Mitek

Welcome to the evolving world of Mitek Support!

Your new experience

We have updated and improved our support portal to maximize your experience and our ability to help you whenever you need assistance from our Support team.

To access your new account, visit https://support.miteksystems.com/hc

The portal will prompt you for your email and password. The first time you log in, click **Forgot Password** to set up your password.

If you have any trouble after requesting your password, please contact support@miteksystems.com to confirm your email address and describe the issue you're experiencing.

Once you're logged in, you will be able to:

- Submit support requests with tailored questions to help us get you where you need as quickly as possible.
- Review your requests so you always have full visibility of what we're working on together.
- Browse or search our growing knowledge library for relevant articles relating to implementation, troubleshooting, and FAQs.
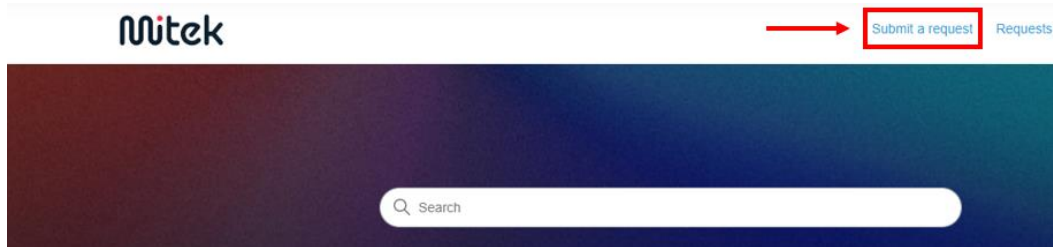
Logging a ticket

To log a ticket, click *submit a request* in the top right menu:

Select from the dropdown to indicate if you are working with identity verification or check/forms processing. This will help us get you to the right experts.


Once you've chosen, the ticket form will appear. Fill this out with as much information as you can. You'll notice some questions may appear or disappear depending on the type of request; this is our effort to ask for only what we need to give great support.

Once you submit, you'll see the overview of your request and a pop-up on the right-hand side confirming you've submitted successfully. You should also receive an email confirming your submission.
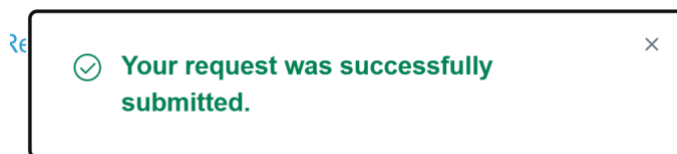
Communicating with our team

Once you receive your first reply from our team, you can reply directly through the requests panel or by replying to the email you received when you submitted the ticket.
You can add attachments via the portal or email replies, but please remember there may be a size limit.

View existing requests

To review your existing requests, click *requests* in the top right menu of the portal home page.
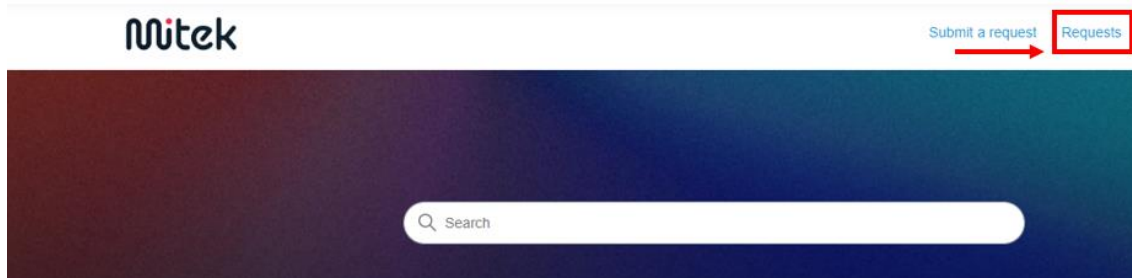
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Frequently Asked Questions

How do I log a ticket?
Support requests are managed through our Mitek Support Portal:
https://support.miteksystems.com/hc

What if I can't log into the portal?

If you have any trouble after requesting your password, please contact support@miteksystems.com to confirm your email and describe the issue you're experiencing.

Will I still be able to send support requests via email?

We recommend using the new support portal as the primary way to submit and manage cases and to take advantage of the benefits. We will not be decommissioning emails at this time.

What are the benefits of using our new submission form?

Our new support experience allows for streamlined case submission and smarter case assignment. When you use our new submission form, you will be able to provide us with comprehensive information about your issue. The system will then route this information to the team of Mitek support experts best equipped to assist you. This new support experience allows us to provide quicker responses and issue resolution.

Can I attach files or screenshots when using the support portal form?

Yes, the support portal form includes an option to attach files or screenshots relevant to your support request. This helps our support team better understand and troubleshoot the issue. Please be mindful not to attach any PII.

**What if I accidentally send an email to the old ticketing email address?**

The ticket will be forwarded to support@miteksystems.com and routed to our new system.

What happens after I submit a support request via the support portal form?

Once you submit a support request, it is automatically routed to the appropriate team for review. Our team will prioritize and address the request based on the information provided. You will receive notifications and updates through the support portal and via email.

Can I see tickets from others in my organization?

Yes, on the requests page, you can toggle over to *Organization requests.* This will show all tickets submitted from other people in your organization.
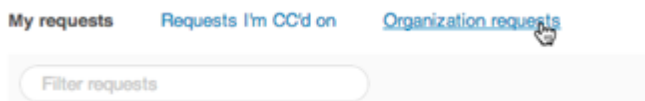
How can I track the progress of my support request?

Login to the portal using your credentials and navigate to the *Requests* section. Here, you can view your request's status, updates, and any related communication.