

FORTINET PARTNER PORTAL

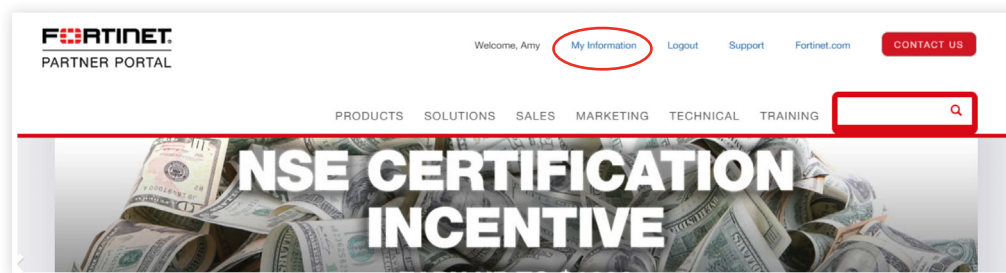
NEW PARTNER FAQ

If you are not a current Fortinet Partner, you must apply to the program prior to registering for access to the Fortinet Partner Portal. To apply to the Fortinet Partner Program:

1. Navigate to partnerportal.fortinet.com
2. Complete the application form. Please note:
 - a. The applicant information should be that of the Primary Contact/User responsible for executing terms and conditions for partner contracts
 - b. Use a company email address, not a personal email (Gmail, Comcast, etc.)
3. Once the form has been submitted and approved by Fortinet, the registered email address will receive an email with the subject, "Your Fortinet Partner Portal application has been approved"

Q: I'm a Primary User for my account. How do I add additional members to my company profile?

A: As the primary contact at your company, you have also been provided member administration privileges. You can add new members, or edit current information. Simply login to the Fortinet Partner Portal, partnerportal.fortinet.com, and select *My Information* from the top navigation bar.



Scroll down, select the *Account Profile* button, and then select the *Manage Team Members* button.

Q: What access do the different users have?

A: Primary Users have the ability to:

- Update the company profile (select *My Information* from the top navigation bar)

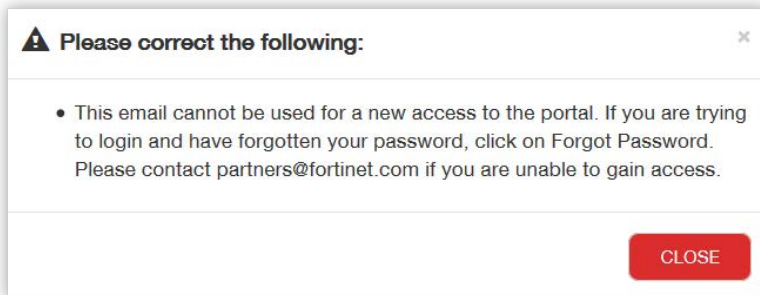
Member Administrators have the ability to:

- Invite contacts (select *Account Profile* and *Manage Team* from *My Information* page)
- Manage who can invite new users to the portal (select *Account Profile* and *Manage Team* from *My Information* page),
- Create additional Member Administrators (select the contact and check the *Member Administrator* box at the bottom of the profile page)

Standard Users have the ability to:

- Change their profile information (select *My Information* from the top navigation bar)

Q: I entered my email address and received the following pop-up. What does this mean?



A: If you receive this pop-up, it means that your email address is recognized by the portal system, and you do not need to register for access to the Partner Portal. Please visit partnerportal.fortinet.com to login or create a new password ('forgot password').

Q: I forgot my password. How do I reset it?

A: Navigate to partnerportal.fortinet.com, enter your email, and select *Forgot Password*.

For Support:

NAM: Email partners@fortinet.com or contact your in-region Channel Sales Team.

LATAM: Email LATAM_partners@fortinet.com or contact your in-region Channel Sales Team.

EMEA/APAC: Email international_partners@fortinet.com or contact your in-region Channel Sales Team.