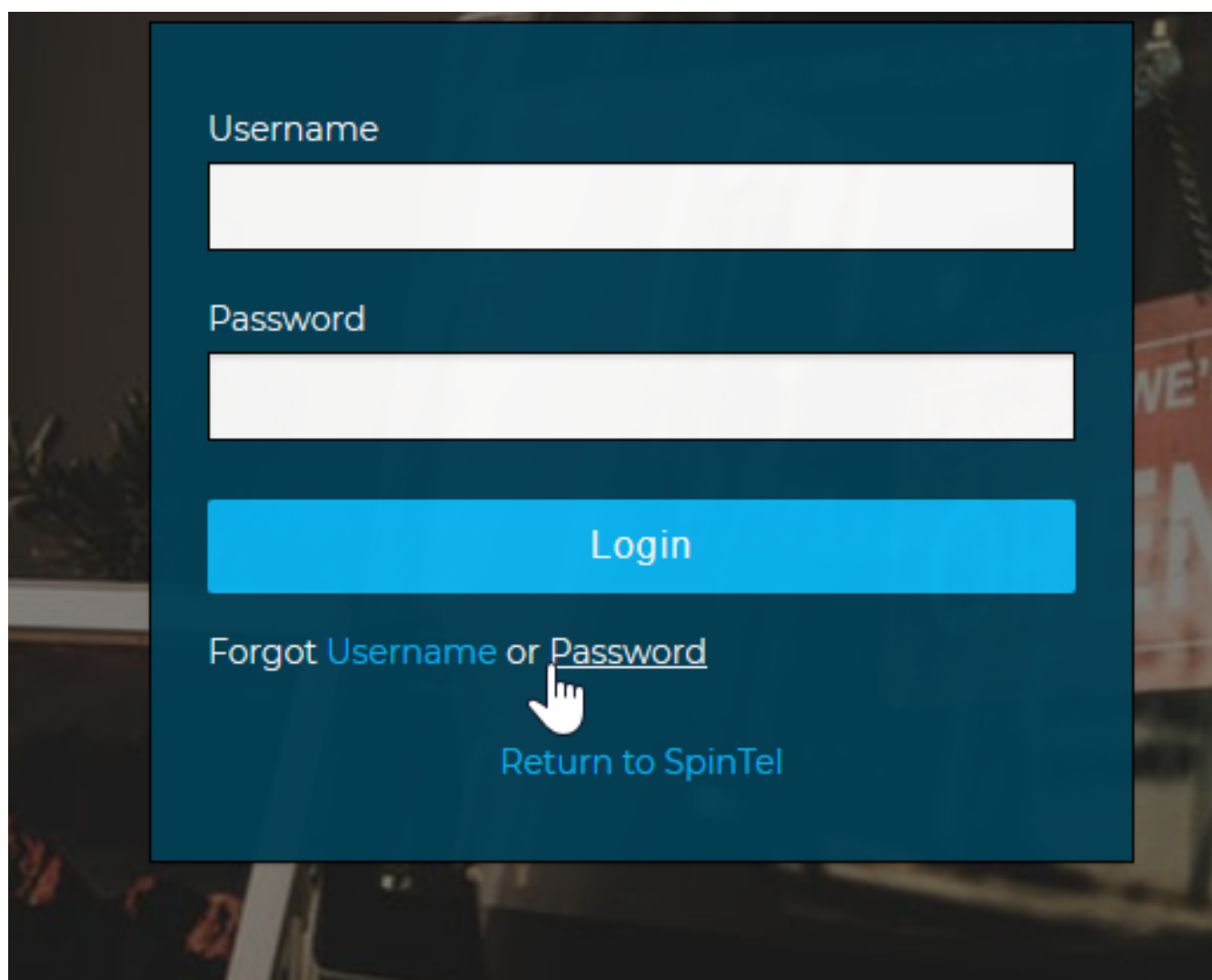


# Forgotten username or password

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

A screenshot of a login form on a dark teal background. The form contains two white input fields for 'Username' and 'Password'. Below these is a bright blue 'Login' button. Under the button, there is a link 'Forgot Username or Password' in light blue text, with a white hand cursor icon pointing at it. At the bottom of the form is a link 'Return to SpinTel' in light blue text. The background of the page shows a blurred image of a building and a sign that says 'WE'.


## Retrieve username

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


1. Enter your email address and tick the CAPTCHA box.
2. Click on **Submit**.

---

**Email**

☐ I'm not a robot   
reCAPTCHA [Privacy](#) - [Terms](#)

**Submit**



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

## Reset password

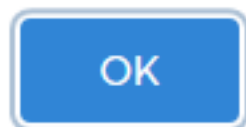
You can also access the direct link to reset your password [here](#).

1. Enter your username and tick the CAPTCHA box.
2. Click on **Submit**.



## **Password reset link has been sent!**

A password reset request has been emailed to you.  
Please follow the instructions in that email.




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

# RESET YOUR PASSWORD

Please fill out the form provided.

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Password	<input type="password"/>
Confirm Password	<input type="password"/>
<div><input type="checkbox"/> I'm not a robot</div> <div> reCAPTCHA <a href="#">Privacy</a> - <a href="#">Terms</a></div>	
<input type="submit" value="Submit"/>	

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>

