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## My password is not being accepted - migrate your account

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On 25 September 2018, we relaunched **MyNMIT** with many new features and as a platform for the student portal. As part of this upgrade we were unable to directly copy across any account passwords for anyone who had previously had a **MyNMIT** account. This is because they are encrypted and not available to us to do so.

As part of the launch, we made it possible for all previous account holders to easily migrate their account and express the setup of a new account.

To do this, simply click on the Migrate my account link in the yellow error box when signing in with your old account details.

The screenshot shows the 'Sign in to MyNMIT' page. At the top, there is a red error bar with a white 'X' icon and the text: 'You have entered an incorrect email or password. Please try again.' Below this is a yellow bar with a white bell icon and the text: 'Have you previously had a MyNMIT account? Migrate your account and set a new password.' Underneath are two input fields: 'Email' with the text 'migrate@my.account' and 'Password' with the text 'Password'. To the right of the password field is a blue link that says 'Forgot password?'. At the bottom center is a large blue button with the text 'SIGN IN' in white capital letters.

Once you do this, you will firstly receive an email confirming the start of your migration process. Click on the button in the email.

You will then receive another to confirm your email and set a password. You can then access MyNMIT using these new account details.