User Center
Getting Started Guide

Check Point
SOFTWARE TECHNOLOGIES LTD.

We Secure the Internet.

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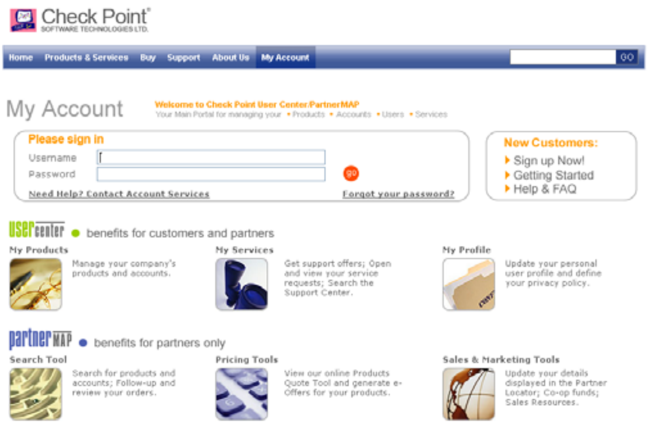
1 Introduction to the User Center

Welcome to the User Center

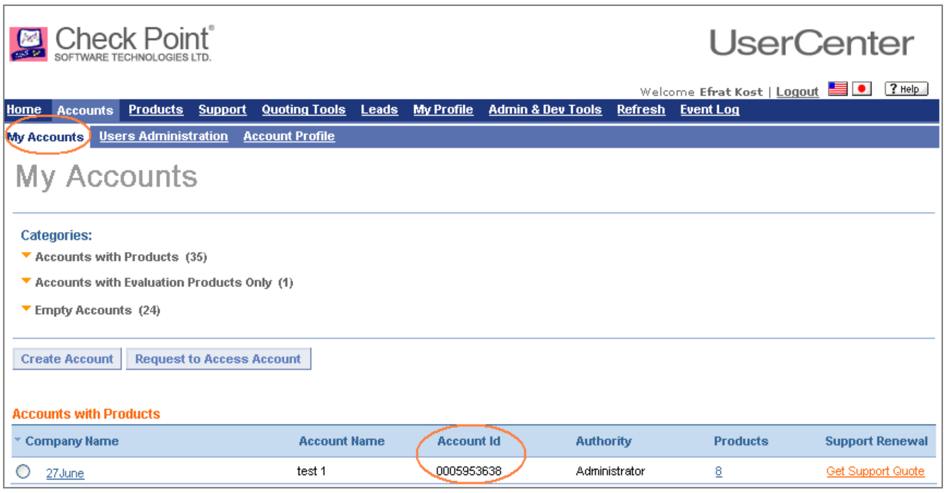
The Check Point User Center offers single sign-on management for all your Check Point needs:

- Manage Accounts & Products
- Get Support Offers
- License Products
- Open & manage your Service Requests
- Access Downloads and product documentation
- Search Technical Knowledge Center



User Center Terminology

User Center Account – the entity that represents the company of the end customer. Upon the creation of an account, an Account ID is created. The Account ID is a unique indicator of the account.
To view the list of your User Center Accounts, navigate to the “Accounts” tab, “My Accounts” sub tab:



Account Profile – the profile created at the time an account is created which contains the company profile information.

Certificate Key – a unique, twelve-character, alpha-numeric string used to identify your Check Point Software products. (e.g. EDF263E3C6F3)

MAC Address – a unique alpha-numeric string used to identify your UTM-1, VPN-1 UTM Edge, and Safe@Office Appliances. (e.g. 00:08:DA:54:68:BC)

Order Key – an order key consists of two seven character alpha-numeric strings which is used when adding products to an account.

Service Tag Number (STN) – a unique, seven-character, alpha numeric string used to identify your Check Point Connectra and InterSpect appliances. (e.g. 542YK83)

Username – the unique email address of a User which is used to log into the User Center.

User Profile – the profile containing the user’s personal contact information.

2 Creating Your User Center Account

Creating your User Profile

The first step in creating your User Center account is to create your User Profile.

Create Your User Profile:

1. Browse to the User Center Login page at http://usercenter.checkpoint.com
2. Click the "New Customers: Sign up Now!" link
3. Complete the User Profile form
4. Click the "Submit" button

Upon creating your User Profile, a system-generated email will be sent to you. The email will contain your User Center username and temporary password.

Creating your Account Profile

If you have purchased a Check Point product, and the product is not registered, it is necessary to register these products within the Check Point User Center. To do this, you will first need to create an Account Profile.

Create Your Account Profile:

1. Log into the User Center at http://usercenter.checkpoint.com
2. Click the "Accounts" tab
3. Click the "My Accounts" sub-tab
4. Click the "Create Account" button
5. Complete the Account Profile form
6. Click the "Submit" button

Once the account has been created, an Account Id will automatically be generated and the account will appear on "My Accounts" list.

Request to Access an existing account

In the event your company has an existing User Center account, the Account Administrator can add you to this account through the User Center. (For directions on adding new users to an existing account, see Section 4 “Adding New Users to an Existing Account.”)

To Request to Access an Account:

1. Log into the User Center at http://usercenter.checkpoint.com
2. Click the “Accounts” tab
3. Click the “My Accounts” sub-tab
4. Click the “Request to Access Account” button
5. Complete the required fields
6. Click the “Submit” button

If you need assistance with locating your company’s User Center Account, you can contact Check Point Account Services for assistance by emailing AccountServices@checkpoint.com or submitting an online request at http://www.checkpoint.com/form/contact_account.html or by calling (US) +1 972-444-6600, option 5.

3 Managing Your Products

Adding products to an account

In most instances, Check Point will add products to your User Center account at the time of purchase. In the event you have an unregistered product, follow the steps below to add the product to your account.

To add new products:

1. Log into the User Center at http://usercenter.checkpoint.com
2. Click the “Products” tab
3. Click the “My Products” sub-tab
4. Select your account from the pull-down menu
5. Click the “Add More Products” button
6. Enter the Certificate Key, MAC Address, or Service Tag Number (STN) of your product* **-or-** Enter the Order Key provided by your reseller
7. Click the “Submit” button

   **Click the “Add More Products” button to add up to 16 products at one time.*

After adding the products, the User Center will confirm the products were/were not successfully added.

Licensing a product

You must have “License” or “Administrator” permissions within the User Center to generate a license. Follow these steps if generating a license for the first time or re-licensing a product.

To license a single Certificate Key:

1. Log into the User Center at http://usercenter.checkpoint.com
2. Click the “Products” tab
3. Click the “My Products” sub-tab
4. Select your account from the pull-down menu
5. Select “License” from the “Actions” pull-down menu to the right of your product
6. Complete all required fields (marked with an asterisk)
7. Click the “Activate” button (if re-licensing a product, option will be “Change”)

To license multiple Certificate Keys:

1. Log into the User Center at http://usercenter.checkpoint.com
2. Click the “Products” tab
3. Click the “My Products” sub-tab

4. Select your account from the pull-down menu
5. Check the box to the left of each Certificate Key you wish to license
6. Click the “License” button that appears on the top, left hand corner of the products table.
7. Complete all required fields (marked with an asterisk)
8. Click the “Activate” button* (if re-licensing a product, option will be “Change”)

   **You will be prompted to repeat steps 7 and 8 for each product you are licensing.*

After licensing your product(s), a system generated email will be sent to you. You can also download the license file by clicking “Get License” on the License Confirmation screen.

Upgrading a license

To upgrade a license from NG or NG with Application Intelligence to NGX:

1. Log into the User Center at http://usercenter.checkpoint.com
2. Click the “Products” tab
3. Click the “My Products” sub-tab
4. Select your account from the pull-down menu
5. Select “License” from the “Actions” pull-down menu to the right of your product
6. Complete all required fields (select the *new* version from the “Version” pull-down menu during licensing)
7. Click the “Change” button*

After licensing your product(s), a system-generated email will be sent to you containing your license file. You can also download the license file by clicking “Get License” on the License Confirmation screen.

To upgrade a license from 4.1 (or below) to NG or higher:

1. Log into the User Center at http://usercenter.checkpoint.com
2. Click the “Products” tab
3. Click the “My Products” sub-tab
4. Select your account from the pull-down menu
5. Click the product name (e.g. CPFW-FM-U-V41)
6. Click the “Upgrade” button*
7. Review the Upgrade Details page
8. Click the “Continue” button to complete the upgrade

   **The “Upgrade” buttonwill be available only for those products at 4.1 or below and which are eligible for a version upgrade.*

After upgrading to NG, you will need to generate a new license to obtain the upgraded features.

Downloading an existing license

You can download the most recently generated license through the User Center.

To download a license file:

1. Log into the User Center at http://usercenter.checkpoint.com
2. Click the "Products" tab
3. Click the "My Products" sub-tab
4. Select your account from the pull-down menu
5. Select "Get License File" from the "Actions" pull-down menu to the right of your product

Moving products between accounts

Only an account Administrator has the permissions necessary to move products from an account. To transfer a product, you will need both the seven digit account number and email address of a user on the account the product is to be transferred to.

To move a product from your account:

1. Log into the User at http://usercenter.checkpoint.com
2. Click the "Products" tab
3. Click the "My Products" sub-tab
4. Select the account containing the product you wish to move
5. Check the box to the left of the product(s) you wish to move
6. Click the "Move to Account" button
7. Select the account the product is to be transferred to **-or-** Enter the account ID
8. Enter the "Notify to Email Address". Note that the Email Address needs to be attached to the Account ID that you are moving the product(s) to.
9. Click the "Update" button
10. Confirm the transfer by clicking the "Approve" button

After moving the products, the User Center will confirm if the product was/was not transferred. In addition, system-generated confirmation emails are generated and sent to both the user performing the move, and the recipient of the new product.

Editing product information

You can update the Hardware Platform and Operating System as well as add new or edit existing comments for products.

To edit a product's information:

1. Log into the User Center at http://usercenter.checkpoint.com
2. Click the "Products" tab
3. Click the "My Products" sub-tab

4. Select your account from the pull-down menu
5. Select “Edit Info” from the “Actions” pull-down menu to the right of your product
6. Make changes as appropriate*
7. Click the “Update” button to save these changes

   **The “Edit Info” page will not allow you to generate a new license. To generate a new license, select “License” from the “Actions” pull-down menu.*

4 Managing Your User Center Account

Updating your User Profile

To update your User Profile:

1. Log into the User Center at http://usercenter.checkpoint.com
2. Click the “My Profile” tab
3. Click the “Update Profile” button
4. Make necessary changes*
5. Click the “Submit” button to save changes

   **To update your email address, see the “Changing your username” solution below.*

Requesting a new password

In the event you have lost your User Center password, you can request a new password by following the directions below.

To request a new password:

1. Navigate to the User Center Login page at http://usercenter.checkpoint.com
2. Click the “Forgot Your Password?” link
3. Enter your email address
4. Click the “Get Password” link

A new, system-generated password will be emailed to you.

Changing your password

To change your User Center password:

1. Log into the User Center at http://usercenter.checkpoint.com
2. Click the “My Profile” tab
3. Click the “Change Password” button
4. Enter your old password
5. Enter your new password
6. Confirm your new password
7. Click the “Submit” button to save your changes

Changing your username

In the event your email address changes, your new email address must be added to the account as if adding a new user.
Only an account Administrator has the permissions necessary to add new users to an account.

To add a new username (email address):

1. Log into the User Center at http://usercenter.checkpoint.com
2. Click the “Accounts” tab
3. Click the “Users Administration” sub-tab
4. Select your account from the pull-down menu
5. Click the “Add User” button
6. Enter your new username (email address)
7. Assign permissions as appropriate
8. Click the “Submit” button
9. If prompted, enter your full name and select your country from the pull-down menu
10. Click the “Submit” button

Your new username and password will be system-generated and emailed to you.

Adding new users to an account

Only an account Administrator has the permissions necessary to add new users to an account.

To add a new user:

1. Log into the User Center at http://usercenter.checkpoint.com
2. Click the “Accounts” tab
3. Click the “Users Administration” sub-tab
4. Select the account you wish to add the new user to
5. Click the “Add User” button
6. Enter the new user’s username (email address)
7. Assign permissions as appropriate
8. Click the “Submit” button
9. If prompted, enter the new user’s full name and select their country from the pull-down menu
10. Click the “Submit” button

If the user has an existing User Profile, a system-generated confirmation email will be sent notifying them they have been added to the account. In the event the new user does not have an existing profile, they will receive their User Center username and password in the confirmation email.

Changing a user’s permissions

Only an account Administrator has the permissions necessary to change a user’s permissions.

To change a user’s User Center permissions:

1. Log into the User Center at http://usercenter.checkpoint.com
2. Click the “Accounts” tab
3. Click the “Users Administration” sub-tab
4. Click the view icon to the right of the user whose rights are to be changed
5. Make changes to the user’s permissions as appropriate
6. Click the “Update” button to save the changes

Updating your Account Profile

To update your Account Profile:

1. Log into the User Center at http://usercenter.checkpoint.com
2. Click the “Accounts” tab
3. Click the “Account Profile” sub-tab
4. Select the account you wish to update from the pull-down menu
5. Click the “Update Account” button
6. Make the necessary changes
7. Click the “Submit” button to save changes

5 Online Service & Support Tool (SST)

Opening a Service Request

To open a new Service Request:

1. Log into the User Center at http://usercenter.checkpoint.com
2. Click the “Support” tab
3. Click the “Create Service Request” sub-tab
4. Select the account from the “Select account:” pull-down menu
5. Select type of support required
6. Follow prompts (prompts will vary depending on Support Type selected)
7. Click the “Submit” button to open the Service Request

Document the Service Request number provided on the confirmation page.

Viewing Existing Service Requests

You can view Service Requests opened under your username as well as Service Requests opened under your Account.

To view an existing Service Request

1. Log into the User Center at http://usercenter.checkpoint.com
2. Click the “Support” tab
3. Click the “My Service Requests” sub-tab
4. Complete the search criteria fields
5. Click the “Go” button
6. Results will populate at the bottom of the screen

Updating an Open Service Request

To update an open Service Request:

1. Log into the User Center at http://usercenter.checkpoint.com
2. Click the “Support” tab
3. Click the “My Service Requests” sub-tab
4. Complete the search criteria fields
5. Click the “Go” button
6. Locate the Service Request you wish to update
7. Click the “Update” link to the right of the Service Request you wish to update
8. Under the “Updates” heading, click “Update”
9. Enter your update and click the “Save” button

Adding an Attachment to an Open Service Request

To add an attachment to an open Service Request:

1. Log into the User Center at http://usercenter.checkpoint.com
2. Click the “Support” tab
3. Click the “My Service Requests” sub-tab
4. Complete the search criteria fields
5. Click the “Go” button
6. Locate the Service Request you wish to update
7. Click the “Update” link to the right of the Service Request you wish to update
8. Under the “Attachments” heading, click “Update”
9. Browse and upload your attachment

Live Chat

Live Chat is available Monday through Friday, 8:00 AM through 5:00 PM CDT (UTC/GMT -6 hours) for technical and licensing questions. A valid support contract is required to use this service.

1. Log into the User Center at http://usercenter.checkpoint.com
2. Click the “Support” tab
3. Click the “Home” tab
4. Click the “Live Chat” button in the top right corner of the screen

6 Services and Support

Viewing Your Support Contract Details

To view your Support Contract Details:

1. Log into the User Center at http://usercenter.checkpoint.com
2. Click the “Support” tab
3. Click the “My Support Programs” sub-tab

Generating Enterprise Support and Collaborative Enterprise Support Quotes

To Generate an Enterprise Support offer:

1. Log into the User Center at http://usercenter.checkpoint.com
2. Click the “Quoting Tools” tab
3. Click the “Support Quote Tool” sub-tab
4. Check the box to the left each company you would like to include the offer
5. Click the “Next” button
6. Select your location from the “Select Region” pull-down menu
7. If prompted, select the type of support contract you would like to purchase
8. Click the “Next” button
9. Set the start and end dates of your contract
10. Click the “Next” button
11. Confirm the provided details (click the “Back” button to make changes)
12. Enter your reseller’s name in the “Reseller Company Name Field”
13. Click the “Get Detailed Offer” button to request a copy of the offer

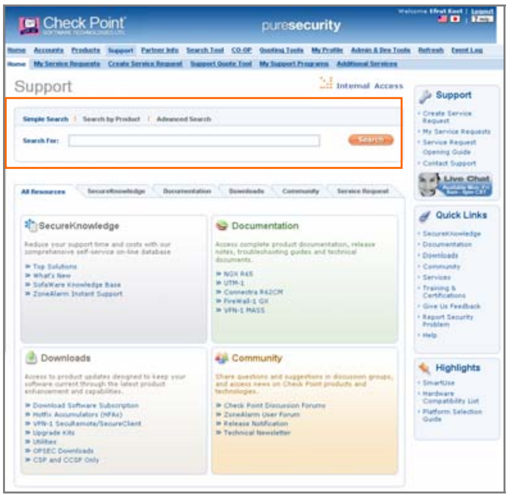
Subscribing to Monthly Newsletters

To subscribe to monthly newsletter(s):

1. Log into the User Center at http://usercenter.checkpoint.com
2. Click the "My Profile" tab
3. Click the "e-News" sub-tab
4. Check the box to the left of the newsletter(s) you want to enroll for
5. Click the "Submit" button to save the changes.

Check Point Release Notifications are sent as HTML e-mail so be sure your e-mail client can receive HTML e-mail, is set to automatically display images, and you’ve added Check Point to your Safe Senders List.

Accessing Downloads, Documentation, and SecureKnowledge Solutions



A current Check Point support contract is necessary for accessing Software Subscription Downloads.

1. Log into the User Center
2. Click the “Support” tab
3. Click the “Home” sub-tab
4. Use the search tool to locate all available downloads, documentation, forums and SecureKnowledge solutions

7 Resources

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Check Point Account Services

For assistance with Licensing, User Center, and post-sales questions.

Email: AccountServices@checkpoint.com
Phone: (US) +1 972-444-6600, option 5, (Intl) +972-3-6115100
Hours: 8:00 AM Monday through 6:00 PM Friday CDT (UTC/GMT -6 hours)

Check Point Technical Support

Email: Support@checkpoint.com
Phone: (US) +1 972-444-6600, option 1
Hours: Technical Support is available 24 x 7

A current Check Point Technical Support contract is required when opening technical support requests. For details on your contract type, please review Service Level Agreement and/or Customer Agreement.

Enterprise Support Service Level Agreements
Collaborative Enterprise Support Customer Agreement

Check Point Education Services

Email: Certification@checkpoint.com

Training and Certification FAQ

SofaWare Support

Safe@Office product support is provided by SofaWare. To contact SofaWare:

Online Web Chat: http://www.sofaware.com (click “Live Help” button)

ZoneAlarm Support

ZoneAlarm Support is provided by ZoneAlarm.