

Changing Basic User to an Administrator and vice versa

An **account holder** can change a user's level of authority from Basic User to Account Administrator, or vice versa.

An Account Moderator has the same rights as the account holder and must be at least 18 years old.

They 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.

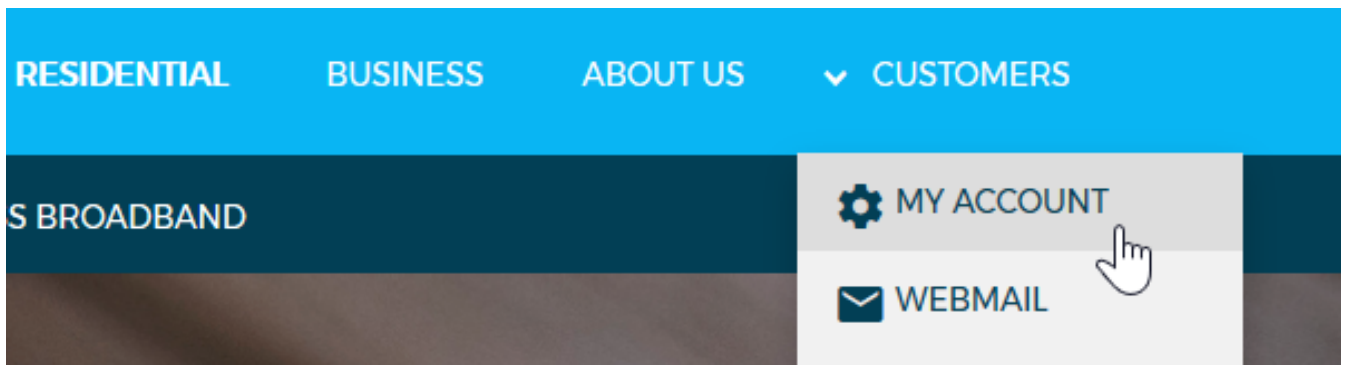
The screenshot displays the 'spintel MY ACCOUNT' interface. At the top, a blue navigation bar contains the 'spintel MY ACCOUNT' logo on the left and a menu with 'DASHBOARD', 'SERVICES', and 'MY ACCOUNT' on the right. Below the navigation bar is a search bar with the text 'Select another service'. The main content area is divided into two sections: 'Service Details' and 'Service Usage'. The 'Service Details' section has a blue header and contains fields for 'Plan Price', 'Plan', and 'Service Address'. The 'Service Usage' section has a blue header and shows 'Phone Usage Charges: \$0' for 'SEP 2024'. A note at the bottom states: 'Note: While every effort is made to process usage at regular intervals, some items may take up to 48 hours to appear in My Account.'

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.

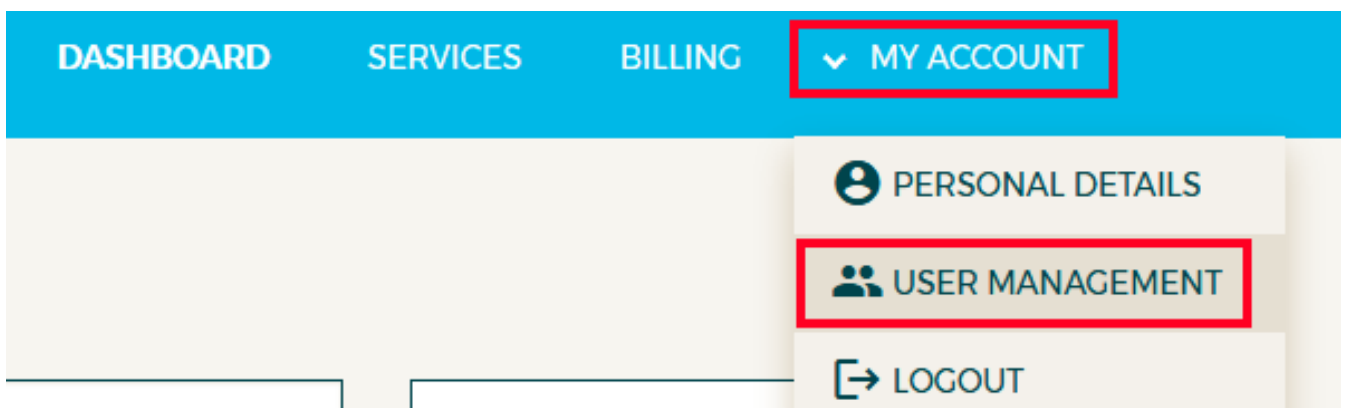
To switch between User types:

Note: Only an Account Holder or Administrator can make these changes — a Basic User cannot.

1. Log in to My Account



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



3. Click on the username you want to modify

User Management

Username

Name

Type

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

User Details

Name

Account Type

Basic

Email

Mobile

User Management

Change User Type

Reset Password

Delete User

Change User Type



Changing permission for user [redacted]

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 **ROBERTSON**

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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

Administrator

Email

[Redacted]

Mobile

[Redacted]

User Management

Change User Type

Reset Password

Delete User

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