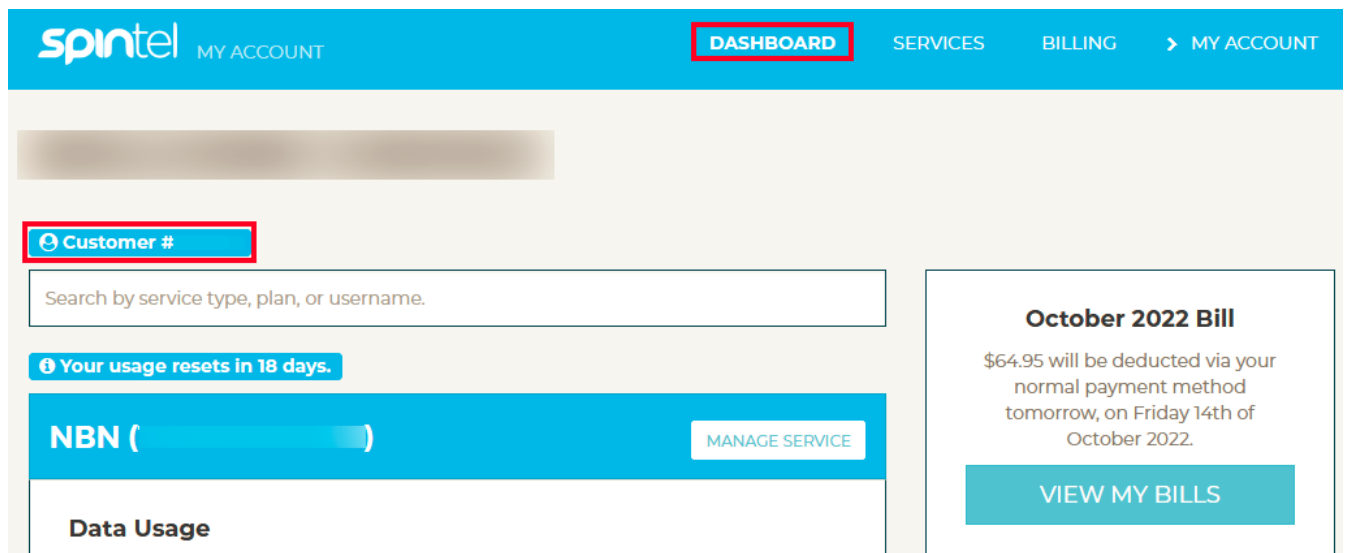


Where do I find my account number?

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 states 'Your usage resets in 18 days.' Below this, there is a service card 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.

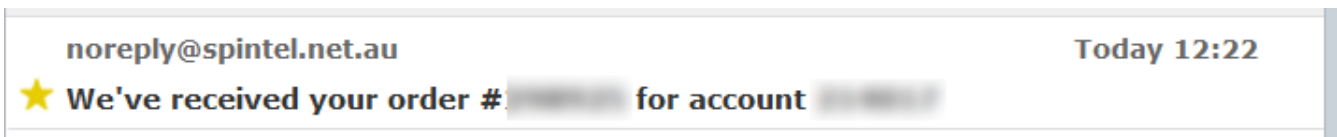
2. In the Order Confirmation email

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

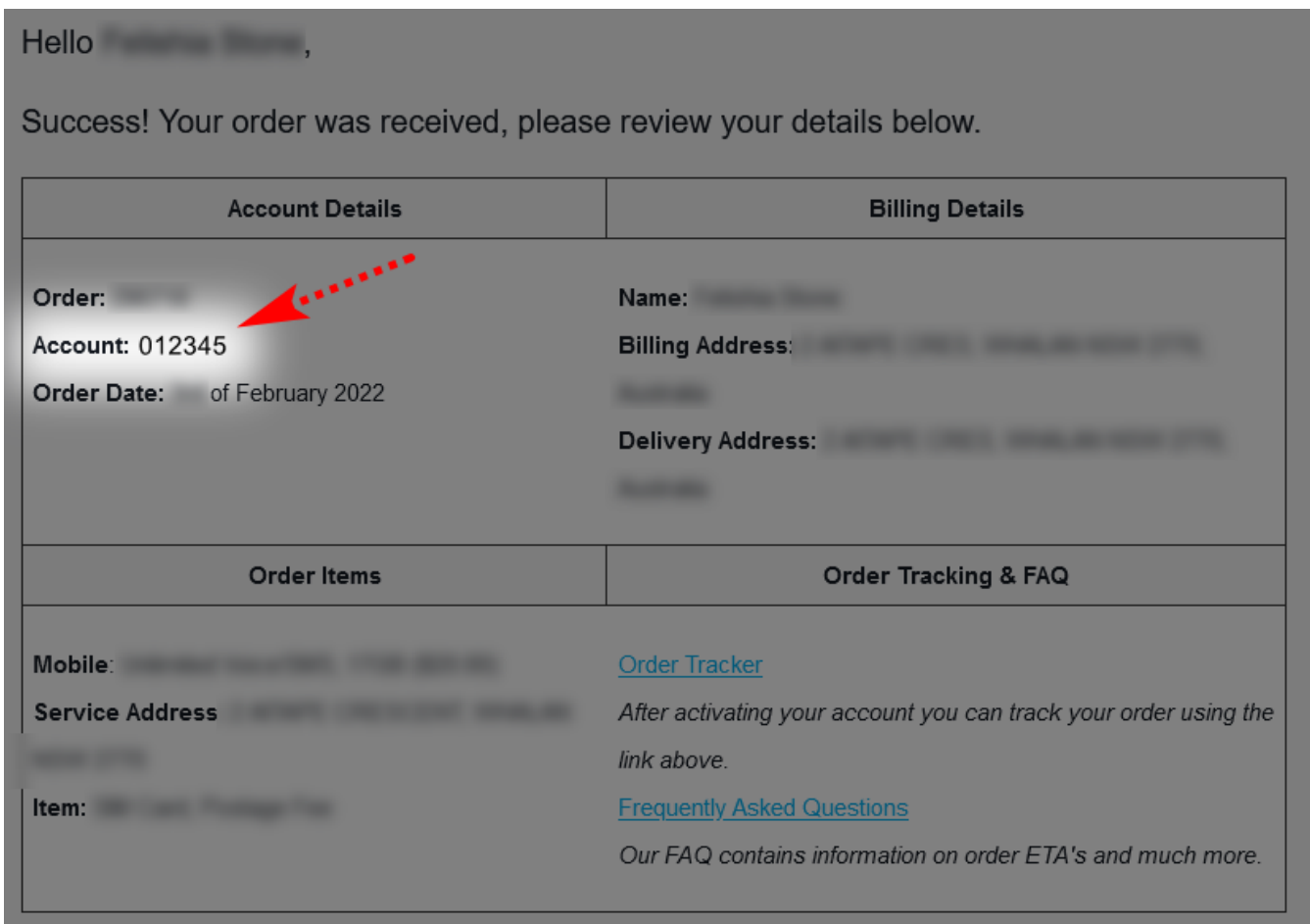
- Check the SMS from SpinTel, the content should look like this

"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>