

# Updating Personal Details on the Account

You can update most of your **account details online** through **My Account**, or by contacting one of our friendly representatives. Keeping your details current ensures you receive important notifications and helps keep your account secure.

## What personal details can I change online?

Through **My Account**, you can easily update:

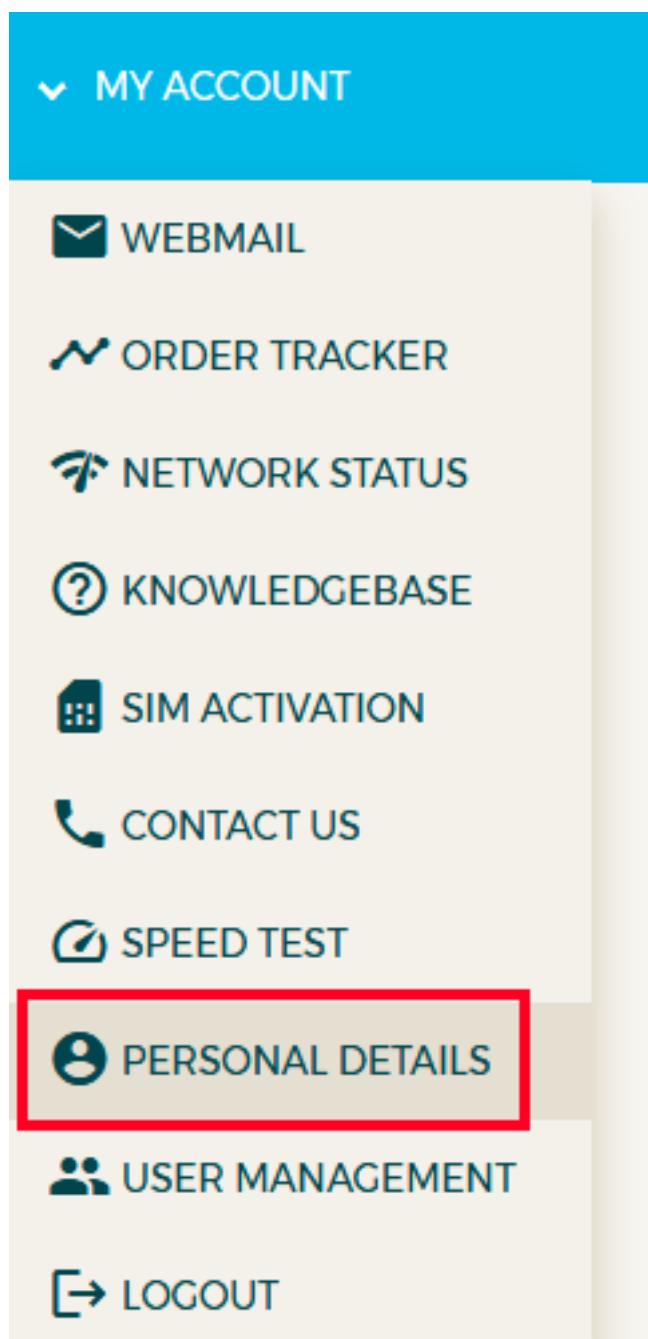
- Login password (reset or change at any time)
- Mobile contact number
- Work phone or home phone number
- Email address
- Billing address
- Account PIN

## Steps to update details online:

1. Log in to **My Account**.



2. Go to **Personal Details** in the menu.



3. Select **Change** next to the detail you'd like to update.

# MY DETAILS

## Personal Information

Name

[REDACTED]

[Reset Password](#)

Mobile Number

[REDACTED]

[Change](#)

Phone

[REDACTED]

[Change](#)

Work Phone

[REDACTED]

[Change](#)

Email Address

[REDACTED]

[Change](#)

Billing Address

[REDACTED]

[Change](#)

Account PIN

Your PIN was generated at

[REDACTED]

[Change](#)

4. Enter your new information (e.g., new email address) and click **Submit**.

**Which account details require extra support?**

Some details cannot be changed online and need assistance from our support team. These include:

- Correcting a misspelled name
- Changing your legal name (e.g., after marriage)

Please prepare a valid legal document (such as a government-issued ID) and click the **chat icon** below to get assistance.

## Can I update account users and payment details?

Yes, you can also:

- Add or modify account users (e.g., upgrade a user from **Basic** to **Authorised** or downgrade if needed)
- Update your payment details securely through **My Account**

Online URL:

<https://articles.spintel.net.au/article/updating-personal-details-on-the-account.html>