

Purchasing Guide

FortiToken Cloud 23.4.b



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FortiToken Cloud 23.4.b Purchasing Guide

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Introduction

FortiToken Cloud (FTC) now features a new annual subscription model with up to five licensing options (SKUs) for you to choose from based on the number of FTC end-users on your account for the year.

If you are an existing customer with a credit-based license, you must consume all credits in your existing credit-based license before being able to switch to a time-based license. If you want to register a time-based license while still having some credits left in your account, you must contact our Customer Support to un-register your credit-based license and remove it from your account first.

This *Guide* discusses how to purchase and activate FortiToken Cloud (FTC hereafter) time-based licenses. It applies to the following use cases:

- New customers who want to continue using FTC service after their free trial has ended.
- Customers who want to continue using FTC service when their existing licenses have expired.
- Customers who want to scale up their FTC service with a new license to meet the growing need of their businesses.

In any of these cases, you need to purchase a new FTC license and add it to your account. This *Guide* provides the instructions and information you need to do just that.

Licensing options

FTC offers five (5) time-based annual licensing options (i.e., SKUs), with different user quotas. One user quota equals to one FTC end-user per year. The licenses are stackable and co-termed, meaning that you can start with a SKU that best fits your current needs, and scale up by purchasing additional licenses as your businesses grow. Co-termed licensing occurs when you add a new license after your original license has been already in use. In this case, Fortinet will apply a prorated price to your new license for the remainder of the year so that the new license will expire on the same date as the old one.

Upon purchasing your license, you'll receive a License Certificate in .pdf format with a registration code in it. Be sure to register your license under the same FortiCloud (FC) account where your FortiGate or FortiAuthenticator has been registered.

User quotas in your license are consumed based on the number of FTC end-users on your account for the year. The FTC portal keeps track of your daily, monthly, and current quota usage and reports your usage data to FC.

Annual FTC licenses

The following table highlights the annual user and SMS message quotas that each annual license SKU offers.

SKU	User Quota	SMS Credit Quota
FC1-10-TKCLD-445-01-DD	25	3,125
FC2-10-TKCLD-445-01-DD	100	12,500
FC3-10-TKCLD-445-01-DD	500	62,500
FC4-10-TKCLD-445-01-DD	2,000	250,000
FC5-10-TKCLD-445-01-DD	10,000	1,250,000



All the licenses come with a one-year FortiCare Premium service.

SMS service licenses

In addition to the annual service licenses, FTC offers separate SMS licenses with SMS credits to enable customers to take full advantage of its SMS service.

The number of credits that FTC charges varies, depending on the country or region of the world where the end-users' phone numbers are registered. The following table highlights the number of SMS credit each SMS license SKU offers.

SKU	Number of SMS credits
FTC-SMS-2500	2,500
FTC-SMS-10K	10,000
FTC-SMS-25K	25,000



All SMS licenses must be activated within one year of purchase. Unused SMS credits expire three years after the date of activation.

How time-based licenses work

You can purchase a new time-based license and apply it to your account. There are two types of licenses that you can purchase. One is the co-term license which will have the same expiration date as your existing license, the other is the non-co-termed license which is independent of any of your existing license. Co-term licenses must be applied to the same serial number of your existing FTC license. Non-co-termed licenses have their own user quota, registration date, and expiration date, and will have no impact on your existing license.

Flexible time-based usage model

FTC calculates your quota credit balance and reminds of your account balance accordingly using the following formula:

Quota credit balance = Total quota assigned to account – the number of end-users in account

FTC uses a flexible time-based licensing model, allowing you to add and delete users within the life span of your license as long as you have the quota to do so. For example, for a license with a 25-user quota for one year, you can have the same 25 users on your account from the beginning to the end of the life of your license, or delete some of those users to release the quota for some new users.

Assuming that you registered and activated an FC2-10-TKCLD-445-01-12 license on July 1st, 2021. According to the form above, you will have 100 user quotas, meaning that you can have 100 end-users on your account until July 1, 2022. Each time you add an end-user and assign it to an auth client, such as FortiGate, FortiAuthenticator, or FortiSandBox, etc., your quota balance will be deducted by 1 quota, and the Users/Max Users tab on the Dashboard will show 1/100.

If you only have one user in your account for the month July 2021, the diagram on the Usage page will show that you have 1.0 on 2021-07.

As long as your account is active, your quotas are reusable. For example, if you have allocated 100 quotas for 100 users, but those users are still not available only one month before your license expires. In this case, FTC allows you to delete those 100 original users to release the quota and then create 100 new users with the released quota.

Quota and SMS

FTC can use SMS messages to send token activation/transfer codes to your end-users' mobile devices. The quota of SMS messages you are entitled varies with license SKU, and is calculated using the following formula:

SMS quota = (Total quota assigned to account) x 125

Assuming that you have 100 user quotas in your account, your SMS quota will be 12,500 (=100 x 125). Each time you send an SMS message, FTC will deduct some SMS credits from your account. The number of SMS credits that FTC charges varies, depending on the country or region where the end-user's phone number is registered. For more information, see the [SMS Rate Card](#).

You may not be able to use SMS service when your remaining SMS credits are running low or negative.

How to find a reseller

Sales of FTC licenses are handled by Fortinet-authorized resellers only. You must contact a Fortinet-authorized reseller in your region to place your order. For a complete list of Fortinet-authorized resellers, click [Authorized Resellers](#) or go to <https://www.fortinet.com/partners/partner-program/find-a-partner.html>.

How to purchase FTC licenses



To help expedite your purchase, be sure to have the following information ready when placing your order:

- The contact information of a Fortinet-authorized reseller in your region. See [Find a Reseller](#).
 - The FTC SKU (license) you'd like to purchase. See [FortiToken Cloud Data Sheet](#).
-

To place an order:

1. Contact a Fortinet-authorized reseller in your region.
2. Place your order through the reseller.
Note: Once your order has been processed, you will receive an email from Fortinet with a license file in .PDF format attached to it. Inside the file, you will find a Registration Code for registering and activating your license.
3. Look out for the email from Fortinet.
4. Upon receiving the email, open it and read the instructions inside.
5. Download the license file to a convenient location on your computer or network.

You are now ready to register and activate your new FTC license! See [How to register your FTC license on page 10](#).

How to register your FTC license

Once you have received your new FTC time-based license, you need to register it on our [Customer Service & Support](https://support.fortinet.com/Main.aspx) site at <https://support.fortinet.com/Main.aspx>. You must use your FortiCloud Account ID/Email and password to log in.

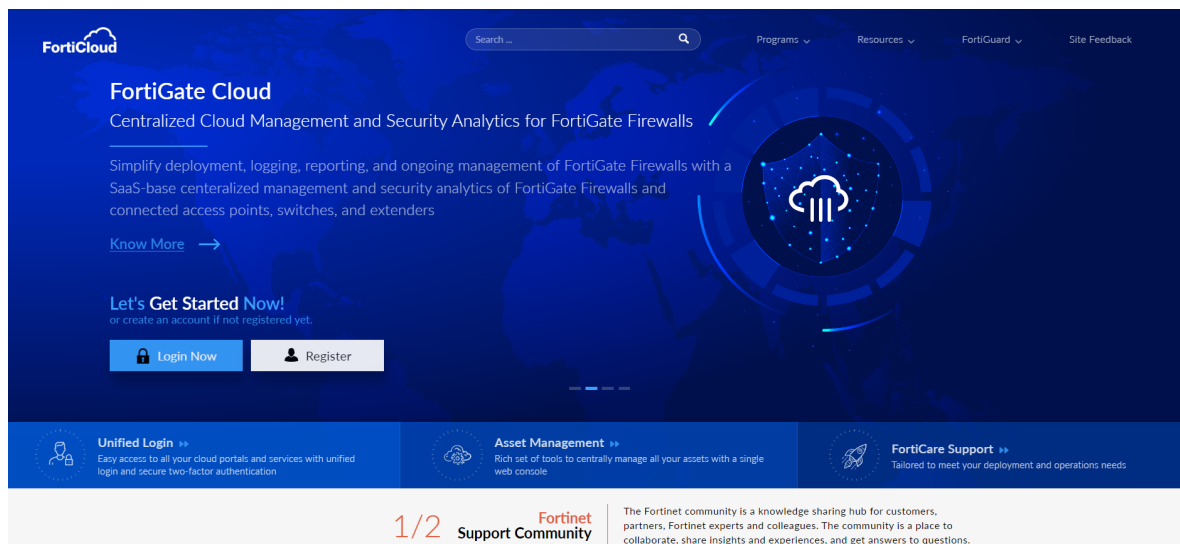


- Before starting your license registration, be sure to have your FTC license Registration Code ready. See [How to purchase FTC licenses on page 9](#).
- Be sure to register your FTC license to the same FortiCloud account where your FortiGate and/or FortiAuthenticator are/is registered.

You can start your license registration either from our Customer Service & Support website directly or from the FTC portal. The following instructions show how to register your license from the FTC portal.

To register your license:

1. Go to Fortinet Customer Service & Support website at <https://support.fortinet.com/> and log in.



2. Click the FTC account of interest to navigate to the Asset Management page, and click **Register Product**.

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**

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3. Open the FTC license file, and copy and paste the Registration Code into the **Registration Code** box (see the illustration above), and click **Next**.
4. Follow the Wizard to complete your license registration.
5. Upon completion of your license registration, verify that the FTC credits have been successfully added to the account by doing the following:
 - a. Click **Account Service**.
 - b. Click the serial number of the FTC license to view its details, as highlighted below.

Account Service: 1

All Service Names FortiToken Cloud Subscription

Serial Number @	Service Name @	Description @	Registration Date @
FTKCLD0000000103	FortiToken Cloud Subscription		2021-06-09

- c. Verify that the license has been added to your account, as illustrated below.

Account Service / FTKCLD0000000103

FortiToken Cloud Subscription

Product Serial No.: FTKCLD0000000103 Service Name: FortiToken Cloud Subscription Contract No.: 8249PJ249902

Registration Date: 2023-07-17 Partner: Unknown

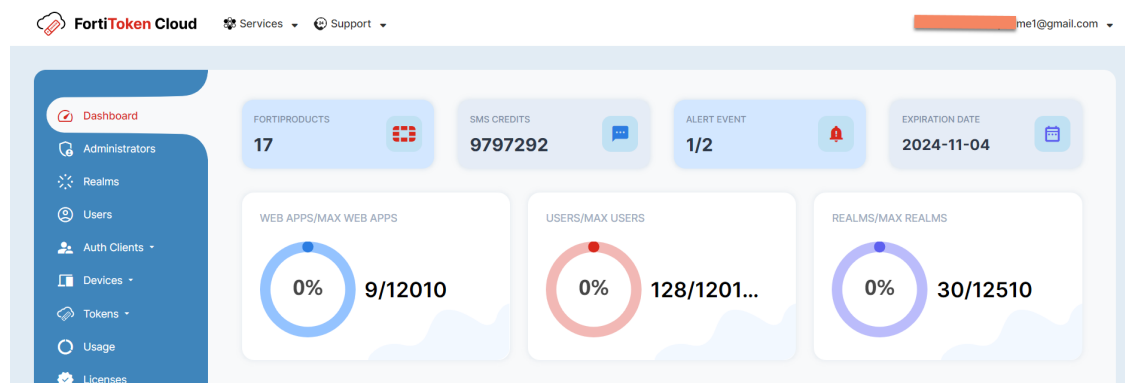
Support Type	Support Level	Activation Date	Expiration Date
Enhanced Support	Premium	2021-06-09	2024-02-16
Telephone Support	Premium	2021-06-09	2024-02-16
FortiToken Cloud Service	Web/Online	2021-06-09	2024-02-16

Contract Number	SKU	Registration Date	Units of Contract
8249PJ249902	FCS-10-TKCLD-445-01-12	2023-07-17	100000 Users

Support Type	Support Level	Activation Date	Expiration Date
Enhanced Support	Premium	2023-02-16	2024-02-16
Telephone Support	Premium	2023-02-16	2024-02-16
FortiToken Cloud Service	Web/Online	2023-02-16	2024-02-16

- d. On the FTC Dashboard page, ensure that the license has been added to your account, as illustrated

below.



How to use FTC quotas

Once you have registered your license under the designated account and activated it, the quotas will be added to your account.

You can create as many users as the quota in the Users/Max Users tab on the Dashboard page can support until your license expires.

Users and SMS quota

When you add a user in a auth client, such as FortiGate, FortiAuthenticator, and FortiSandBox, FortiToken Cloud (FTC) will deduct one quota from your account. On the Dashboard page, the Users/Max Users will become 1/Max Users.

Co-termed vs. independent licenses

If you have run out of quota before your license expires, you can choose to load more quotas by purchasing a co-termed license or an independent license. Both types of licenses will increase your quota so that you can add more users before your license expires. The difference is that a co-termed license will be stacked on top of the original license and expire on the same date of the original license, while an independent license has its own SKU, activation and expiration dates, and level of services, etc.

When you activate a co-termed license on the support.fortinet.com page, the Account Services page will display the same Expiration Date as that of the original license. Co-termed licenses are handled by our Fortinet license renewals team. If you want to add quotas to your account with a co-termed license before your current time-based license expires, you must reach out to our license renewals team (renewals@fortinet.com) for assistance.

For new licenses which are independent of any of your earlier licenses, the activation process is the same. The difference is the expiration date will be extended on the Account Services page. The new expiration date depends on the newly activated license. Once new quotas have been loaded to your account, you will be able to add more users to your account just as you do with a co-termed license.

User quota & realms

The new function of quota is you can assign the custom amount of quotas to realms.

On the Realms page, you can assign any max amount of quota to any realms in the Edit Realm window. In the edit window, it has a toggle and an input box which is named Allocated User Quota. You can input the max amount of quota you want to assign to this realm, or just drag the toggle button. The maximum value is the total amount of quotas you have, the minimum value is zero. Zero means you don't set the limit of quota in this realm,

and you can create as many users as the amount of quota is available. If you input 10 for default realm, you only can create 10 users in auth clients are assigned to default realm.

Convert credit-based license to time-based license



Credit-based licenses are no longer available for purchase, and hence are no longer applicable to FTC unless you have one that has not yet been activated and the activation window has not yet expired.

In the first year after the introduction of time-based licenses, FortiToken Cloud (FTC) will continue support existing customers of its credit-based licenses as usual. The only difference lies in the fact that customers of credit-based licenses will not be able to access functions and features that are only available in time-based licenses.

Here are the options that customers of credit-based licenses have during the transitional period:

- Continue using your existing credit-based license until it expires or all the credits have been exhausted. (**Note:** During this period, FTC will cease issuing new credit-based licenses. So you cannot increase the number of users and/or SMS messages to your account beyond the limits of your existing credit-based license unless you've had a license purchased before the introduction of the time-based license.) You can then decide whether you want to continue your FTC service. If you do, you must purchase a time-based license and have it registered to your FortiCloud account. After your credit-based license has expired, FTC will offer a 30-day grace period during which you will be able to continue using your existing FTC service, but are barred from adding more end-users or using the SMS messaging function. Your FTC account will be disabled if you do not renew with a time-based license when the grace period has ended.
- Transition to a time-based license right away by (1) purchasing a time-based license, (2) contacting FortiCare to have your credit-based license removed (dun-registered) from your account, and then (3) registering your time-based license in your account.
- FTC does not allow both licensing models to be used concurrently by the same account. Once you have updated to a time-based license, you cannot switch back to a credit-based license even though you have a valid unused time-based license. In this case, we recommend that you contact FortiCare to have that credit-based license replaced with a compatible time-based license.

Free trial license

If you have registered under FortiCloud on support.fortinet.com, FortiToken Cloud (FTC) automatically enables your 30-day free trial license when you log into the FTC portal (ftc.fortinet.com) for the first time. There are two types of FTC time-based trial licenses depending on your FortiCloud account status: premium vs. non-premium trial. For FortiCloud premium accounts, the FTC free trial license can support up to 25 end-users and up to 25 realms; for FortiCloud non-premium accounts, the free trial license can only support up to five end-users and five realms. Neither free trial license offers SMS support.



You will receive a welcome email after activating the free trial license. The email includes, among other things, the expiration date of the free trial license and instructions on how to purchase a paid license.

If, at the end of your free trial, you want to continue using FTC service, you can purchase a license (SKU) that best fits your needs to take full advantage of FTC MFA cloud service offerings. For license information, see [Licensing options](#).



You will receive another welcome email when activating a paid license. The email shows, among other things, the user quota and expiration date of your license.

Product documentation

For more information about FortiToken Cloud, please refer to the following product documentation:

- [Admin Guide](https://docs.fortinet.com/document/fortitoken-cloud/latest/admin-guide) (https://docs.fortinet.com/document/fortitoken-cloud/latest/admin-guide)
- [Release Notes](https://docs.fortinet.com/document/fortitoken-cloud/latest/release-notes) (https://docs.fortinet.com/document/fortitoken-cloud/latest/release-notes)
- [REST API](https://docs.fortinet.com/document/fortitoken-cloud/latest/rest-api) (https://docs.fortinet.com/document/fortitoken-cloud/latest/rest-api)
- [SSL VPN Configuration Guide](https://docs.fortinet.com/document/fortitoken-cloud/latest/ssl-vpn-configuration-guide) (https://docs.fortinet.com/document/fortitoken-cloud/latest/ssl-vpn-configuration-guide)

Change log

Date	Description
January 8, 2024	Initial release.



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