Technical Support

FortiToken Cloud 22.3.a

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Technical support

We, Fortinet, provide free technical support to all our customers with valid product licenses.

Prepare for technical support

In order for us to expedite your technical support request, be sure to have the following information ready when creating the support ticket:

- Your FTC account ID, the serial number and version number of your FortiProducts (e.g., FortiAuthenticator, FortiGate), including FortiClient version if using FortiClient.
- A detailed description of your problem, including relevant background information. If the issue is about login auth failure, be sure to provide your FTC username, token serial number, and the version of the FortiToken mobile app.
- Debug log(s), error message, and/or screenshots, if available.
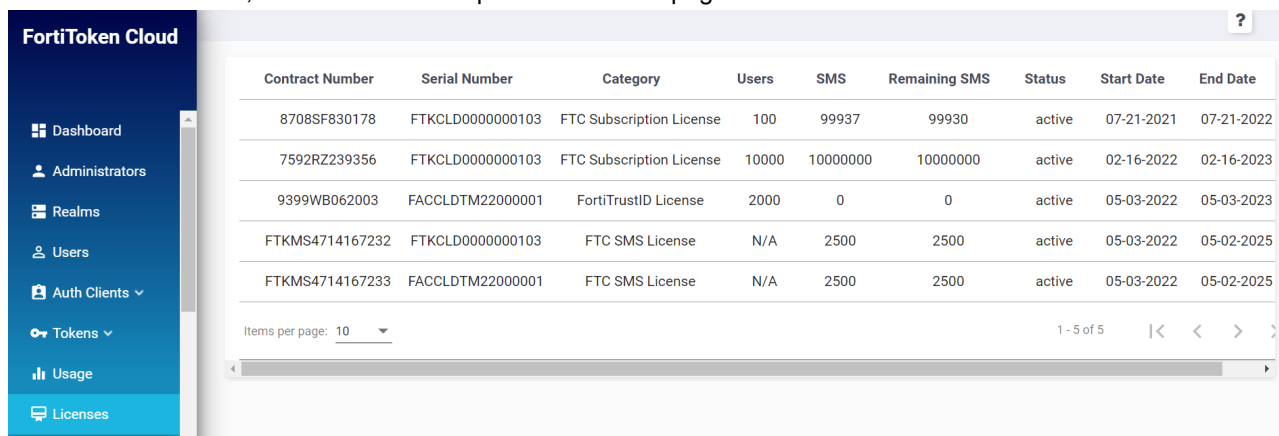- Your troubleshooting steps and the result.

How to get your Fortinet product serial number

Providing your Fortinet product serial number will help use expedite your service request. How you get your Fortinet product serial number depends on your license category, as discussed in the following paragraphs.

Cusotmers on time-based licenses

If you are using a time-based FTC license, follow the steps below to locate your Fortinet product serial number before creating a technical support ticket:

1. Log into the FortiToken Cloud portal.
2. On the left-side menu, select *Licenses* to open the Licenses page.

	Contract Number	Serial Number	Category	Users	SMS	Remaining SMS	Status	Start Date	End Date
	8708SF830178	FTKCLD0000000103	FTC Subscription License	100	99937	99930	active	07-21-2021	07-21-2022
	7592RZ239356	FTKCLD0000000103	FTC Subscription License	10000	10000000	10000000	active	02-16-2022	02-16-2023
	9399WB062003	FACCLDTM22000001	FortiTrustID License	2000	0	0	active	05-03-2022	05-03-2023
	FTKMS4714167232	FTKCLD0000000103	FTC SMS License	N/A	2500	2500	active	05-03-2022	05-02-2025
	FTKMS4714167233	FACCLDTM22000001	FTC SMS License	N/A	2500	2500	active	05-03-2022	05-02-2025

FortiToken Cloud

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3. Take note of the serial number for the contract which you are having trouble with.

Customers on credit-based licenses

If you are using a credit-based license, follow the steps below to get your serial number before creating a technical support ticket:
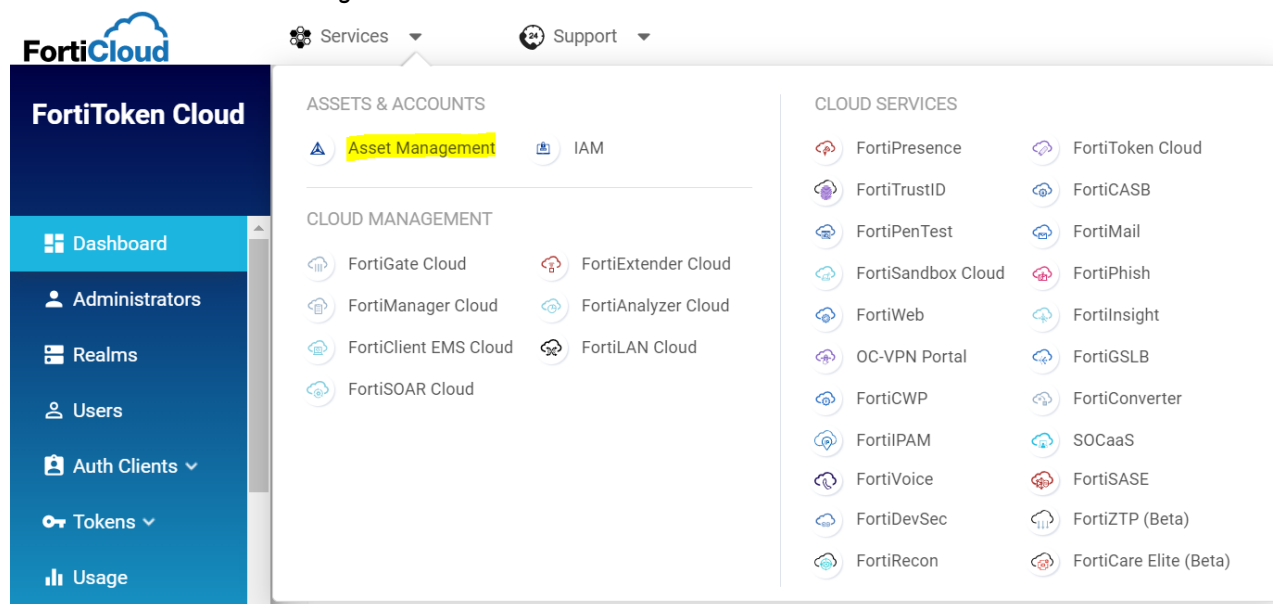
1. Go to *Services > Asset Management.*
2. Select *Account Services.*
3. Find and take note of your FAS service serial number.
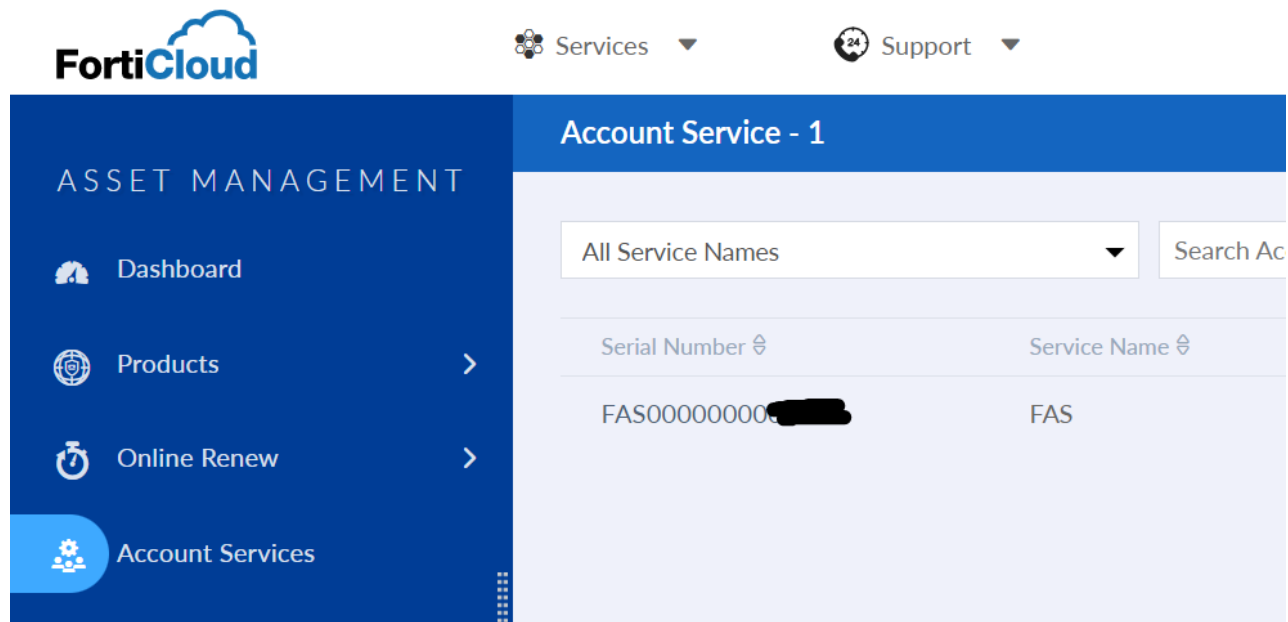
Customers with FTM Tokens migrated from FortiGate to FTC

If you have migrated your FTM tokens from FortiGate to FTC, take the following steps to get your serial number before creating a technical support ticket:

1. Got to *Services > Asset Management.*

2. Click *Products > Product List* to get the serial number of your FortiGate.
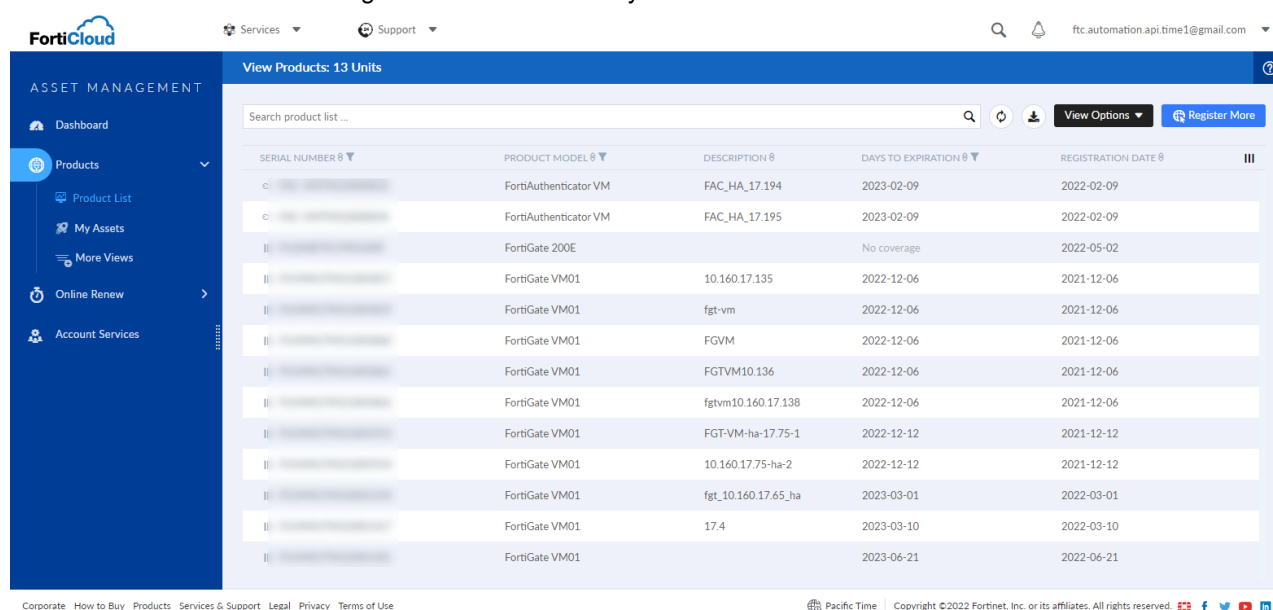
Create a technical support ticket

1. From the top of the FTC GUI, select *Support>Create a Ticket.*
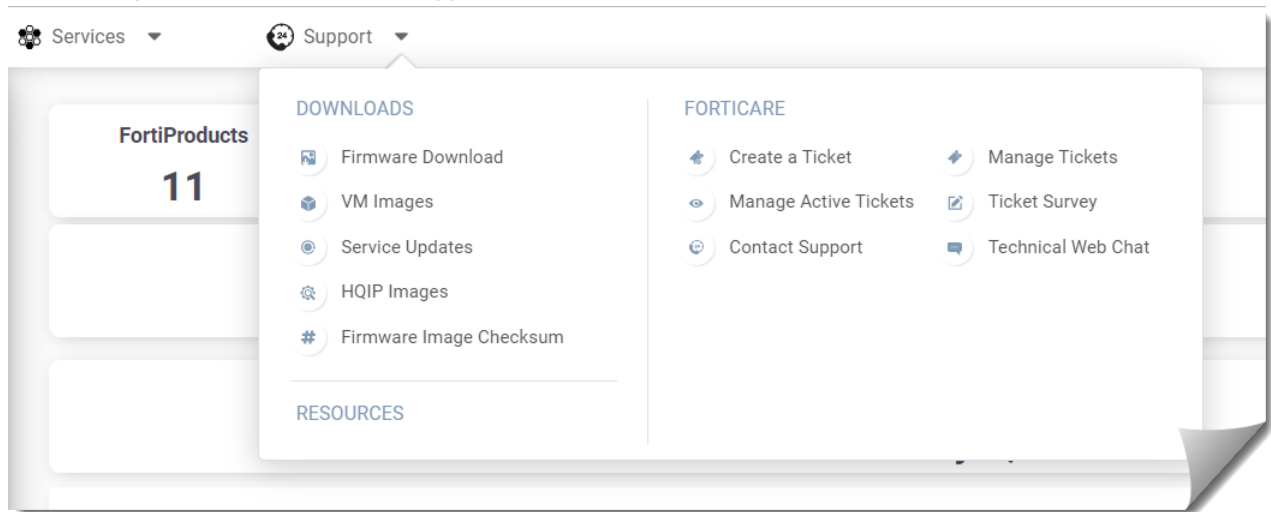
2. Select *Technical Support Ticket*, enter the serial number of your license, and click *Submit Ticket*.

 The instructions above apply to paying customers with valid licenses only. If you are using a free trial version of FortiToken Cloud and have questions about contracts, licenses, and account management, please create a 'Customer Service' ticket instead.

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