

USER GUIDE

SUPPORT PORTAL SIGN UP

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1.0 INTRODUCTION

This document describes the steps to sign up and create an account in the Fortanix Support Portal.

2.0 SIGN UP STEPS

1. If you are a new user and want to access the Fortanix Support Portal, click **Sign In** on the top-right corner of the Fortanix Support Home Page to create a new account.

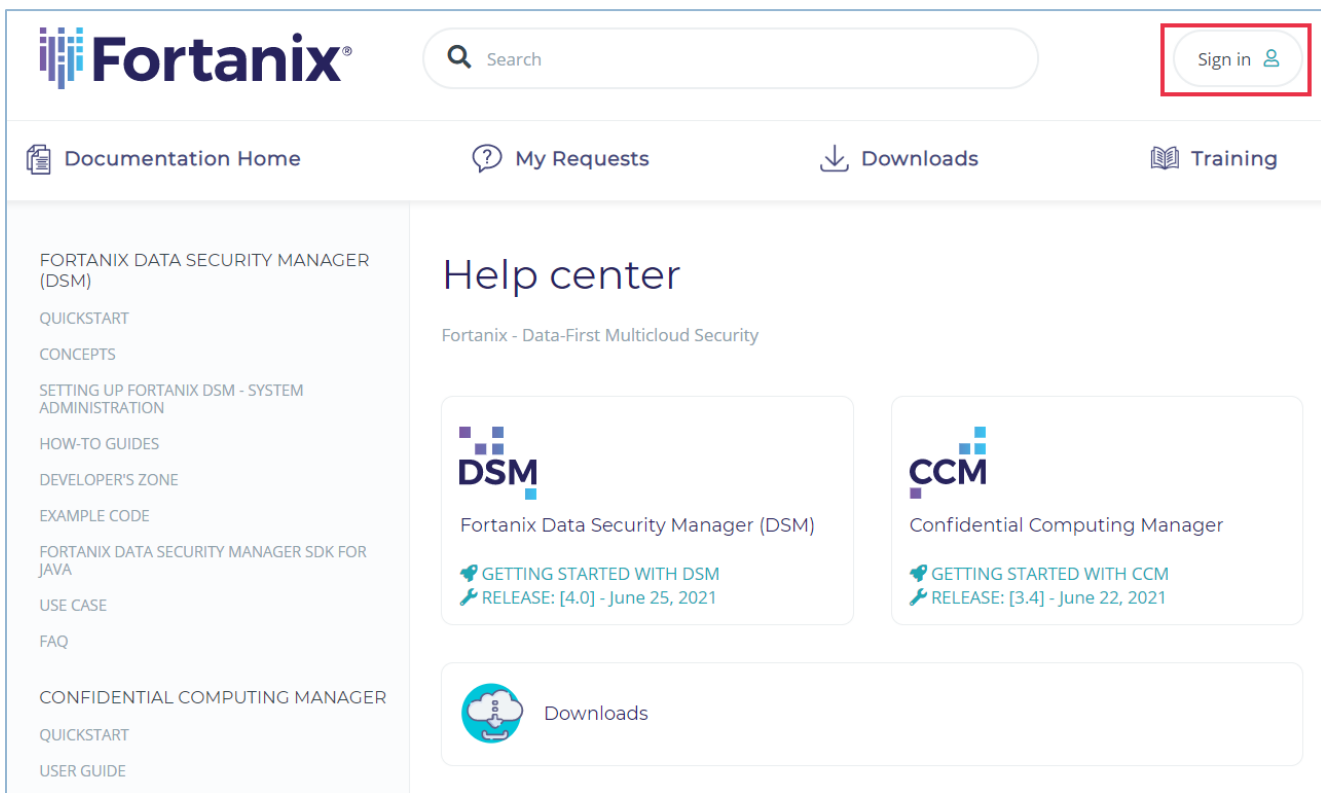


FIGURE 1: SIGN UP

2. Click **Sign up** in the “Sign in to Fortanix” dialog box to self-register.

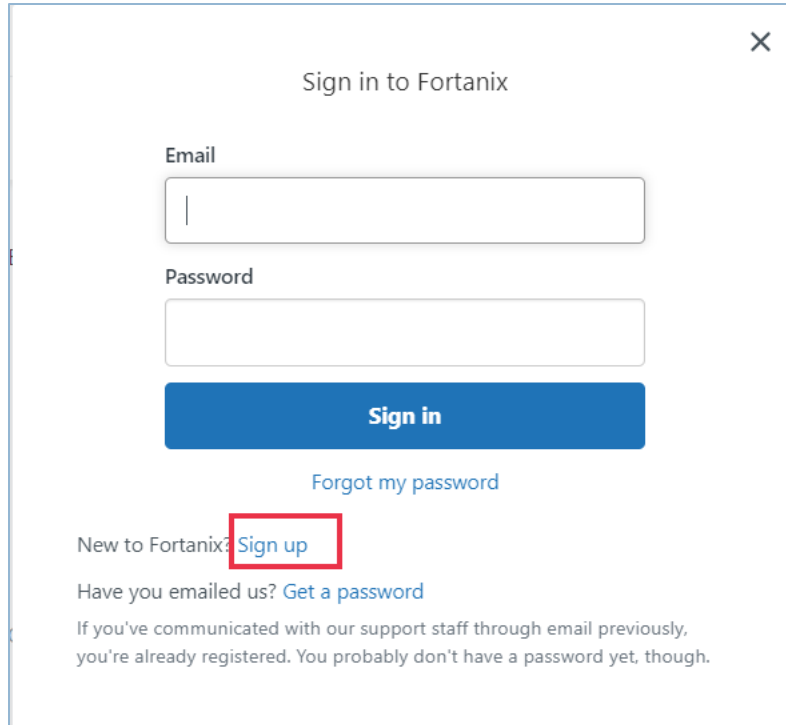


FIGURE 2: SIGN UP

3. In the "Sign up to Fortanix" dialog box, fill your name and email address and click **Sign up** to submit the request.

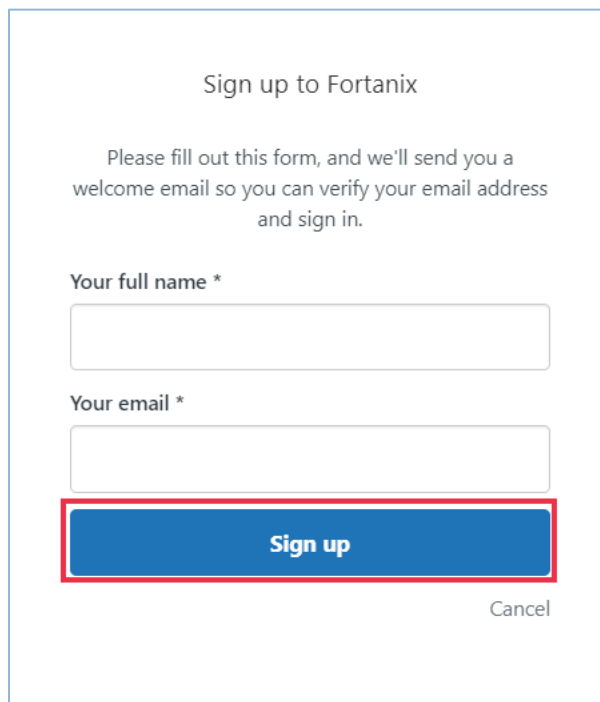


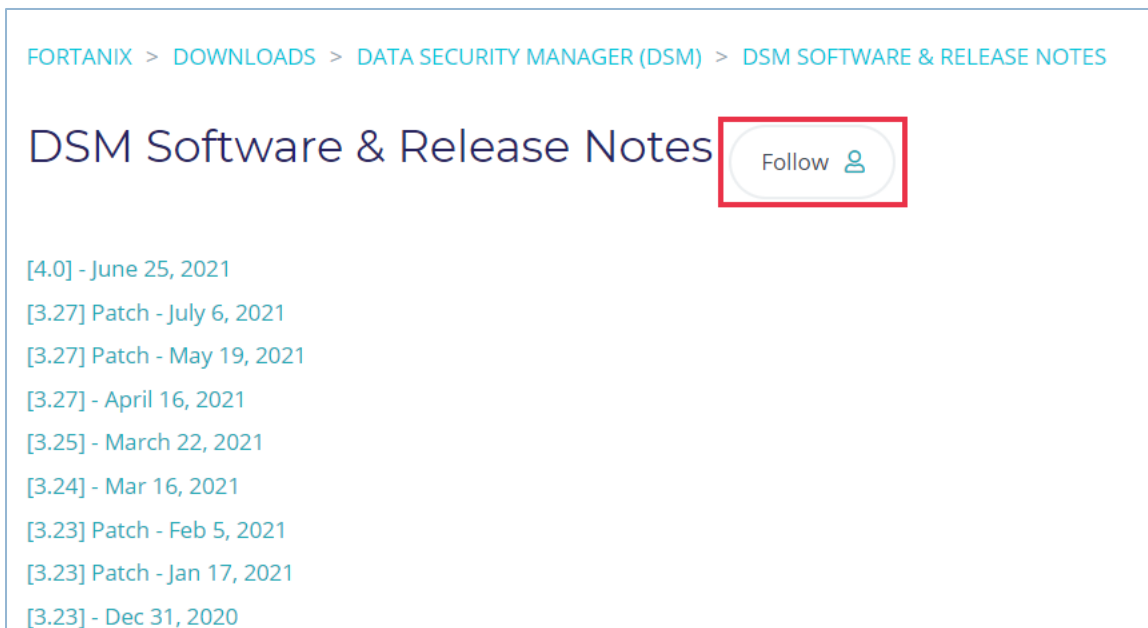
FIGURE 3: SUBMIT REQUEST

 **NOTE:**

- For new customers (organizations) it will take 1-2 days to process and create new accounts. In the interim, you can contact Fortanix support by email: support@fortanix.com.
- Fortanix support is organized by Product Documentation, Service Requests, Software Downloads, and Training categories. A user login is required to access Service Requests and Software Download sections.




TIP: To subscribe and be notified by email when a new article or Software Release is posted, click **Follow** as shown below:



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DSM Software & Release Notes

Follow 

- [4.0] - June 25, 2021
- [3.27] Patch - July 6, 2021
- [3.27] Patch - May 19, 2021
- [3.27] - April 16, 2021
- [3.25] - March 22, 2021
- [3.24] - Mar 16, 2021
- [3.23] Patch - Feb 5, 2021
- [3.23] Patch - Jan 17, 2021
- [3.23] - Dec 31, 2020

FIGURE 4: FOLLOW AND SUBSCRIBE

3.0 DOCUMENT INFORMATION

3.1 DOCUMENT LOCATION

The latest published version of this document is located at the URL:

<https://support.fortanix.com/hc/en-us/articles/4403478486164-Fortanix-Support-Sign-Up-Process>

3.2 DOCUMENT UPDATES

This document will typically be updated on a periodic review and update cycle.

For any urgent document updates, please send an email to: support@fortanix.com

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FORTANIX SUPPORT SIGN UP PROCEDURE

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