



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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FortiCloud Support (Tickets)

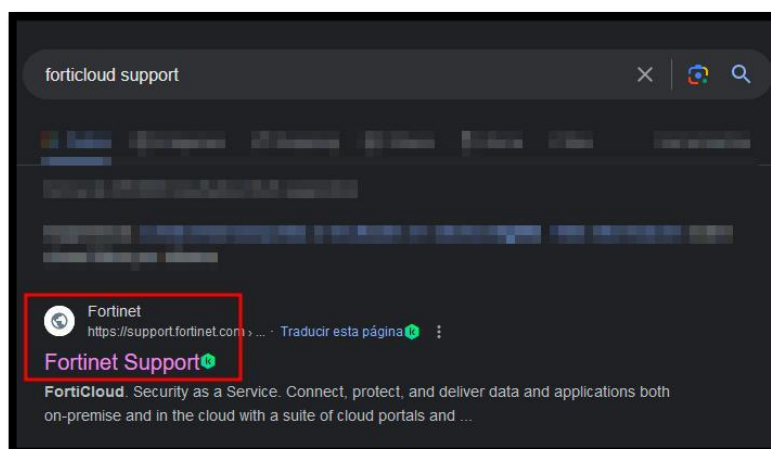
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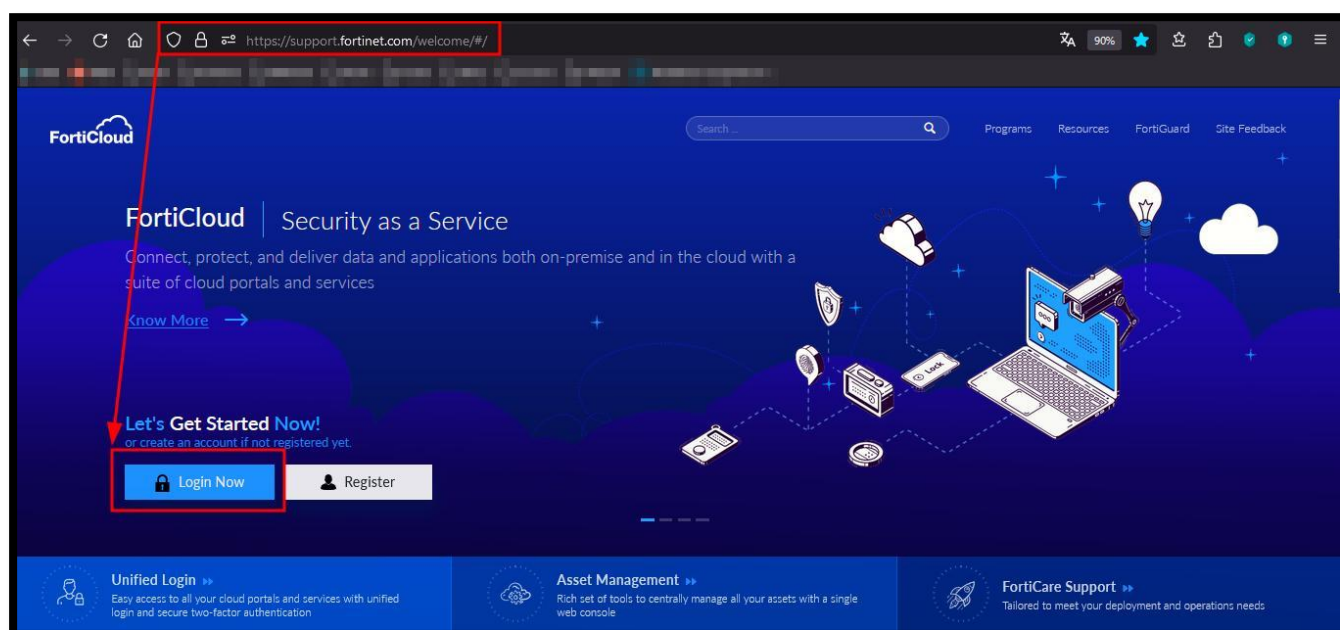
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Búsqueda URL



Login en FortiCloud Support





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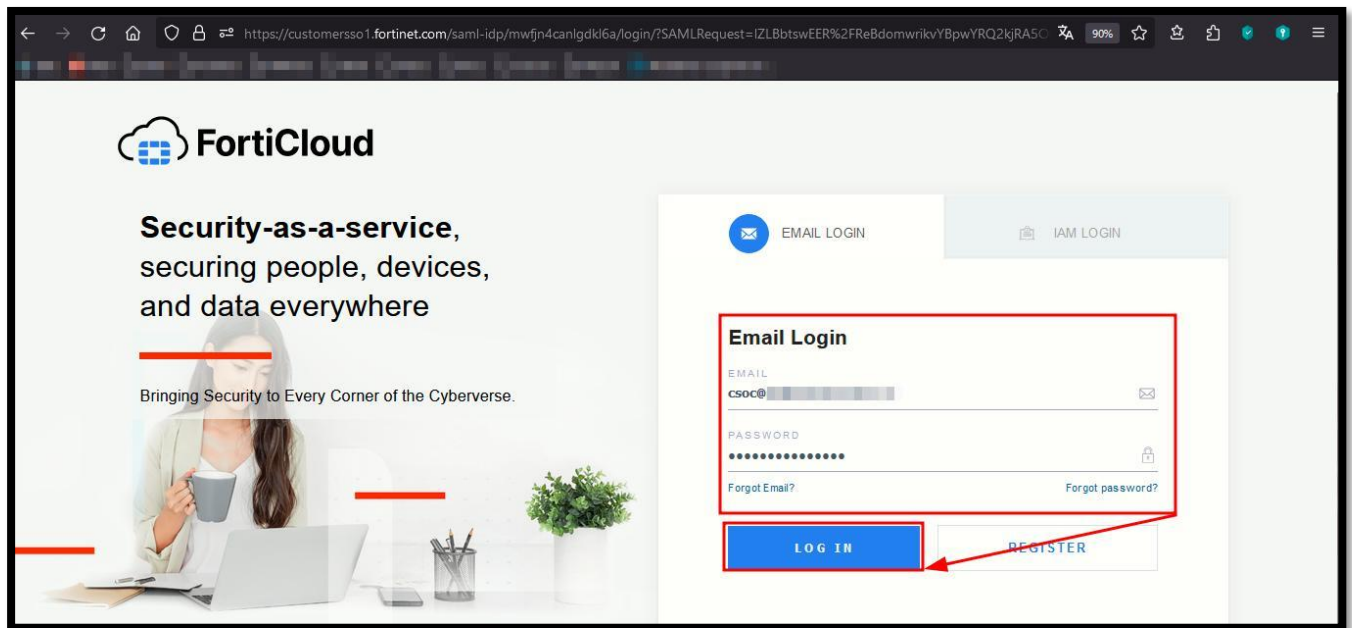
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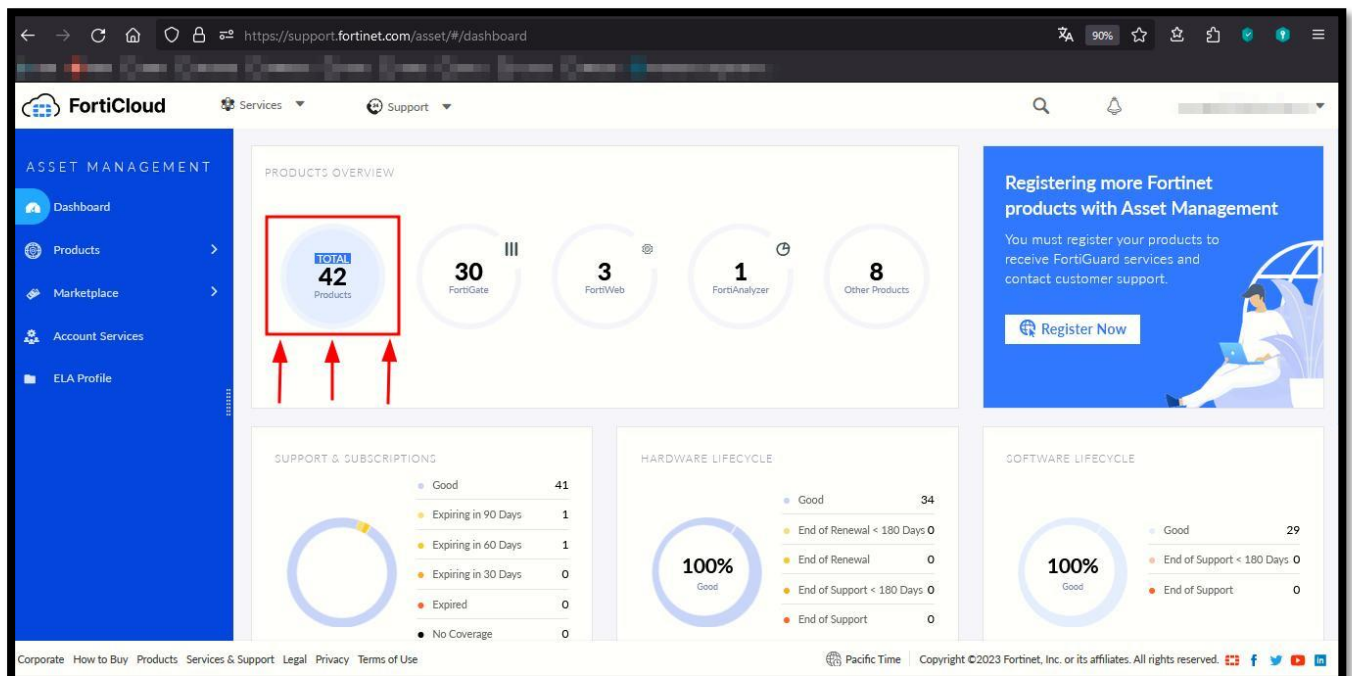
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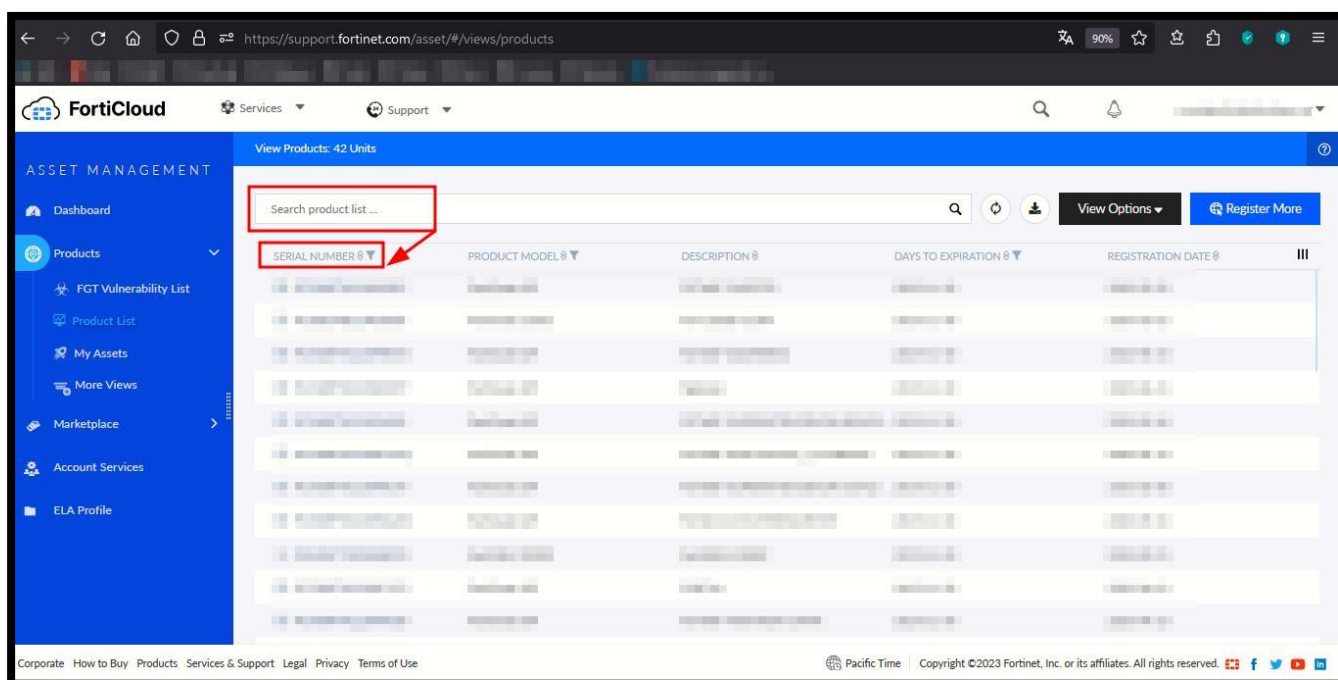
Ingreso de credenciales



Visualizar Serial del equipo/os

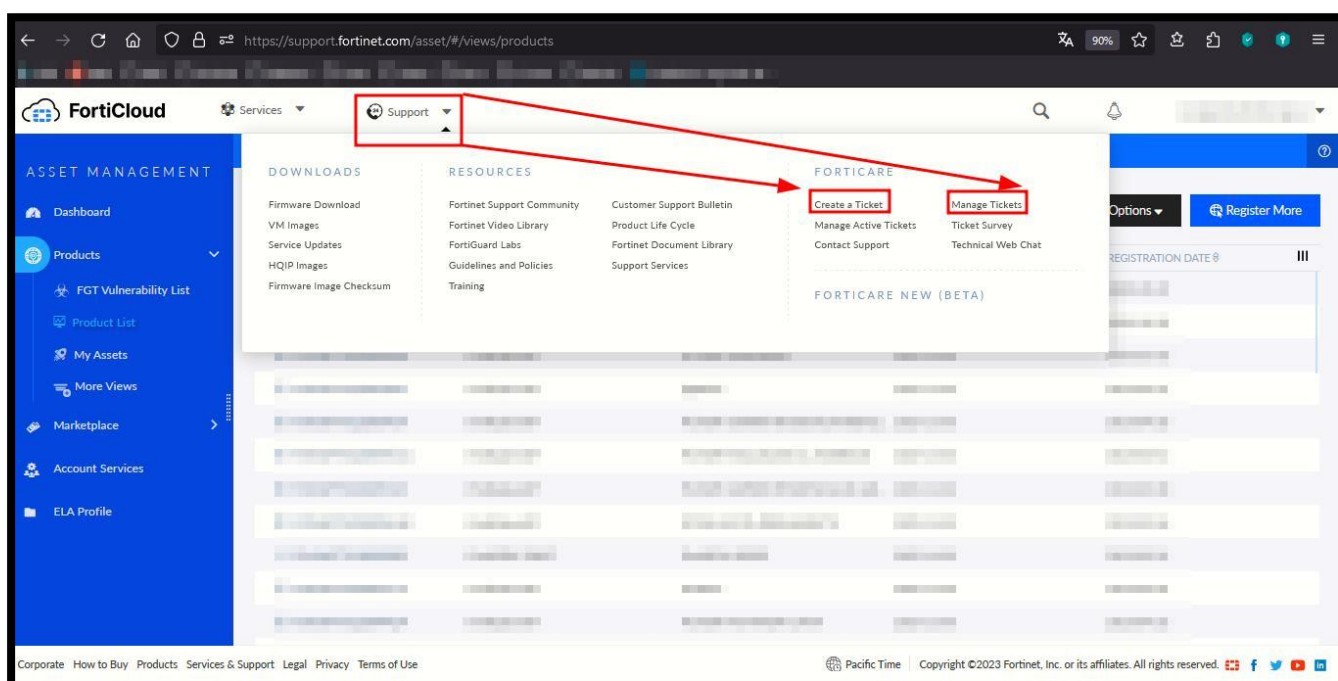


Buscar Serial



The screenshot shows the FortiCloud 'View Products' page. The left sidebar contains navigation links: Dashboard, Products (selected), FGT Vulnerability List, Product List, My Assets, More Views, Marketplace, Account Services, and ELA Profile. The main content area is titled 'View Products: 42 Units'. At the top of this area is a search bar labeled 'Search product list ...' which is highlighted with a red box. Below the search bar is a table with columns: SERIAL NUMBER, PRODUCT MODEL, DESCRIPTION, DAYS TO EXPIRATION, and REGISTRATION DATE. The 'SERIAL NUMBER' column header is highlighted with a red box, and an arrow points from this box to the first row of the table.

Creación o visualización de tickets ya creados



The screenshot shows the FortiCloud 'Support' dropdown menu. The 'Support' dropdown is highlighted with a red box. The 'Create a Ticket' and 'Manage Tickets' options are highlighted with red boxes and arrows. The 'Create a Ticket' option is highlighted with a red box, and the 'Manage Tickets' option is highlighted with a red box. The 'Support' dropdown menu is open, showing options: Create a Ticket, Manage Active Tickets, Contact Support, Ticket Survey, and Technical Web Chat. The 'Create a Ticket' and 'Manage Tickets' options are highlighted with red boxes and arrows.



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Techinal Support 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.

DOA/RMA Ticket

Revisiones y Modificaciones:

➤ 04/10/23