Changing Basic User to an Administrator and vice versa

An account holder can change the level of authority from a Basic User to Account Administrator or from Account Administrator to a Basic User.

All **Account Moderator's** must be over 18 years old and can:

- Add new services

- Transfer ownership of services

- Update/change contact details, including phone numbers

- Disconnect a service

- Relocate services to another address

- Replace a missing/lost SIM

- Modify the monthly plan

- Add and remove other administrator users

- Check usage

- Raise faults and complaints

- Request or process a payment extension

- Update the payment method on file and modify the preferred billing notification

- Make a payment through My Account

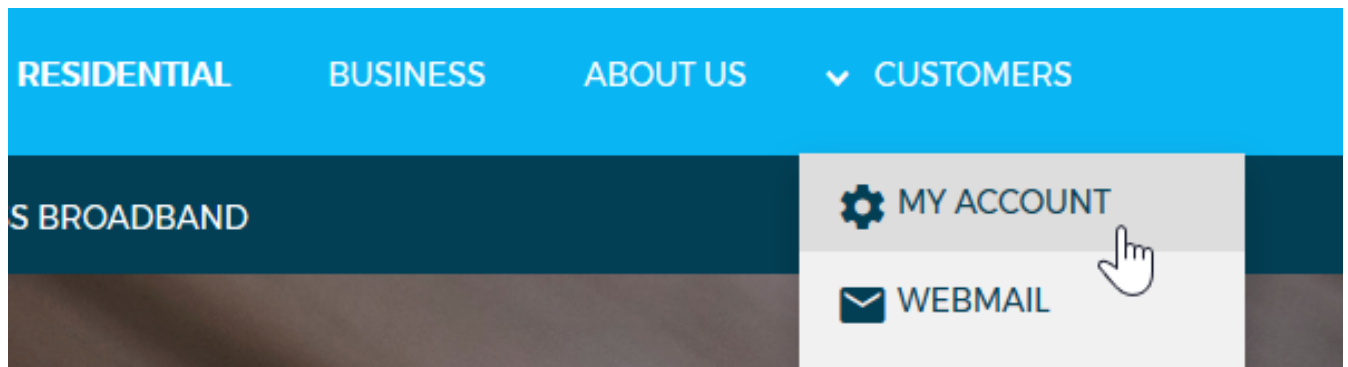- Access Bill history, and so much more

A **Basic user** is primarily intended for email use only and has limited access. They can view service usage but cannot make any changes to the account or modify settings. Compared to Account Moderators, Basic users do not have the option to modify the plan or access the Billing section.
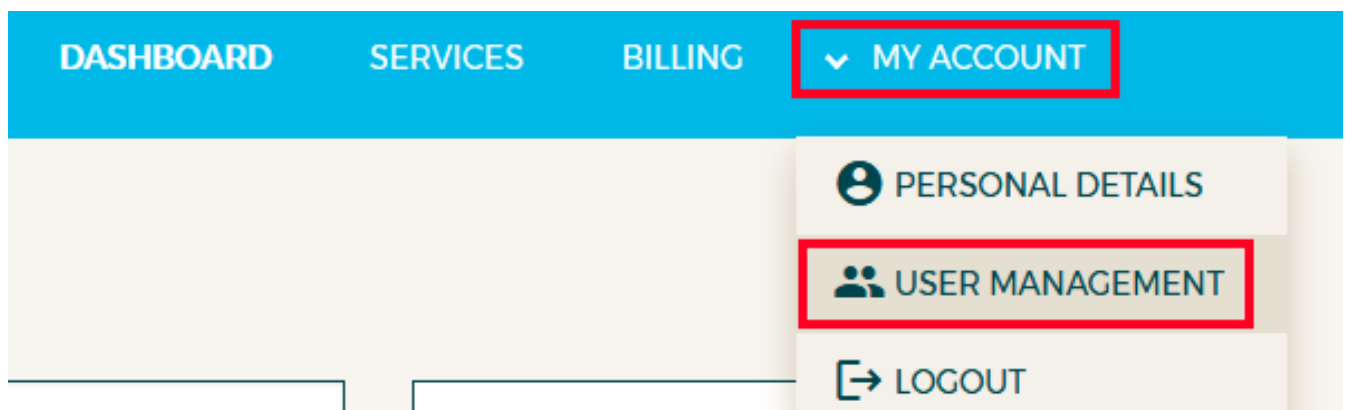

However, if they wish to make a payment, they can do so by making a one-time payment through the website, as long as they have the account number, the bill number, and the amount ready.

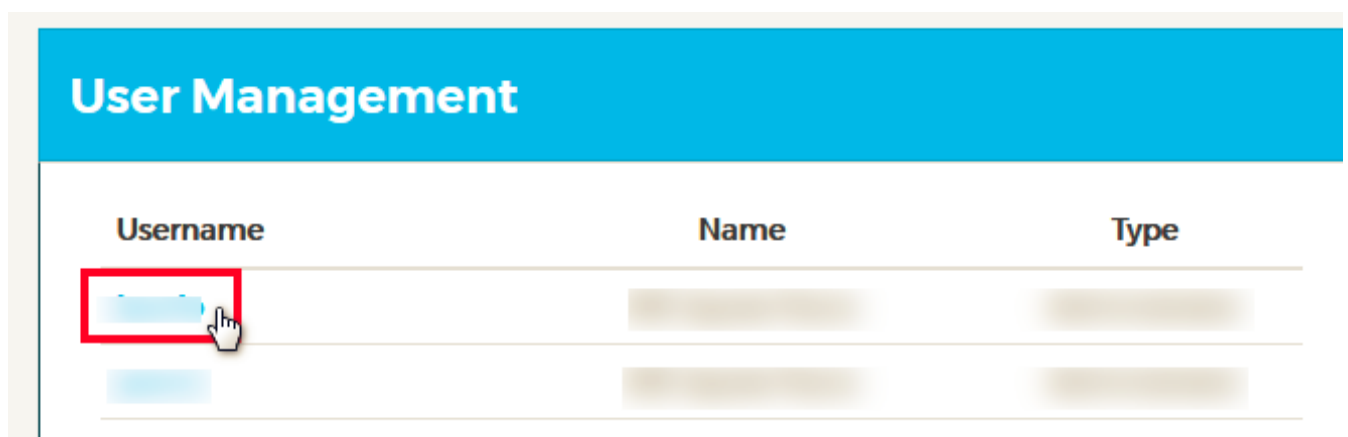## To change the between User types:

1. Login to My Account

2. Once logged in, click **My Account** and select **User Management**

3. Click on the username you want to modify

4. Select Change User Type and choose the new user type

User Details

Name

Email

Account Type

Basic

Mobile

User Management

Change User Type

Reset Password

Delete User

Change User Type   ✕

Changing permission for user ▓▓▓▓▓▓▓▓▓

Basic Users

- Read-only access.
- Can monitor service usage.

Administrator Users

- Full account access.

All user types include a @spin.net.au email address.

Basic   ⌄

Basic
Administrator

5. Click Submit Change to apply.

Change User Type

✕

Changing permission for user ▓▓▓▓▓▓▓▓

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| Basic | ⌄ |

Cancel

Submit Change

Click **OK** to view the changes.

Success

The user type has been updated
successfully.

OK

User Details

Name	Account Type
	<mark>Administrator</mark>
Email	**Mobile**

User Management

Change User Type
Reset Password
Delete User

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https://articles.spintel.net.au/article/changing-basic-user-to-an-administrator-and-vice-versa.html