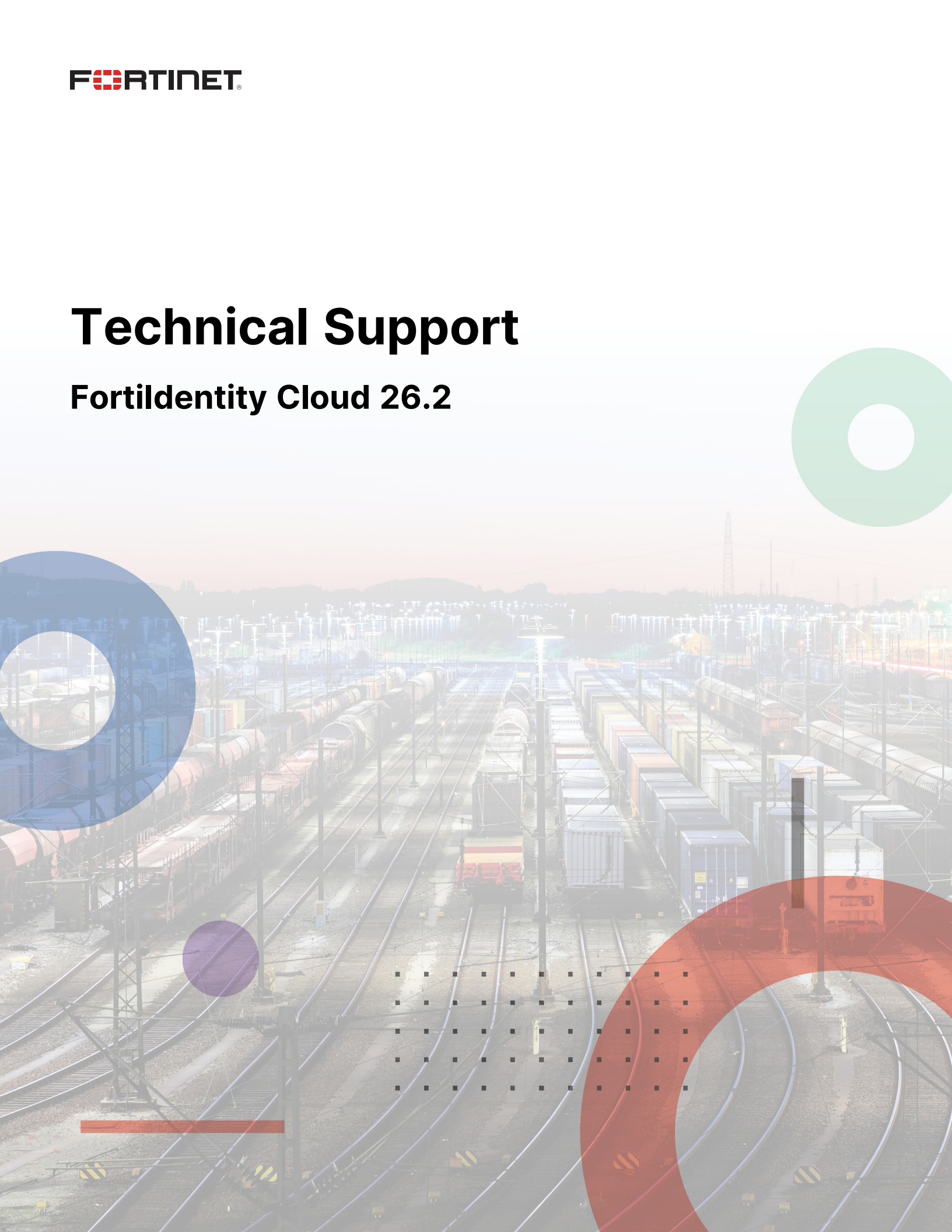


# Technical Support

**Fortidentity Cloud 26.2**



**FORTINET DOCUMENT LIBRARY**

<https://docs.fortinet.com>

**FORTINET VIDEO LIBRARY**

<https://video.fortinet.com>

**FORTINET BLOG**

<https://blog.fortinet.com>

**CUSTOMER SERVICE & SUPPORT**

<https://support.fortinet.com>

**FORTINET TRAINING & CERTIFICATION PROGRAM**

<https://www.fortinet.com/training-certification>

**FORTINET TRAINING INSTITUTE**

<https://training.fortinet.com>

**FORTIGUARD LABS**

<https://www.fortiguard.com>

**END USER LICENSE AGREEMENT**

<https://www.fortinet.com/doc/legal/EULA.pdf>

**FEEDBACK**

Email: [techdoc@fortinet.com](mailto:techdoc@fortinet.com)



May 1, 2026

Fortiidentity Cloud 26.2 Technical Support

---

# TABLE OF CONTENTS

<b>Technical support</b> .....	<b>4</b>
Preparing for technical support .....	4
Getting your Fortinet product serial number ready .....	4
Licensed customers .....	4
Customers with FTM tokens migrated from FortiGate to FIC .....	4
Creating a technical support ticket .....	5

# Technical support

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

## Preparing 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 Fortidentity Cloud (FIC) 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 authentication failure, be sure to provide your FIC username, token serial number, and the version number of the Fortidentity mobile app.
- Debug log(s), error messages, and/or screenshots, if available.
- Your troubleshooting steps and the result.

## Getting your Fortinet product serial number ready

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

### Licensed customers

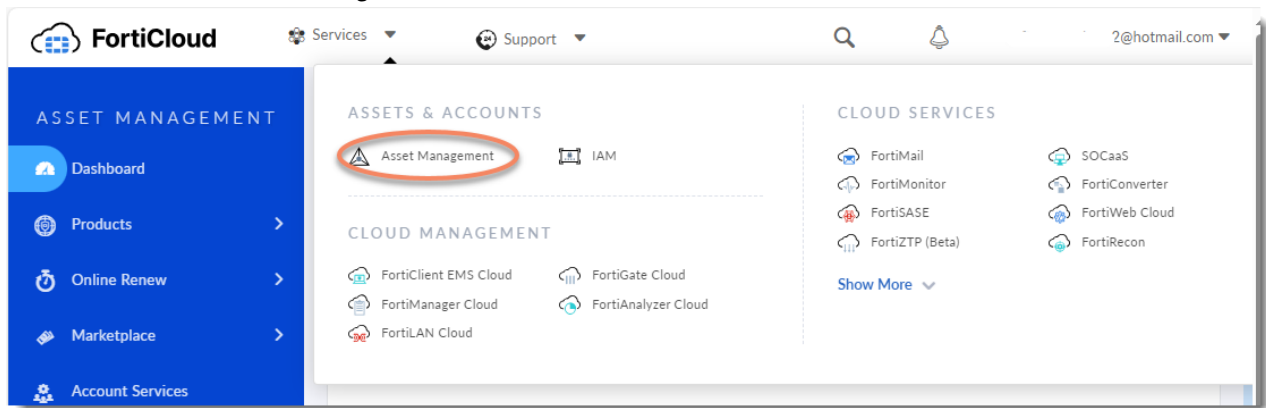
If you are using a time-based FIC license, follow the steps below to locate your Fortinet product serial number:

1. Log into the Fortidentity Cloud portal.
2. On the left-side menu, select *Licenses* to open the Licenses page.
3. Take note of the serial number for the contract which you are having trouble with.

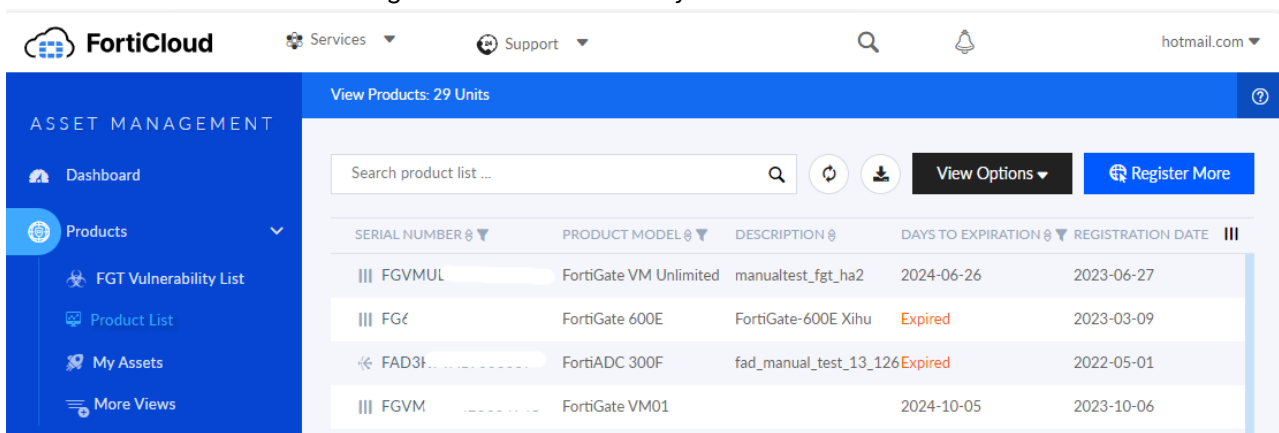
### Customers with FTM tokens migrated from FortiGate to FIC

If you have migrated your FTM tokens from FortiGate to FIC, take the following steps to get your serial number:

1. Got to *Services > Asset Management*.

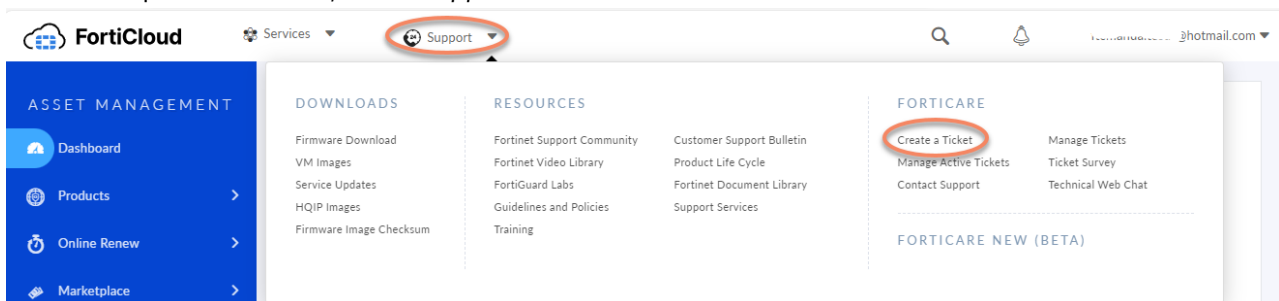


2. Click *Products > Product List* to get the serial number of your FortiGate.



## Creating a technical support ticket

1. From the top of the FIC GUI, select *Support > Create a Ticket*.



2. Select *Technical Support Ticket*, enter the serial number of your license, and click *Submit Ticket*.

**Ticket Wizard** | Create Ticket

1 Request Type > 2 > 3 > 4


### Specify Request Ticket Type

**Technical Support Ticket**  
You can create technical support tickets for technical issues with your Fortinet product. You require a Fortinet product with an active support contract to create this type of ticket. You will need to input the product serial number.


Serial Number: \*

?


---

 **Submit Ticket**


---

 **Start Web Chat**  
You can talk to our engineers via online web chat for general technical questions that do not require extensive troubleshooting.

---

 **Search our Knowledge Base**  
You can search our Knowledge Base for answers to many common questions in the use of Fortinet products.

---

 **Customer Service**  
You can create customer service tickets for questions related to contracts and account management.



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



[www.fortinet.com](http://www.fortinet.com)

Copyright© 2026 Fortinet, Inc. All rights reserved. Fortinet®, FortiGate®, FortiCare® and FortiGuard®, and certain other marks are registered trademarks of Fortinet, Inc., and other Fortinet names herein may also be registered and/or common law trademarks of Fortinet. All other product or company names may be trademarks of their respective owners. Performance and other metrics contained herein were attained in internal lab tests under ideal conditions, and actual performance and other results may vary. Network variables, different network environments and other conditions may affect performance results. Nothing herein represents any binding commitment by Fortinet, and Fortinet disclaims all warranties, whether express or implied, except to the extent Fortinet enters a binding written contract, signed by Fortinet's Chief Legal Officer, with a purchaser that expressly warrants that the identified product will perform according to certain expressly-identified performance metrics and, in such event, only the specific performance metrics expressly identified in such binding written contract shall be binding on Fortinet. For absolute clarity, any such warranty will be limited to performance in the same ideal conditions as in Fortinet's internal lab tests. Fortinet disclaims in full any covenants, representations, and guarantees pursuant hereto, whether express or implied. Fortinet reserves the right to change, modify, transfer, or otherwise revise this publication without notice, and the most current version of the publication shall be applicable.