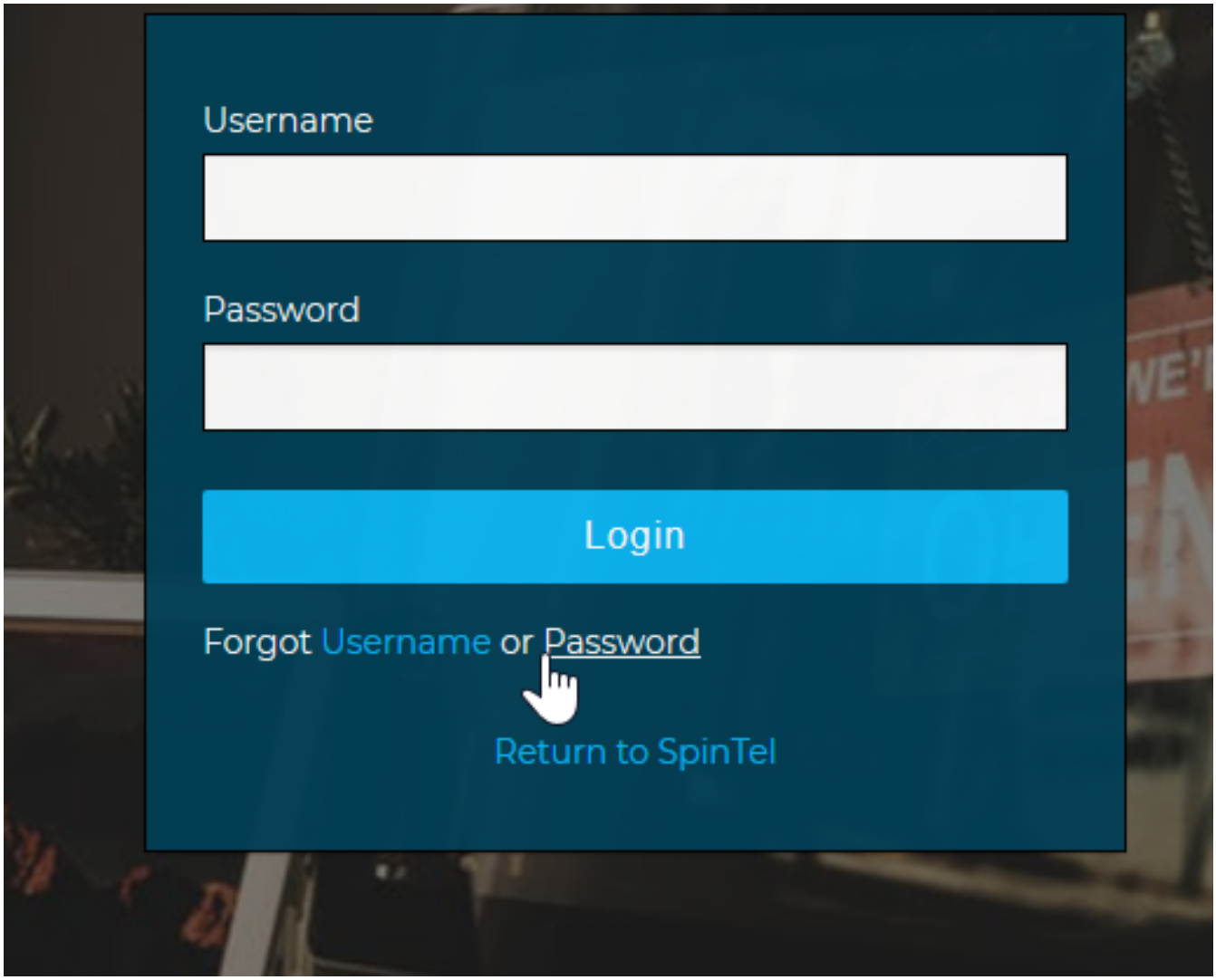
Forgotten username or password

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

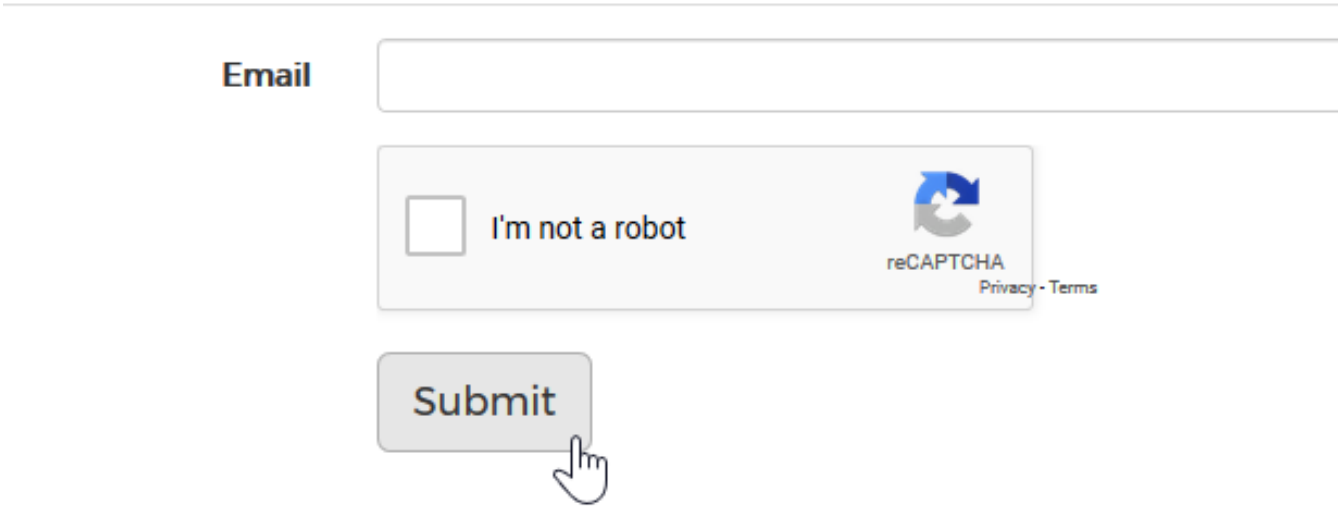
1. Visit spintel.net.au
2. Click on My Account on the top right.
3. Click on either Username or Password



Retrieve username

You can also access the direct link to retrieve your username here.

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

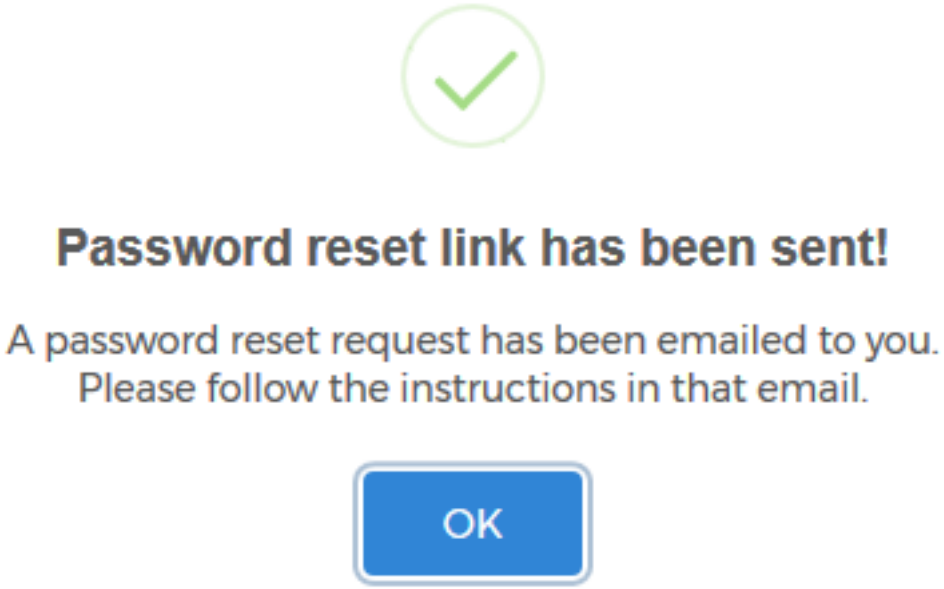


If the email address matches an email address registered on an active account, the username will be sent to that email address.

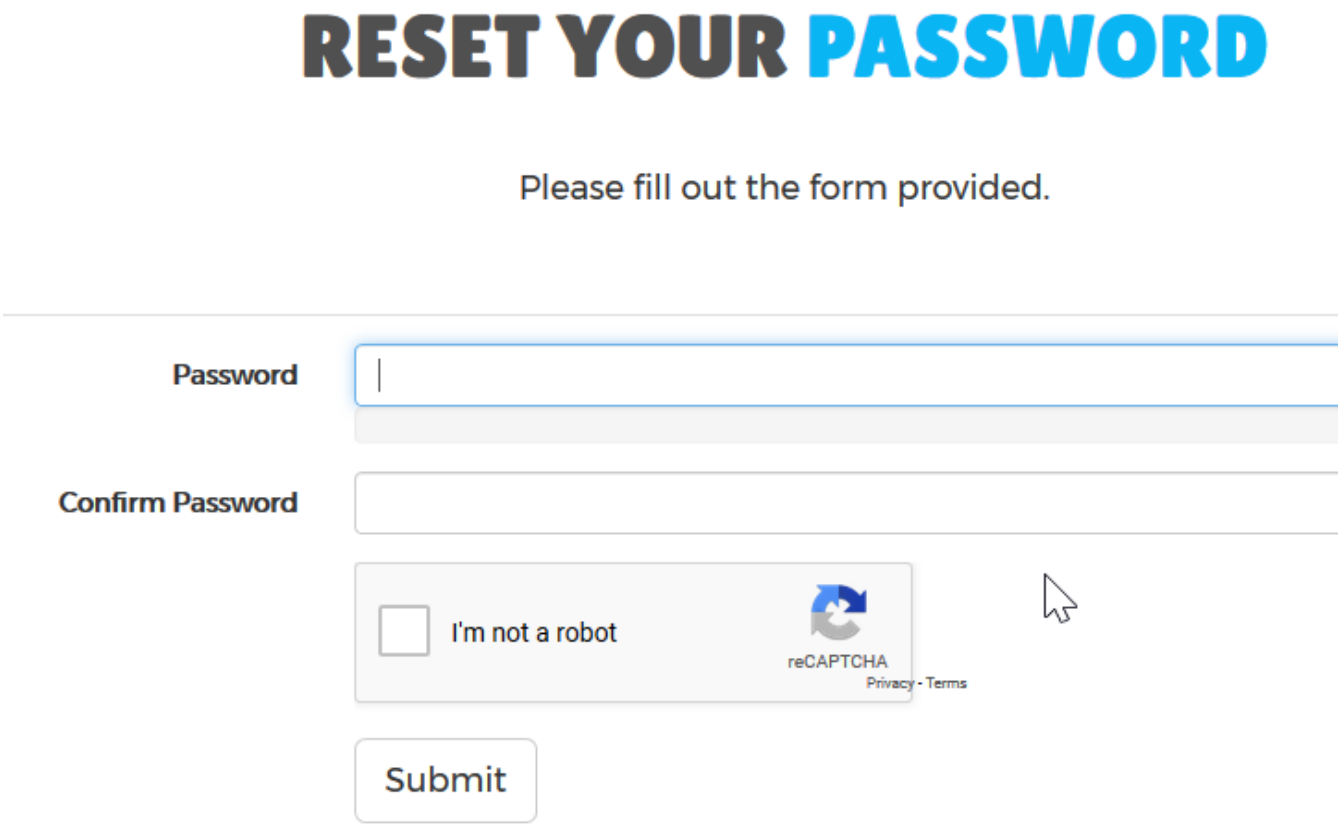
Reset password

You can also access the direct link to reset your password here.

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



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