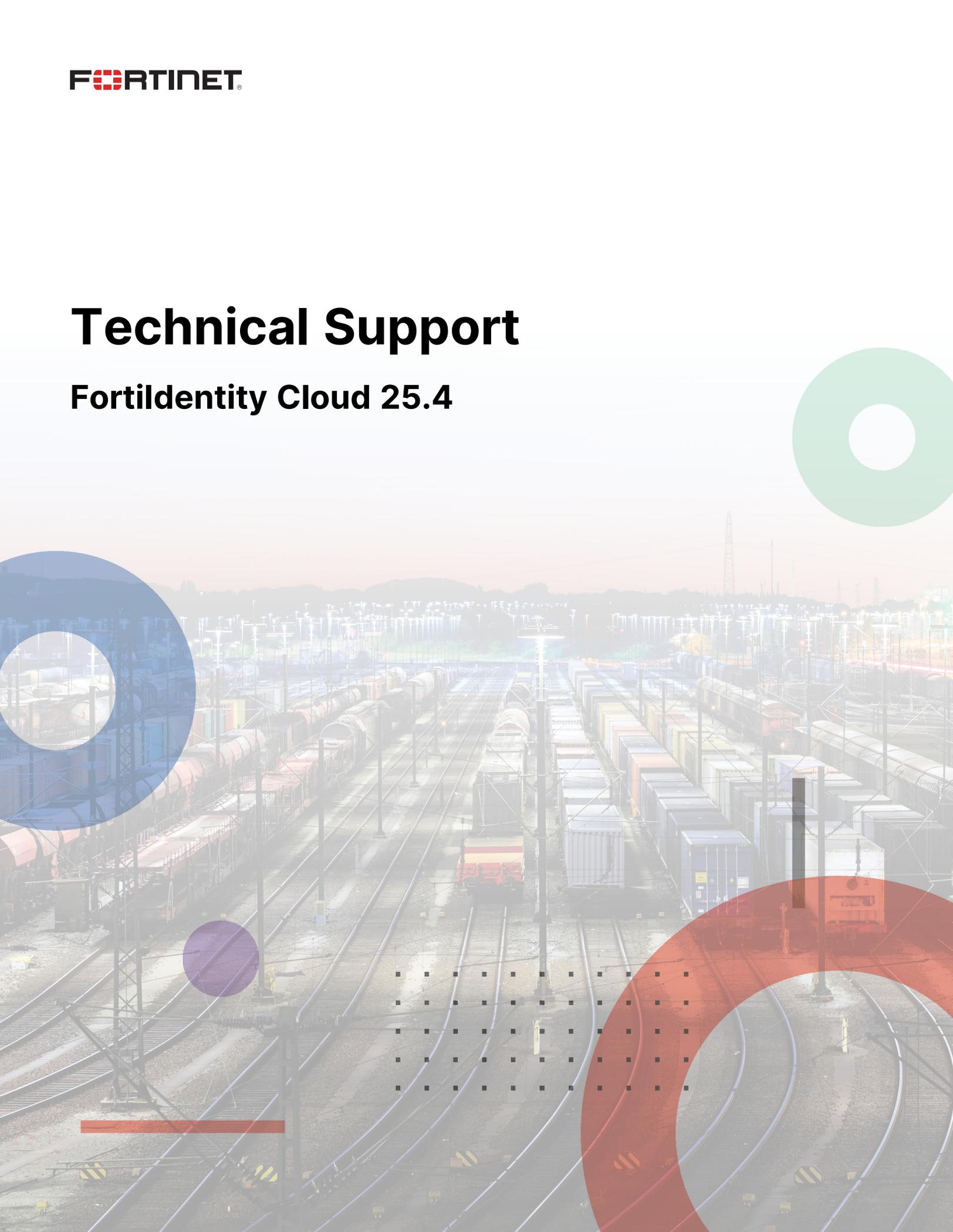


Technical Support

Fortidentity Cloud 25.4



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December 7, 2025

Fortidentity Cloud 25.4 Technical Support

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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 Fortiidentity 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 Fortiidentity 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

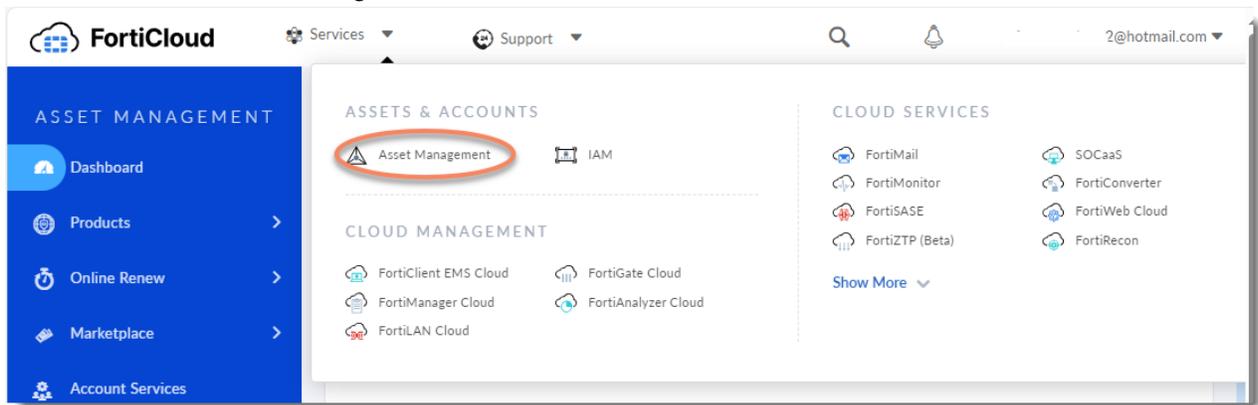
If you are using a time-based FIC license, follow the steps below to locate your Fortinet product serial number:

1. Log into the Fortiidentity 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.

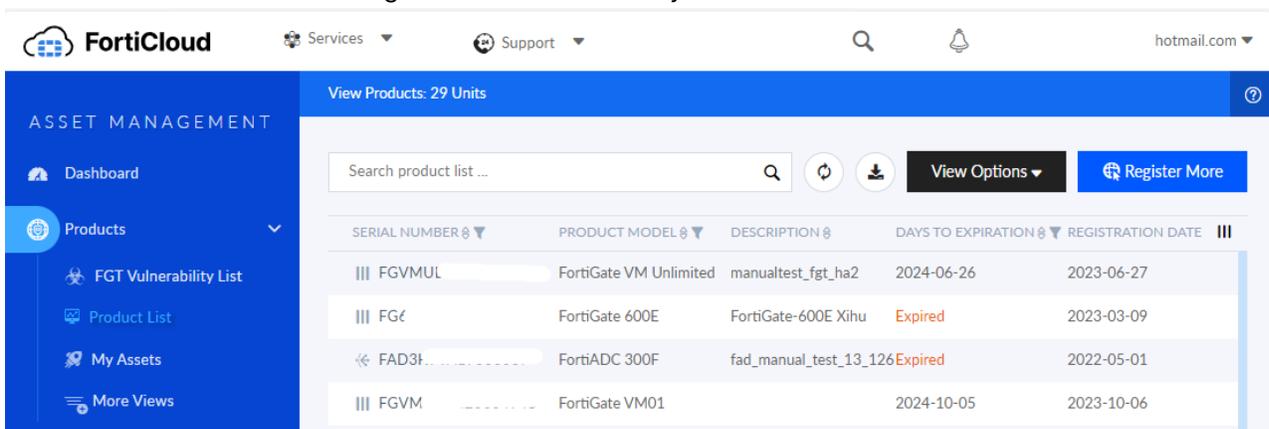
Customers with FTM tokens migrated from FortiGate to FIC

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*.

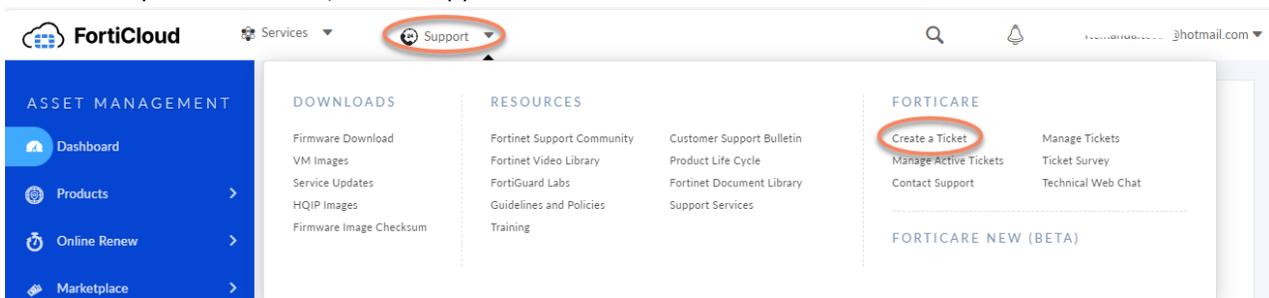


2. Click *Products > Product List* to get the serial number of your FortiGate.



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.



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