

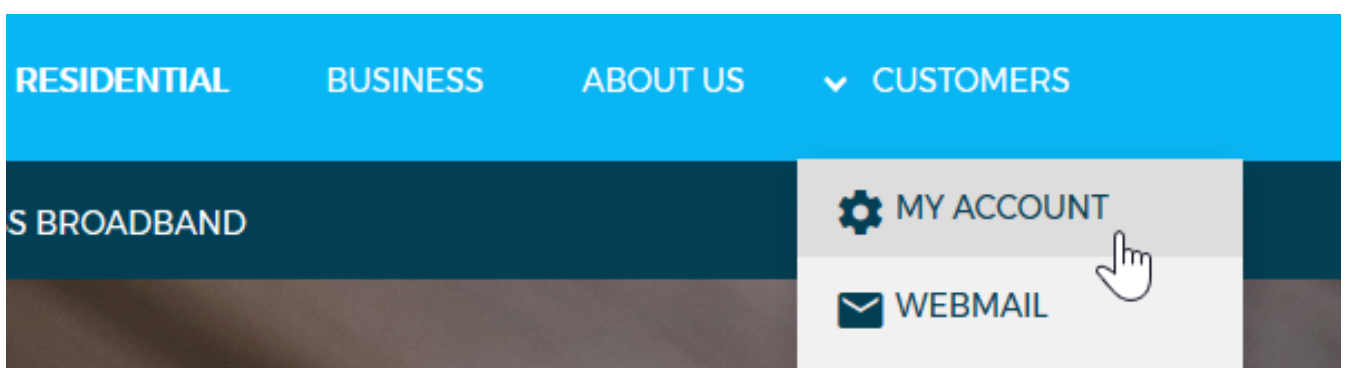
Adding/Removing an authorised contact to your account

The **Account Holder** holds the responsibility and capability to manage the list of authorised users associated with the account. This includes the ability to add new users when necessary and to remove existing users if they are no longer connected with the business or their access is deemed unnecessary.

How to add an authorised user?

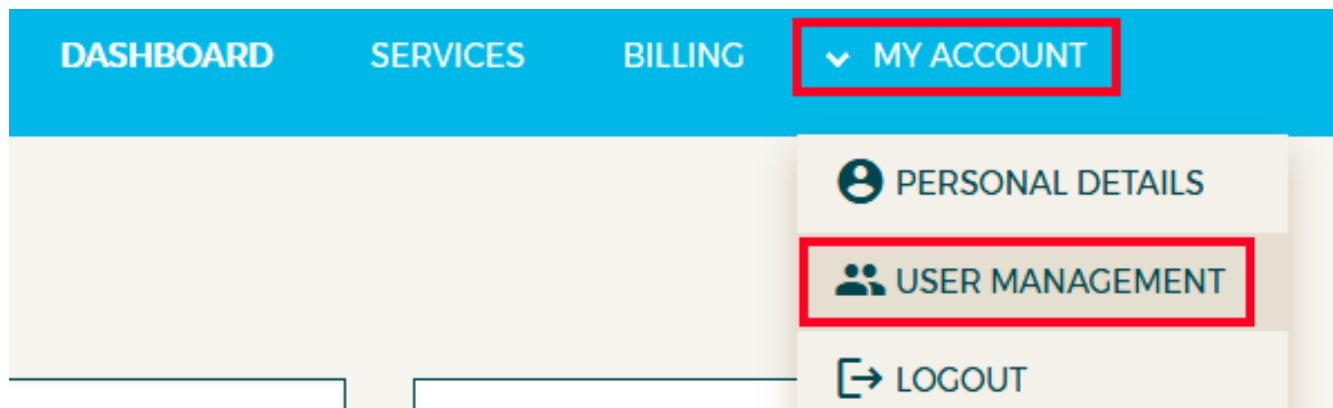
If you'd like to add an authorised user or create another email, please follow the steps outlined below.

1. Visit spintel.net.au
2. Login to My Account by selecting **Customers** and then **My Account**.

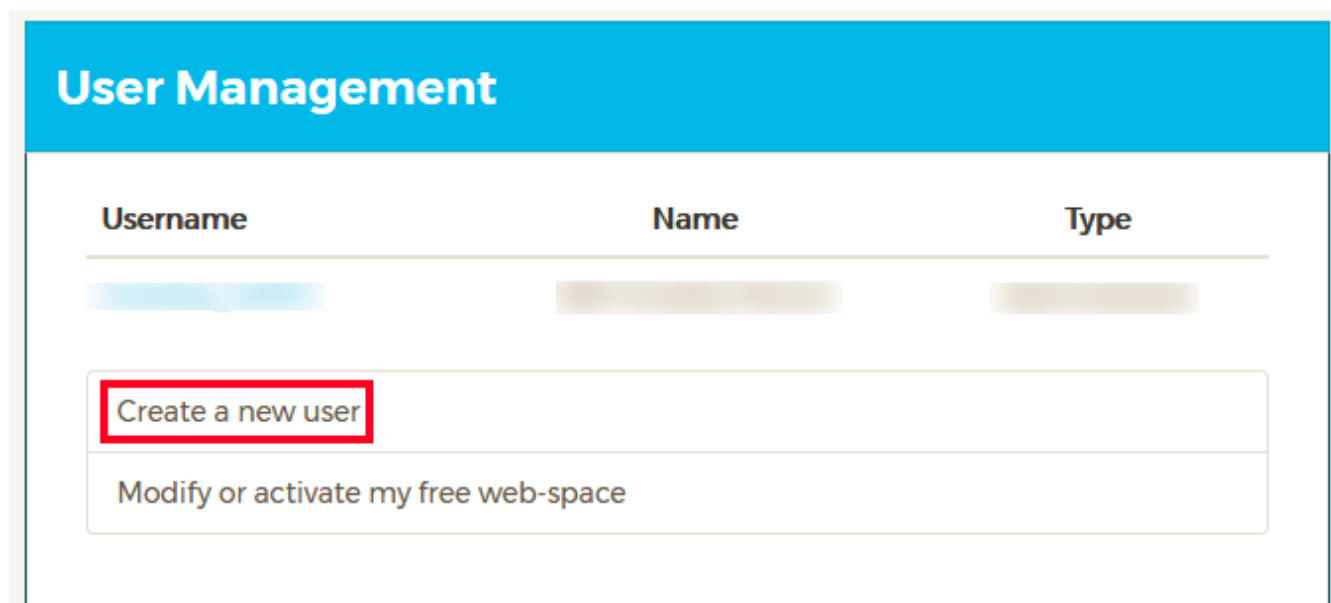


3. Once logged in, you will see these options at the top of the page - Dashboard, Services, Billing and My Account.

Click **My Account** and select **User Management**



4. Click **Create a new user**



5. Enter the details and select an **Account Type**.

- A **Basic** user is primarily intended for email use only and is unable to make any modifications to the account.
- An **Account Administrator** can make any changes to the account and

must be over 18 years old.


Add Authorised User/Mailbox

Account Type


Basic Administrator

Username


Password



Confirm Password



Title

Name

Date of Birth

Fill in the contact details as these are the information needed to verify the authorised user on the phone if required.

Date of Birth

 ▾ ▾ ▾

Email

Mobile

Phone

Work Phone

Create New User

6. Click on **Create a New User** to finish.

How to delete an authorised user?

1. Visit spintel.net.au
2. Login to My Account by selecting **Customers** and then **My Account**.


RESIDENTIAL

BUSINESS

ABOUT US

▼ CUSTOMERS

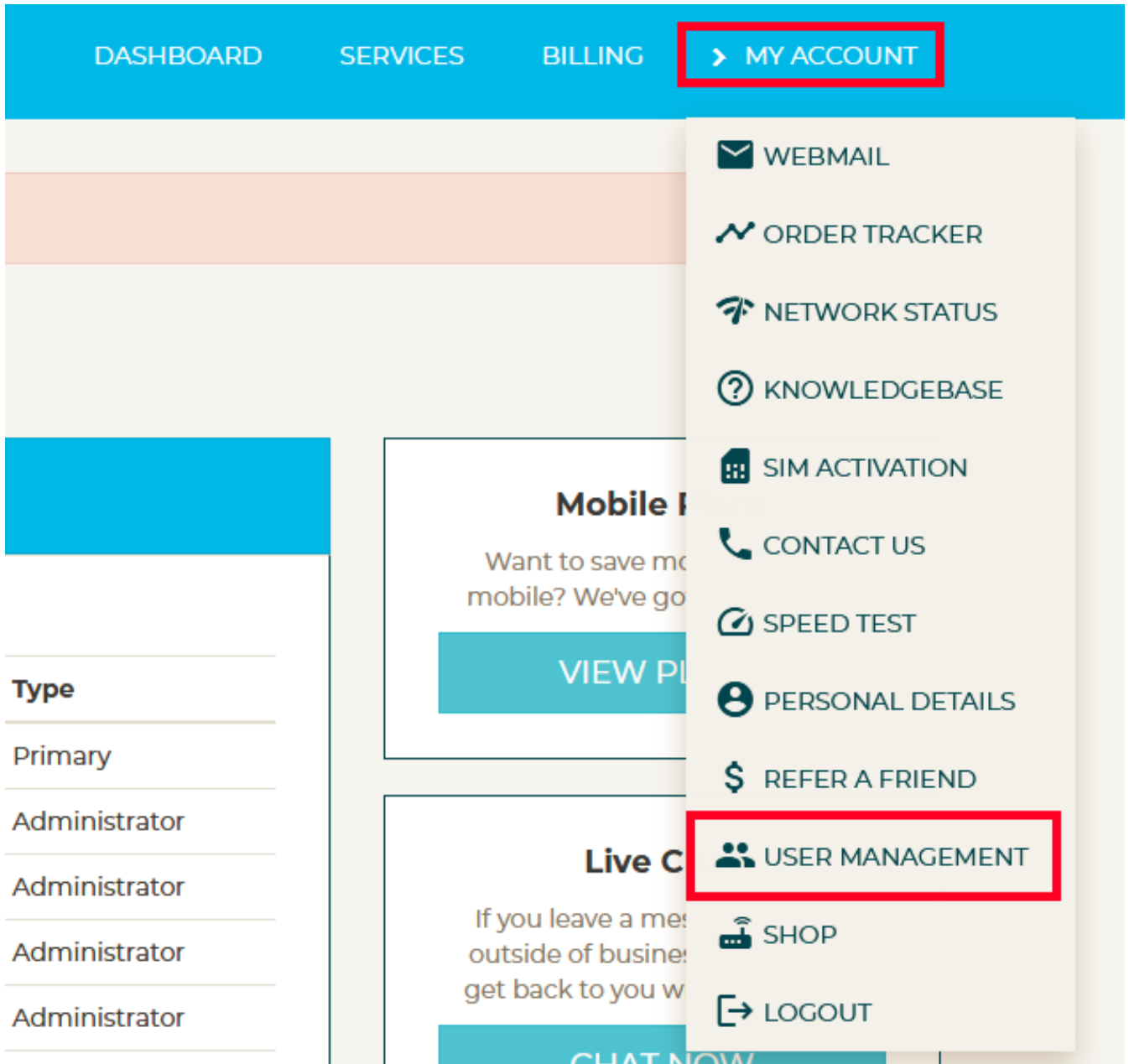
S BROADBAND

 MY ACCOUNT

 WEBMAIL



3. From the top menu, click **My Account** and select **User Management**



4. Select the username you want to remove.

User Management

Active

Closed

Username

Name

Type

[Redacted]

[Redacted]

Primary

[Redacted]

[Redacted]

Administrator

5. Scroll down to **User Management** and select **Delete User**

User Details

Name

[Redacted]

Account Type

Administrator

Email

[Redacted]

Mobile

User Management

Change User Type

Reset Password

Delete User

6. Click **Delete** to confirm.

Delete User



Are you sure you want to delete the user [redacted]?

When you delete this user the [redacted] email will also be removed, along with any emails that you have not saved locally. This action cannot be reversed.

Cancel

Delete

Please note, when you delete an account here, the email account will also be removed, along with any emails that you haven't downloaded.

Online URL:

<https://articles.spintel.net.au/article/adding-removing-an-authorized-contact-to-your-account.html>