

# My Account

## Online Services

The online Spok My Account service provides a quick and convenient way to manage your messaging account. With My Account, you can now enjoy the freedom of administering your account at your own convenience.

### Features and benefits of My Account online services

- Check your account balance, make a payment, and review your payment history
- Reprint your latest invoice or download an invoice report
- Review and update your account information
- Order additional and replacement devices
- Activate a replacement device
- View device details or modify device reference cost centers, departments, etc.
- Add or modify the features on your device
- Utilize enhanced My Account features
  - Message Forward
    - With Message Forward you have the ability to automatically forward incoming messages to another pager in the Spok network or to any email address.
    - Please note that when Message Forward is activated, the pager will no longer receive messages until the Message Forward service is deactivated.
  - Spok Mobile® + Pager
    - Spok Mobile is Spok's powerful secure text messaging app. Spok Mobile + Pager allows organizations to send messages to Spok pager numbers and have the communications appear on the recipient's smartphone. Smartphone users simply download an app to connect to the software.
    - All of this is accomplished without changing the way messages are sent or updating pager numbers. In addition, charges appear on your Spok statement for ease of administration and billing.
  - Multi-Messenger Group Paging
    - View and modify existing Multi-Messenger groups
    - Set-up new Multi-Messenger groups
    - Delete Multi-Messenger groups
- View a coverage map, send a test page or reset your voicemail passcode
- Ask a question or request service modification via email
- Available for two-way customers → Leverage message delivery confirmation (for two-way paging customers)
- Pull reporting for spare pagers and groups.

**My Send a Message is a personal messaging console that allows individual users or groups to create and maintain an address book for individual or group messaging.**

Spok hosts complimentary My Account and My Send a Message training webinars for customers. These resources enable users to enhance and maximize their experience with these services.