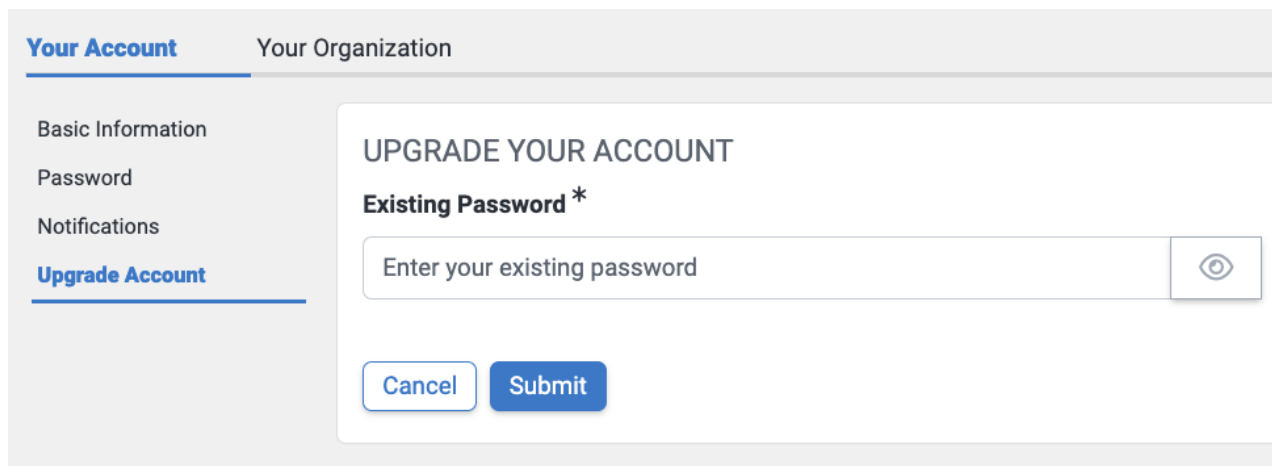


Upgrade account

12/09/2024 11:33 am EST

We are moving to a new, unified authentication system for the InsightStore and our other products. As part of that effort, we have tightened your account's password requirements. 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 your account.

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

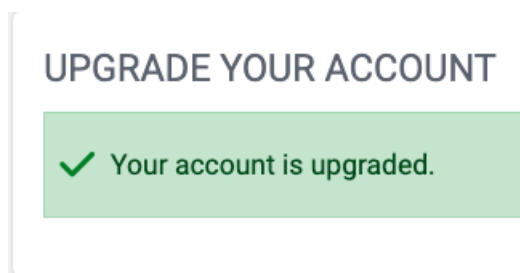


The screenshot shows a user profile page with two tabs: "Your Account" (selected) and "Your Organization". On the left, a sidebar lists "Basic Information", "Password", "Notifications", and "Upgrade Account" (highlighted). The main content area is titled "UPGRADE YOUR ACCOUNT" and contains a form with the label "Existing Password *". Below the label is a text input field with the placeholder "Enter your existing password" and a toggle icon on the right. At the bottom of the form 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 usually see *Your account is upgraded*.





The screenshot shows a success message box titled "UPGRADE YOUR ACCOUNT". Inside the box, there is 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

Finally, if you have already upgraded your account, you'll get *User is already migrated*.

UPGRADE YOUR ACCOUNT

 User is already migrated.

Existing Password *

Cancel

Submit

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