

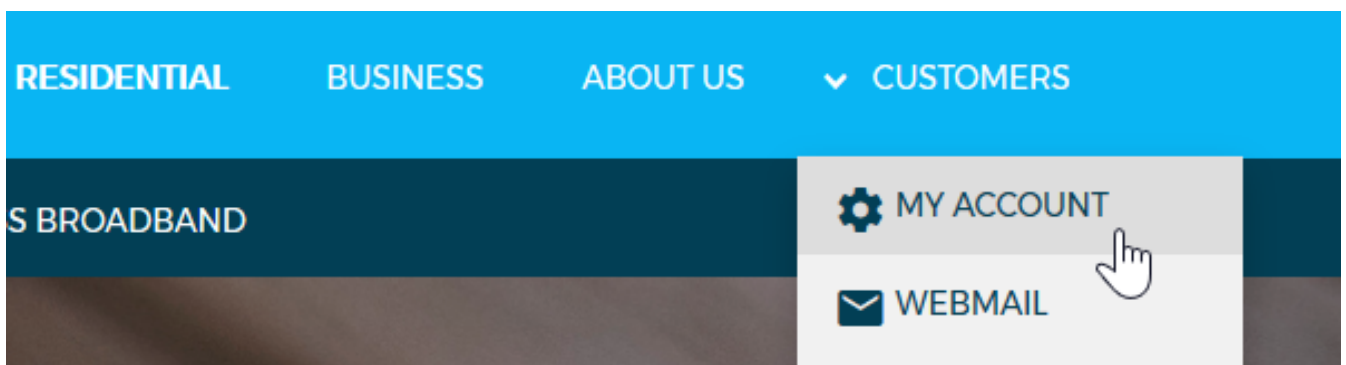
# Adding/Removing an authorised contact to your account

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?

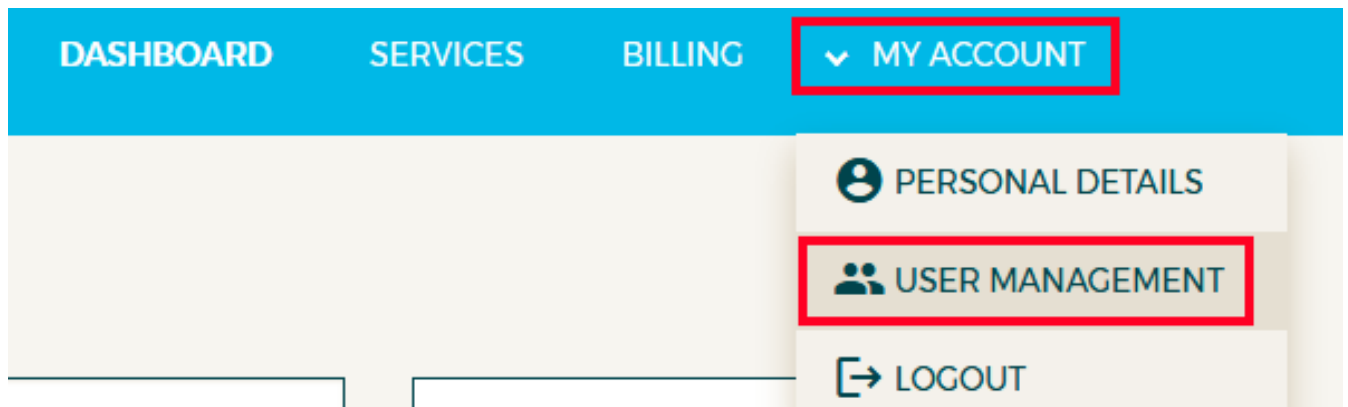
If you'd like to add an authorised user or create another email, please follow the steps outlined below.

1. Visit [spintel.net.au](http://spintel.net.au)
2. Login to [My Account](#) by selecting **Customers** and then **My Account**.

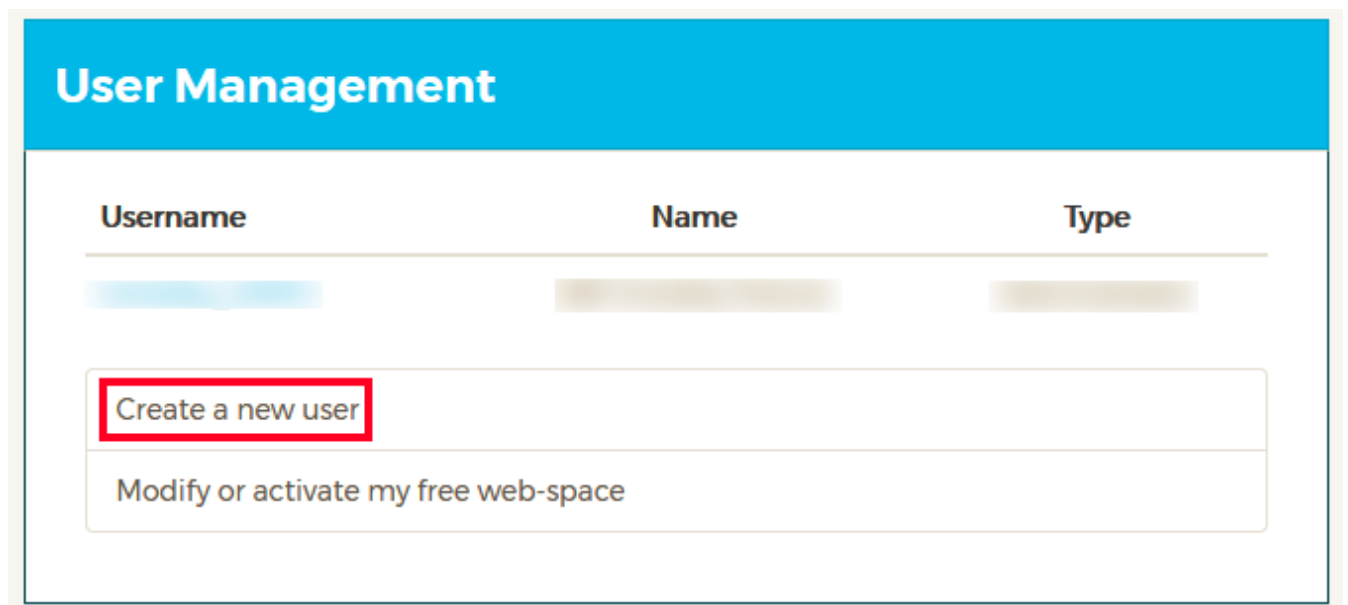


3. Once logged in, you will see these options at the top of the page - Dashboard, Services, Billing and My Account.

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](http://spintel.net.au)
2. Login to My Account by selecting **Customers** and then **My Account**.


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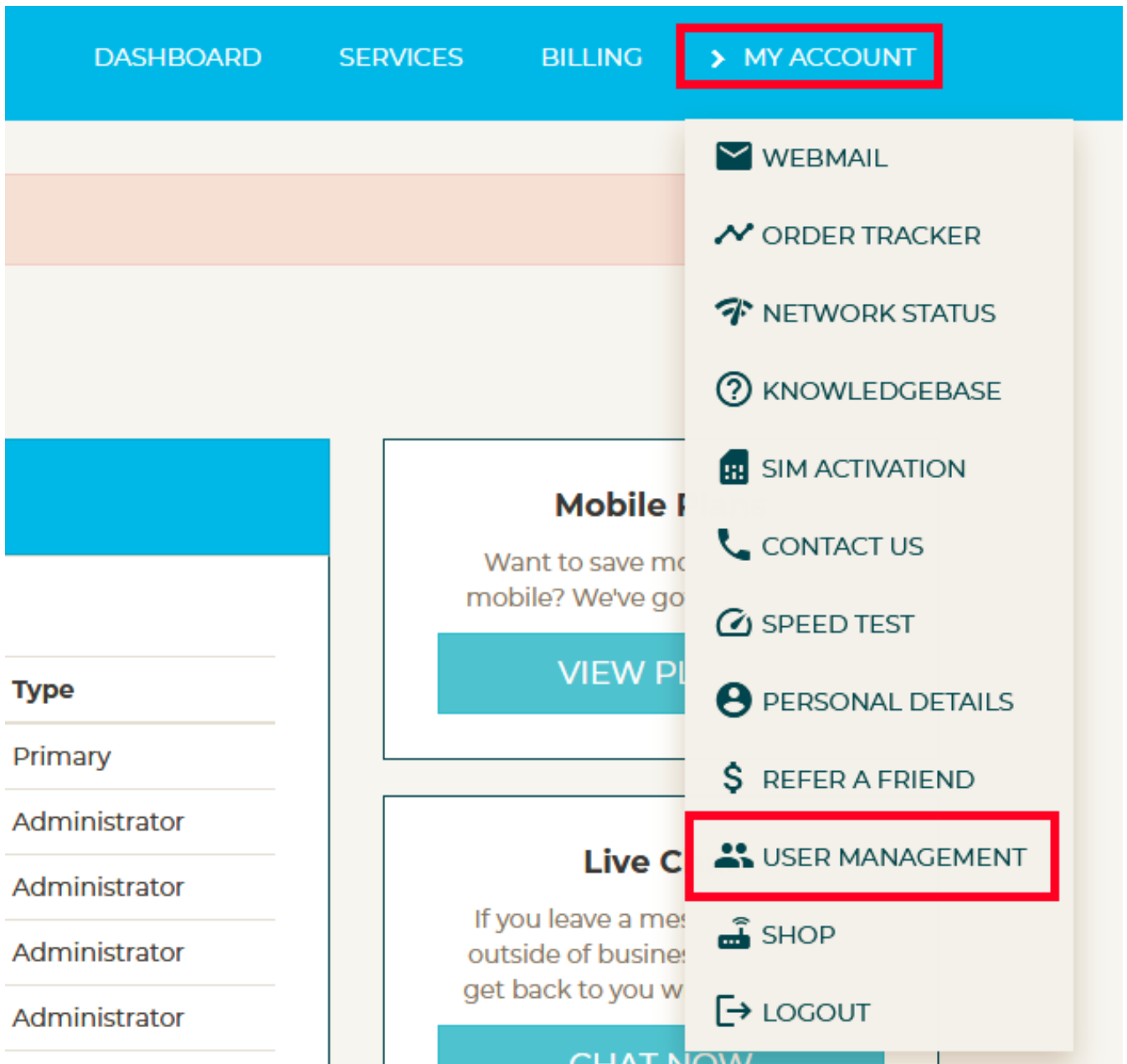
S BROADBAND

 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-authorised-contact-to-your-account.html>