, then click *Confirm*.
6. Registration is now complete and your registration summary is displayed.
7. Click *Done*.

Viewing assets in the Organization

Information displayed in the Asset Management portal can vary depending on the selected OU and account.

Profile menu

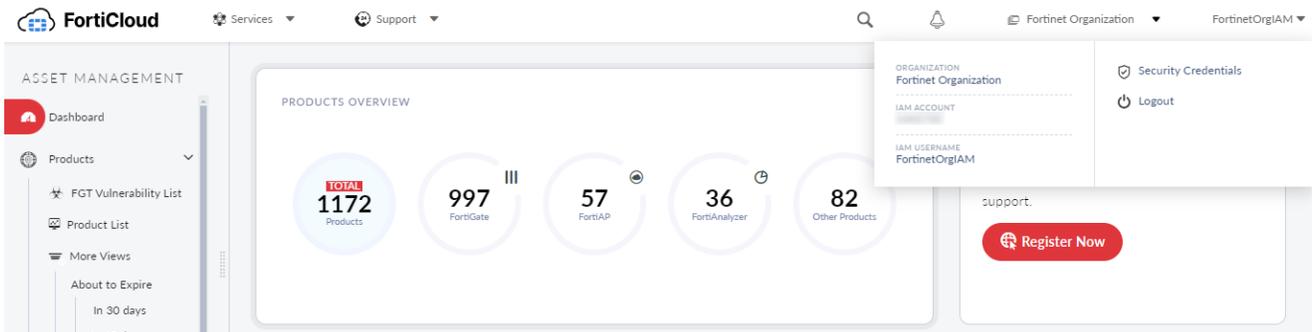
Your profile information available in the profile menu dropdown is dependent on the access and permissions associated with your account. If you are logged in with an IAM or external IdP account that has OU permissions enabled, you will see the *IAM Account* information, your *IAM Username*, and the OU information, including the *Organization* and *Organization Unit*.



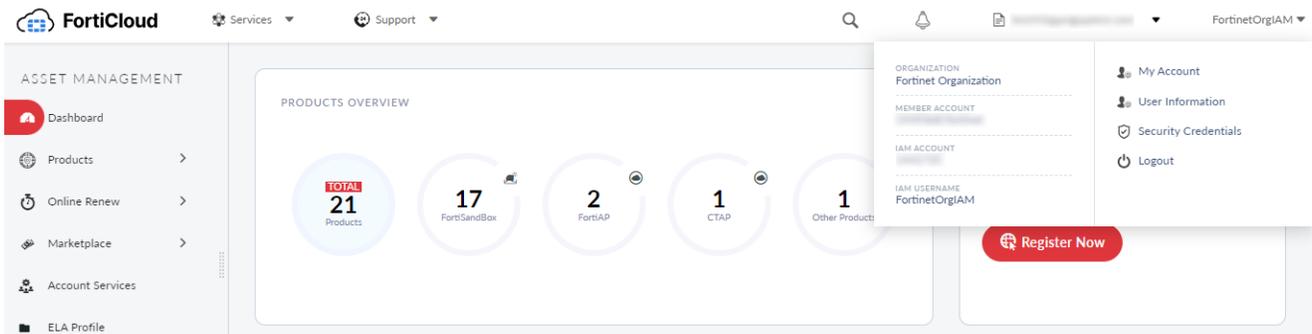
If you are logged in with an IAM or external IdP account that does not have OU permissions enabled, you will only see the *Account* information and your *Username*. Email credentials cannot access OUs and will therefore also only include the *Account* information and your *Username*.

Dashboard

The *Dashboard* contents and profile information are also dependent on the type of OU account you are accessing. If you are logged into an OU, the information on the *Dashboard* will be an aggregation of the all of the sub-OUs and OU member accounts within that OU.



If you are logged into an OU member account, the *Dashboard* will only show information related to the current member account and the profile information will include the *Member Account* information.



You can switch between OUs and member accounts using the OU context switch menu. See [OU context switch](#) in the Identity & Asset Management (IAM) Administration Guide.



If you are logged into an OU, you will not be able to access the legacy *Support* portal. Likewise, if you try to access the IAM portal while logged into an OU, you will be prompted to select a member account instead before you are granted access.

Products

In the OU consolidation mode, the product list will provide additional information, such as *Organizational Unit*, *Company*, and *Asset Folder* columns when viewing *Products > Product List* from an OU.

<input type="checkbox"/>	SERIAL NUMBER	PRODUCT MODEL	ORGANIZATIONAL UNIT	COMPANY	DESCRIPTION	DAYS TO EXPIRATION
<input type="checkbox"/>	[REDACTED]	FortiAP 14C	Fortinet Organization	Fortinet	[REDACTED]	No coverage
<input type="checkbox"/>	[REDACTED]	FortiAP 14C	Fortinet Organization	Fortinet	[REDACTED]	No coverage



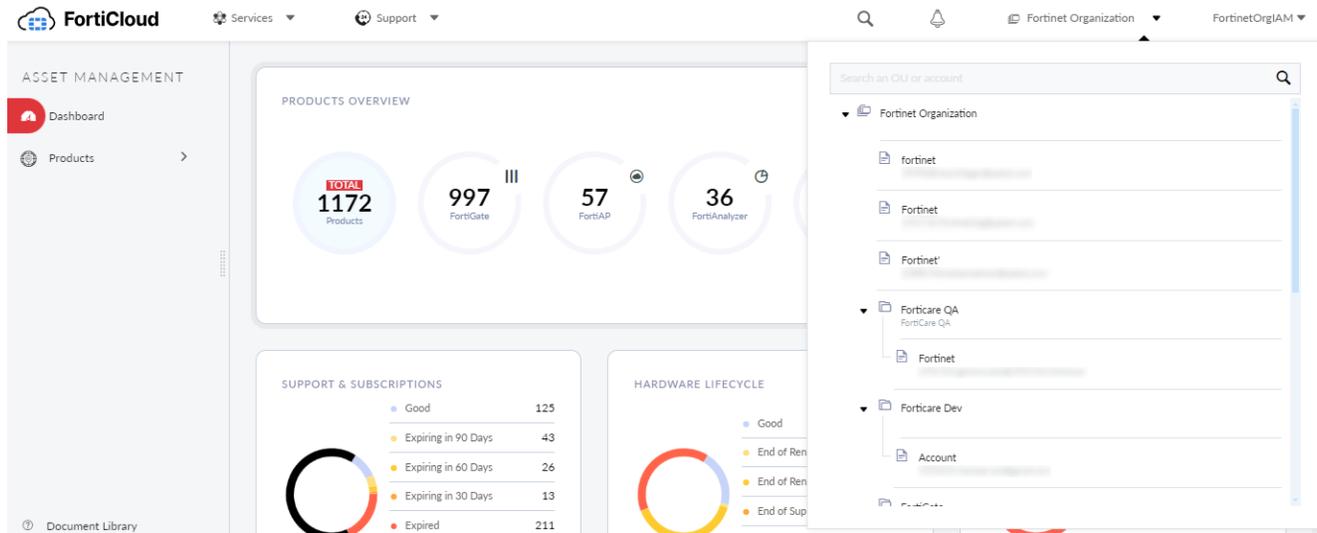
The *Asset Folder* and *Registration Date* columns are hidden by default. You can adjust the visible columns in the *Select columns to display* dropdown.

The *Organizational Unit* and *Company* columns are available when viewing *Products > More Views*. The following image demonstrates the new columns on the *Products > More Views > HW Warranty* page.

<input type="checkbox"/>	SERIAL NUMBER	PRODUCT MODEL	DESCRIPTION	SHIP DATE	WARRANTY TYPE	SUPPORT TYPE	SUPPORT LEVEL	ORGANIZATIONAL UNIT	COMP
<input checked="" type="checkbox"/>	[REDACTED]	FortiAP 14C	[REDACTED]	2013-07-29	Standard	Hardware	Return To Factory	Fortinet Organization	Fortinet
<input checked="" type="checkbox"/>	[REDACTED]	FortiAP 14C	[REDACTED]	2013-07-29	Standard	Firmware & Gener...	Web/Online	Fortinet Organization	Fortinet

Context switch dropdown

You can change your selected scope using the context switch dropdown menu. See [OU context switch](#) in the Identity & Access Management (IAM) Administration Guide.

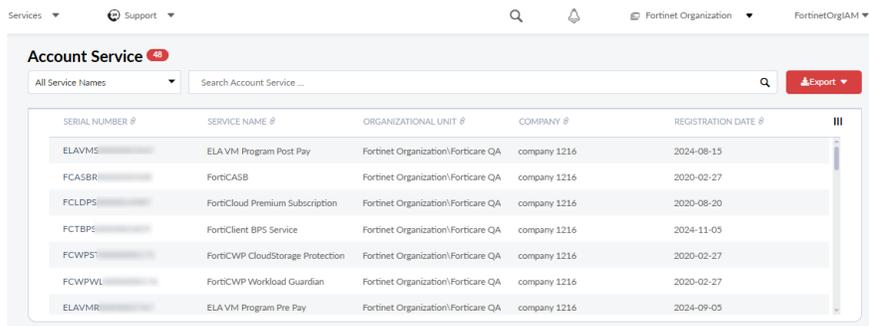


For information on creating and joining Organizational Units, see [Enabling Organizations](#) in the Identity & Access Management (IAM) Administration Guide and the [Organizational Portal Administration Guide](#).

Account Services

When viewing the full Organization in OU consolidation mode, the product list will provide additional information, such as *Organizational Unit* and *Company* columns when viewing *Account Services* from an OU. The *Organizational Unit* OU path displays where the serial number can be found within the Organization.

The *Organizational Unit* and *Company* columns can be toggled on or off from the column selector.



For more information on *Account Services* functionality, see [Account Services](#) on page 68.

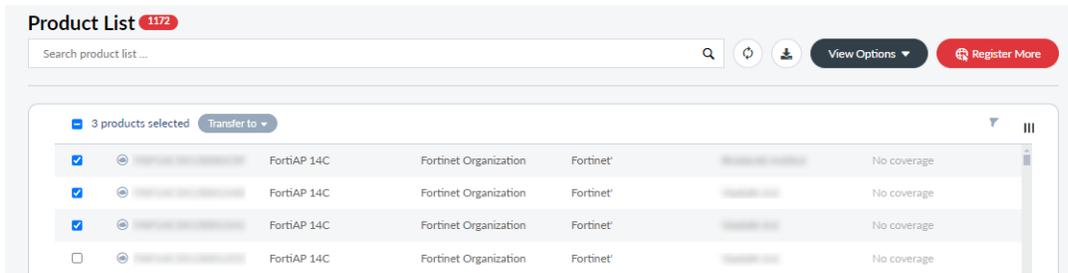
Transferring products

You can transfer products to a different Organizational Unit (OU) in the *Products > Products List*.

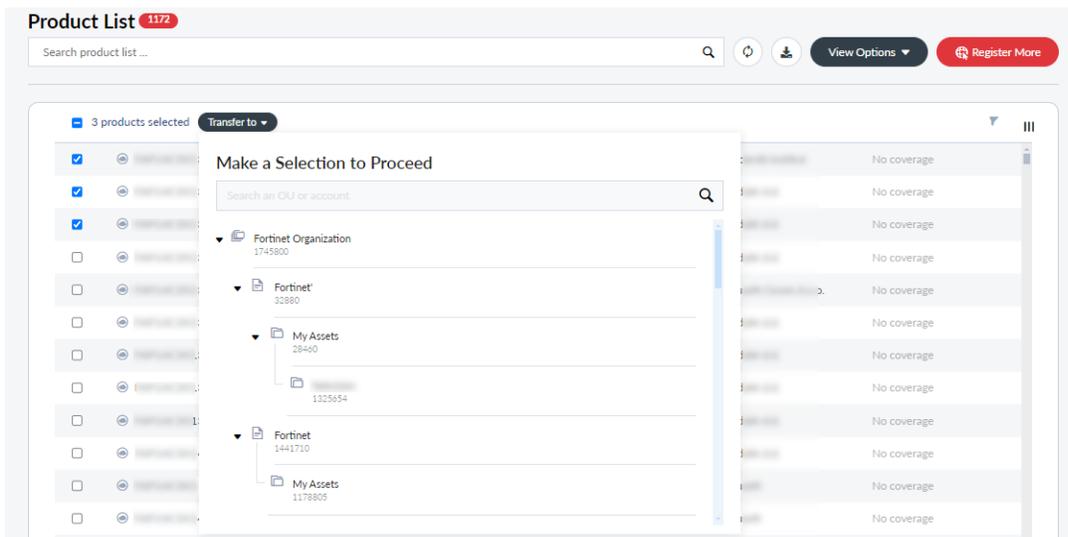
You can also move assets between asset folders. See [Creating custom views](#) on page 43 for more information.

To transfer products to a new organizational unit:

1. Select the products you want to transfer. The *Transfer to* dropdown menu is displayed.



2. Select *Transfer to*. A list of available OUs is displayed.



3. Select the OU you want to move the products to. A dialog is displayed.

The selected products will be used by

- A government user
- A non-government user

In this context a government end-user is any central, regional or local government department, agency, or other entity performing governmental functions, including:

1. Governmental research institutions.
2. Governmental corporations or their separate business units which are engaged in the manufacture or distribution of items or services controlled on the Wassenaar Munitions List.
3. International governmental organizations.

[Cancel](#)

[Confirm](#)

4. Confirm your government status or lack thereof and click *Confirm*. A list of products being moved and the new location is displayed.

The following products will be transferred to a new OU:

My Assets
Fortinet Organization/Fortinet/My Assets

SERIAL NUMBER	COMPANY	ORGANIZATIONAL UNIT
XXXXXXXXXXXX	Fortinet	Fortinet Organization
XXXXXXXXXXXX	Fortinet	Fortinet Organization
XXXXXXXXXXXX	Fortinet	Fortinet Organization

Cancel
Yes, I want to continue

5. Click *Yes, I want to continue*. A confirmation message is displayed.



If the transfer is unsuccessful, a warning message will display. If the transfer was partially successful, the products that were not able to transfer to the new location will be listed in the message. Any products not listed in the warning message have successfully transferred to the new location.

Transfer rules

The ability to transfer assets between OU accounts is dependent on the source and target country, government user status, and Enterprise Agreement (EA) status.

The requirements for transferring assets between accounts based on EA and country status is as follows:

Transfer attempt	Status of transfer on attempt
Non-ELA account to ELA account transfer	Allowed
ELA account to ELA account transfer with the same profile ID	Allowed
ELA account to ELA account transfer with the different profile IDs	Allowed
ELA account to non-ELA account transfer within 90 days from the latest EA contract	Allowed
ELA account to non-ELA account transfer after 90 days from the latest or active EA contract	Blocked

Transfer attempt	Status of transfer on attempt
	 <p>This type of transfer will be blocked if performed in the Asset Management portal. However, with the approval of both the master user and the EA team, it can be down manually by the Fortinet Inc. team. Contact Fortinet Inc. Support for more information.</p>
Non-government, non-ENC account to government, non-ENC account transfer	Blocked
Sanctioned country account to government, non-ENC member account transfer	Blocked
Non-government, non-ENC account to sanctioned country account transfer	Blocked
ENC account to government, non-ENC account transfer	Blocked

Sharing the ELA profile within an Organization

The ELA profile of an Organization member account can be shared with other accounts in the Organization if the following requirements are met:

- Primary ELA profile member account:
 - The primary ELA profile member account (the account that has ELA profile permissions and visibility) belongs to the Organization.
 - The primary ELA profile user should be a master user or an IAM or IdP external user with the root account in their available scope. See [Permission scope with Organizations](#) in the IAM guide.
 - The primary ELA profile user must have administrative and OU permissions for this account. See [Permission profiles within Organizations](#) in the IAM guide.
- Linked accounts:
 - The account belongs to the same Organization as the primary ELA profile member account.
 - The linked account users have *Read & Write* permissions for *Account Services* and *Entitlement Management*. See [Portals with resource-based permission](#) in the IAM guide.
 - The account is not already linked to another ELA profile.
 - The account is included in the *Linked Accounts* list.

Once an Organization account is linked to the ELA profile, the account member can view the *Registered ELA Contract(s)* tab. For more information on Organizations and the ELA profile, see [Organizations in the Asset Management portal on page 130](#) and [ELA profile on page 124](#), respectively.

ELA Profile Details

Profile Id 751	Description test	Created On 2024-09-17 10:56 AM	Last Updated On 2024-09-17 10:56 AM
--------------------------	---------------------	--------------------------------------	---

REGISTERED ELA CONTRACT(S)
LINKED ACCOUNTS

CONTRACT NUMBER	SKU	SEATS	START DATE	END DATE	ACTION
▶ [REDACTED]	[REDACTED]		2024-09-17	2025-09-17	

To share the ELA profile within an Organization:

1. In the primary ELA profile member account, go to *ELA Profile*.
2. Go to the *Linked Accounts* tab.
3. Click *Link Account*. A confirmation message is displayed.

You're about to link an account!

Upon linking a new account, it cannot be removed from the ELA profile. Assets in the new account will be included in the next round of ELA contract true-up checks. The new ELA entitlement on the asset may take 4-8 hours to complete, depending on the number of units in your account. Are you sure you want to continue?

Cancel
Yes, proceed

4. Click *Yes, proceed*.
5. Enter the email addresses of the account you want to link.

Add some accounts to link

Enter accounts to be linked. Multiple emails could be separated by comma or semicolon.

Cancel
Confirm

6. Click *Confirm*.

Using the Marketplace with Organizations

When selecting a product to renew or upgrade in the Marketplace, you can define the Organization account to perform the action in. The FortiPoints used for spending will be charged to the selected Organization member account. The selected product serial numbers must be from one member account.



FortiPoints can be shared across an Organization in the *Shared FortiPoints* page. The Organization root account can assign a quota of FortiPoints to organization members in a given time period using Share Plans. Therefore, members with an active quota assigned can spend FortiPoints without a FortiPoints license registered to their account. See [Shared FortiPoints on page 141](#).

In order to select the Organization account:

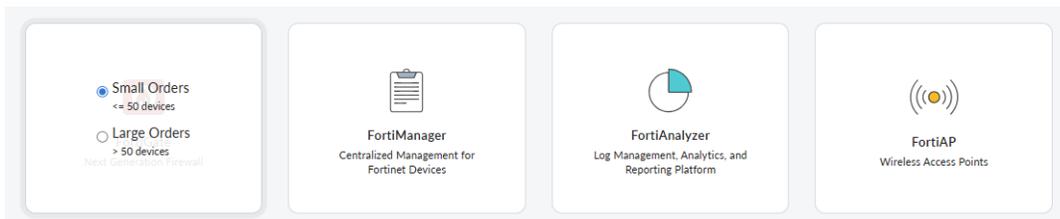
- The point SKU must have been registered in the root account or OU member account level.
- The product must be under the current account's OU permission scope.

The user must be:

- Master user of the Organization root account.
- An IAM user with the correct scope and Read/Write permissions for *Asset Maintenance* in the Asset Management portal. See [Portals with resource-based permissions](#) in the IAM guide.

To select an Organization account in the FortiCloud Marketplace:

1. Go to *Marketplace > Spending*.



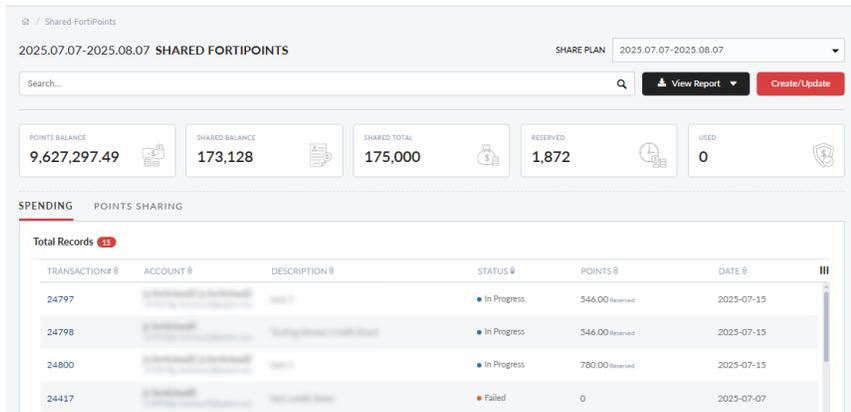
2. Select the product you want to renew or upgrade.
3. Select the end user type.
4. Select the Organization account from the *Select an Account* dropdown list.
5. Proceed with configuring the request. See [Using FortiPoints on page 75](#).



When the transaction is complete, the *Marketplace > History* and *Transaction* pages will include the Organization account information. See [History on page 119](#) and [Transaction details on page 120](#) for more information on reviewing your transactions.

Shared FortiPoints

FortiPoints can be shared across an Organization in the *Shared FortiPoints* page. The Organization root account can assign a quota of FortiPoints to organization members in a given time period using Share Plans. Therefore, members with an active quota assigned can spend FortiPoints without a FortiPoints license registered to their account.



Specific terminology is used when referring to *Shared FortiPoints* features:

Term	Definition
Share Plan	A uploaded file that contains information for sharing FortiPoints with member accounts. Share Plans include information on the set date range, the member accounts being assigned quotas, and the total quota values to be assigned.
Quota	The total amount of FortiPoints a member account is entitled to within the Share Plan's given time period.
Active quota	A quota that is within the Share Plan's date range and that has not been terminated.

For information on balance terminology displayed in the *Shared FortiPoints* page, see [Viewing the Shared FortiPoints page on page 143](#).



This feature is available for Organizations. For more information, the [Organization Portal guide](#).



A shared quota will be terminated if:

- The member account is moved to another sub OU.
- The member account is removed from the Organization.

If a quota is terminated, any reserved requests will still be completed.

This section includes the following:

- [Viewing the Shared FortiPoints page on page 143](#)
- [Creating Share Plans on page 145](#)
- [Overwriting existing Share Plans on page 146](#)
- [Using shared FortiPoints in the Marketplace on page 148](#)

Viewing the Shared FortiPoints page

The *Shared FortiPoints* page view is dependent on whether you are in the Organization root account or in a member account.



Select the *Share Plan* you want to view from the dropdown list. Share Plans are a date range containing quotas assigned to Organization member accounts. Information displayed in the *Shared FortiPoints* page will be specific to the *Share Plan* selected.

Organization root account view

In the Organization root account, the *Shared FortiPoints* page lists information on the selected Share Plan, as well as the *Spending* and *Points Sharing* history.

2025.07.07-2025.08.07 SHARED FORTIPOINTS

SHARE PLAN: 2025.07.07-2025.08.07

POINTS BALANCE: 9,627,297.49

SHARED BALANCE: 173,128

SHARED TOTAL: 175,000

RESERVED: 1,872

USED: 0

SPENDING POINTS SHARING

Total Records 15

TRANSACTION#	ACCOUNT#	DESCRIPTION	STATUS	POINTS	DATE
24797			In Progress	546.00 Reserved	2025-07-15
24798			In Progress	546.00 Reserved	2025-07-15
24800			In Progress	780.00 Reserved	2025-07-15
24417			Failed	0	2025-07-07

Field	Definition
Points Balance	This is the current total balance of FortiPoints in the Organization root account.
Shared Balance	This is the total amount of shared FortiPoints still available for use.
Shared Total	This is the amount of FortiPoints assigned by the Organization root account to member accounts as quotas.
	<p>This value can be greater than that of the <i>Points Balance</i>. However, if the Organization root account does not have sufficient funds available when a member account requests to use some of the quota, their request will fail even if the quota has enough points available.</p>
Reserved	This is the amount of shared FortiPoints used in a request that is still processing.
Used	This is the total amount of shared FortiPoints used in completed requests.

The *Spending* tab displays transaction details of the member accounts. Select a transaction to view further details.

2025.07.07-2025.08.07 SHARED FORTIPOINTS SHARE PLAN 2025.07.07-2025.08.07

POINTS BALANCE 9,627,297.49 SHARED BALANCE 173,128 SHARED TOTAL 175,000 RESERVED 1,872 USED 0

SPENDING POINTS SHARING

Total Records 15

TRANSACTION#	ACCOUNT#	DESCRIPTION	STATUS	POINTS	DATE
24797	FortinetORG\Forticare\...	...	In Progress	546.00 Reserved	2025-07-15
24798	FortinetORG\...	...	In Progress	546.00 Reserved	2025-07-15
24800	FortinetORG\Forticare\...	...	In Progress	780.00 Reserved	2025-07-15
24417	FortinetORG\...	...	Failed	0	2025-07-07

The *Points Sharing* tab displays information on FortiPoints shared with member accounts.

2025.07.07-2025.08.07 SHARED FORTIPOINTS SHARE PLAN 2025.07.07-2025.08.07

POINTS BALANCE 9,627,297.49 SHARED BALANCE 173,128 SHARED TOTAL 175,000 RESERVED 1,872 USED 0

SPENDING POINTS SHARING

Total Records 5

ACCOUNT	OU PATH	POINTS SHARED	POINTS CONSUMED	SHARED ON	START DATE	EXPIRE ON
FortinetORG\Forticare\...	FortinetORG\Forticare\...	0	0	2025-06-30	2025-07-12	2025-08-07
FortinetORG\...	FortinetORG\...	15,000.00	0	2025-07-01	2025-07-07	2025-08-07
FortinetORG\...	FortinetORG\...	0	0	2025-07-01	2025-07-07	2025-08-07
FortinetORG\Forticare\...	FortinetORG\Forticare\...	10,000.00	0	2025-07-11	2025-07-07	2025-08-07
FortinetORG\Forticare\...	FortinetORG\Forticare\...	150,000.00	0	2025-07-11	2025-07-07	2025-08-07

Organization member account view

In the Organization member account view, the *Shared FortiPoints* page lists information on the selected Share Plan and transaction history.

2025.07.07-2025.08.07 SHARED FORTIPOINTS SHARE PLAN 2025.07.07-2025.08.07

SHARED BALANCE 14,454 SHARED TOTAL 15,000 RESERVED 546 USED 0

Total Records 15

TRANSACTION#	DESCRIPTION	STATUS	POINTS	DATE
24798	...	In Progress	546.00 Reserved	2025-07-15
24417	...	Failed	0	2025-07-07

Field	Definition
Shared Total	This is the quota of FortiPoints assigned by the Organization. This balance is the sum total of the <i>Shared Balance</i> , <i>Reserved</i> , and <i>Used</i> points.
Shared Balance	This is the total amount of shared FortiPoints still available for use.
Reserved	This is the amount of shared FortiPoints used in a request that is still processing.
Used	This is the total amount of shared FortiPoints used in completed requests.

Creating Share Plans

Share plans can be created and assigned to member accounts in the Organization root account view.

To create a share plan:

1. Go to *Shared FortiPoints*.

The screenshot shows the 'Shared FortiPoints' dashboard. At the top, there's a search bar and a 'SHARE PLAN' dropdown set to '2025.07.07-2025.08.07'. Below this are five summary cards: POINTS BALANCE (9,627,297.49), SHARED BALANCE (173,128), SHARED TOTAL (175,000), RESERVED (1,872), and USED (0). A 'View Report' button and a 'Create/Update' button are also visible. The main section is titled 'SPENDING' and 'POINTS SHARING', with a 'Total Records' indicator showing 15 records. A table lists transactions with columns for TRANSACTION #, ACCOUNT #, DESCRIPTION #, STATUS #, POINTS #, and DATE #. The table contains four rows of data, with the last one marked as 'Failed'.

2. Click *Create/Update*.

The screenshot shows the 'Create/Update Share Plan' form. It has a 'BACK' button in the top right. The main heading is 'UPLOAD A FORTIPOINTS SHARING FILE'. Below this is a note: 'When uploading a new file, any account not included in the file will be removed. For each account listed in the file, the existing point balance will be replaced with the new value provided.' There is a large dashed box containing a cloud upload icon. Below the icon, it says 'Use the [template](#) to prepare your Excel file.' and a smaller note: 'Only Excel files are accepted. Please note that any existing account not included in the newly uploaded file will be removed. Existing point balances will be replaced with the new values.' At the bottom of the dashed box is a 'FortiPoints Sharing File' button with a file icon.

3. Upload a copy of the Excel file that contains the Share Plan information. This includes the date range, member account information, and points amount details.



Information on preparing the Excel file is included in the available template. Multiple Share Plans can be included in the Excel file as separate sheets. However, only one may be selected at a time once it has been uploaded.

- Once the Share Plans has been uploaded, select *Add a new Share Plan*.

Create/Update Share Plan

UPLOAD A FORTIPOINTS SHARING FILE
When uploading a new file, any account not included in the file will be removed. For each account listed in the file, the existing point balance will be replaced with the new value provided.

SharedFortipoints.xlsx 11.87 KB

I WANT TO

Add a new Share Plan Overwrite an existing Share Plan

Total Records: 0 SHARE PLAN: [Dropdown]

- Select the *Share Plan* you want to add from the dropdown list.

- Review the details.

Create/Update Share Plan

UPLOAD A FORTIPOINTS SHARING FILE
When uploading a new file, any account not included in the file will be removed. For each account listed in the file, the existing point balance will be replaced with the new value provided.

SharedFortipoints.xlsx 11.87 KB

I WANT TO

Add a new Share Plan Overwrite an existing Share Plan

Total Records: 2 SHARE PLAN: 2025.07.16-2026.08.07

NO. #	ACCOUNT #	OU PATH #	POINTS SHARED #	START DATE #	END DATE #
1.	[Account ID]	FortinetORG\	10,000.00	2025-07-16	2026-08-07
2.	[Account ID]	FortinetORG\Forticare\	15,000.00	2025-07-16	2026-08-07

SUBMIT

- Click *Submit*. The Share Plan will be assigned to the listed member accounts.

Overwriting existing Share Plans

If you would like to update an existing Share Plan, you can choose to overwrite the Share Plan. Possible updates that can be made include adding new member accounts, changing the quota, and so on.

To update an existing Share Plan:

1. Go to *Shared FortiPoints*.

The screenshot shows the 'Shared FortiPoints' dashboard for the period 2025.07.07-2025.08.07. It features a search bar, a 'View Report' button, and a 'Create/Update' button. Summary statistics include: POINTS BALANCE (9,627,297.49), SHARED BALANCE (173,128), SHARED TOTAL (175,000), RESERVED (1,872), and USED (0). Below these are tabs for 'SPENDING' and 'POINTS SHARING'. A table titled 'Total Records 13' lists transactions with columns for Transaction #, Account #, Description #, Status #, Points #, and Date #.

TRANSACTION #	ACCOUNT #	DESCRIPTION #	STATUS #	POINTS #	DATE #
24797			In Progress	546.00 Reserved	2025-07-15
24798			In Progress	546.00 Reserved	2025-07-15
24800			In Progress	780.00 Reserved	2025-07-15
24417			Failed	0	2025-07-07

2. Click *Create/Update*.

The screenshot shows the 'Create/Update Share Plan' form. It includes a 'BACK' button and a section titled 'UPLOAD A FORTIPOINTS SHARING FILE'. A note states: 'When uploading a new file, any account not included in the file will be removed. For each account listed in the file, the existing point balance will be replaced with the new value provided.' Below this is a large dashed box containing a cloud upload icon and the text: 'Use the [template](#) to prepare your Excel file. Only Excel files are accepted. Please note that any existing account not included in the newly uploaded file will be removed. Existing point balances will be replaced with the new values.' At the bottom of the dashed box is a 'FortiPoints Sharing File' button with a file icon.

3. Upload a copy of the Excel file that contains the updated Share Plan information.
4. Once the Share Plans has been uploaded, select *Overwrite an existing Share Plan*.

The screenshot shows the 'Create/Update Share Plan' form after a file upload. The 'UPLOAD A FORTIPOINTS SHARING FILE' section now shows a file named 'SharedFortipoints.xlsx' (12.06 KB) with a close button. Below this is a section titled 'I WANT TO' with two radio buttons: 'Add a new Share Plan' (unselected) and 'Overwrite an existing Share Plan' (selected). Under 'Add a new Share Plan' is a 'Choose a New Share Plan' dropdown menu. Under 'Overwrite an existing Share Plan' is a 'Replace This Share Plan' dropdown menu.

5. In the *Choose a New Share Plan* dropdown list, select the new Share Plan that was included in the uploaded file.



If the existing Share Plan is in progress, the new *Start Date* must be the current date at the earliest and the *End Date* should be the same as that of the existing Share Plan.

6. In the *Replace This Share Plan* dropdown list, select the existing Share Plan that you want to overwrite.

7. Review the changes listed in the *Added*, *Updated*, and *Removed* tabs.

8. Click *Submit*.

Using shared FortiPoints in the Marketplace

Member accounts can use FortiPoints shared by the Organization root account to submit requests in the Marketplace. For more information, see [Marketplace on page 70](#).

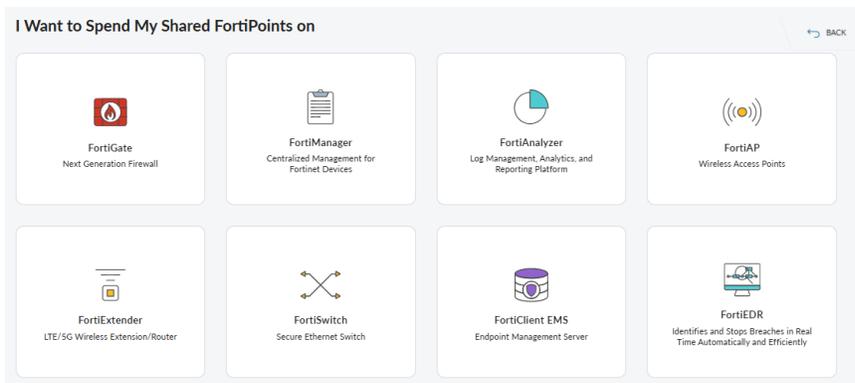


Shared FortiPoints and licensed FortiPoints are separate. Only one type can be used in a transaction at a time.

To use shared FortiPoints:

1. Go to *Shared FortiPoints*.

2. Click *Spend Now*.



3. Select a product and proceed with spending the FortiPoints.

See [Spending on page 74](#) and [Using the Marketplace with Organizations on page 140](#) for more information.



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