Mithi Customer Account Release Notes

My Account Release Notes

Mithi Customer Account - Version 2

Release date: 10th Feb 2024

New Release

We are happy to announce a new release of your Mithi Customer Account. The new application has all your favourite features and also allows more flexibility for users to manage more than one account.

The table below highlights the key differences between the new version and the earlier release

	Version 1	Version 2
Login	URL: myaccount.mithi.com	URL: myaccount2.mithi.com
Reset Password	Yes	Yes
Update Display name	Yes	Yes
Contact Management		
Max number of Contacts per org	5	5
Same email id used across orgs	No	Yes
Contact Verification	Yes	Yes
Delete Contact	Yes	Yes
Role Management		
Number of roles	3	4
Same id having multiple roles	Yes	Yes
One role assigned to muliple contacts in an org	No	No
One id having different roles in diff orgs	**No**	**Yes**

	Version 1	Version 2
Notifications		
Pinned Notifications	No	Yes
Notification categories	No	Yes
Unread notifications alert	Yes	No
Top notifications on home page	No	Yes
Organization Management		
Rename Organization	No	Yes
Switch between your organizations	No	Yes
Order Book		
Current subscriptions	Yes	Yes
Order History	Yes	Yes
License Management		
Current license status	Yes	No
License History	Yes	Yes
Search through license history	No	Yes
Request license extension	Yes	Yes
View license updates by Mithi team	No	Yes
Record Payments		
Record payment form	Yes	Yes
Payment record history	Yes	Yes
View associated documents	No	Yes
Search through payment records	No	Yes

	Version 1	Version 2
View payment record updates by Mithi team	No	Yes
Payment gateway	Yes	Yes
Self Help Documentation	Yes	Yes
Product Usage dashboard	No	Yes
SSO for billdesk	Yes	No
SSO for helpdesk	Yes	Yes

Mithi Customer Account Version 1

Release date: 15th Jul 2020

New Release

Welcome to Mithi Customer Account.

Each organization has an account with Mithi. Your Mithi Customer Account is a single-window for the following applications:

- Help Desk
- Bill Desk
- Secure Payment gateway
- Simple monthly pricing calculator
- Knowledge Base
- Contact Manager

Your Mithi Customer Account gets automatically 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 Tech Contact. The Primary Contact can add more contacts and assign them roles.

To login, simply enter the www.mithi.com URL in your favorite browser.Click on **Your Account** link in the top right corner. Or navigate to myaccount.mithi.com.