

# Login to your Mithi Customer Account

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## Overview

Each customer has an account with Mithi.

Your Customer Account on Mithi is a single window for the following applications:

- [Notifications](https://docs.mithi.com/home/mithi-customer-account-version-2-notifications) (<https://docs.mithi.com/home/mithi-customer-account-version-2-notifications>)
- [Contact Manager](https://docs.mithi.com/home/contacts-roles) (<https://docs.mithi.com/home/contacts-roles>)
- [Order Book](https://docs.mithi.com/home/order-book) (<https://docs.mithi.com/home/order-book>)
- [Payment Record](https://docs.mithi.com/home/mithiaccount2-payments) (<https://docs.mithi.com/home/mithiaccount2-payments>)
- [License Extension](https://docs.mithi.com/home/license-management) (<https://docs.mithi.com/home/license-management>)
- [Dashboards](https://docs.mithi.com/home/dashboard-access-from-mithi-customer-account-version-2) (<https://docs.mithi.com/home/dashboard-access-from-mithi-customer-account-version-2>)
- [Help Desk](https://docs.mithi.com/home/helpdesk) (<https://docs.mithi.com/home/helpdesk>)
- [Self Help Documentation](https://docs.mithi.com/home/self-help-documentation) (<https://docs.mithi.com/home/self-help-documentation>)
- [Payment Gateway](https://docs.mithi.com/home/access-the-payment-gateway) (<https://docs.mithi.com/home/access-the-payment-gateway>)

Your Mithi Customer Account is created when you sign up for your first Mithi product or subscription.

The email id used to sign up for your first Mithi product gets added as the Primary Contact and Support Contact. The Primary Contact can add more contacts and assign them roles.

## Login to your Customer Account

Any of the contacts registered can log in to Mithi Customer Account. The applications available on login depend on the role assigned.

Vaultastic domain administrators can login to the Customer Account portal using the Support Role for the account as follows:

1. Login to Vaultastic domain using a senior admin role.
2. Navigate to the User Panel from the top left corner of the Application switch seen on the left.

3. Click MyAccount
4. The Mithi Customer Account application will be launched in a new browser tab using the Support Contact emailid registered for the organization.

Other contacts registered on the Mithi Customer Account application can login to the application as follows:

1. Enter the **https://myaccount2.mithi.com** URL in your favorite browser.
2. Enter the email id and password.
3. If you are logging in for the first time, you have to set the password.
  - a. All verified contacts will receive an email to set the password for the first time.
  - b. Clicking the link received in a mail will open the window to set the password.
  - c. Enter the **password** for your account
  - d. Confirm the password
  - e. Click the **Change Password** button to update the password. Use the updated password to log in to your Mithi account.
4. If the email id specified is registered as a contact for more than one organization, you will be prompted to select the organization. **Select the organization** and click on **Proceed**.

## Switching to a different organization

1. To switch to another organization, click on the **Profile Icon in the left panel**.
2. Click on **Switch Organization**
3. **Select a organization** and click on **Proceed**.

## Home page

1. On successful login, you will be taken to the **Home Page** of the My Account.
  2. **On the right side** of the Home page, you will find **links to navigate to all the applications accessible to you** depending on your role in the organization selected. These links include applications within My Account and also external applications such as the Helpdesk, Knowledge base etc.
  3. The application switch on the left will also have icons using which you can access all the applications of the Mithi Account.
  4. The latest notifications from us will also be visible on the home page. Clicking on See All Notifications will take you to the Notifications application
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