

# MY ACCOUNT

## ONLINE SERVICES



Spok®'s online 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.

### FEATURE AND BENEFITS OF MY ACCOUNT ONLINE SERVICES:

- Check your account balance, make a payment and review your payment history
- Reprint your latest invoice, view history and details online 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.
- Message Carbon Copy (Message CC:®)
  - Through My Account, Message CC: customers now have the ability to copy messages to one pager and up to two email addresses.
  - \*Please note that if you activate Message Forward and the unit has Message CC:, then Message CC: will be deactivated until Message Forward is turned off.
- 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 → Message Delivery Confirmation

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. The webinars help users to maximize their My Account and My Send a Message services and experience.