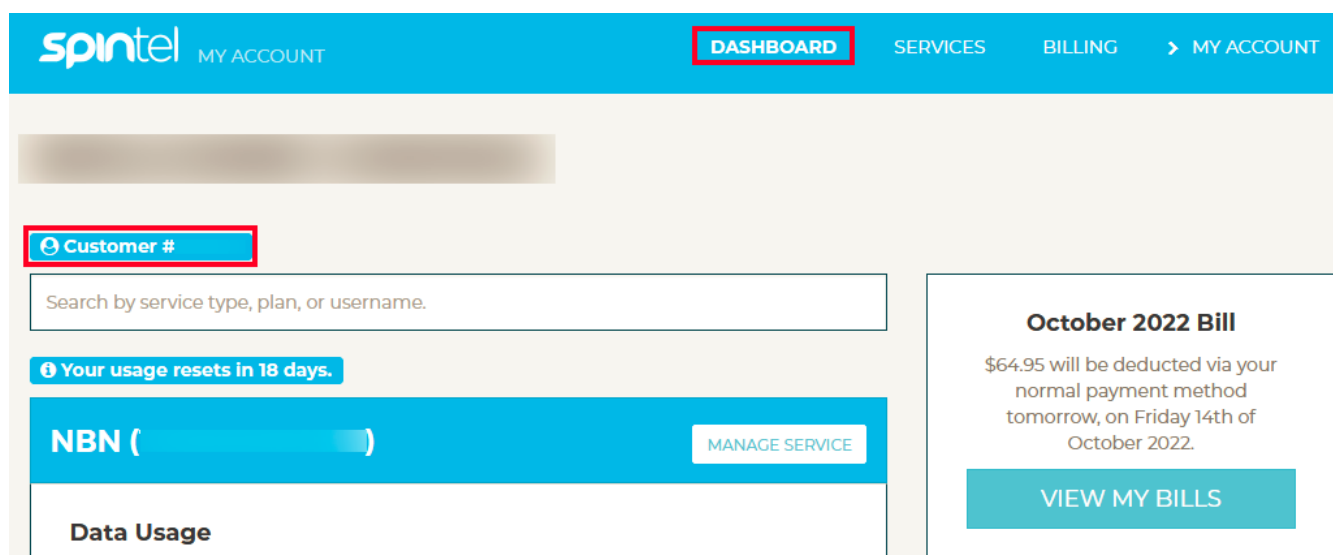


# Where do I find my account number?

Find your account number:

## 1. In the My Account portal

The Account number can be seen in [My Account](#).



The screenshot shows the SpinTel My Account portal. The top navigation bar is blue and contains the SpinTel logo, "MY ACCOUNT", and menu items: "DASHBOARD" (highlighted with a red box), "SERVICES", "BILLING", and "MY ACCOUNT". Below the navigation bar, there is a search bar with the placeholder text "Search by service type, plan, or username." and a "Customer #" label (highlighted with a red box). A notification bar indicates "Your usage resets in 18 days." Below this, there is a section for "NBN ( )" with a "MANAGE SERVICE" button. A "Data Usage" section is partially visible. On the right side, there is a "October 2022 Bill" notification stating "\$64.95 will be deducted via your normal payment method tomorrow, on Friday 14th of October 2022." with a "VIEW MY BILLS" button.

Forgotten your username or password? Check this [article](#) on how to reset.

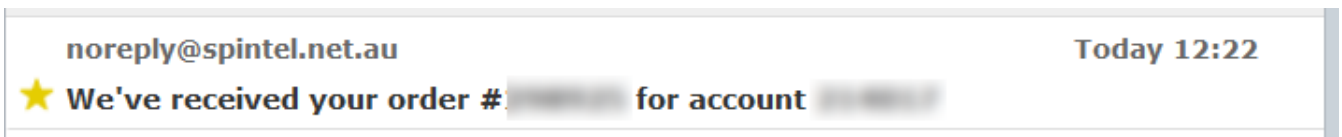
## 2. In the Order Confirmation email

Soon after you order a new SpinTel service, you'll receive a confirmation email and SMS.

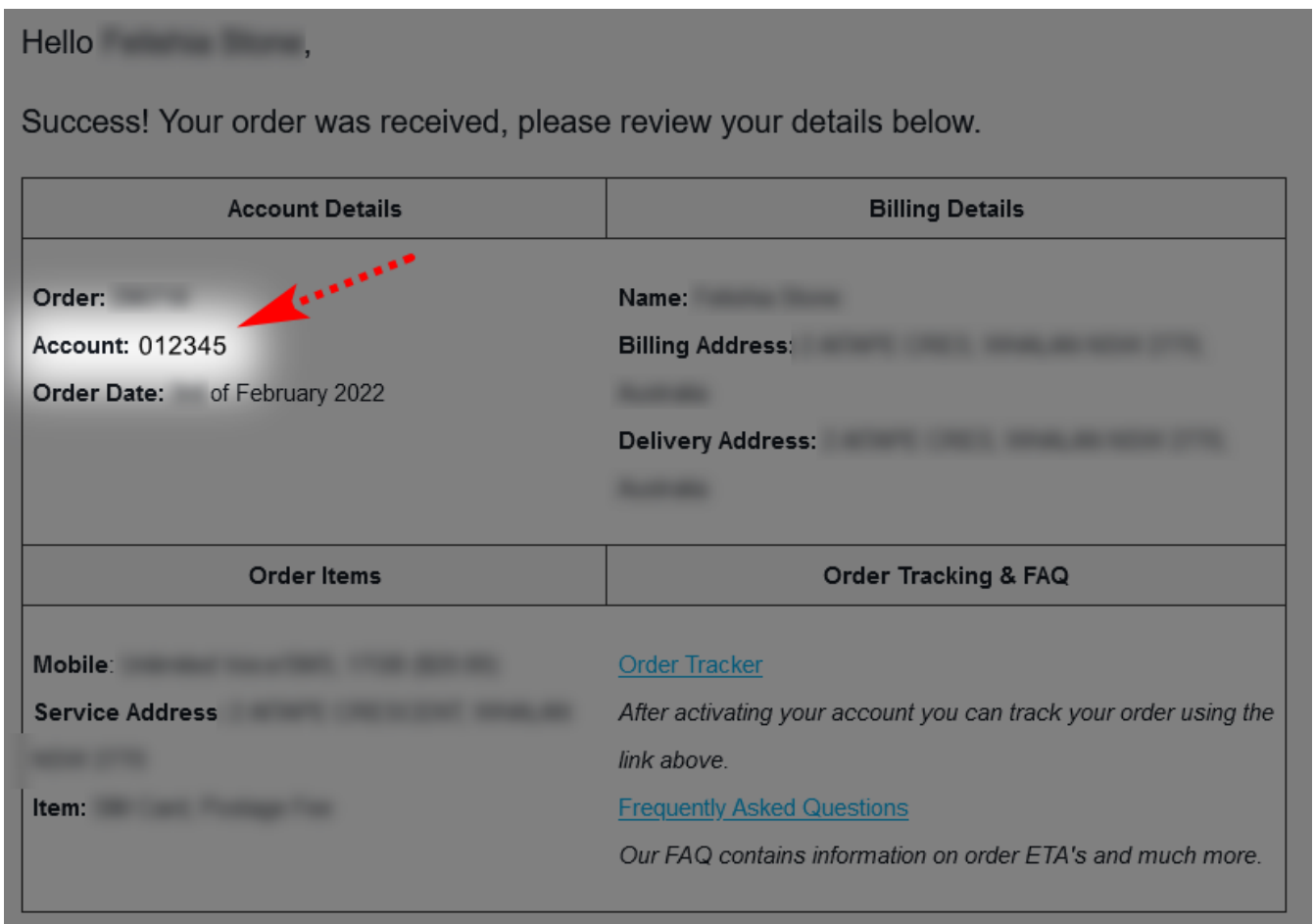
- Check the SMS from SpinTel, the content should look like this

"Thanks! Order #xxxxxx was received for account #xxxxxx. Please see your email information on tracking your order and activating your account".

- Check your email; the email subject of the order confirmation email will be "We've received your order #xxxxxx for account #xxxxxx"



The account number and other order details will also be in the content of the email.



Online URL:

<https://articles.spintel.net.au/article/where-do-i-find-my-account-number.html>