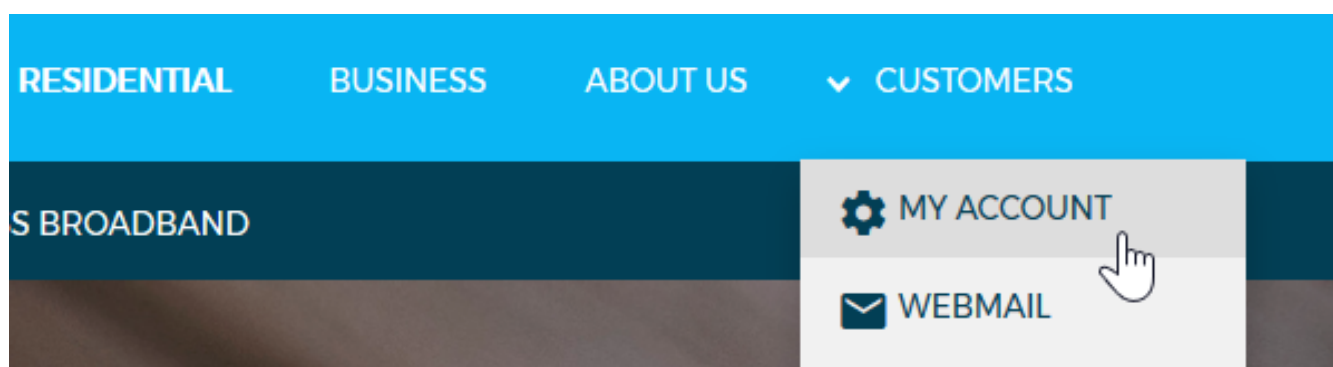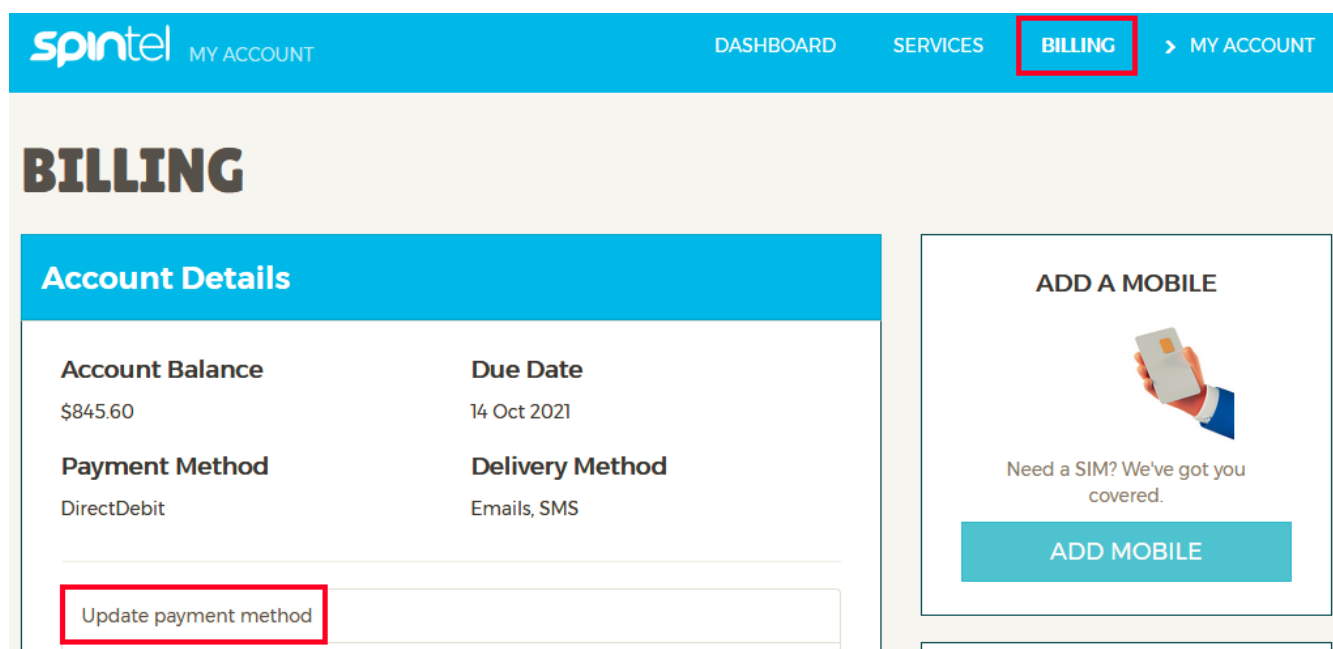# Changing your payment method

1. Visit spintel.net.au

2. Login to My Account by selecting **Customers** and then **My Account**.

3. Click on **Billing** from the top of the page and click on **Update payment method**

4. Select your new **Payment Method**.

My Payment Method

I would like to pay my bills by:

- ◉ Direct debit from a bank account
- ○ Credit or debit card

5. At this point, a captcha should appear above the **Update Payment Method** button. If the captcha is not present, the changes will not be saved.

- Reload the page before entering your bank information.

- If the captcha still does not appear, follow the troubleshooting steps in this article. If the issue persists, please contact us for assistance with the update and report the problem.

My Payment Method

Current Payment Method

Credit Card

Account Name: ▓▓▓▓▓▓▓▓
Card Number: ▓▓▓▓▓▓▓▓▓▓
Card Type: ▓▓▓▓▓▓
Card Expiry: ▓▓▓▓▓

I would like to pay my bills by:

🔘 Direct debit from a bank account
⚪ Credit or debit card

Bank Account

Account name	Account holder name
BSB	Branch number
Account number	Account number

☐ I agree with the terms of the Direct Debit Service Agreement

✅ Success!

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Update Payment Method

*Note: Please ensure you read and understand the terms and conditions of your new payment method, which you selected before clicking on **Update**.*

If you have an outstanding debt on your account, it will automatically be

debited once you click on **Update**.

 If you've forgotten your username or password, please click here.