This document describes 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

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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

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

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.
3. **Create a Fujitsu partner account**

Step-by-step instruction:

1. Enter URL [https://fujitsu.com/register](https://fujitsu.com/register) and fill out required fields

   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

   Fujitsu’s [Privacy policy - Terms of use - declaration of consent](https://fujitsu.com/register)
3. Validation email – confirm your email address

Subject: Fujitsu: confirm e-mail address to register
From: <partner.extranet@fujitsu.com>

Dear [Name],

Thank you for your request to register with Fujitsu. Before the registration process can continue, your ownership of the email address you provided must be verified. This is to ensure the email address exists and will also reduce the number of unwanted emails we send.

If you believe you have received this email in error, please ignore it and accept our apologies. You will not be contacted again, and your information will be removed from our systems shortly.

Please follow the link below to automatically confirm your email address. If you experience issues following the link, please try manually copying and pasting the complete link into your browser address bar.

https://apps.test.ts.fujitsu.com/PartnerRegistrationPublic/Account/ValidateMail?hash=11111111-2222-3333-4444-55555555555a

Please note: This email has been sent automatically from an unmonitored source so replies will not be read. If you have any questions, please contact the helpdesk via Contact form or our support email extranet@fujitsu.com.

Regards,

Fujitsu

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

![Image of sign-in page]

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

![Image of passcode entry]

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.