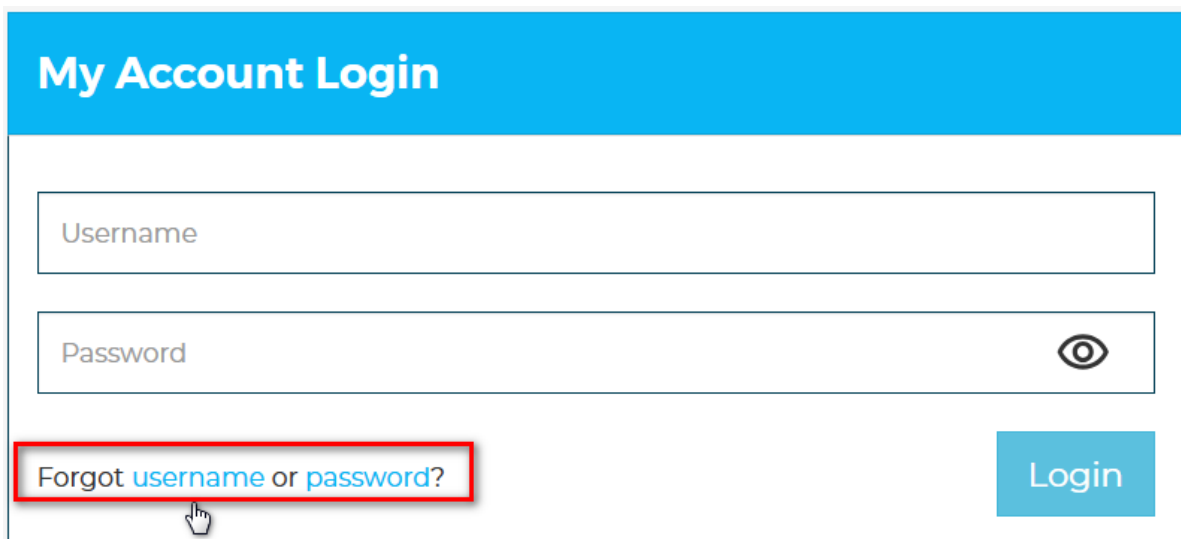


# Forgotten username or password


Forgotten your username or password? You can easily retrieve them.

1. Visit [spintel.net.au](http://spintel.net.au)
2. Click on [My Account](#) on the top right.
3. Click on either Username or Password



**My Account Login**

Username

Password 

[Forgot username or password?](#)

## Retrieve username

You can also access the direct link to retrieve your username [here](#).

1. Enter your email address, customer number, and your date of birth.
2. Click on **Submit** once the CAPTCHA is completed.

# RETRIEVE USERNAME



If you have forgotten your username, you can use this form to retrieve it. Please enter the email address associated to your account. If this email address matches what's on record, your username will be emailed to that address. Please give us a call on 1300 303 375 if you have any problems.

Email

Customer Number

Your **customer number** can be found on email correspondence with us!

Date of Birth

 Success!  [Privacy](#) [Terms](#)

If the email address matches an email address registered on an active account, the username will be sent to that email address.

## Reset password

You can also access the direct link to reset your password [here](#).

1. Enter your username or email and complete the CAPTCHA.
2. Click on **Submit**.

# RESET PASSWORD

If you have forgotten your password, you can use this form to reset your password.

You will receive an email with instructions.

Username or Email



Success!



Submit

You will receive an email and SMS with a link to click on to enter your new password.

1. Enter your new password, confirm the password then tick the CAPTCHA box.
2. Click on **Submit**.

You'll then be able to log in to your account.

**Important:** When entering your **Username**, only include the part **before the “@” symbol**.

Do not include the domain name (e.g., @spintel.net).

✓ Correct: john.doe

✗ Incorrect: john.doe@spintel.net

Online URL:

<https://articles.spintel.net.au/article/forgotten-username-or-password.html>