

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?

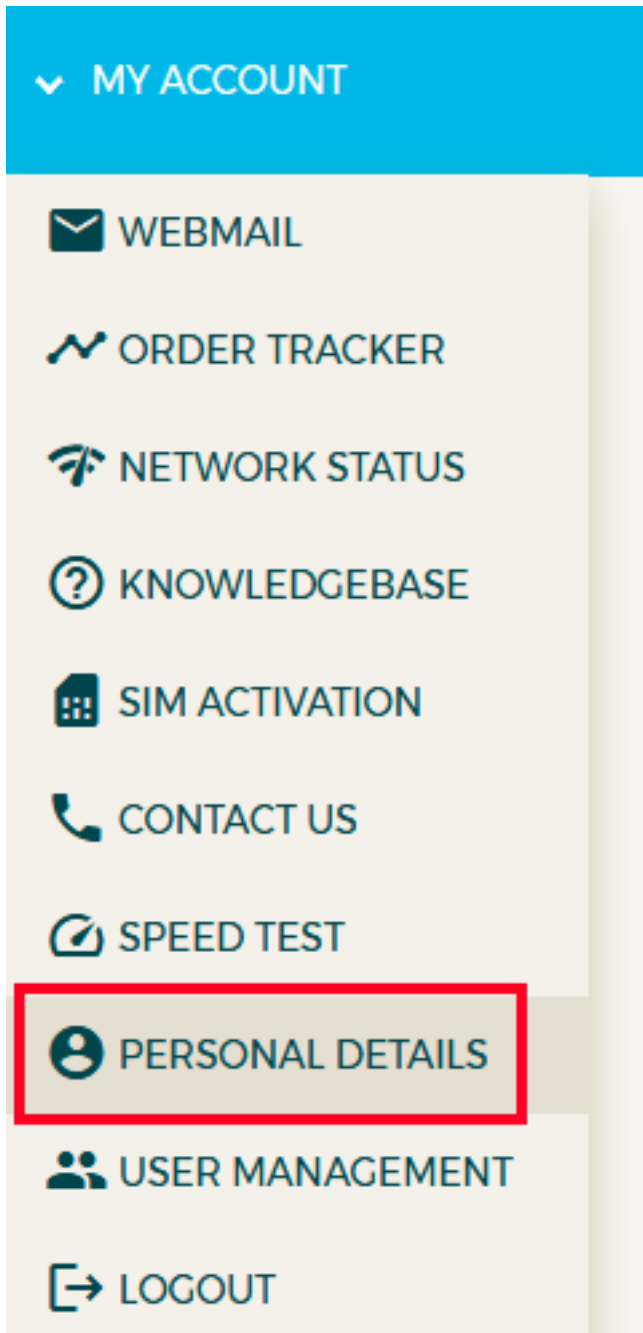
Through **My Account**, you can easily update:

- 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]

Mobile Number

[Redacted]

Phone

[Redacted]

Work Phone

[Redacted]

Email Address

[Redacted]

Billing Address

[Redacted]

Account PIN

Your PIN was generated at

[Redacted]

[Reset Password](#)

[Change](#)

[Change](#)

[Change](#)

[Change](#)

[Change](#)

[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>