

# How to Access Your SpinTel Account After Link Expiry

When you sign up with SpinTel, you'll receive an email to activate your online account via [My Account](#), our self-service portal. This email contains a unique activation link, which is valid for 7 days. If you don't use the link within this timeframe, it will expire. But don't worry—regaining access to your account is simple.

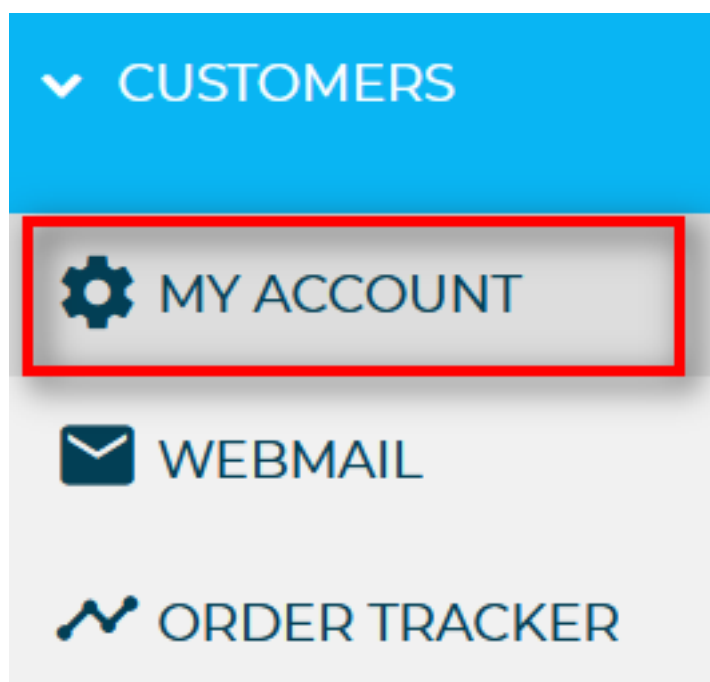
Follow the steps below to activate your account if your link has expired.

## Step 1: Visit the SpinTel Website

To begin, head over to the [SpinTel website](#) and navigate to the **Customers** section.



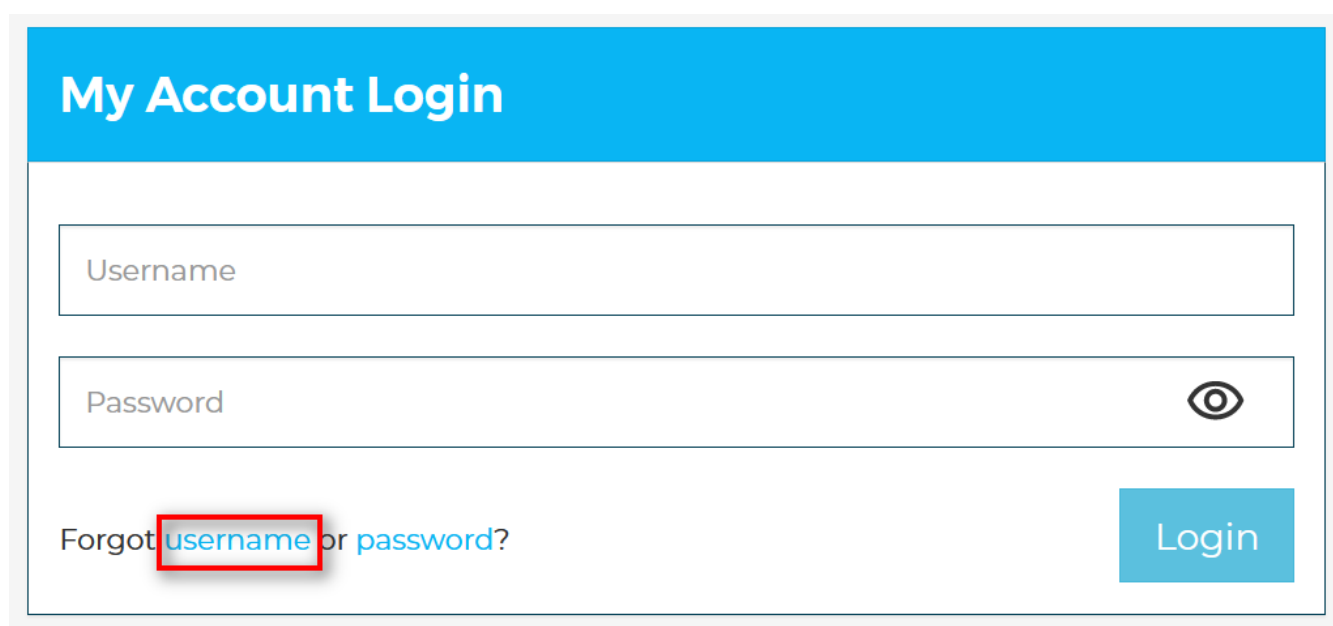
Select My Account and it will bring you to the login page for My Account.



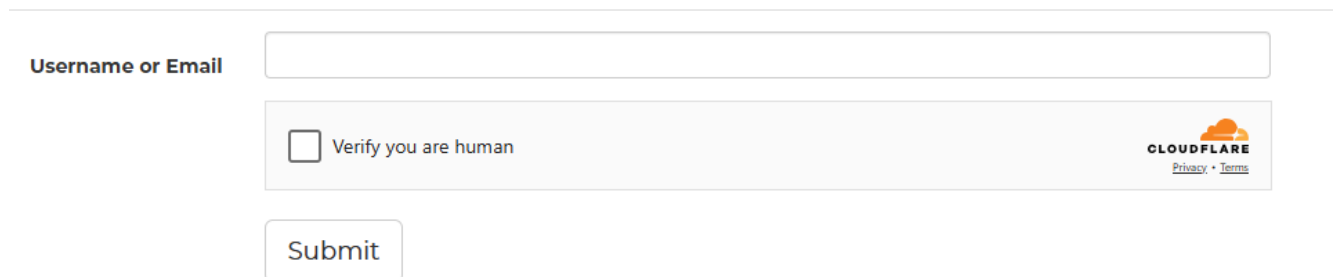
## Step 2: Retrieve Your Username

If your activation link has expired, you'll need to retrieve your username before resetting your password.

1. On the My Account login page, click **Forgot Username**.



2. Enter the email address you used when signing up for your SpinTel account.
3. Complete the CAPTCHA to verify you're not a robot.



4. Click **Submit**.

If the email address matches an active account, we will send your username to

that email address. Check your inbox for this information.

### Step 3: Reset Your Password

Once you have your username, return to the login page and click **Forgot Password**.

1. Enter your username and tick the CAPTCHA box.
2. Click on **Submit**.



### Password reset link has been sent!

A password reset request has been emailed to you.  
Please follow the instructions in that email.



Follow the on-screen instructions to create a new password for your My Account access.

If the steps above don't work for you, please reach out to our customer support by clicking the chat icon below or calling us at 1300 303 375. We're here to help!

Online URL:

<https://articles.spintel.net.au/article/how-to-access-your-spintel-account-after-link-expiry.html>