

Fortinet Acount Services - User Interface Changes

Version 20.4

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Fortinet Acount Services 20.4 User Interface Changes
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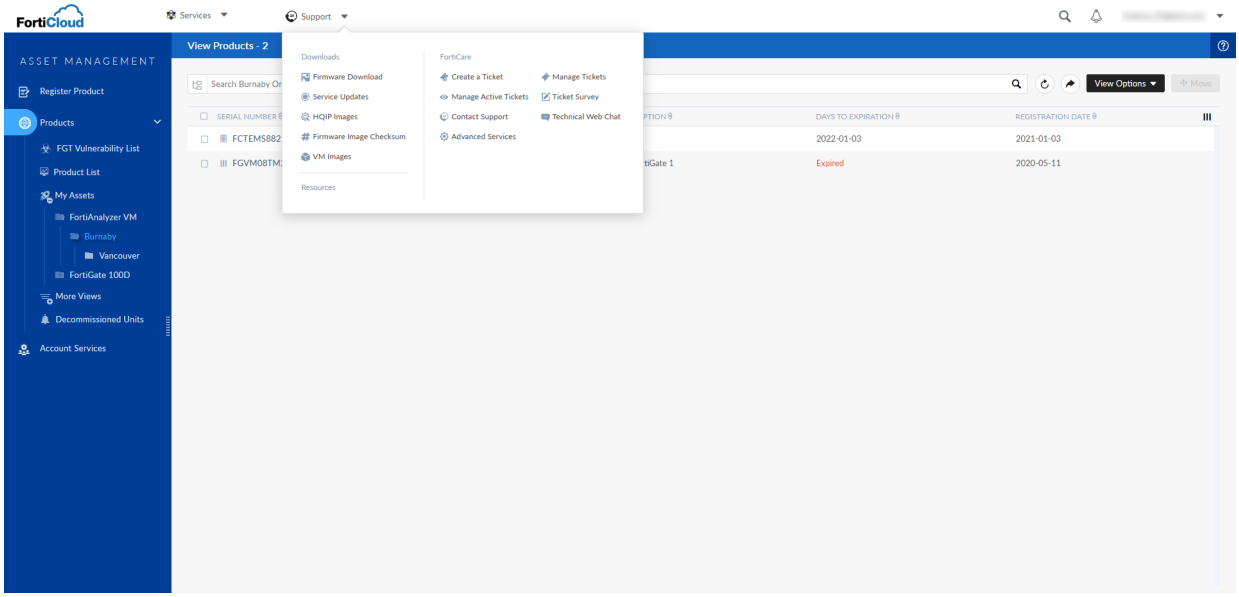
Change Log

Date	Change Description
2019-05-25	Initial release.

User interface changes

The *Customer Service & Support* portal has been redesigned to help you access products and services faster and easier.

After you log into the support portal, you will notice the *Home* page is now *Asset Management*, and the menus in the portal banner are consolidated into three new menus: *Services*, *Support*, and *User Settings*. FortiCare Tickets, Product firmware downloads, and resources are located in the *Support* menu.



Portal navigation

The menu options in the portal banner have been consolidated into three menus: *Support*, *Services*, and *User Self-Management*. These menus appear in all FortiCloud pages.

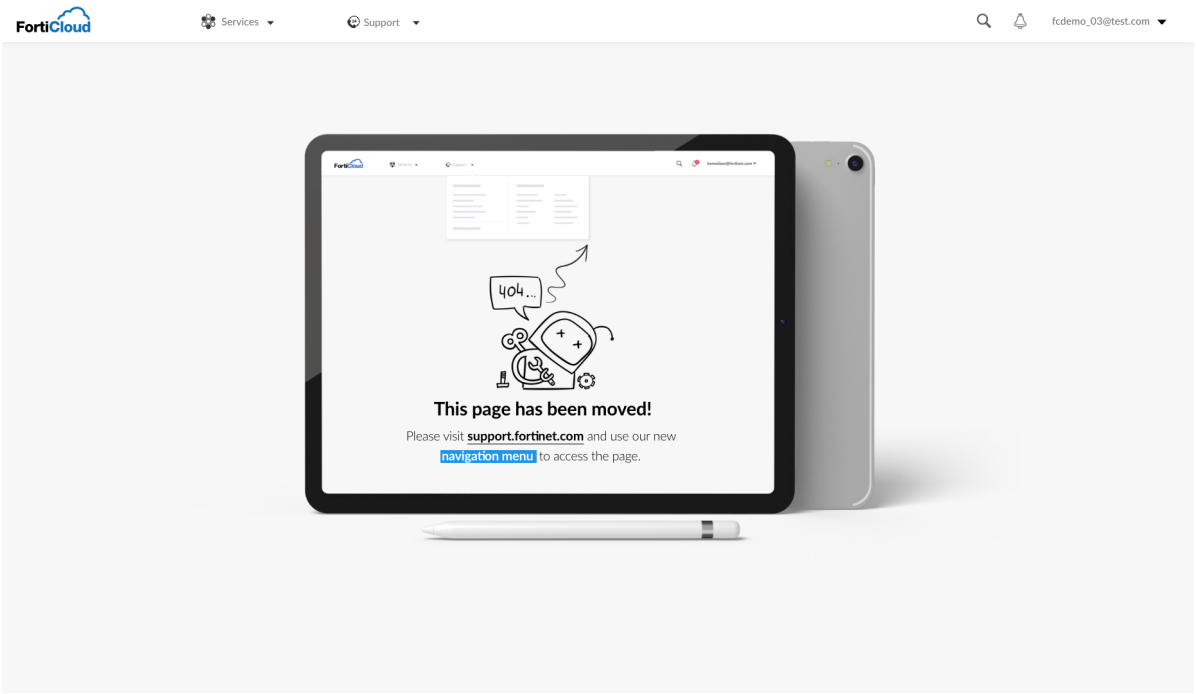


The following table provides a description of the menus:

Menu	Description
Support	Direct access to various product downloads including firmware images, FortiCare tickets, and resources.
User Self-Management	Access to account services, such as profile information, managing sub users, and two-factor authentication.
Services	Access to assets, accounts, cloud management, and services.

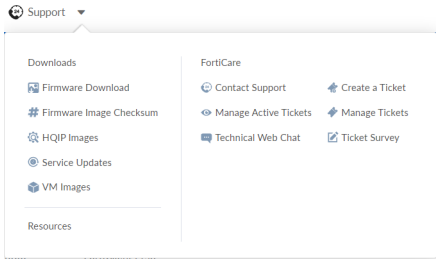
Support home page

The support *Home* page has moved. If you are using a bookmark to access the Support portal, the following message is displayed.



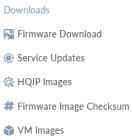
Support

The *Support* menu is located in the portal banner. It includes direct access to various product downloads including firmware images, FortiCare tickets, and resources.

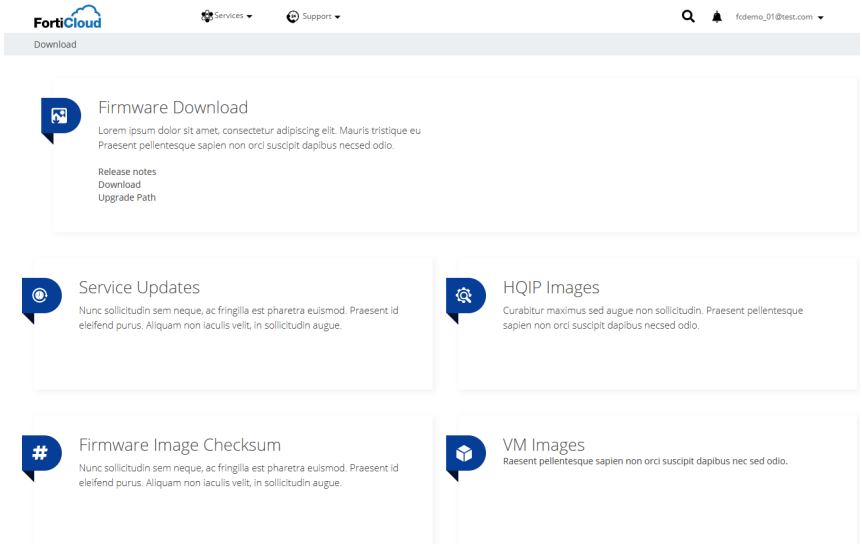


Downloads

The *Downloads* section of the menu includes access to *Firmware*, *Service Updates*, *HQIP Images*, *Firmware Image Checksum*, and *VM Images*.

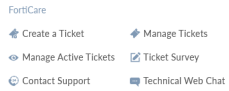


Click the header in the *Downloads* menu to go to the *Downloads* page on the support site.

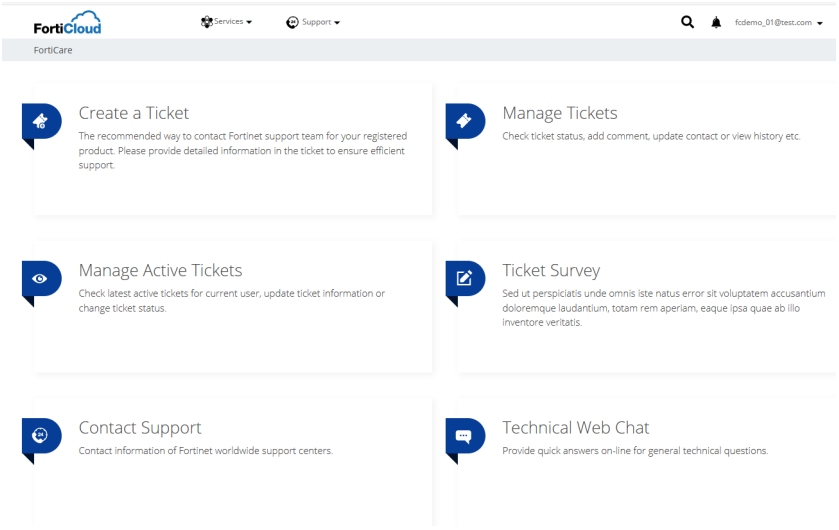


FortiCare

The *FortiCare* section of the menu includes access to support services such as creating and managing support tickets. You can also use the menu to contact support directly.

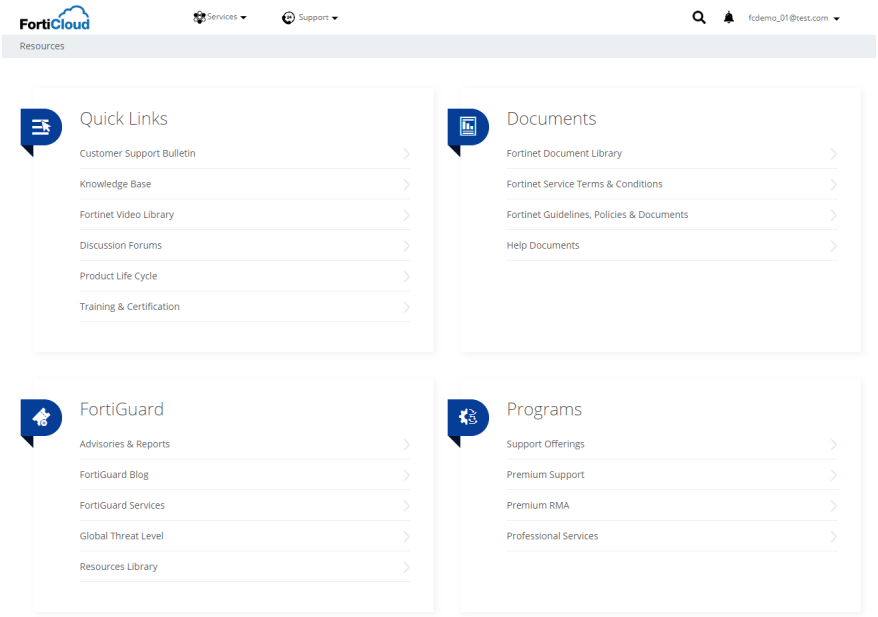


Click the header in the *FortiCare* menu to go to the *FortiCare* page on the support site.



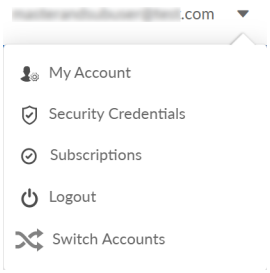
Resources

The *Resources* page contains links to the Knowledge Base, Document Library, and FortiGuard. You can use this page to learn more about Fortinet's support offerings.


FortiCloud
Services
Support
fcdemo_01@test.com
Resources
Quick Links
Customer Support Bulletin
Knowledge Base
Fortinet Video Library
Discussion Forums
Product Life Cycle
Training & Certification
Documents
Fortinet Document Library
Fortinet Service Terms & Conditions
Fortinet Guidelines, Policies & Documents
Help Documents
FortiGuard
Advisories & Reports
FortiGuard Blog
FortiGuard Services
Global Threat Level
Resources Library
Programs
Support Offerings
Premium Support
Premium RMA
Professional Services

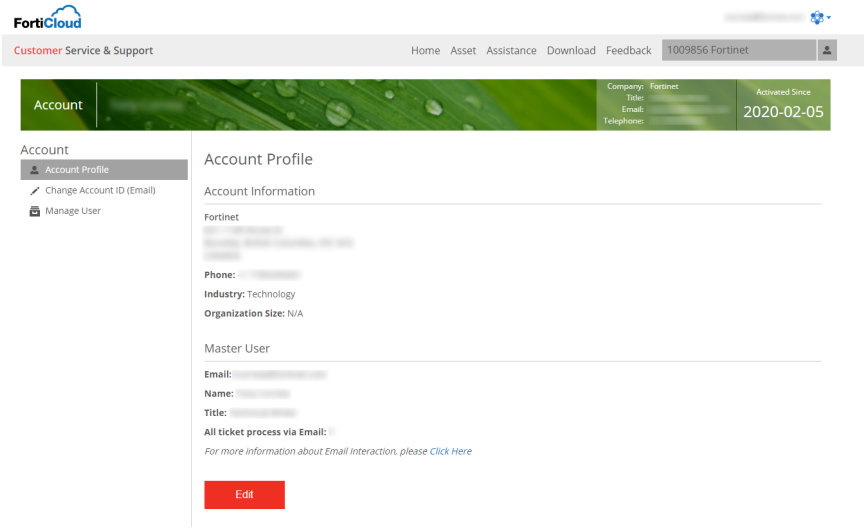
User Settings

Account services, such as profile information, managing sub users, and two-factor authentication can be accessed from the *User Settings* menu next to your email address.



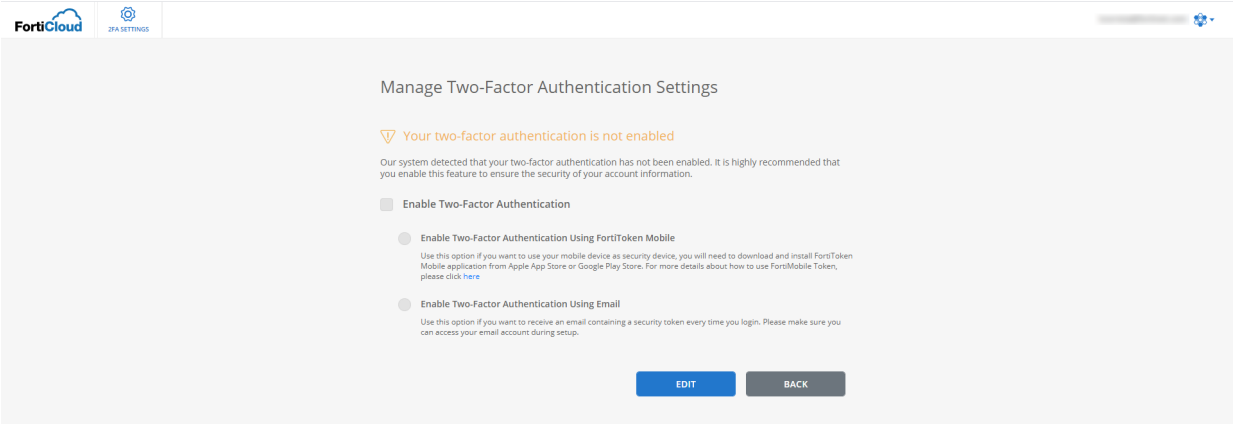
Managing users

Select *My Account* from the dropdown to update your profile and manage sub users created with the *Customer Service & Support* page.



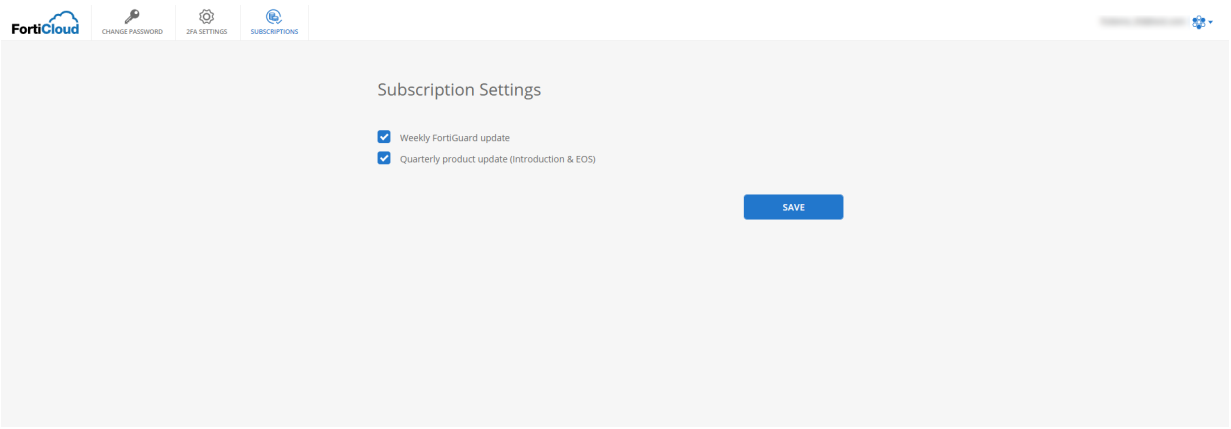
Managing two-factor authentication settings

Select *Security Credentials* to enable and manage two-factor authentication settings.



Managing subscription settings

Select *Subscription Settings* to receive the *Weekly FortiGuard update* and *Quarterly product update (Introduction & EOS)* newsletters.

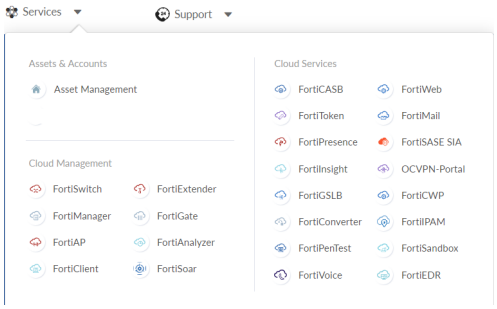


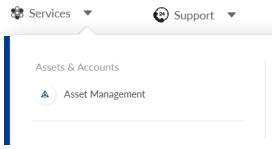
Switching user accounts

If you have more than one FortiCloud account, the *Switch Accounts* option will appear in the menu.

Services

The *Services* menu provides access to assets, accounts, cloud management, and services.





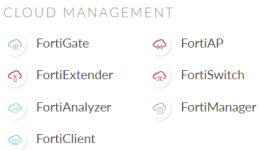
Assets & Accounts

Use the *Assets & Accounts* menu to return to the *Asset Management* (AM) portal.



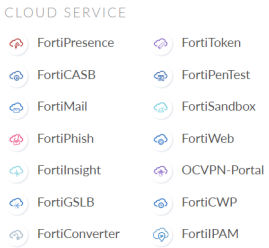
Cloud management

The *Cloud Management* menu provides links to cloud management portals such as FortiManager, FortiAnalyzer, and FortiGate.



Cloud services

The items in the *Cloud Services* menu open the login page for cloud services such as FortiMail, FortiSandbox, and FortiToken.



FAQ

This topic is intended to help you to quickly find items in the Asset Management portal menus.

Why do I see an error page when I log into the Support portal?

The Support portal's URL has changed. To contact support or create a support ticket, use the Support menu in the banner of the Asset Management portal.

If you are using a bookmark to access the Support portal, please update the link.

How do I view my Fortinet products and services?

After logging into support.fortinet.com, you are redirected to the Asset Management portal. All of your products and services are displayed in the product list. For information, see Assets & Accounts.

How do I update my user profile?

Click the dropdown menu next to your user email and select *My Account* > *Account Profile*.

How do I manage sub users?

Click the dropdown menu next to your user email and select *My Account* > *Manage User*.

How do I enable two-factor authentication?

Click the dropdown menu next to your user email and select *Security Credentials*.

How do I switch user accounts?

Click the dropdown menu next to your user email and select *Switch Accounts*.

How do I log into a cloud portal such as FortiGate Cloud?

Go to *Services* > *Cloud Management*, and select a cloud instance from the menu.

How do I access cloud services such as FortiToken?

Go to *Services* > *Cloud Services*, and select a cloud service from the menu.

How do I create and manage support tickets?

Go to *Support* > *FortiCare*, and click *Create a Ticket* or *Manage Tickets*.

How do I contact support?

Go to *Support* > *FortiCare*, and click *Contact Support* or *Technical Web Chat*.

How do I download firmware?

Go to *Support* > *Downloads* > *Firmware Download*.

How do I download VM Images?

Go to *Support* > *Downloads* > *VM Images*.

What is Asset Management?

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

Where are the Customer Support Bulletins?

To view Customer Support Bulletins, go to *Support* > *Resources*. You can access the bulletins from the *Quick Links* section.



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