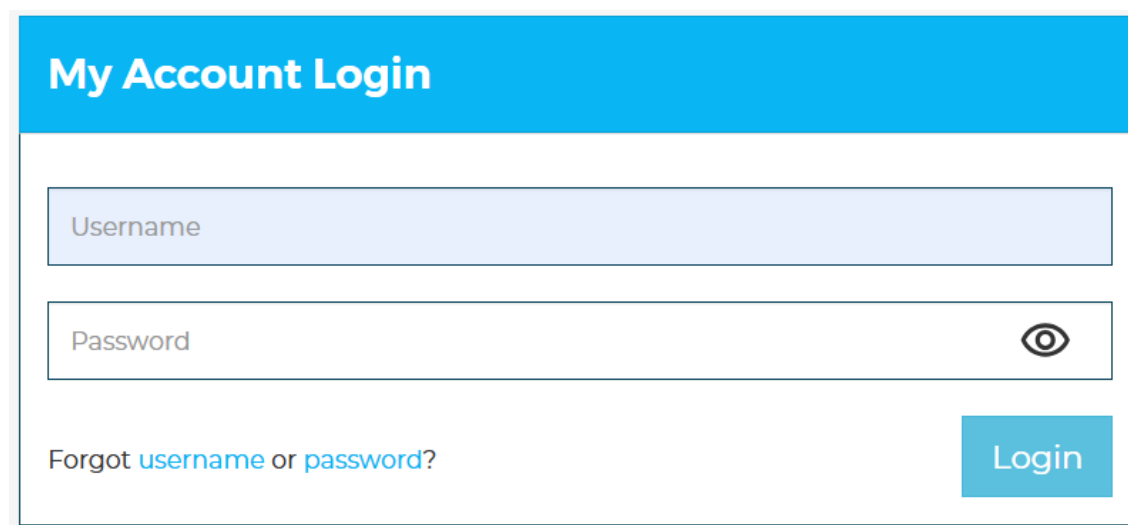


# Diagnostics Available in My Account

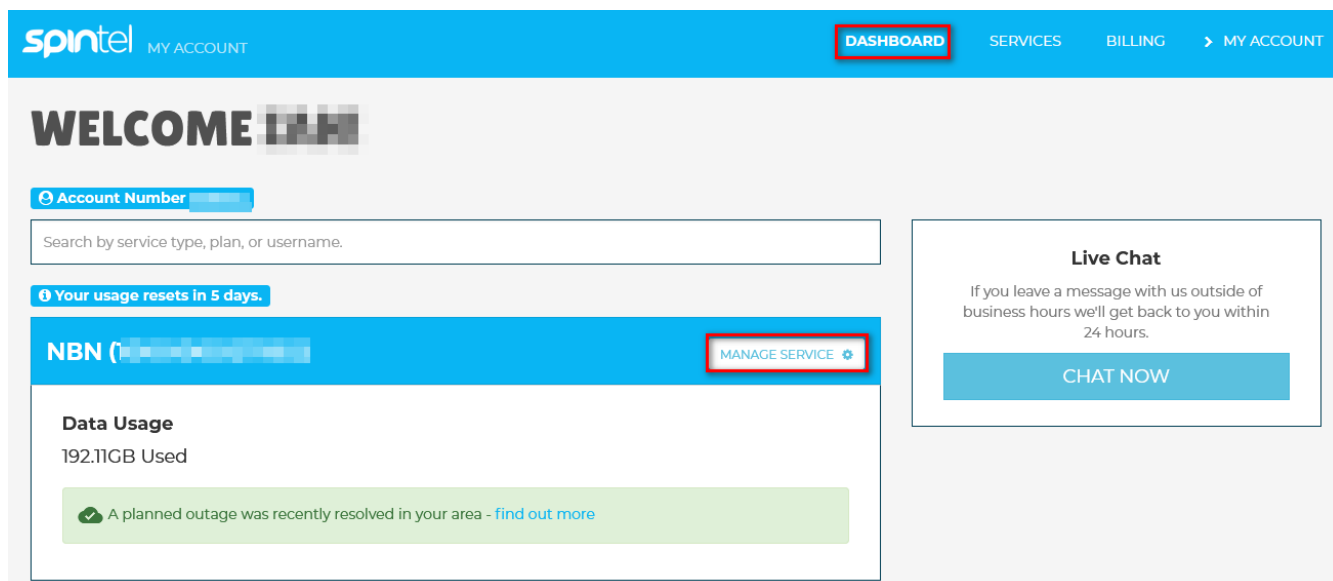
SpinTel's [My Account](#) portal provides a range of diagnostic tools that allow customers to check their internet connection and perform self-service tests. These features help identify and resolve connectivity issues without the need to contact support. The available diagnostics may vary depending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

## How to Access Diagnostics

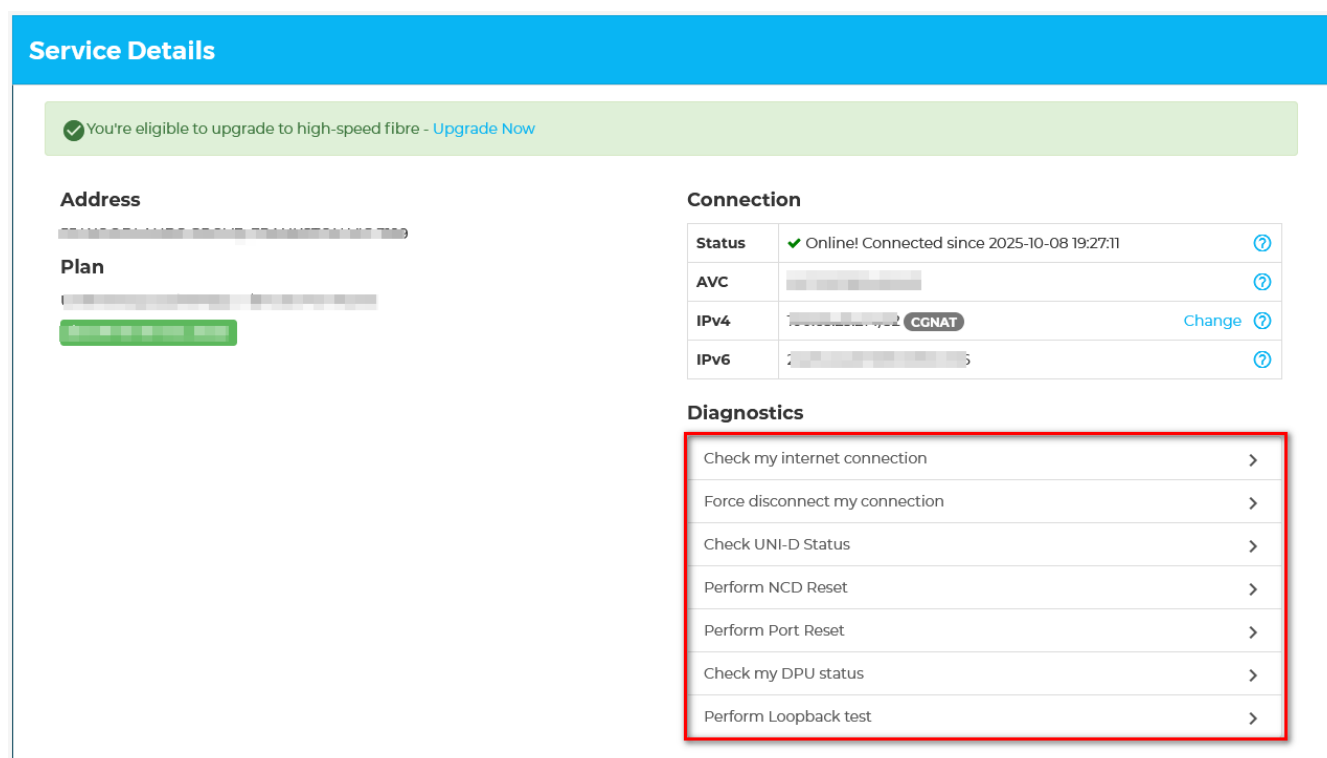
1. Log in to your [My Account](#) using your SpinTel credentials.

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**.



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



## 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>