



**POLICIA FEDERAL ARGENTINA**

## **Procedimiento FortiCloud Support (Tickets)**

**Superintendencia FEDERAL DE TECNOLOGÍAS DE  
LA INFORMACIÓN Y COMUNICACIONES**



# FortiCloud Support (Tickets)

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Tipo de Documento:
IMPLEMENTACIÓN
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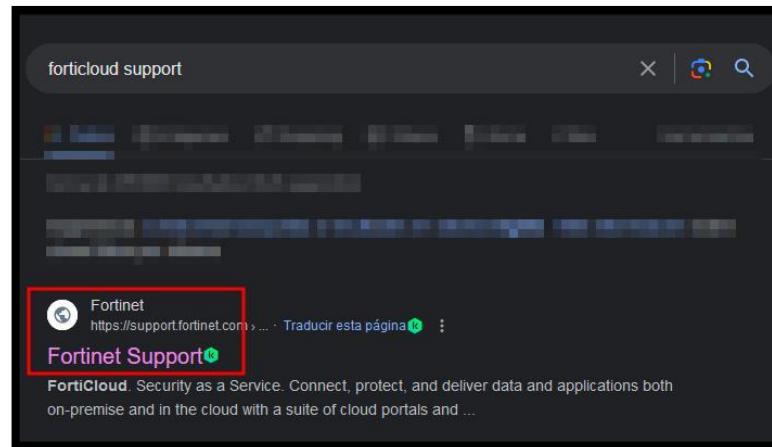
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## Búsqueda URL



## Login en FortiCloud Support

The screenshot shows the FortiCloud Support landing page. At the top, there's a navigation bar with links for 'Programs', 'Resources', 'FortiGuard', and 'Site Feedback'. Below the navigation, the main heading is 'FortiCloud | Security as a Service'. It features a call-to-action button labeled 'Let's Get Started Now!' with the sub-instruction 'or create an account if not registered yet.' A red arrow points from the 'Login Now' button at the bottom left to the 'Login Now' button on the page itself. The 'Login Now' button is highlighted with a red box. Other buttons include 'Register' and 'Know More'. At the bottom, there are three cards: 'Unified Login', 'Asset Management', and 'FortiCare Support'.



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## Ingreso de credenciales

FortiCloud

Security-as-a-service,  
securing people, devices,  
and data everywhere

Bringing Security to Every Corner of the Cyberverse.

EMAIL LOGIN    IAM LOGIN

Email Login

EMAIL  
csoc@[REDACTED]

PASSWORD  
\*\*\*\*\*

Forgot Email?    Forgot password?

LOG IN    REGISTER

## Visualizar Serial del equipo/os

ASSET MANAGEMENT

Dashboard

Products

Marketplace

Account Services

ELA Profile

Services    Support

SEARCH    BELL

PRODUCTS OVERVIEW

TOTAL 42 Products

30 FortGate

3 FortWeb

1 FortAnalyzer

8 Other Products

SUPPORT & SUBSCRIPTIONS

Category	Count
Good	41
Expiring in 90 Days	1
Expiring in 60 Days	1
Expiring in 30 Days	0
Expired	0
No Coverage	0

HARDWARE LIFECYCLE

100% Good

Category	Count
Good	34
End of Renewal < 180 Days	0
End of Renewal	0
End of Support < 180 Days	0
End of Support	0

SOFTWARE LIFECYCLE

100% Good

Category	Count
Good	29
End of Support < 180 Days	0
End of Support	0

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## Buscar Serial

The screenshot shows the FortiCloud Support interface. On the left, there's a sidebar with 'ASSET MANAGEMENT' and various menu items like Dashboard, Products, FGT Vulnerability List, Product List, My Assets, More Views, Marketplace, Account Services, and ELA Profile. The main area is titled 'View Products: 42 Units'. It features a search bar at the top with the placeholder 'Search product list ...'. Below it is a table with columns: SERIAL NUMBER, PRODUCT MODEL, DESCRIPTION, DAYS TO EXPIRATION, and REGISTRATION DATE. A red box highlights the 'SERIAL NUMBER' column header, and a red arrow points to it from the left.

## Creación o visualización de tickets ya creados

The screenshot shows the FortiCloud Support interface. On the left, there's a sidebar with 'ASSET MANAGEMENT' and various menu items. The main area has a 'Support' dropdown menu highlighted by a red box. A red arrow points from this box to the 'Create a Ticket' button in the 'FORTICARE' section. The 'FORTICARE' section also includes 'Manage Active Tickets', 'Ticket Survey', and 'Contact Support'. The bottom of the screen shows a footer with links like Corporate, How to Buy, Products, Services & Support, Legal, Privacy, Terms of Use, and social media icons.



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## Techinal Support Ticket

The screenshot shows a support ticket creation interface. At the top, there are two buttons: "Ticket Wizard" and "Create Ticket". Below them, a progress bar indicates step 1 of 4: "Request Type > 2 > 3 > 4". The main section is titled "Specify Request Ticket Type" and contains the following options:

- Technical Support Ticket** (selected): 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:** \* (input field)
  - Submit Ticket** (button)
- 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.
- DOA/RMA Ticket**

## Revisiones y Modificaciones:

- 04/10/23