

Partner Extranet User invitation – Support Documentation

This document describe the end-to-end registration process for user invites. 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. Please use your personal email address and do not share your account and keep your password private.

From 12th November 2023, Fujitsu connected internet systems require mandatory Multi-factor authentication for each external login

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

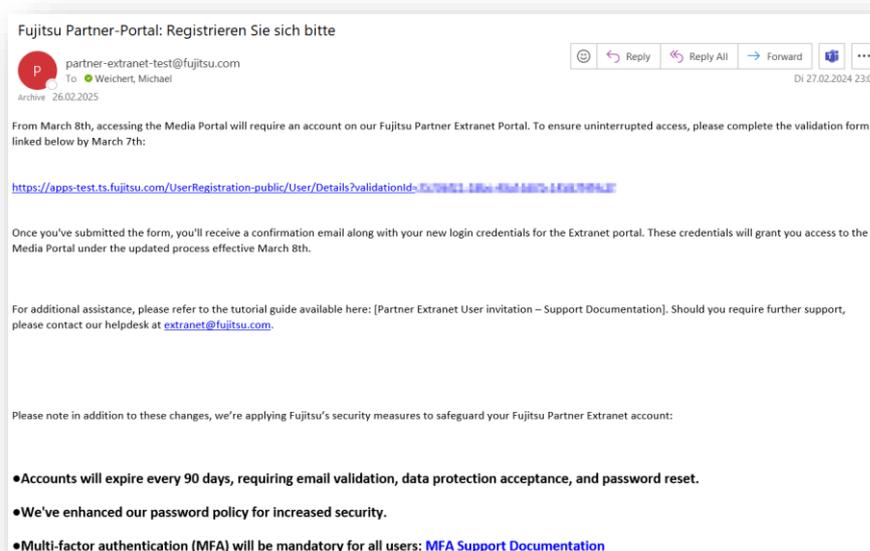
2.2 Prolongation link

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

3. Complete Fujitsu partner account creation after an invite

Step-by-step instruction:

1. You will receive an email from partner-extranet@fujitsu.com



2. Click on the validation link and complete your data

FUJITSU Partner Extranet registration Login Register Reset password Resend prolongation link Partner Help

Persönliche Informationen

Anrede * Mr.

Vorname * Michael

Nachname * Weichert

Kontaktinformation

Strasse / Postfach * mies von der rohe str. 8

Stadt * München

PLZ * 80997

Land/Region * Germany

Bundesland Bayern

E-Mail-Adresse * michael.weichert@fujitsu.com

Telefon * +4989620604447

Fax:

Funktion / Job-Titel * TEST PLEASE IGNORE

Firmeninformationen

Firma * Fujitsu

Unternehmens-Website / Impressum * www.fujitsu.com

Ust.-IdNr. * N/A
Eine Steuer-Nummer hilft uns bei der Zuordnung Ihrer Firma zum entsprechenden Vertrag.

Datenschutzbestimmung / Nutzungsbedingungen

Ich habe die Fujitsu [Datenschutzbestimmungen](#) gelesen und akzeptiere sie. *

Ich habe die Fujitsu Partner Portal [Nutzungsbedingungen](#) gelesen und akzeptiert. *

Ja, ich habe die [Einverständniserklärung](#) gelesen und verstanden und bin damit einverstanden, dass meine personenbezogenen Daten im Fujitsu Partnerportal erhoben, gespeichert, verarbeitet und übermittelt werden. *

Ich bin damit einverstanden, dass ich für Marketing-Kommunikation kontaktiert werde.

Submit Reset

Imprint Contact Privacy Terms © 1995 - 2024 FUJITSU

No VAT number? Channel and service partner require a VAT number, others please type N/A.

3. Accept data protection statements and submit data

The screenshot shows a form titled "Data Protection Statement / Terms of use". It contains three checked checkboxes with the following text:

- I have read and agree to Fujitsu's [privacy policy](#) *
- I have read and agree to Fujitsu's Partner Portal [Terms of use](#) *
- 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. *

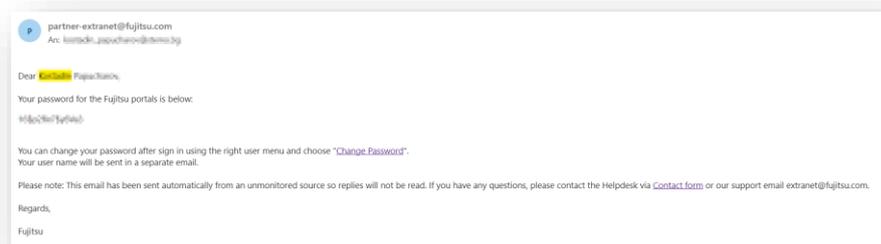
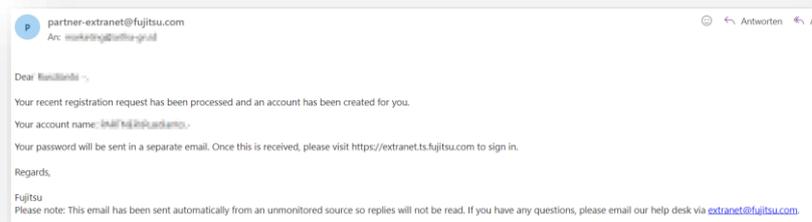
There is also an unchecked checkbox: I agree to be contacted for marketing communications.

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

The screenshot shows the registration form with a green success message overlay. The form fields include "Anrede", "Vorname", "Nachname", and "Kontaktinformation". The success message in German reads: "Vielen Dank für Ihre Registrierung. Sie haben sich erfolgreich bei Fujitsu registriert. Sie werden eine E-Mail mit Ihrem User-Namen erhalten und eine weitere mit Ihrem Passwort. Diese Zugangsdaten sollten Sie innerhalb 20 Minuten erhalten haben. Wenn dies nicht der Fall sein sollte, überprüfen Sie bitte die Einstellungen Ihres Spam-Filters und stellen Sie sicher, dass unsere E-Mail nicht abgelehnt wurde. Im Problemfall informieren Sie bitte unseren Helpdesk: extranet@fujitsu.com."

Green message indicates a successful user creation

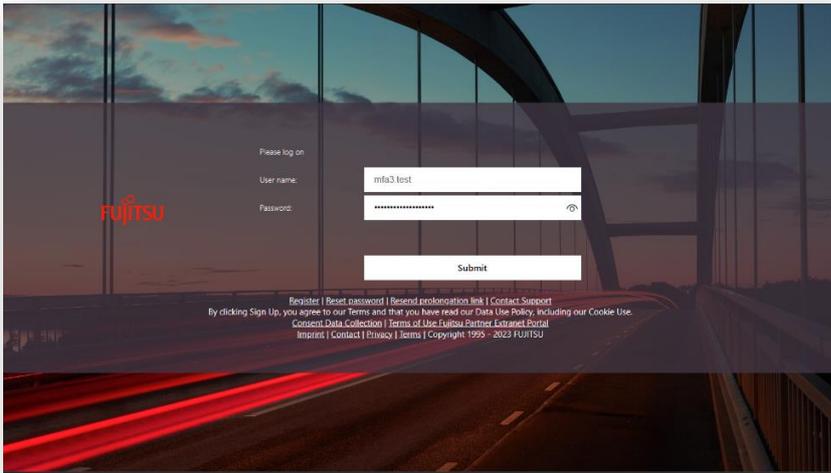
4. You will receive 2 emails with login and password



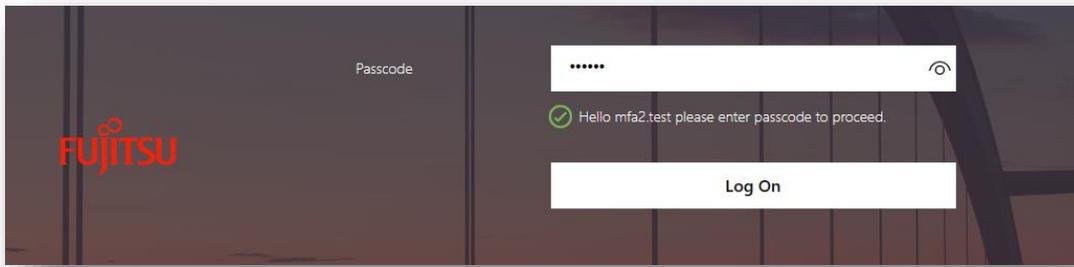
5. Enroll Multi-factor authentication

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.