

# Hogy adhatok hozzáférést a Support Portalon a Partnernek az eszközeimhez?

Fortinet recommends that all end customer assets (Products, licenses, support contracts) are registered against an end user support account on the Customer Service and Support web portal.

Mindazonáltal a felhasználó dönthet úgy, hogy a Partner férjen hozzá a megvásárolt Fortinet eszközökhöz, pl esetnyitás miatt.

# Megoldás

The **End Customer** should first create a sub user account using any email address given by the Partner.

1. Log in to the Support Portal, go to Account Administration > Manage User and click the Add User icon.
2. Enter the Partner name as the user name, their telephone number and the Partner email account.
3. Select the permissions to be given to the Partner and choose whether they should have full or limited access.
4. Select 'Save' to create the sub user.

A message will be sent to the Partner email instructing them to set the password on the sub user account.

Once the sub user account has been created, the **Partner** can set up their access to the End Customer account.

1. The Partner should log in to the Partner Portal, go to the Support page and then Account Administration > Manage Account > Connect Account.
2. In the Connect Registered Account page, enter the Partner email and the password that was set (following the instructions that had been received).

Select 'Connect' to create the connection between the Partner and the End Customer accounts.

Once the connection has been established the sub user account that had been created earlier by the End Customer will no longer be able to log directly into the Support Portal.

The End Customer may at any time remove the sub user account if access is no longer required by their Partner.