

# Partner Extranet User registration – Support Documentation

---

This document describe the end-to-end registration process. In case of any issues please use our [contact form](#) or email to our qualified support staff: [extranet@ts.fujitsu.com](mailto:extranet@ts.fujitsu.com)

## Table of Contents

1.	Introduction.....	2
2.	User lifecycle process.....	2
2.1	Prolongation email.....	2
2.2	Prolongation link.....	2
3.	Create a Fujitsu partner account.....	3

## 1. Introduction

Fujitsu Partner account / logins are personal. We don't accept shared accounts and functional email's like office@ info@ sales@ partner@. Please use your personal email address.

Public email services are blocked and require a individual whitelisting of your address. Please contact your Fujitsu representative.

Multi-factor authentication - MFA Support document

<https://docs.ts.fujitsu.com/dl.aspx?id=799904f3-44c3-4500-8774-945dd3e994d0>

### Password policy

- At least 12 characters
- At least one symbol or numerical digit
- At least one uppercase and one lowercase character
- No part of your username
- No part of your first or last name
- password should be non-repeatable so cannot be any of the 24 previous used passwords.
- Fujitsu rules do not allow a password change within 24 hours of the last change.
- Account is locked for 30 minutes after 10 failed attempts.

## 2. User lifecycle process

Account expiry is set to 90 days.

### 2.1 Prolongation email

To secure your account, it is required to re-validate your email address every 90 days. This includes acceptance of data protection statements and a password change.

30 days before expiry, you receive a validation email. 14 days later an reminder email

### 2.2 Prolongation link

60 days after account expiry you can re-activate your account using our prolongation link service: <https://fujitsu.com/prolongation>

### 3. Create a Fujitsu partner account

#### Step-by-step instruction:

1. Enter URL <https://fujitsu.com/register> and fill out required fields

The screenshot shows the 'Partner Registration' page on the Fujitsu Partner Extranet. The page includes a navigation bar with links for 'Login', 'Register', 'Reset password', 'Resend prolongation link', and 'Partner Help'. The main heading is 'Partner Registration'. Below the heading, there is a welcome message and a list of programs: 1. Fujitsu Channel Partner program (-SELECT Partner Program), 2. Fujitsu Service Partner program, 3. Electronic Procurement Portal (ePP), 4. Fujitsu Alliance Partners program, and 5. Others. There are several paragraphs of text explaining the registration process, including a note about privacy and consent, and a 'Please note' section about withdrawing consent. The form is divided into two sections: 'Personal Information' and 'Contact Information'. The 'Personal Information' section includes fields for 'Salutation' (with a dropdown menu), 'First Name', and 'Last Name'. The 'Contact Information' section includes fields for 'Street/Post Box', 'City', 'Postcode', 'Country/Region' (with a dropdown menu), 'Country/State', 'E-mail Address' (with a placeholder 'firstname.lastname@company.tld'), 'Phone', 'Fax', and 'Position'.

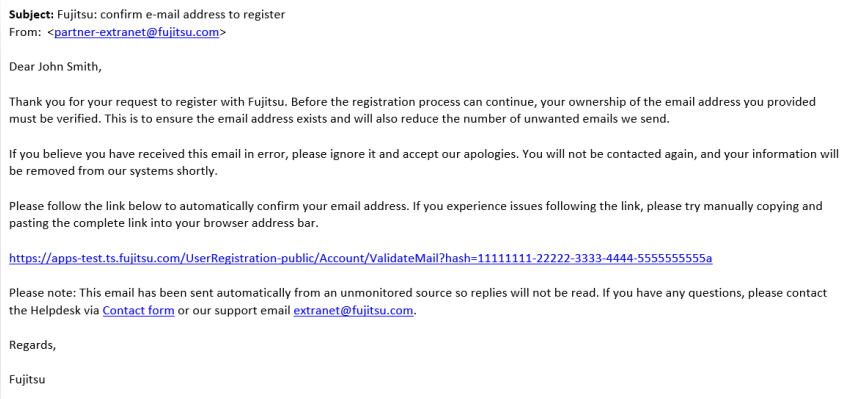
No VAT number? Channel and service partner require a VAT number, others please type N/A.  
Your contact person within Fujitsu - please put in details here of the Fujitsu representative you are working with.

2. Accept data protection statements

The screenshot shows the 'Data Protection Statement / Terms of use' form. It includes three checked checkboxes: 'I have read and agree to Fujitsu's [privacy policy](#) \*', 'I have read and agree to Fujitsu's Partner Portal [Terms of use](#) \*', and 'Yes, I have read and understood the [declaration of consent](#) which I have reviewed as well as I agree that within the Fujitsu Partner Portal, my personal data can be collected, stored, processed and transmitted. \*'. There is also an unchecked checkbox: 'I agree to be contacted for marketing communications.'. Below the checkboxes is a reCAPTCHA widget with a green checkmark and the text 'I'm not a robot'. At the bottom of the form are 'Submit' and 'Reset' buttons.

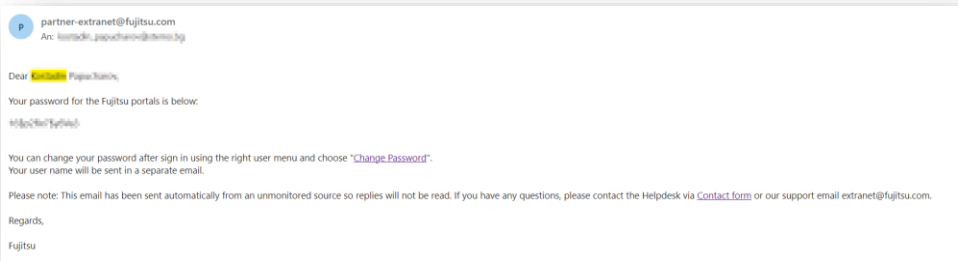
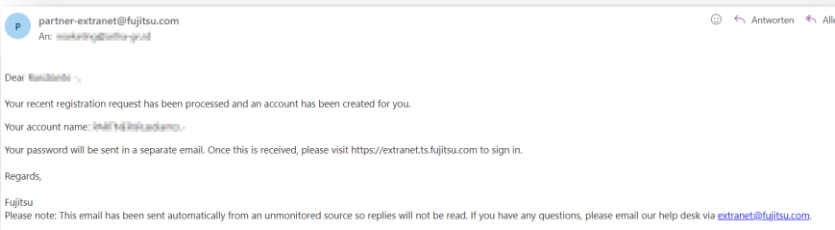
Fujitsu's [Privacy policy](#) - [Terms of use](#) - [declaration of consent](#)

### 3. Validation email – confirm your email address



once you validated your email address, a partner manager will approve your request. This can take up to 2 business days.

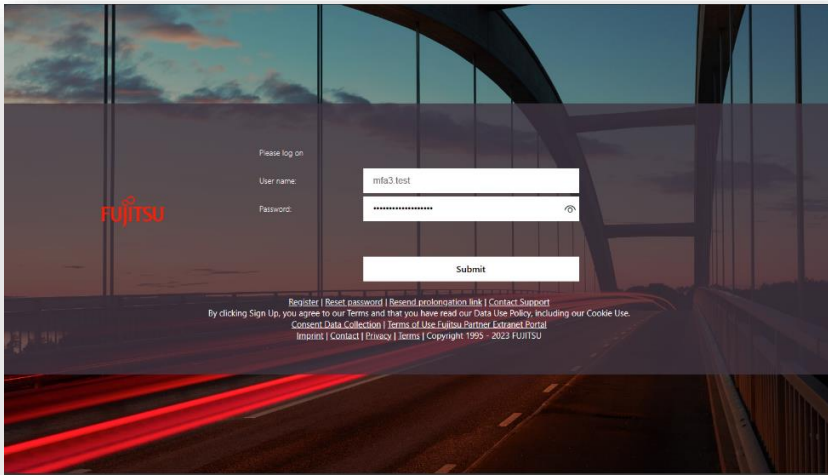
### 4. Approved accounts will receive 2 separate emails with login and password



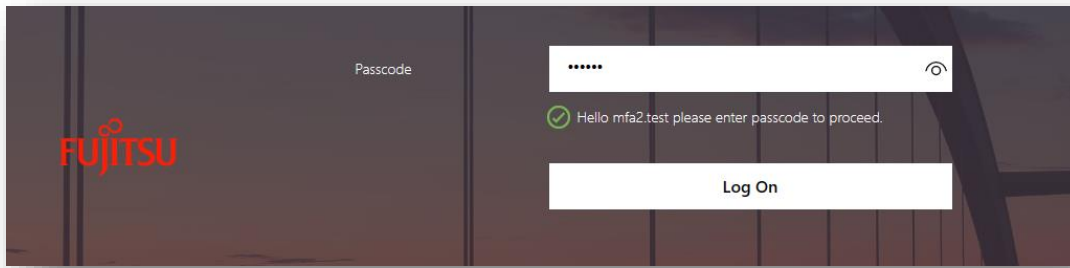
### 5. Enroll Multi-factor authentication

Please see separate document: Multi-factor authentication - MFA Support document <https://docs.ts.fujitsu.com/dl.aspx?id=799904f3-44c3-4500-8774-945dd3e994d0>

6. Open <https://extranet.ts.fujitsu.com> and sign in with your credentials.



7. You will now ask to enter your second factor passcode from your authenticator app



8. User is signed in and can use extranet services based on his role. The homepage will give you an overview of available portals and microsites.