

# MiTek Customer Experience Site Overview

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MiTek is excited to launch the **Customer Experience Site**, a platform where customers communicate with Technical Support and search for self-serve knowledge articles. The site launches in July 2023, and MiTek encourages all customers to register today!

**Register for the Customer Experience Site: [CLICK HERE TO REGISTER.](#)**

**[Review this article for details.](#)**

## **What is the MiTek Customer Experience Site?**

The Customer Experience Site houses all MiTek technical content, including software help and training videos, updates, new feature videos, training announcements, and information about MiTek machinery, including manuals, service bulletins, and training videos. When you have a technical question about a MiTek product, log in to the Customer Experience Site to find your answer!

**[Review a video](#)** demonstrating how to use the site to learn more about MiTek software and machinery.

In addition to knowledge content, customers can submit a technical support case, review answers to previous cases, and communicate with technical support about the progress of an open case.

Watch this video to learn how to **[open a case](#)** with MiTek Technical Support.

## **When will the MiTek Customer Experience Site launch?**

Customers can begin registering for the site now! To register, please complete the fields on this **[short Google Form](#)**. The form is sent to MiTek Technical Support, your information is verified, and you will receive a confirmation email.

Review this **[registration video](#)** for details.

## **What happens to the existing MiTek Support site (support.mii.com)?**

The Support site will remain in place through at least 2023. Customers can access **[support.mii.com](#)** for knowledge articles, training videos, and software updates. Toward the end of 2023, notifications will alert customers about dates for retiring **[support.mii.com](#)**.

## **Does this change impact other MiTek Support services?**

In the fall of 2023, MiTek will redirect the help links in desktop software applications, including MiTek Structure and MiTek Management, to the Customer Experience Site. When this happens, customers will need to be registered for the site and have a valid login to access software help and training videos.

Also, during this same timeframe, MiTek's Productivity email links will be redirected to the Customer Experience Site.

**[Register for the site today](#)**, maintain access to all MiTek technical information, and stay up-to-date on MiTek happenings.

