

# Help switching between accounts



My Account

As we migrate your accounts from old portal to new portal and give you access to Service Now journeys, we may need to allow you to keep using your old portal account for a time until all your data and journeys have been migrated.

- You can use the same Username and Password to access both old and new using 'Switch Account' feature.
- You will see that in the image below that it appears in different places on both old and new portals but effectively allows you to jump between the portals.

User Logs into existing My Account URL  
[My Account | BT's Global unit](#)

**My Account – GSPortal – Old portal**  
Legacy tools and applications

Switch Account from '3 dot' menu top right.  
Select account you wish to access.

**My Account – Customer Hub – New portal**  
Service Now access and journeys

Switch Account from 'account' menu top right.  
Select account you wish to access.

## Learn more

Discover more at the [BT Adoption Hub >](#)



**Note:** Some steps, screenshots and options may differ slightly depending on the application, browser, operating system, and software version you are using.