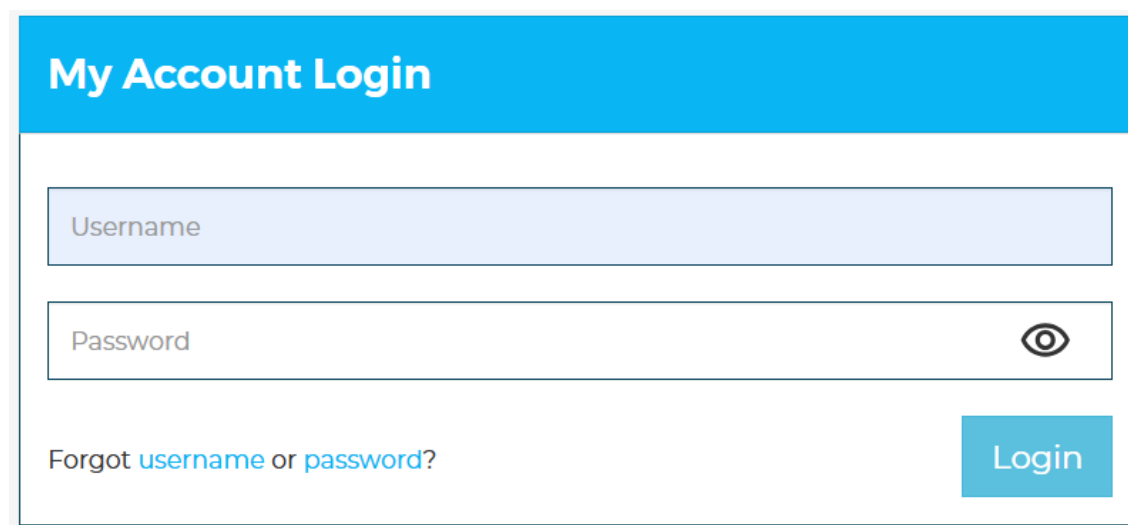


Diagnostics Available in My Account

SpinTel's [My Account](#) portal provides a range of diagnostic tools that allow customers to check their internet connection and perform self-service tests. These features help identify and resolve connectivity issues without the need to contact support. The available diagnostics may vary depending on your service type.

How to Access Diagnostics

1. Log in to your [My Account](#) using your SpinTel credentials.

A screenshot of the 'My Account Login' form. The form has a blue header with the text 'My Account Login'. Below the header, there are two input fields: 'Username' and 'Password'. The 'Password' field has a toggle icon (an eye) to its right. Below the input fields, there is a link that says 'Forgot [username](#) or [password](#)?'. To the right of this link is a blue button labeled 'Login'.

2. Locate your active NBN service on the dashboard and click **Manage Service**.

spintel

MY ACCOUNT

DASHBOARD

SERVICES

BILLING

MY ACCOUNT

WELCOME [REDACTED]

Account Number [REDACTED]

Search by service type, plan, or username.

Your usage resets in 5 days.

NBN ([REDACTED])

MANAGE SERVICE

Data Usage

192.11GB Used

A planned outage was recently resolved in your area - [find out more](#)

Live Chat

If you leave a message with us outside of business hours we'll get back to you within 24 hours.

CHAT NOW

3. Scroll down to find **Diagnostics**, then select the specific test you'd like to perform.

Service Details

✓ You're eligible to upgrade to high-speed fibre - [Upgrade Now](#)

Address

[REDACTED]

Plan

[REDACTED]

Connection

Status	✓ Online! Connected since 2025-10-08 19:27:11	?
AVC	[REDACTED]	?
IPv4	[REDACTED] CGNAT	Change ?
IPv6	[REDACTED]	?

Diagnostics

Check my internet connection

Force disconnect my connection

Check UNI-D Status

Perform NCD Reset

Perform Port Reset

Check my DPU status

Perform Loopback test

Check My Internet Connection

Description:

Checks if your modem or router is currently connected to SpinTel.

When to use:

Use this tool to help diagnose connection problems.

What to expect:

- **Connected:** Indicates your modem is online and shows how long you've been connected.
- **Offline:** If your modem is offline, power off your modem and/or NBN box for 1 minute, then turn them back on.
- **Never Connected:** Appears if your service has never been detected online.

Getting more help:

If you're still unable to connect, please contact [SpinTel support](#) for assistance.

Force Disconnect My Connection

Description:

Ends your current internet session immediately.

When to use:

When switching to a new modem or router, forcing a disconnect can help the new device connect faster. Run this test as soon as you unplug your old modem.

What to expect:

Your current internet connection will end immediately, and your new modem or router may take a few minutes to reconnect.

Perform Loopback Test

Description:

Sends data between your connection and the NBN to verify two-way data flow.

When to use:

If you're unable to connect to the internet or experiencing intermittent issues.

What to expect:

If the test fails, power off your NBN box for 1 minute, then turn it back on. If it continues to fail, [contact SpinTel](#) to report a fault.

Perform Port Reset

Description:

Performs a reset of the UNI-D port on your NTD.

When to use:

If you experience slow speeds or connection authentication issues.

What to expect:

Wait up to **10 minutes** for your service to reconnect after running this test.

Perform NCD Reset

Description:

Forces your NCD to reset.

When to use:

Run this test if the **NTD/NCD Status Test** reports a problem and you've already rebooted your equipment.

Check My DPU Status

Description:

Checks whether the NBN equipment (DPU) outside your property is online.

When to use:

Use this test if you're unable to connect to the internet to determine if the issue is outside your premises.

Check NTD Status

Description:

Displays the operational status of your NTD and its connection to the nbn®.

When to use:

Helpful for troubleshooting and confirming if your NTD can currently connect to the nbn®.

What to expect:

You'll see details about the NTD's operational state — in most cases, you're checking whether the **Operational State is UP**.

Tip:

These diagnostics can save time by identifying issues before contacting support. If unresolved issues remain after running these tests, please get in touch with [SpinTel's support team](#) or call us at 1300 303 375 for further assistance.

Online URL:

<https://articles.spintel.net.au/article/diagnostics-available-in-my-account.html>