

Mithi Customer Account Overview

Overview

The Mithi Customer Account is used to manage your subscriptions of Mithi products and services. The applications included are the Contact Management, Order Book, Payment & License History and Notifications.

The Mithi Customer Account can also be used to navigate to the Helpdesk, Bill desk and the self help documentation and payment gateway.

The applications visible to users of the Mithi Customer Account depend on the role assigned to the user for the Organization. For example, if you login with the credentials of a contact registered with the Primary role, you can access the Contact Management application. For details of the contacts and roles available, [refer to this document](https://docs.mithi.com/home/contacts-roles). (<https://docs.mithi.com/home/contacts-roles>)

Difference between Mithi Customer Account Version 1 and 2

The Mithi Customer Account Version 2 will be launched in February 2024. The primary reason for the upgrade is an updated backend architecture ensuring better performance, availability and security. In addition, the new version allows multiple organizations to be managed by a single account. The other improvements and differences in the two versions are as listed in the table below.

	Version 1	Version 2
Login		
URL	myaccount.mithi.com	myaccount2.mithi.com
Reset Password	✓	✓
Update Display name	✓	✓
Contact Management		
Max number of Contacts per org	5	5
Same email id used across orgs	✗	✓
Contact Verification	✓	✓
Delete Contact	✓	✓
Role Management		
Number of roles	3	4
Same id having multiple roles	✓	✓

	Version 1	Version 2
One role assigned to multiple contacts in an org	✗	✗
One id having different roles in diff orgs	✗	✓
Notifications		
Pinned Notifications	✗	✓
Notification categories	✗	✓
Top notifications on home page	✗	✓
Organization Management		
Rename Organization	✗	✓
Switch between your organizations	✗	✓
Order Book		
Current subscriptions	✓	✓
Order History	✓	✓
License Management		
Current license status	✓	✓
License History	✓	✓
Search through license history	✗	✓
Request license extension	✓	✓
View license updates by Mithi team	✗	✓
Record Payments		
Record payment form	✓	✓
Payment record history	✓	✓
View associated documents	✗	✓

	Version 1	Version 2
Search through payment records	✗	✓
View payment record updates by Mithi team	✗	✓
Payment gateway	✓	✓
Self Help Documentation	✓	✓
Product Usage dashboard	✗	✓
Billdesk		
Access available for contact with billing role	✓	✓
SSO	✓	✗
Helpdesk		
Access available for contact with support role	✓	✓
SSO	✓	✓