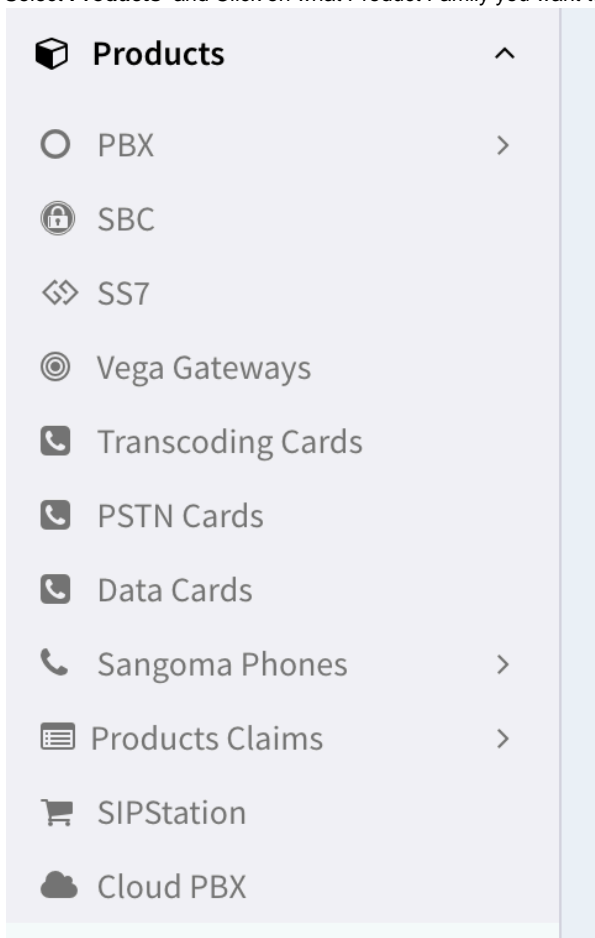


# How to Co-Own a product that is not linked to your account

- If a product you recently purchased is not showing up under the Products section of your portal account that you purchased through a Distributor or another means besides Sangoma direct you will need to file a Claim of ownership from your Sangoma Portal since you were not the purchaser of the product direct from Sangoma but through a 3rd party.
- Log into your Portal account at <https://portal.sangoma.com>
- Select **Products** and Click on what Product Family you want to view or search for your product in the navigation menu.



- Navigate to the product page you are wanting to make a claim on and press the Claim button at the top if you do not see the product you are looking for.

Want to claim a product? Click here!

- Provide the Serial Number or Deployment ID in the form below

Claim Product ×

**Product Serial Number**

**OR**

**Deployment ID**

**OR**

**Hardware ID**

- A email notice will be sent to the primary owner of the product and once they approve the claim you will have access to see the product in your Sangoma Portal account. In the mean time before you get approval you can now open support tickets on that product if need be. If the Primary Owner denies the claim you will no longer be able to open support tickets but while its pending approval you can.
- If you get an error on trying to make a claim above please contact Customer Service by opening a Customer Service request at <https://support.sangoma.com> and include your product and serial number or deployment ID