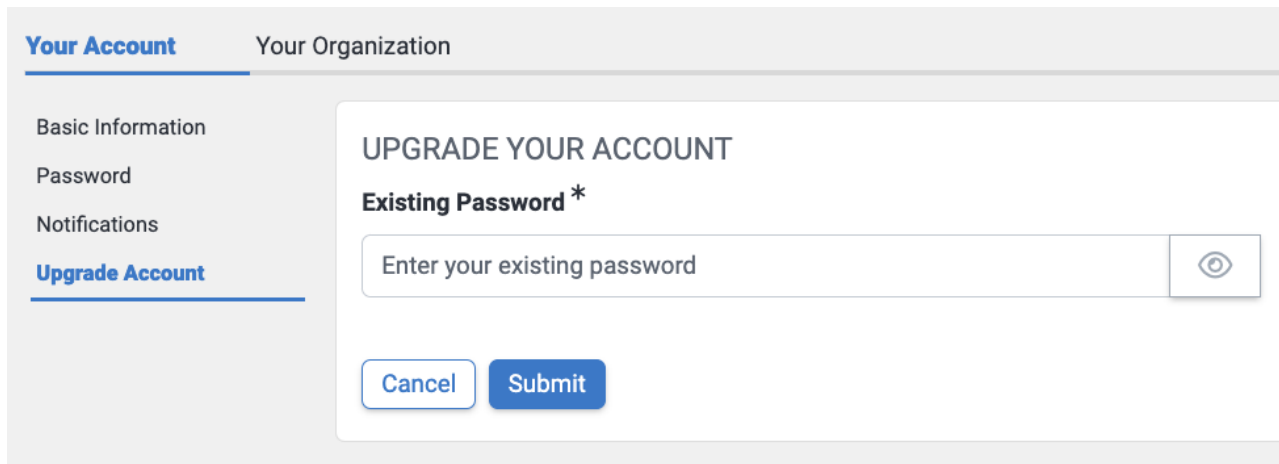


# Upgrade account

05/21/2025 9:36 am EDT

We are moving to a new, unified authentication system for the InsightStore and our other products. As part of this effort, we have tightened the [password requirements](#) for your account. For now, these requirements only affect new accounts (those created after 30 November 2024) or those that change their passwords. You may also manually opt in.

When viewing your user profile, you will see a new option on the left: *Upgrade account*.

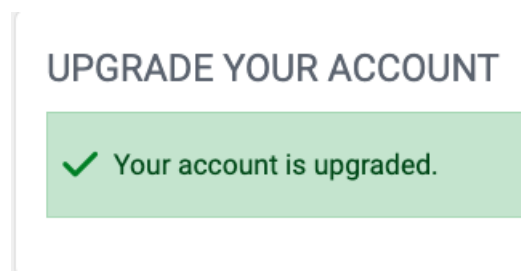


The screenshot shows a user profile interface with two tabs: 'Your Account' (active) and 'Your Organization'. Under 'Your Account', there is a sidebar menu with 'Basic Information', 'Password', 'Notifications', and 'Upgrade Account' (highlighted with a blue underline). The main content area is titled 'UPGRADE YOUR ACCOUNT' and contains a form for 'Existing Password \*'. The form has a text input field with the placeholder 'Enter your existing password' and a toggle icon (an eye) to the right. Below the input field are two buttons: 'Cancel' and 'Submit'.

To upgrade your account to the new standards, enter your password and click *Submit*.

One of three things will happen.


If your password is correct, you will typically see *Your account is upgraded*.



The screenshot shows a confirmation message within a light gray bordered box. At the top, it says 'UPGRADE YOUR ACCOUNT'. Below that, there is a green rectangular box containing a green checkmark icon followed by the text 'Your account is upgraded.'

If you see *The provided password is incorrect* it's because you've entered the wrong password. Please try again or [reset your password](#).


### UPGRADE YOUR ACCOUNT

 The provided password is incorrect.

**Existing Password \***

.....

✓




Cancel

Submit


If you have already upgraded your account, you'll see *Your account is upgraded* again.

### UPGRADE YOUR ACCOUNT

 Your account is upgraded.

Finally, if your current password does not meet the new requirements, you will see *Failed to migrate the user*.


### UPGRADE YOUR ACCOUNT

 Failed to migrate the user.

**Existing Password \***

.....

✓



Cancel

Submit

In that case, you will need to [change your password](#) to one that meets the [new requirements](#) before upgrading your account.

The account change will not be significant to users right now, but it is part of a critical upgrade to come.