

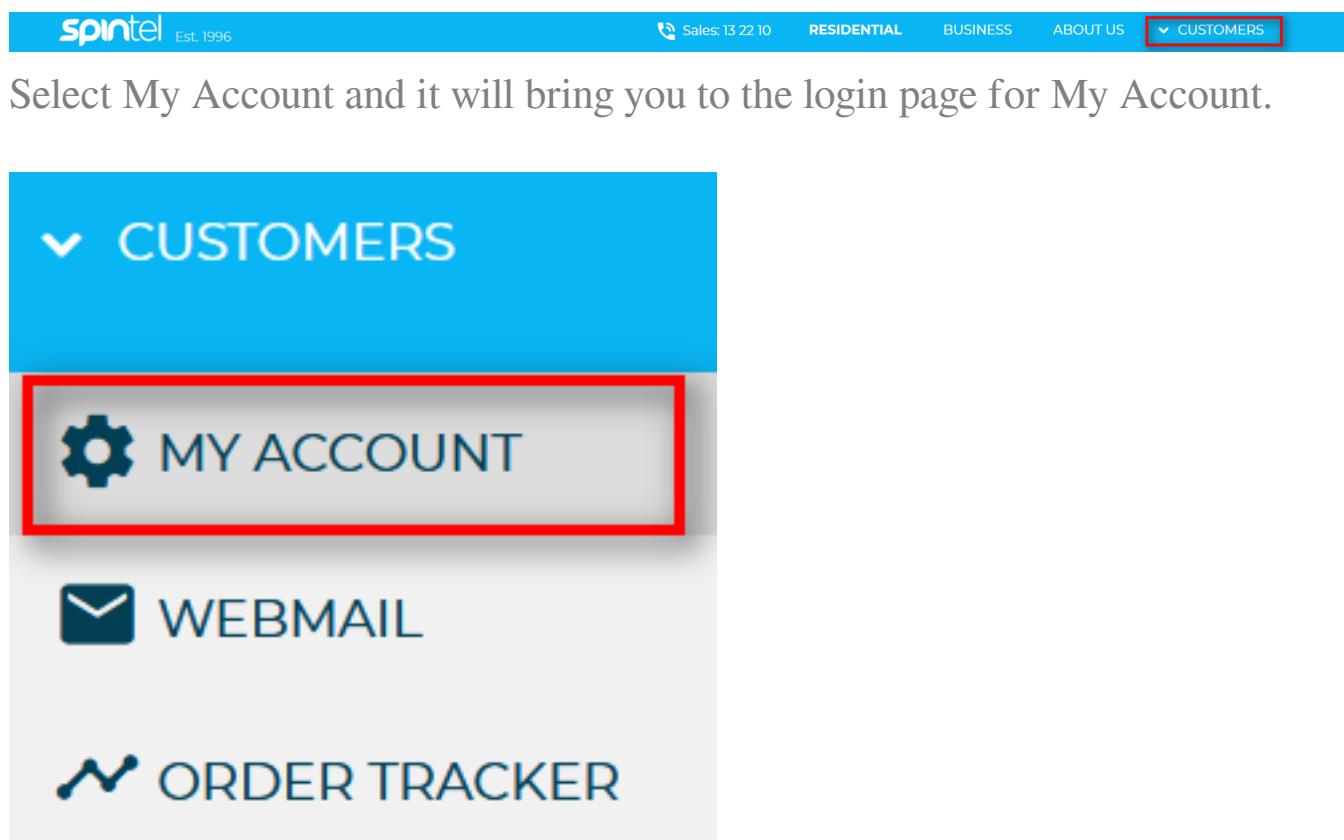
How to Access Your SpinTel Account After Link Expiry

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.

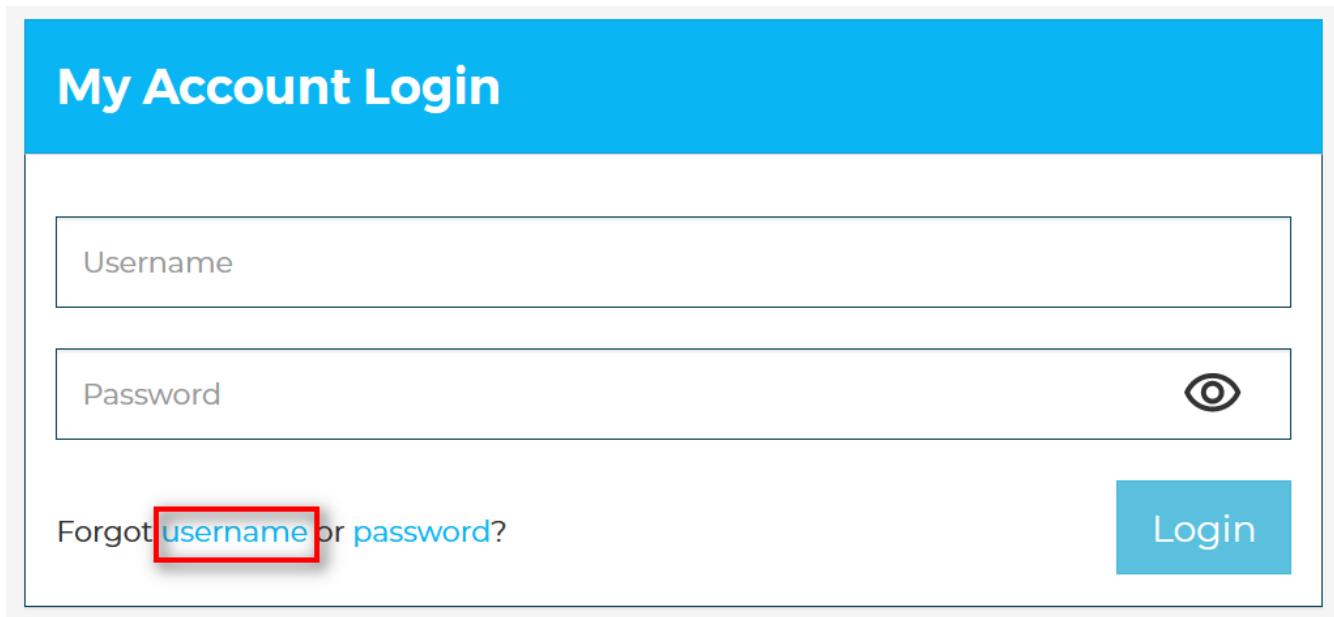


The image shows a screenshot of the SpinTel website's navigation bar and a dropdown menu. The navigation bar includes links for RESIDENTIAL, BUSINESS, ABOUT US, and a red-bordered CUSTOMERS menu item. Below this, a blue header bar contains a dropdown arrow and the text 'CUSTOMERS'. A red box highlights the 'MY ACCOUNT' option in a white dropdown menu, which also includes 'WEBMAIL' and 'ORDER TRACKER'.

Step 2: Retrieve Your Username

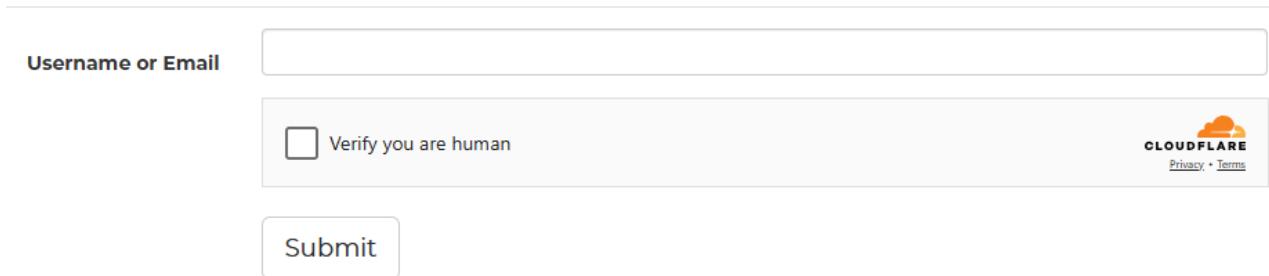
If your activation link has expired, you'll need to retrieve your username before resetting your password.

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



The image shows a screenshot of a 'My Account Login' page. At the top, there is a blue header bar with the text 'My Account Login'. Below the header, there are two input fields: 'Username' and 'Password'. To the right of the 'Password' field is an 'eye' icon for password visibility. Below these fields, there is a link 'Forgot [username](#) or [password](#)?' and a blue 'Login' button. The 'Forgot username or password?' link is highlighted with a red rectangular box.

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.



The image shows a 'Forgot username' form. It has a 'Username or Email' input field, a 'Verify you are human' CAPTCHA checkbox, and a 'Submit' button. In the top right corner of the form, there is a Cloudflare logo with the text 'CLOUDFLARE' and links for 'Privacy' and 'Terms'.

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>