

USER GUIDE

SUPPORT PORTAL SIGN UP

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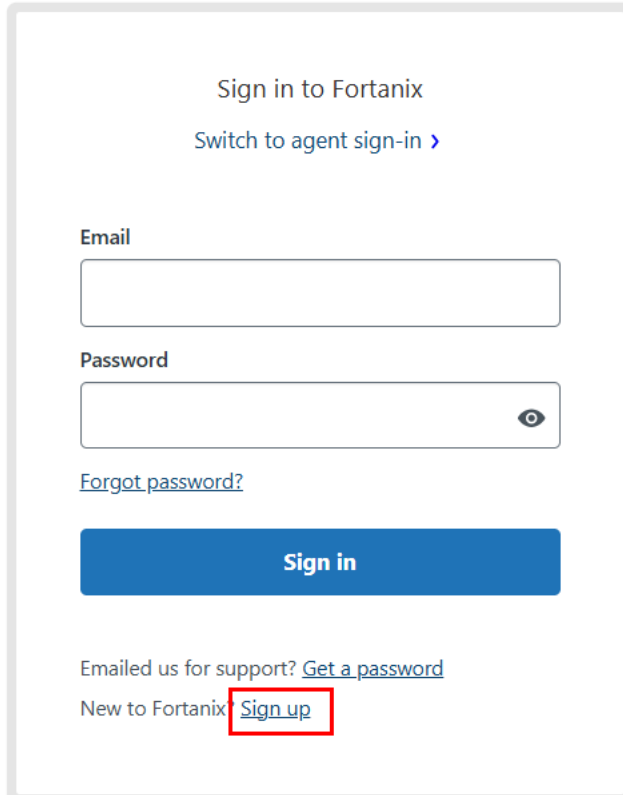
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1.0 INTRODUCTION

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 for announcements, software downloads, and service requests, go to <https://fortanix.zendesk.com/hc/en-us>.
2. Click **Sign up** in the “Sign in to Fortanix” dialog box to self-register



Sign in to Fortanix

[Switch to agent sign-in >](#)

Email

Password

[Forgot password?](#)

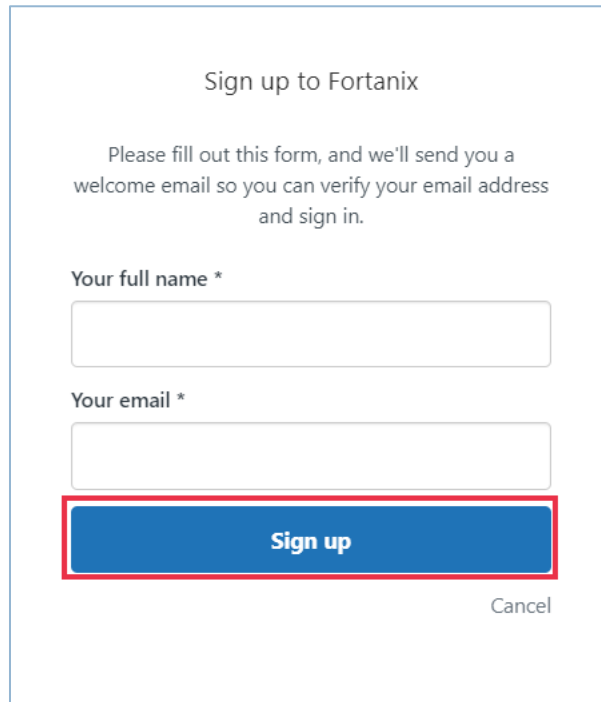
Sign in

Emailed us for support? [Get a password](#)

New to Fortanix? [Sign up](#)

FIGURE 1: 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.



Sign up to Fortanix

Please fill out this form, and we'll send you a welcome email so you can verify your email address and sign in.

Your full name *

Your email *

Sign up

Cancel

FIGURE 2: SUBMIT REQUEST

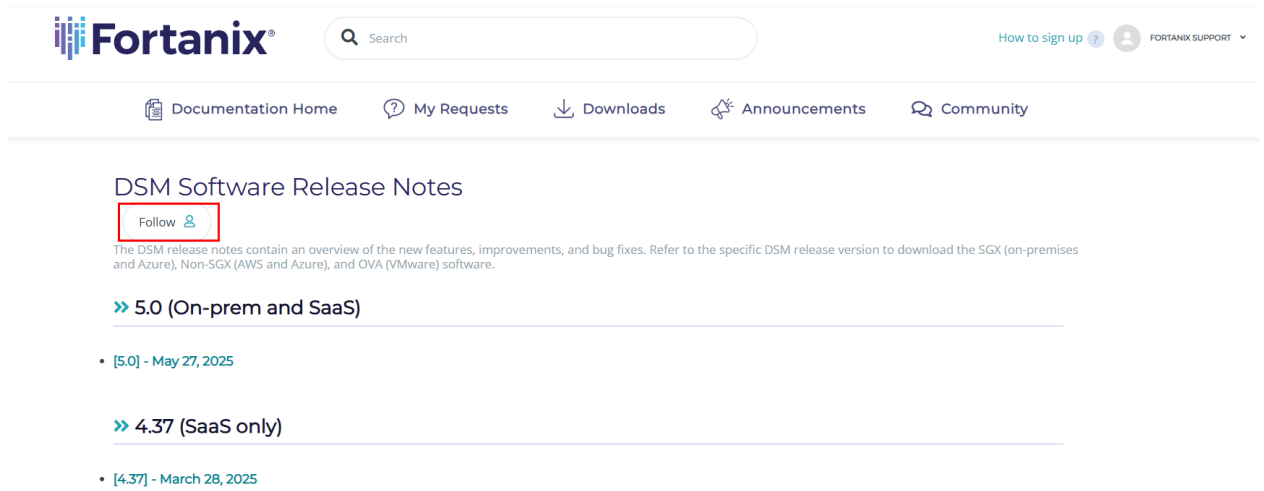


NOTE:

- 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 announcement or Software Release is posted, click **Follow** as shown below:



The screenshot shows the Fortanix documentation interface. At the top left is the Fortanix logo. To its right is a search bar with a magnifying glass icon and the word 'Search'. Further right are links for 'How to sign up' and a user profile icon labeled 'FORTANIX SUPPORT'. Below this is a navigation bar with icons and text for 'Documentation Home', 'My Requests', 'Downloads', 'Announcements', and 'Community'. The main content area is titled 'DSM Software Release Notes'. Below the title is a 'Follow' button with a person icon, which is highlighted with a red rectangular box. Underneath the button is a paragraph of text: 'The DSM release notes contain an overview of the new features, improvements, and bug fixes. Refer to the specific DSM release version to download the SGX (on-premises and Azure), Non-SGX (AWS and Azure), and OVA (VMware) software.' Below this text are two section headers: '» 5.0 (On-prem and SaaS)' and '» 4.37 (SaaS only)'. Under each header is a list item: '• [5.0] - May 27, 2025' and '• [4.37] - March 28, 2025'.

FIGURE 3: FOLLOW AND SUBSCRIBE

3.0 DOCUMENT INFORMATION

3.1 DOCUMENT LOCATION

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

<https://fortanix.zendesk.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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