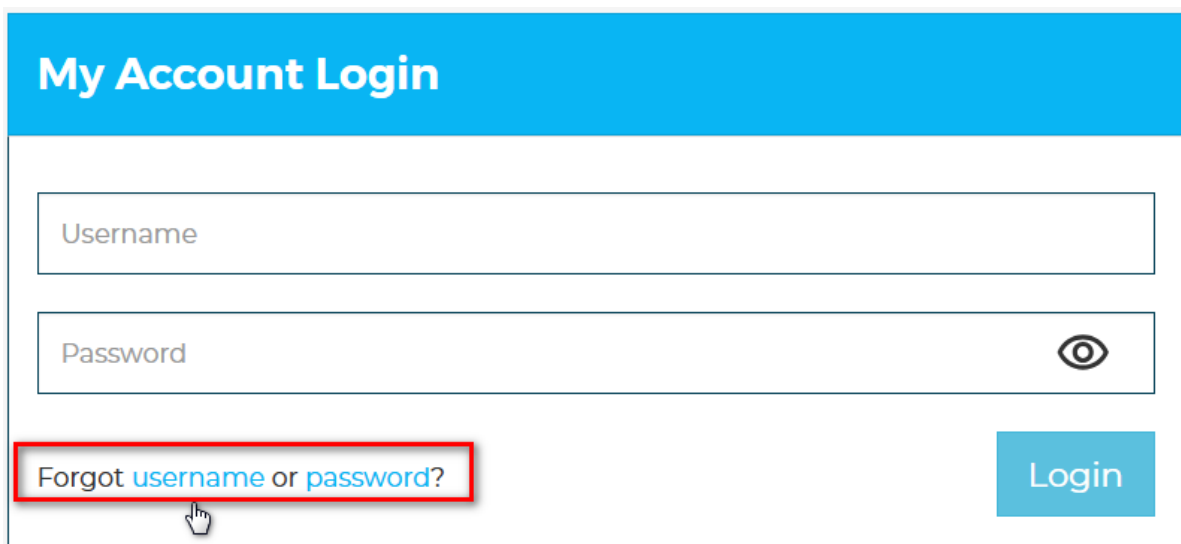# Forgotten username or password

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

1. Visit spintel.net.au

2. Click on My Account on the top right.

3. Click on either 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	Day ⌄	Month ⌄	Year ⌄

✅ Success!   **CLOUDFLARE** Privacy • Terms

[Submit]

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!   CLOUDFLARE
                                                    Privacy • Terms

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