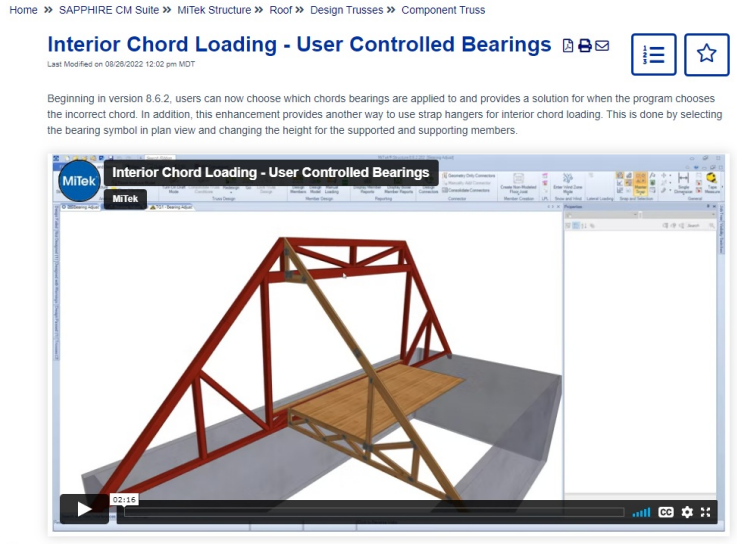


Support Site Login

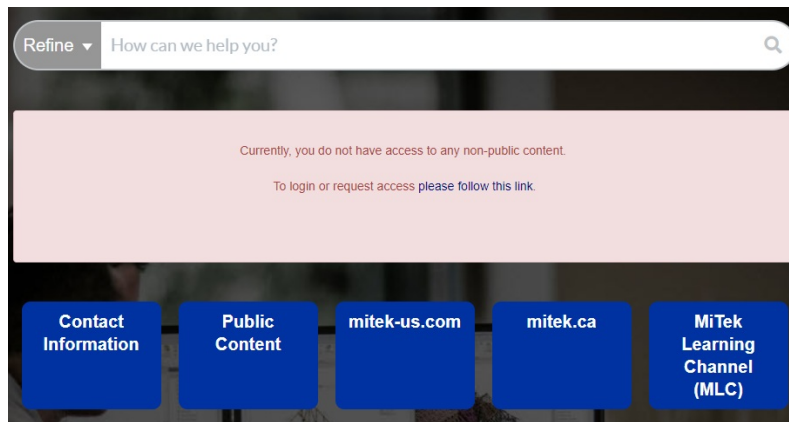
Last Modified on 09/20/2022 4:06 pm MDT



Since September 1st, 2022 MiTek Technical Support technicians have fielded increased requests to reset customer passwords for the MiTek Support site. The Support site is the platform customers use to display help and training videos on specific MiTek software topics.



MiTek's weekly electronic newsletters, Productivity and The Estimator, include links to content on the Support site. When customers are not logged into the Support site, a message displays stating that you do not have access to private content:



Or, you are prompted to login:

If you have a mii.com username/password, enter it below.

Email Address

Password

LOGIN

Forgotten Password?
[Click here to reset your password.](#)

TO REGISTER

If you would like to create a MiTek account and you have your Customer ID and PIN, please [register here](#)

Otherwise please use the appropriate registration link below:

- Kova Users, please [click here](#).
- Supply Users, please [click here](#).
- Blackpoint Users, please [click here](#).
- BuilderMT Users, please [click here](#).
- Sales Simplicity Users, please [click here](#).
- Wrightsoft Users, please [click here](#).

If none of the above apply, select one of the below options:

- MiTek USA customers, please [click here](#).
- MiTek Canada customers, please [click here](#).
- AP Customers, please [click here](#).

PROBLEMS LOGGING IN?

If you do not have your MiTek credentials, or have questions, please contact the appropriate support team:

- [MiTek USA Technical Support](#)
- [MiTek Canada Technical Support](#)

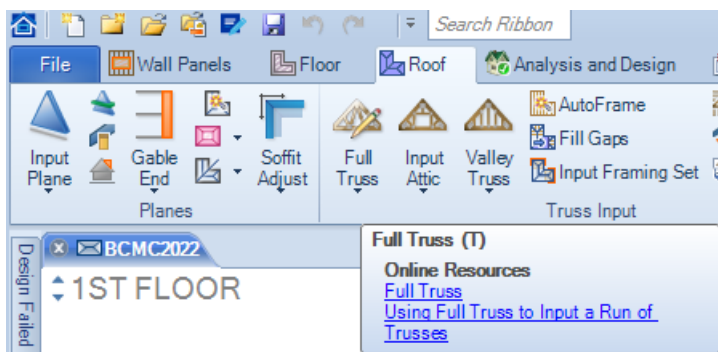
MiTek Industries Privacy Policy

If you know your password, click "please follow this link" and enter your username and password. You are logged in to the Support site and can access all help and training videos.

However, if you do not know your username and password, use one of the following options to login to the MiTek Support site.

1. Login through the software.

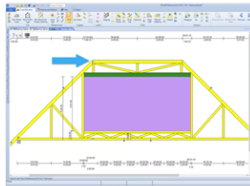
- Open MiTek Structure or MiTek Supply.
- Open any project.
- Hover over one of the buttons on the ribbon and click a help link. If you don't see the help links displayed in the following screenshot, turn them on in Setup > Program Settings > View and Selection > Help Link Hover Over.



- The Support site opens, you are automatically logged in, and you can click any link from one of MiTek's electronic newsletters.

Interior Chord Loading - User Controlled Bearings

Beginning in version 8.6.2, users can now choose which chords bearings are applied to and provides a solution for when the program chooses the incorrect chord. In addition, this enhancement provides another way to use strap hangers for interior chord loading.



VIEW VIDEO ←

2. Send an email to mitekdocumentation@mii.com and ask us to reset your password.

- Note that this is not an automatic password reset, so there will be a delay.
- Please expect the reset to be complete within one business day.

