

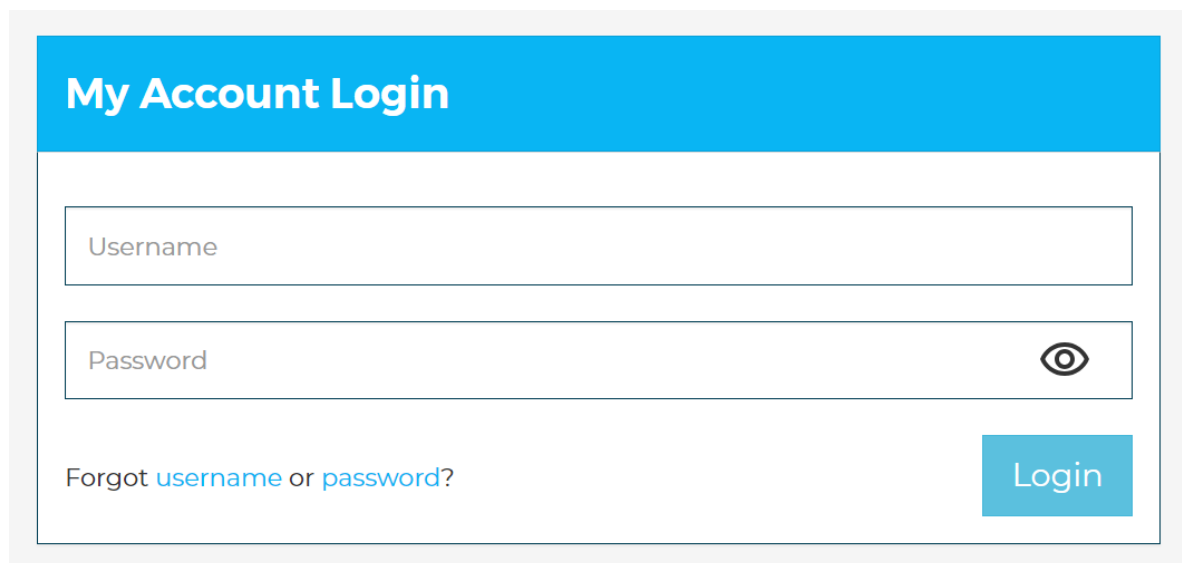
How to Reschedule an Appointment via My Account

You can reschedule your appointment online through **My Account**.

Follow the instructions below depending on the type of appointment.

Rescheduling an Installation Appointment

1. Go to <https://www.spintel.net.au/my-account/login> and log in using your My Account username and password.

A screenshot of the 'My Account Login' page. The page has a blue header with the text 'My Account Login' in white. Below the header is a white form area. The form contains two input fields: 'Username' and 'Password'. The 'Password' field has a small eye icon to its right, indicating a toggle for password visibility. Below the 'Password' field is a link that says 'Forgot username or password?'. To the right of this link is a blue button with the text 'Login' in white.

2. From the Dashboard, find the NBN service that has the upcoming installation appointment.

spintel MY ACCOUNT **DASHBOARD** SERVICES BILLING > MY ACCOUNT

WELCOME [REDACTED]

Account Number 234819

Search by service type, plan, or username.

Your usage resets in 24 days.

NBN (8 [REDACTED])

MANAGE SERVICE

You're eligible to upgrade to high-speed fibre [find out more](#)

Data Usage
7.39GB Used

NBN ([REDACTED])

MANAGE SERVICE

Technician Appointment Booked

An nbn technician is coming to connect your internet, [find out more](#).

Date	Tuesday 13th of May 2025
Time	1PM to 5PM

Reschedule Appointment

This service is being connected - [Track my order](#)

May 2025 Bill

\$72.75 will be deducted via your normal payment method in 7 days, on Wednesday 14th of May 2025.

VIEW MY BILLS

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. Click Reschedule Appointment. A new window will open displaying available appointment dates.

NBN () MANAGE SERVICE

Technician Appointment Booked

An nbn technician is coming to connect your internet, [find out more](#).

Date	Tuesday 13th of May 2025
Time	1PM to 5PM

[Reschedule Appointment](#)

This service is being connected - [Track my order](#)

4. Select a new date and time that best suits your schedule from the available options.

Reschedule Appointment

Please note you can only reschedule your appointment 3 times.

Thursday 26/09/2024 PM

Thursday 26/09/2024 PM

Thursday 10/10/2024 AM

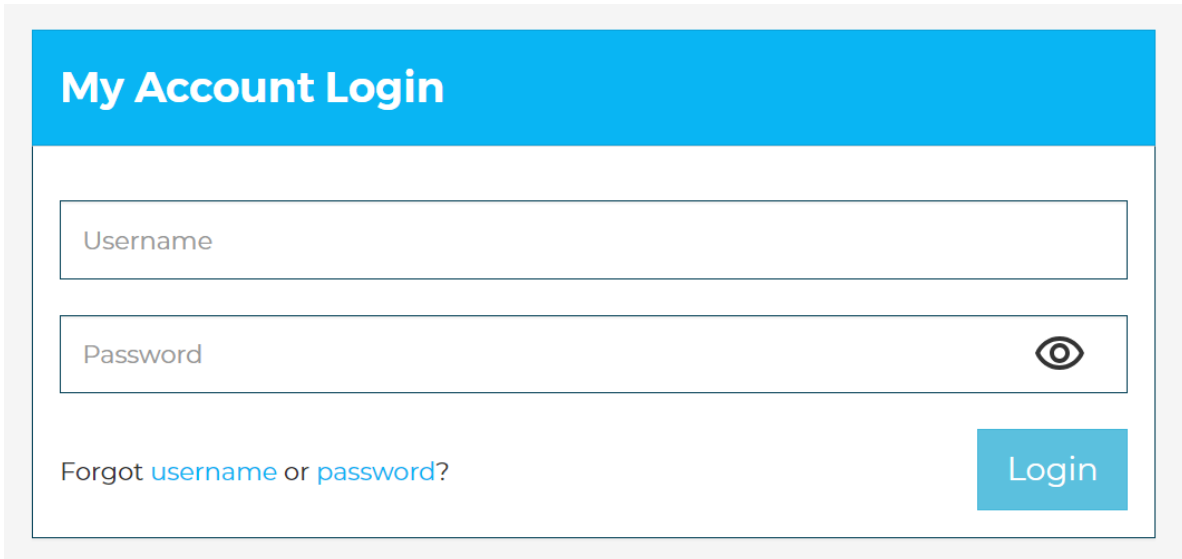
Thursday 10/10/2024 PM

[Submit](#) [Cancel](#)

5. Click Submit to confirm the rescheduling request. You will receive a confirmation email shortly with the updated appointment details.

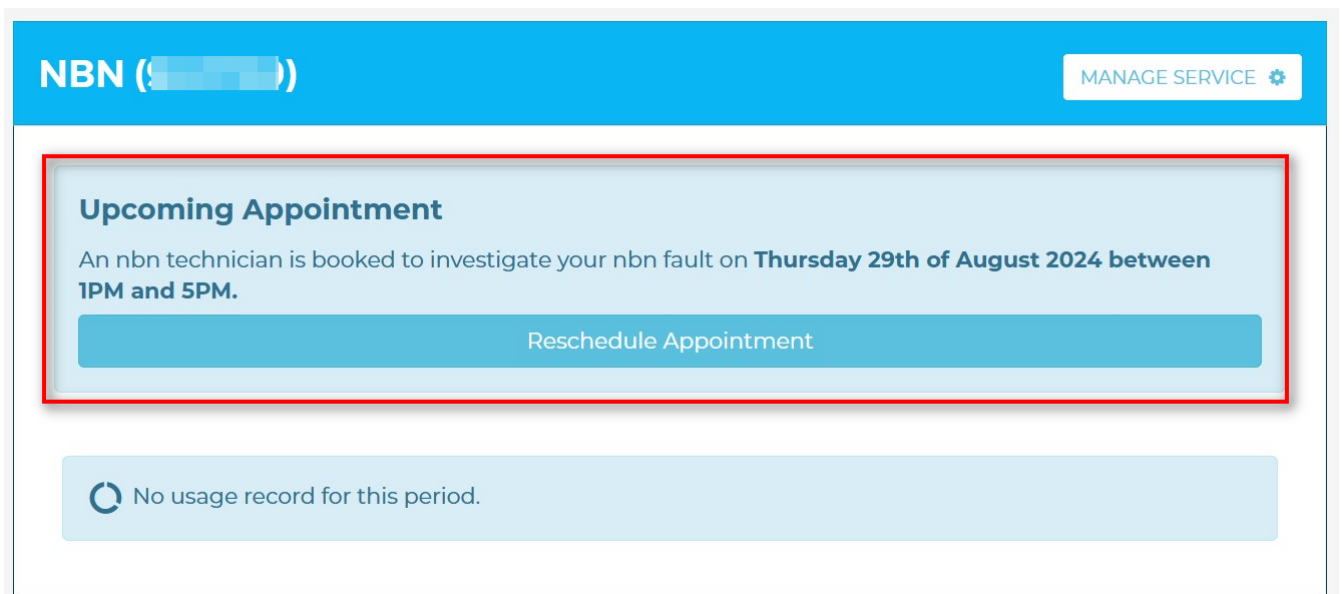
Rescheduling a Fault / Technician Appointment

1. Go to <https://www.spintel.net.au/my-account/login> and log in using your My Account username and password.



The screenshot shows the 'My Account Login' page. It features a blue header with the text 'My Account Login'. Below the header are two input fields: 'Username' and 'Password'. The 'Password' field has a toggle icon (an eye) to its right. Below the input fields is a link that says 'Forgot username or password?' and a blue 'Login' button.

2. From the Dashboard, find the service linked to your fault or technician appointment.



The screenshot shows the NBN service dashboard. At the top left, it says 'NBN ([redacted])'. At the top right, there is a 'MANAGE SERVICE' button with a gear icon. The main content area is divided into two sections. The first section, titled 'Upcoming Appointment', contains the text: 'An nbn technician is booked to investigate your nbn fault on **Thursday 29th of August 2024 between 1PM and 5PM.**' Below this text is a blue button labeled 'Reschedule Appointment'. The second section, titled 'No usage record for this period.', contains a circular refresh icon and the text 'No usage record for this period.'

3. Click Reschedule Appointment.

A new window will open displaying available appointment dates.

NBN () MANAGE SERVICE

Upcoming Appointment

An nbn technician is booked to investigate your nbn fault on **Thursday 29th of August 2024 between 1PM and 5PM.**

[Reschedule Appointment](#)

No usage record for this period.

4. Select an available date and time suitable for you.

Reschedule Appointment

Please note you can only reschedule your appointment 3 times.

Thursday 26/09/2024 PM

- Thursday 26/09/2024 PM
- Thursday 10/10/2024 AM
- Thursday 10/10/2024 PM

[Submit](#) [Cancel](#)

5. Click Submit to finalise the reschedule request. A confirmation email will be sent with your updated appointment information.

Important Notes

- Appointment availability depends on the technician's schedule in your

area.

- If the **Reschedule Appointment** option is unavailable or you encounter issues, please contact us for assistance.

Online URL:

<https://articles.spintel.net.au/article/how-to-reschedule-an-appointment-via-my-account.html>