

Dear valued Fortify customer,

There are 3 primary Web portals that you will need to utilize to get started. Each of the portals has a separate set of credentials that you will need to create prior to accessing the secure data that is located on the portals.

- Fortify Support Portal – submit and manage Fortify support cases
- Hewlett Packard Enterprise Software Licenses and Downloads – manage license entitlements and download software
- Protect 724 – user community with product documentation, videos, blog posts and user question and answers

How do I get my credentials for each of the portals?

Use the links below to register or request credentials for the portals:

Fortify Support Portal: Email fortifytechsupport@hpe.com

- Include the Sales Agreement ID (SAID), a copy of the Fortify license, Full name, and email address to request access to Fortify Support.

Hewlett Packard Enterprise Software Licenses and Downloads: [Request HPE Passport](#)

Protect724 Community: [Request Protect724](#)

Fortify Support Portal <https://support.fortify.com>

Log in Credentials needed: Fortify Support Credentials

The Fortify Support Portal has a wealth of information including support case management, knowledgebase and download features.

What to use this portal for:

- Open, update and manage support cases
- Download the Fortify Static Software license files
- Download Fortify Static Software RulePacks
- Knowledgebase
- Premium Contents

If you are having problems with the Fortify Support portal, please email fortifytechsupport@hpe.com. This will automatically open a case that you will be able to manage on the Fortify Support Portal.

HPE Software Support Handbook	Everything you need to know about software support – how to submit support cases, how to obtain product updates, information about migrations, download manuals.	> Link
Email Support	You can email fortifytechsupport@hpe.com at any time with your support needs. Sending an email will automatically open a case and routes directly to our Technical Support Team.	> Link

Hewlett Packard Enterprise Software Licenses and Downloads

<https://h20575.www2.hpe.com/mysoftware/index>

Log in Credentials needed HPE Passport

Your SAID will need to be associated with your HPE Passport or you can enter it manually on each visit.

With this portal you can Request a license and access your entitlements to software activations and downloads.

[Introduction to the Portal and First Steps](#)

[Managing ELA Entitlements](#)

[Activating and Rehosting a License](#)

[Updates, Upgrades and Migrations](#)

[Identity Access Management](#)

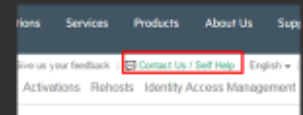
If you are having problems with this page please reach out to

[Contact Us / Self Help](#)

Customer goes to Hewlett Packard Enterprise Software Licenses and Downloads to Request License:

1. Go to [Software Request Site](#)
2. Sign in using your Passport Account (or create a Passport Account)
3. Click **Search Organization**
4. Click in the Search Box and Select **Order Number**
5. Enter the Order Number provided in the Delivery Email and click **Search**
6. Select your Organization
7. Click **Manage Entitlements**
8. Find the Product you wish to activate and select **Activate**
9. Fill out the required information (Target, Product, Version, Quantity)
10. Confirm the information and click **Submit**

If the customer needs assistance with this process please refer them to the [Contact Us/Self Help Link](#) on the portal



You can also reference our [Fortify Quick Start Guide](#).

Alternate method to download software

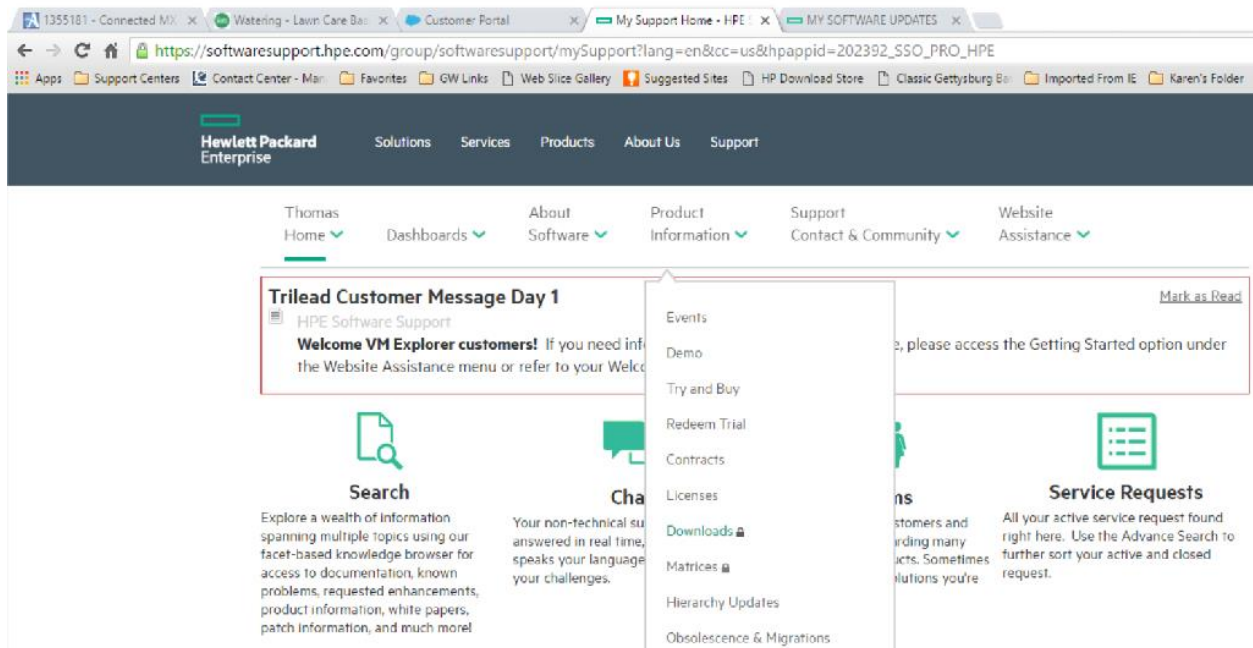
<https://softwaresupport.hpe.com/>

Log in Credentials needed: HPE Passport

Your SAID will need to be associated with your HPE Passport or you can enter it manually on each visit.

How to Access Downloads:

- Go to SoftwareSupport.hpe.com
- Select Sign-in and enter your HPE Passport user id and password.
- In the HPE menu under Products Information select Downloads
- Enter your SAID if one is not already attached to your Passport account.
- Click the View available products button.
- HPE Fortify products are listed under the Fortify Software Security Center.



Protect724 Community <https://www.protect724.hpe.com/community/fortify>

The Protect724 portal is a repository of Product documentation, Product Videos message board interactions and product announcements. This interactive portal holds a wealth of information created to help our customers succeed with deployment, general troubleshooting and understanding the future direction of the Fortify suite of products.

Log in Credentials needed: Protect724 credentials

Username and Passwords are requested on your first entry to the Protect724 system, once approved by the Protect724 admin you will have access to the portal.

What to use this portal for:

- Retrieving documentation
- Asking questions to the Fortify community
- Product Release Notes
- Product installation and usage videos

If you are having issues with accessing the Protect724 portal, please email: Protect724@hpe.com