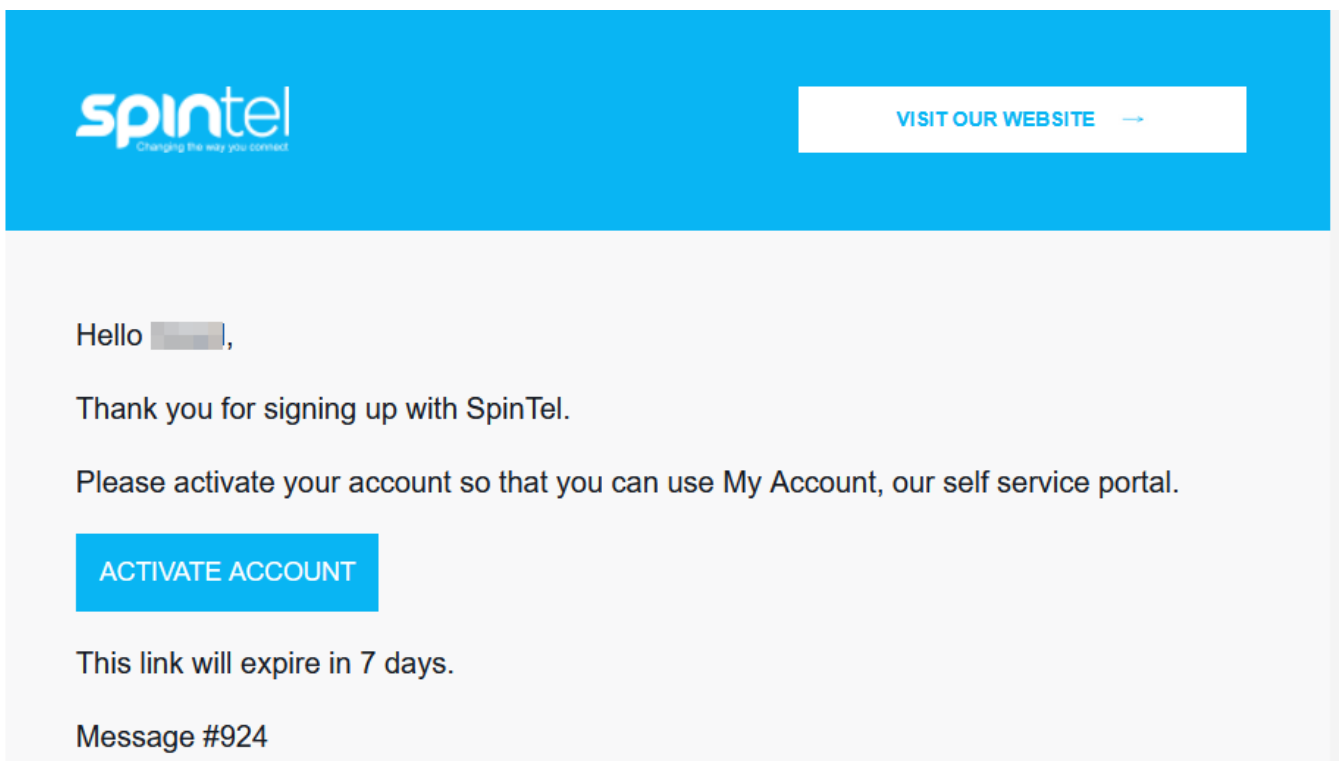


# How to Register for My Account

Follow the steps below to register to use **My Account** if you're a new customer.

When you place your SpinTel order you will receive two emails: the first email contains confirmation of your order, and the second contains a link to activate your account.

1. Find your activation email, which should resemble the image below, then click on **Activate Account**.



2. On the next page, enter your preferred username and password, then re-

enter the password to confirm.

Tick the “I’m not a robot” checkbox and click “Submit” to continue.


## ACCOUNT REGISTRATION

Thank you for choosing SpinTel. In this section, you will be setting up your account username and password.

**Username**

**Password**

**Confirm Password**

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

**Important:** When entering your Username, do not include the domain name (e.g., @spintel.net).

3. When you click on **Submit** you will be redirected to the **My Account** login page. Enter your details and click on **Login**. You are now logged in to **My Account**.

## My Account Login




Forgot [username](#) or [password](#)?

### What should I do if I see a “bad username” error when trying to log in?

This error likely means your account registration link has expired. To resolve it, click [here](#) and follow the prompts to retrieve your correct username.

## 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	<input type="text"/>		
Customer Number	<input type="text"/>		
Your <b>customer number</b> can be found on email correspondence with us!			
Date of Birth	Day <input type="text"/>	Month <input type="text"/>	Year <input type="text"/>
<input type="checkbox"/> I'm not a robot		 reCAPTCHA Privacy - Terms	
<input type="button" value="Submit"/>			

Once you've retrieved your username, [click here to reset the existing password](#)

and create a new one.


You will receive an email with a link to click on to enter your new password, similar to the image below.

## 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**

I'm not a robot   
reCAPTCHA  
Privacy - Terms

Finally, you can now log in to your My Account using your recovered username and newly created password.

If you need further assistance, please don't hesitate to contact us.

Online URL:

<https://articles.spintel.net.au/article/how-to-register-for-my-account.html>