My Account Client User Guide

October 2024

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Introduction

My Account is a free, web based account management software program that allows Spok clients access to their wireless account. Clients are able to perform a wide variety of transactions including electronic invoicing, online payments, device exchanges/upgrades/downgrades, add-ons as well as modifying device features.

NOTE – no modifications can currently be made to device groups or members of groups except as allowed to Multi-Messenger Groups explained in detail here. Please contact Customer Support for assistance with group devices. Once you've logged in, if there is a span of inactivity for more than 30 minutes, you will be automatically logged out and any unsaved changes will be lost.

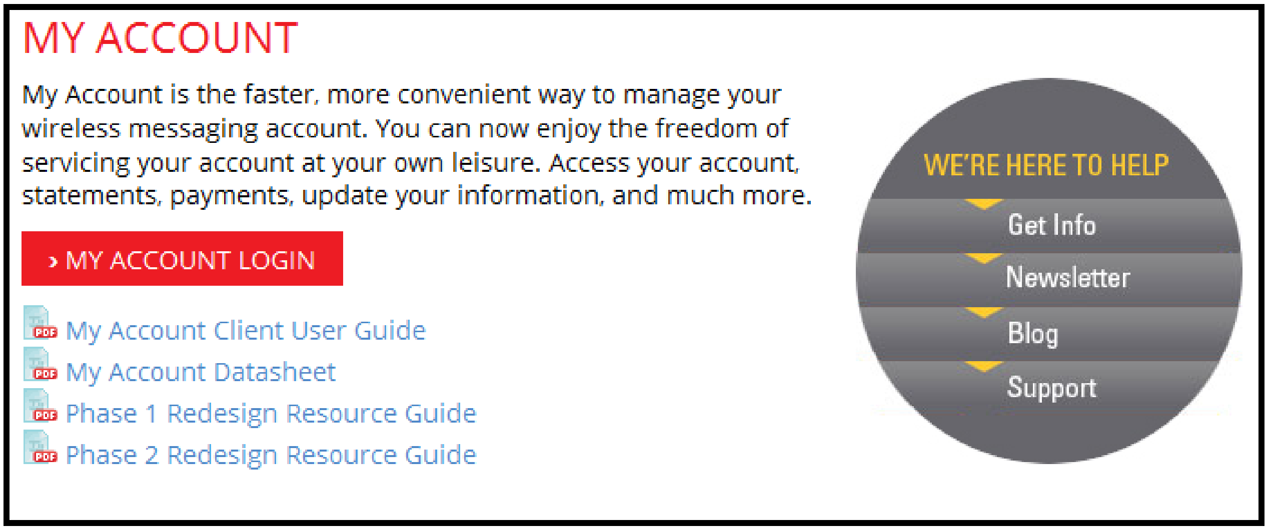
Registering for My Account

Depending on your Spok account structure, you may be able to independently establish your account via the web site (http://www.spok.com/solutions/paging/my_account) or you may require customer service support. Please contact Customer Support with any questions or concerns. (Typically our larger clients and medical community will require Customer Support assistance to be set up and you will receive an email with your user name and password once your access has been established.)

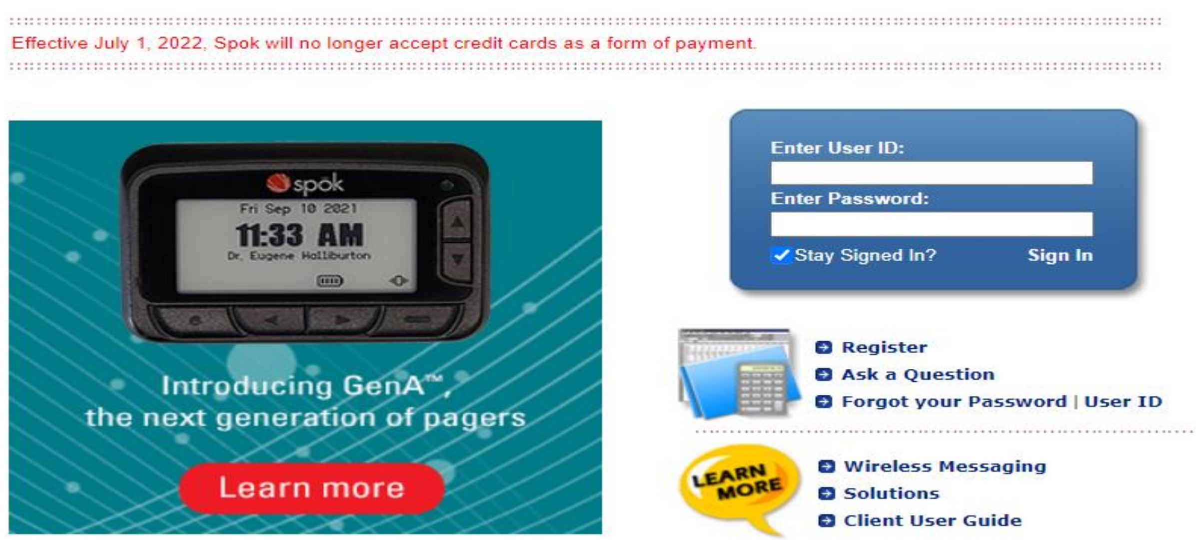
You may register for a separate My Send a Message online account at any time regardless of account structure or account type. Since My Send a Message access is included in My Account, it is not necessary for My Account wireless account administrators to establish a separate My Send a Message user login.

Logging into My Account

Visit http://www.spok.com/solutions/paging/my_account to display the My Account Introduction screen and click on the MY ACCOUNT LOGIN button as shown below. You can also bookmark the login page in your Internet browser for simpler access in the future.



The following screen will display and you will be prompted to log into the system with your User ID and Password. Selecting the *Stay Signed In?* checkbox will allow users to remain signed in until they sign out. Once all requested information has been typed into the applicable fields click *Sign In*. A successful log in will display the *Main menu* options screen.



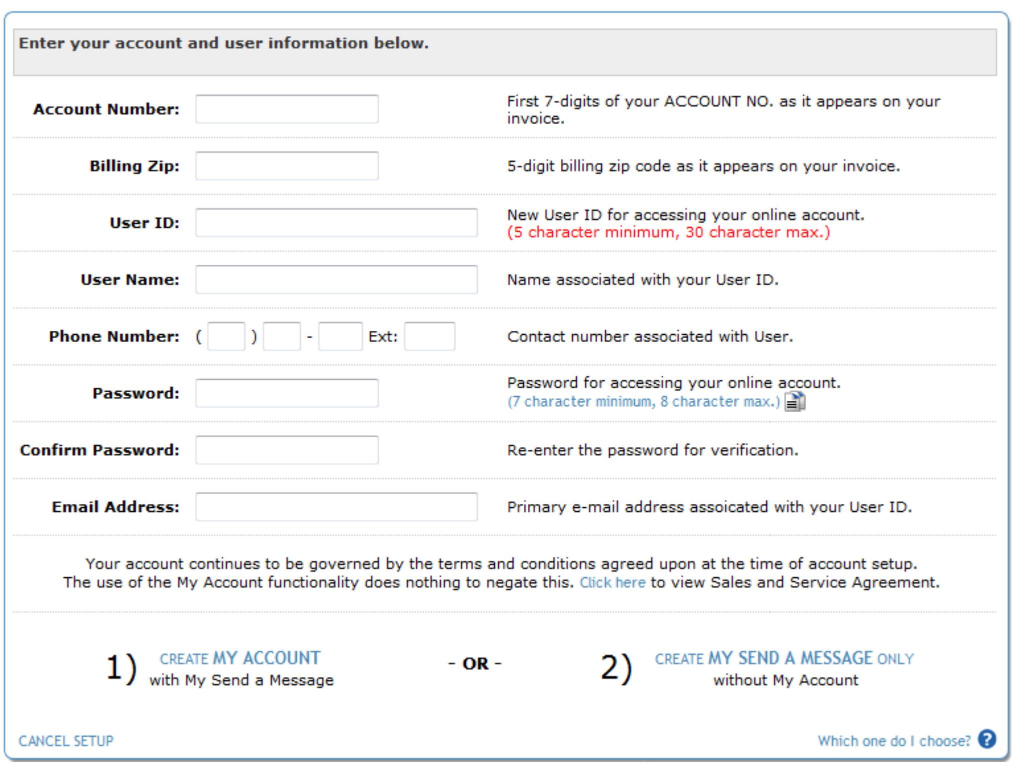
Create a User ID and Password

First time users accessing ***My Account*** to set up an account must select the link to **‘Register’**.

At this time, only individual and small business customers will have the functionality to enroll in **My Account**. All other **Spok** customers are required to contact the customer service number listed on their invoice for registration assistance.

Customers that require customer service registration assistance will receive a MY ACCOUNT email with a system-generated generic password along with additional login details in which they will need to reset their password.

The **Login Information** screen will be displayed as seen below.



Enter your account and user information below.

Account Number:		First 7-digits of your ACCOUNT NO. as it appears on your invoice.
Billing Zip:		5-digit billing zip code as it appears on your invoice.
User ID:		New User ID for accessing your online account. (5 character minimum, 30 character max.)
User Name:		Name associated with your User ID.
Phone Number:	( ) - Ext:	Contact number associated with User.
Password:		Password for accessing your online account. (7 character minimum, 8 character max.)
Confirm Password:		Re-enter the password for verification.
Email Address:		Primary e-mail address assoicated with your User ID.

Your account continues to be governed by the terms and conditions agreed upon at the time of account setup.
The use of the My Account functionality does nothing to negate this. Click here to view Sales and Service Agreement.

1) CREATE MY ACCOUNT with My Send a Message - OR - 2) CREATE MY SEND A MESSAGE ONLY without My Account

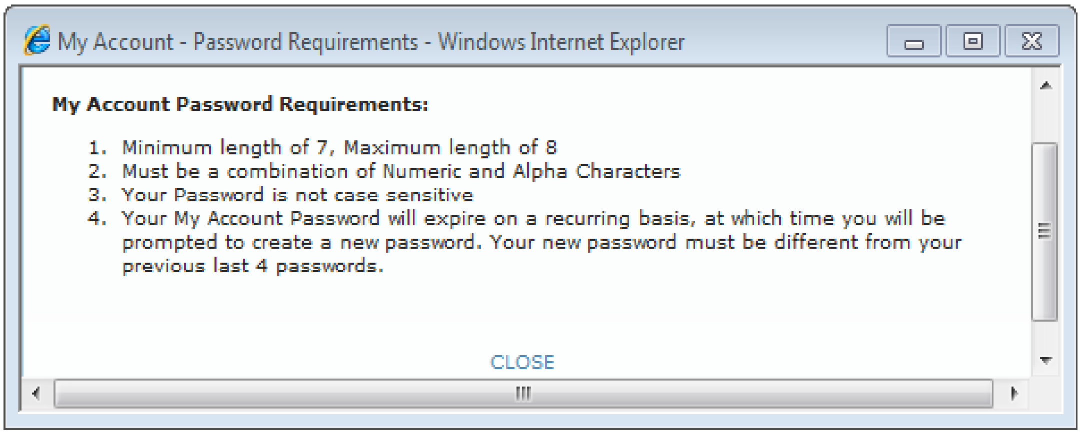
CANCEL SETUP

Which one do I choose?

The user must enter all information in the requested fields. All fields within the **Login Information** screen are mandatory to create a successful User Id / Password for **My Account** or **My Send a Message** access.

There are special requirements set in place for **User ID** and **Password** fields.

- Follow the prompt as outlined in the red font to set up the **User ID**.
- Place the cursor over the icon as seen above for password information and click on the icon to display the ***My Account Password Requirements*** information screen as illustrated below.



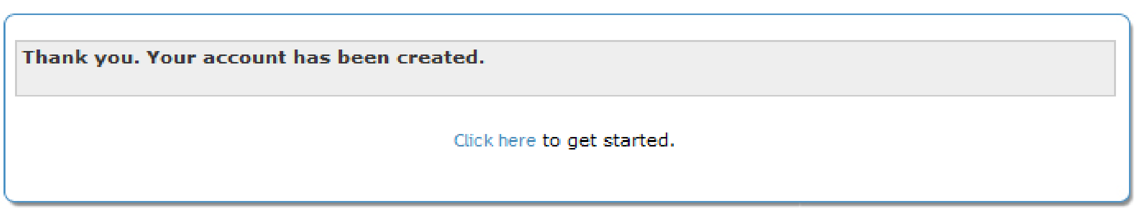
Click **"Close"** once password requirements have been read and continue with completing all field information.

Once all fields are complete, select option 1 or 2 to complete account access setup based on the access required:

- Select **Option 1 – My Account with My Send a Message** if the user will manage the wireless account via My Account.   My Send a Message access is included with My Account.

- Select **Option 2 – Create My Send a Message Only** if the user will ONLY utilize the My Send a Message application.   My Account access is NOT included with the My Send a Message user login.   Click here for the My Send a Message User Instructions found in this guide.

If successful, a confirmation screen will display with a prompt to log in to *My Account.*



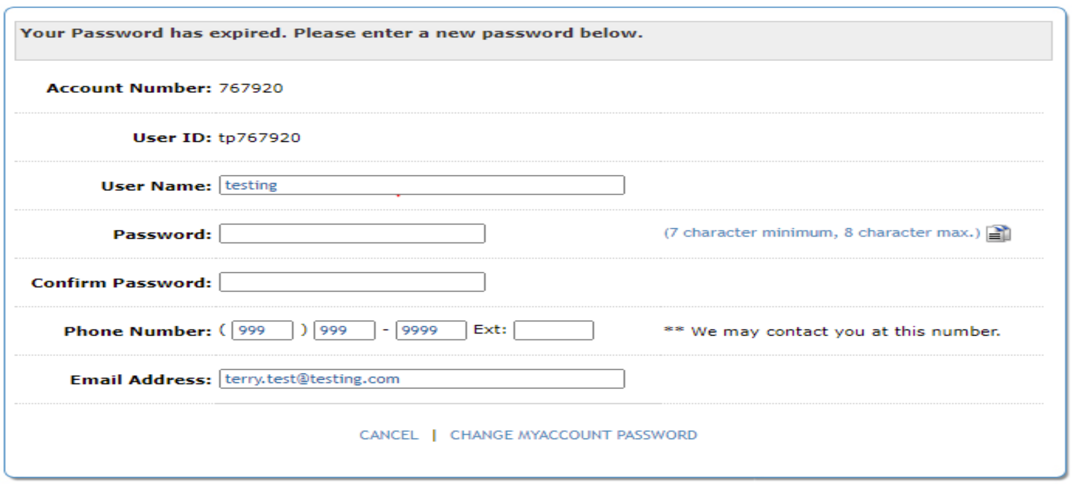
Registered users must enter their ***User ID*** and ***Password*** and then click on the login button or press the 'Enter" key. A successful log in will display the Main menu options screen.

Expired Password

With the implementation of the new password requirements starting on December 13th of 2009 for **My Account**, all users having a previous ***User ID*** and ***Password*** will receive the prompt to change their password in the event their password does not already contain the new requirements.

The following screen will display with the prompt that the password has expired and a new password must be created.

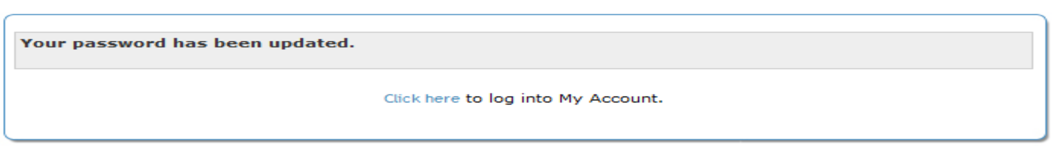
All fields will require an entry.



There are special requirements set in place for the **Password** field.

Place the cursor over the icon as seen above for password information and click on the icon to display the ***My Account Password Requirements*** information screen.

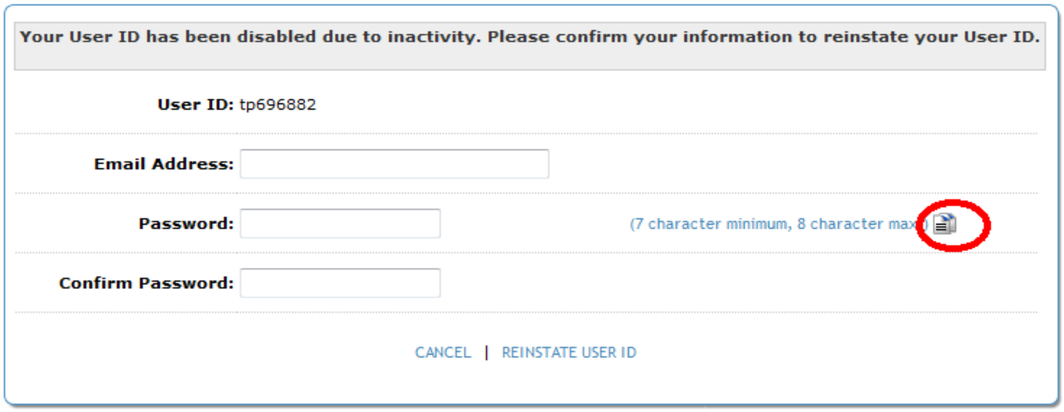
Click **Change MyAccount Password** to complete the account set up and if successful a confirmation screen will display as seen below with a prompt to log in to *My Account*. Click **CANCEL** to return to My Account Log in.



Reset Password

In the event the user has not accessed **My Account** for a long period of time the **User ID** / **Password** will become disabled. This will require the user to reinstate their password information as seen in the following illustration.

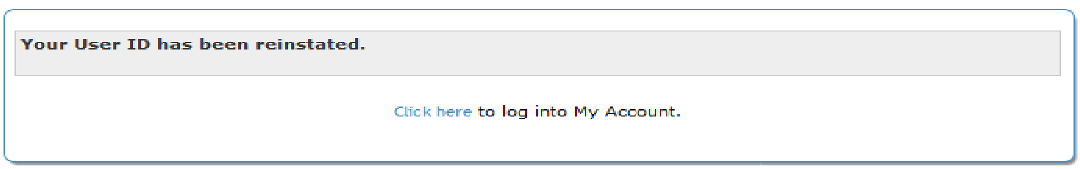
All fields will require an entry.



There are special requirements set in place for the **Password** field.
Place the cursor over the icon as seen above for password information and click on the icon to display the ***My Account Password Requirements*** information screen.

- Click **"Close"** once password requirements have been read and continue with confirming the password entered.

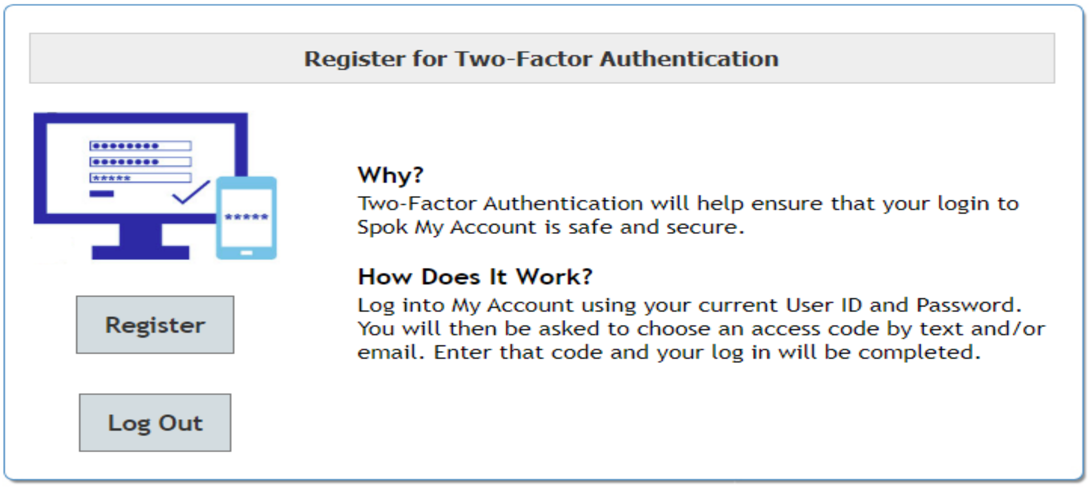
Click **Reinstate User ID** to continue with reinstating the User ID / Password and if successful a confirmation screen will display as seen below with a prompt to log in to *My Account*.



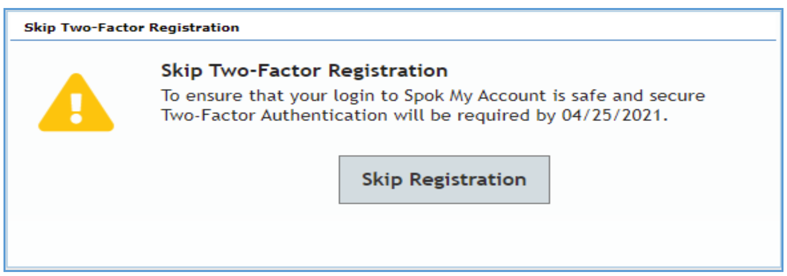
Two-Factor Authentication

Two-Factor Authentication will help ensure that your login to Spok My Account is safe and secure. Upon successful login to My Account, users will be required to register for Two-Factor Authentication. Once registered, a randomly generated access code will be sent to your preferred delivery method, this access code will be necessary to complete the login process.

The following screen will display for users that have not registered for Two-Factor Authentication.

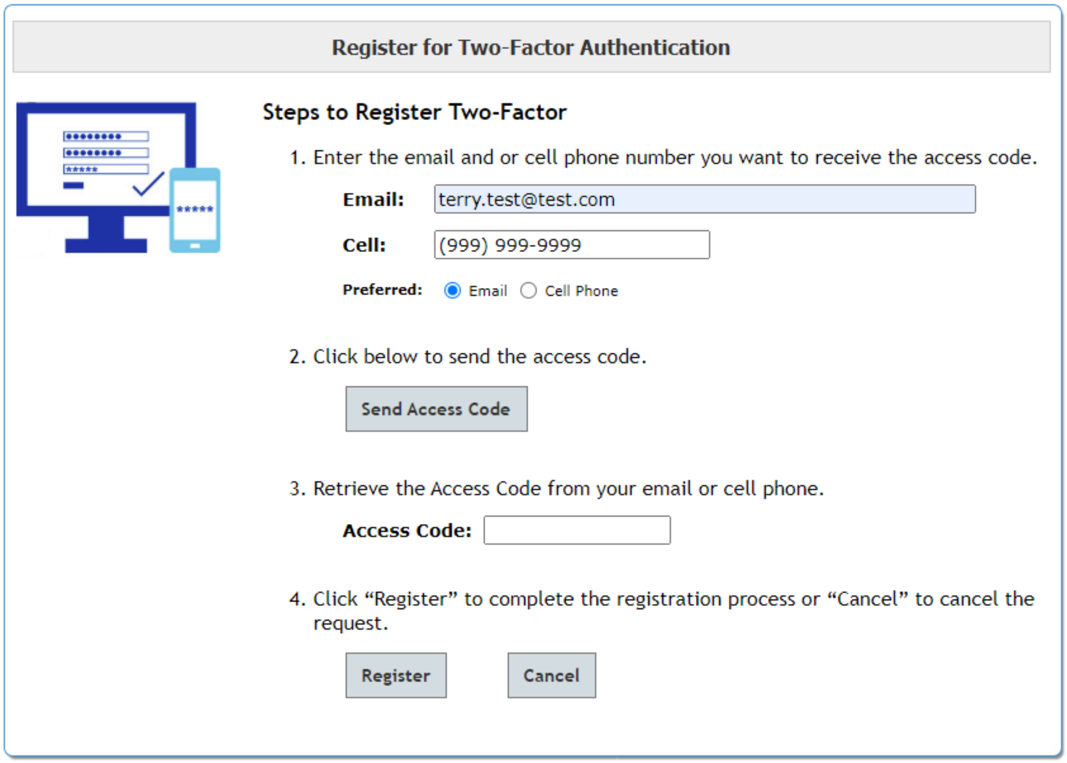


Select **Log Out** to Skip Two-Factor Registration. The Skip Two-Factor Registration warning will display, select **Log Out** to return to My Account Log In.



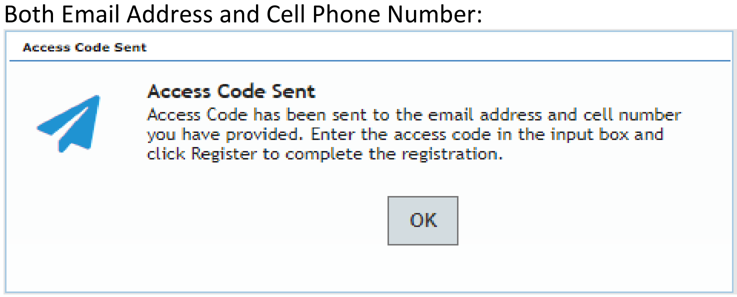
To Register for Two-Factor Authentication, click **Register.** The Register for Two-Factor Authentication screen will display.

Step 1: Enter the email and or cell phone number you want to receive the access code. If an email address and cell phone number are entered, select the radio button next to the **Preferred** delivery method.

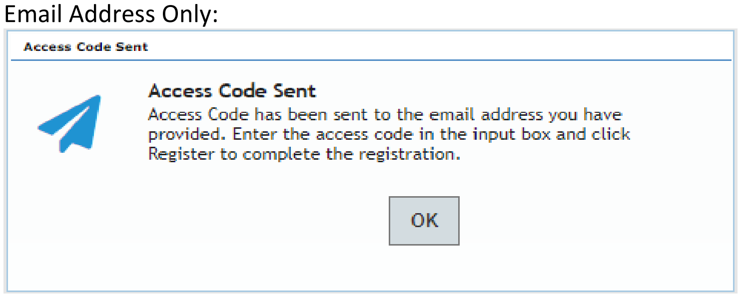


Step 2: Click, **Send Access Code**. The **Access Code Sent** window will display as shown below.

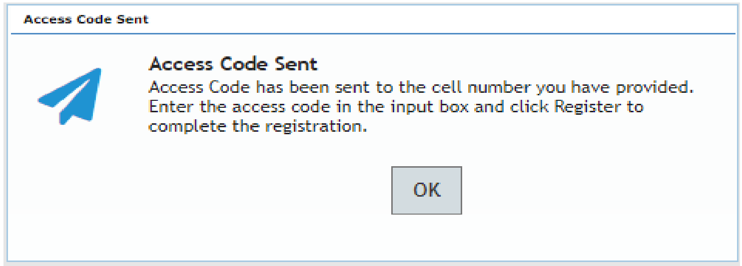
Both Email Address and Cell Phone Number:



Email Address Only:



Cell Phone Number Only:



Click **OK**, to return to the Register for Two-Factor Authentiction screen.

A randomly generated access code will be sent to each delivery method listed in step 1. Upon successful registration, the access code will be sent to the Preferred delivery method only.

Email:

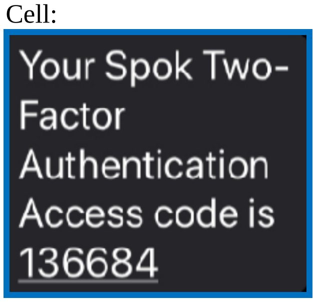

-----Original Message-----
From: myaccount@spok.com <myaccount@spok.com>
Sent: Tuesday, February 2, 2021 1:58 PM
To: Terry Test <Terry.test@test.com>
Subject: Spok My Account

Enter the Spok My Account Two-Factor Authentication Access code in the verification window and click Register OR Authenticate and Login.

Your Spok My Account Two-Factor Authentication Access code is 225332

Please do not reply to this email.

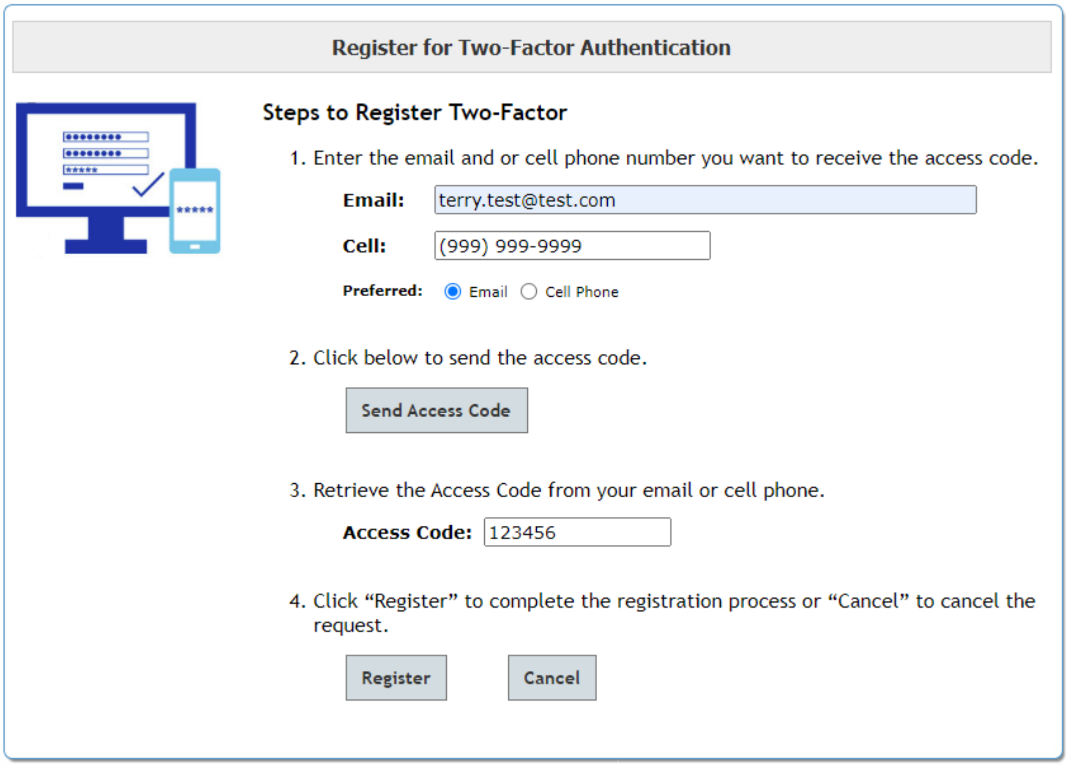
Cell:



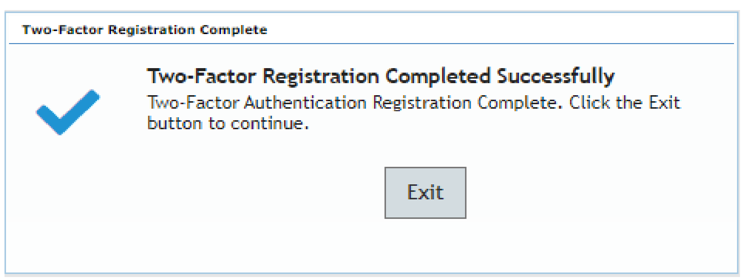
Note: Changes made to the registration information after selecting Send Access Code, will void the previous access code and require the user to select **Send Access Code** to receive a new access code.

Step 3: Retrieve the access code from your email or cell phone, enter the code in the Access Code field.

Step 4: Select **Register**, to complete registration. The Two-Factor Registration completed window will display.



The Two-Factor Registration completed window will display. Click **Exit** to continue to the Main Menu.

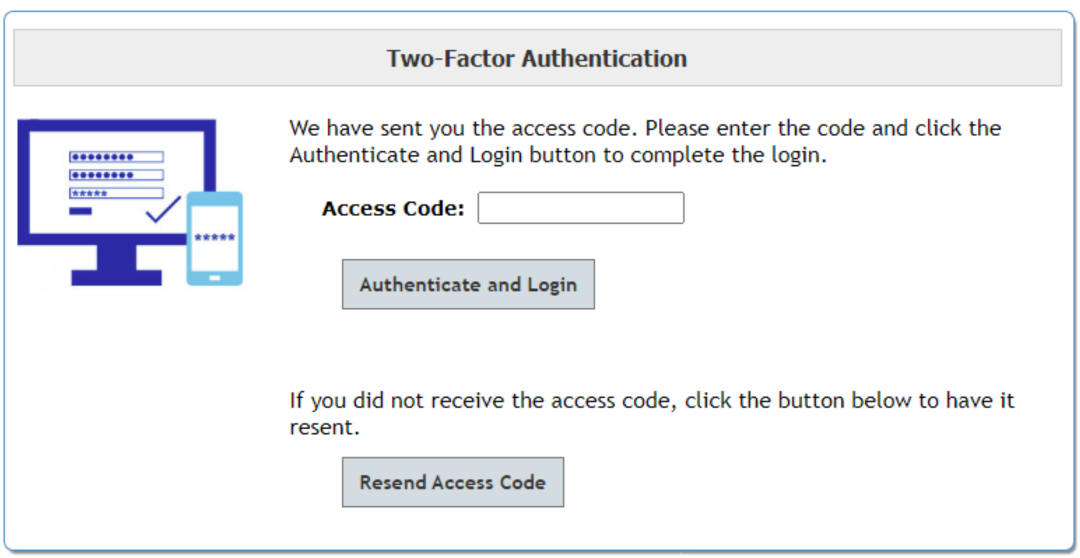


Upon successful registration for Two-Factor, subsequent login attempts will require Two-Factor Authentication. A randomly generated access code will be sent to your preferred delivery method entered during the registration process. Users will be required to enter this access code to continue to My Account Main Menu.

If both an Email Address and Cell Phone Number were entered during Two-Factor registration, the screen below will display.

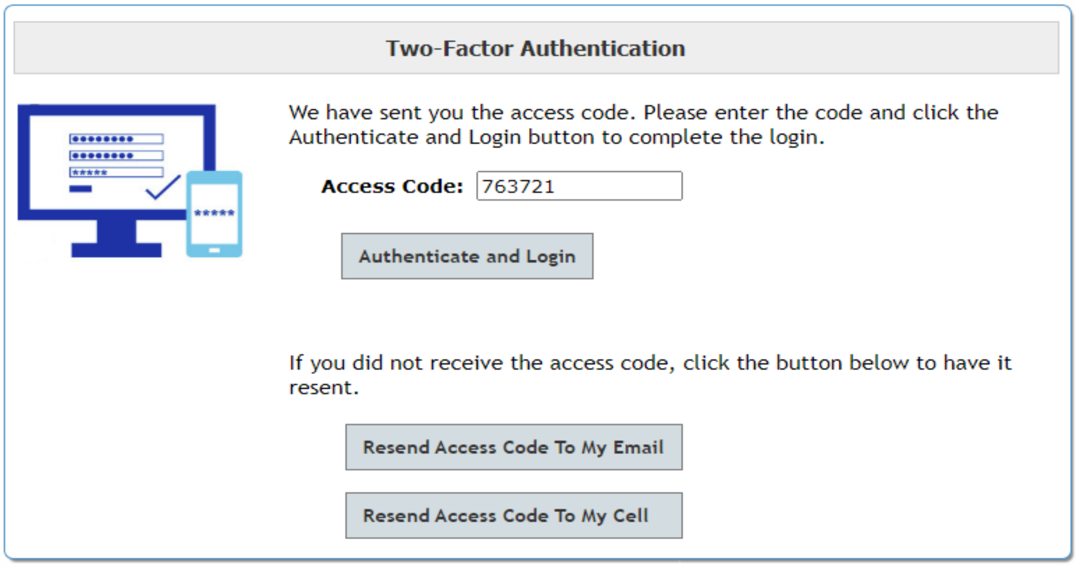
If you did not receive the Access Code, click the **Resend Access Code To My Email or Resend Access Code to My Cell** button to have a new access code sent to your Email or Cell Phone. The previously sent access code will become obsolete once Resend Access Code is selected.

If one delivery method was entered during Two-Factor registration, only one Resend Access Code button will be displayed.



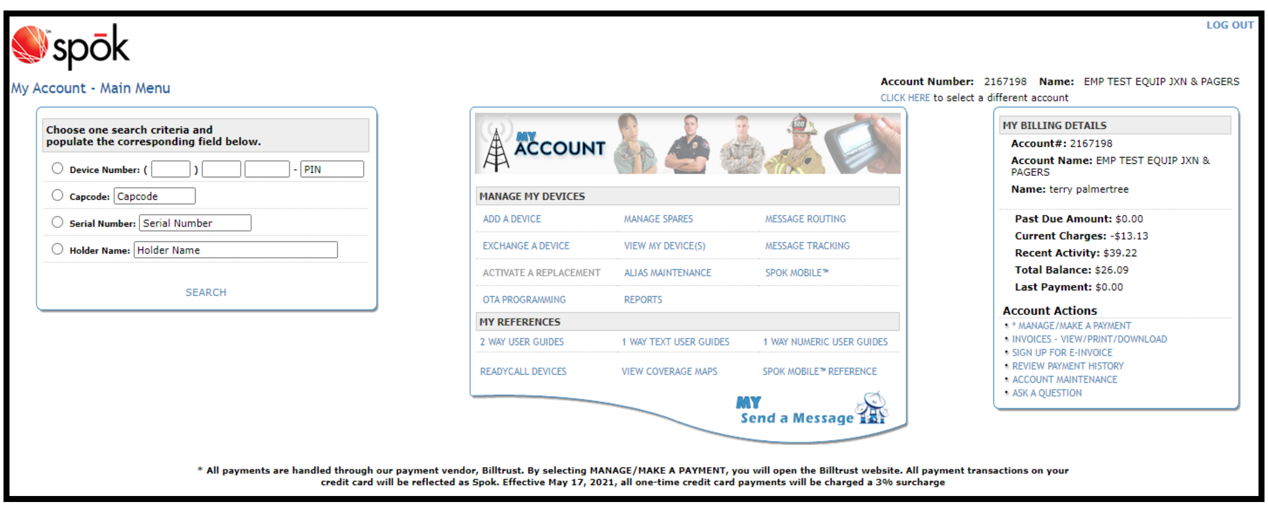
If you did not receive the Access Code, click the **Resend Access Code** button to have a new access code sent to your Email or Cell Phone. The previously sent access code will become obsolete once Resend Access Code is selected.

Retrieve the access code from your Email or Cell, input in the Access Code box and click **Authenticate and Login** to continue to the Main Menu.

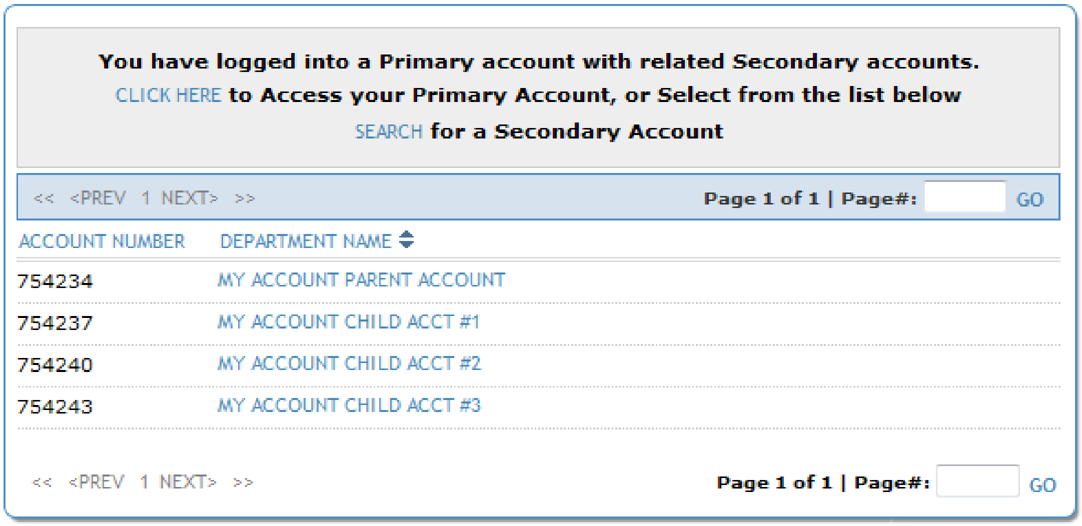


My Account Main Menu

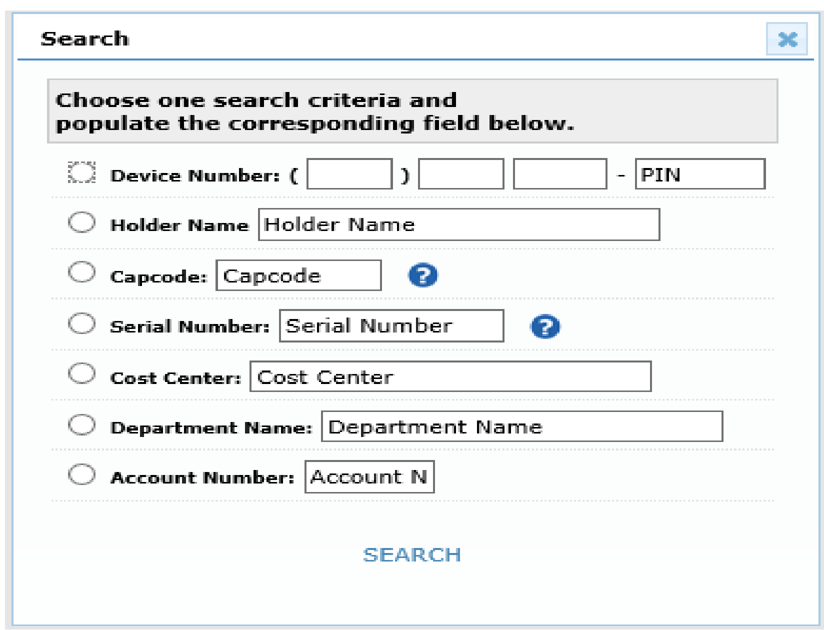
The Main Menu will appear as illustrated in the sample below.



NOTE: If you have multiple account numbers to access, you will see a list of the accounts as illustrated below. You can select an individual account by clicking on the account name or view your primary account by clicking on the “Click Here to Access Your Primary Account” link. You may also Sort the list by the Department Name.



You also will have the ability to search for a specific account by clicking **Search** for a Secondary Account. The following screen will display with search options to choose from for entry.



- Only one search option can be utilized at one time.
- You can enter search information into a specific field. Click on "**Search"** to begin the search process.

Main Menu

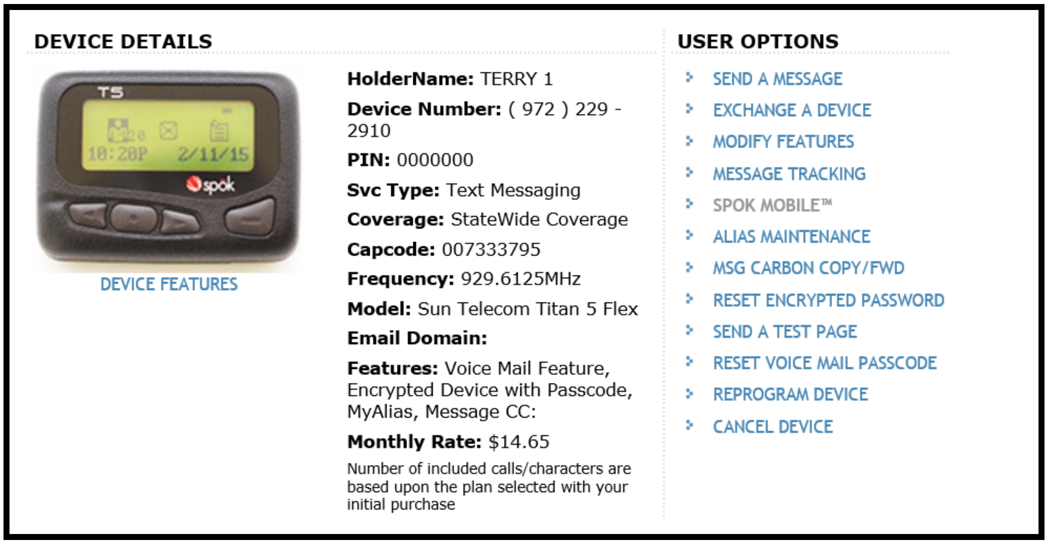
Consists of three main sections and depending on the permission granted to your login ID, you may see some or all of the options detailed below.

Device Search

The left hand section of the main menu page provides a quick and easy way to jump right to the details for a specific device. You may search for a device using ONE of the search fields: *Device Number, PIN number, Capcode, Serial Number, Holder Name* or *Device Reference* field.

- Search by *device number* can be by area code, prefix, suffix, PIN or a combination of all four.
- The *Capcode* search field will allow up to 10 digits in length.
- The *Serial Number* search field will allow up to 15 characters in length.
- Search by *Holder name* will display partial matches for records that BEGIN with the entered value.
- The *Device Ref 1* search field will allow up to 20 characters in length.
- The *Device Ref 2* search field will allow up to 40 characters in length.

Click on the 'Search' link to display the results – if a single device is found, the device detail will display as shown below along with the available user options. Multiple results for the search will display in a list similar to the "View My Devices" screen.



Manage My Devices

The center section of the main menu provides quick access to all of your device management options! Please note that options for which the device is not currently eligible or that have not been enabled for your account or login will appear as "grayed out" in this menu. Please contact customer support with any questions or concerns.

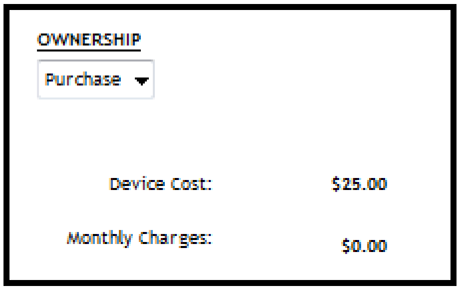
Add a Device

The first step is to select which service type/device model you would like for the new device that will be shipped to you pre-programmed with a telephone number. Depending on the specific product portfolio included in your contract with Spok, you will able to select from some or all of the following: Advanced Messaging (aka, "two way"), Text Messaging (aka, "alpha") or Numeric Messaging.

Once "Add a Device" is selected from the main menu, you will be offered a selection of messaging device products from a screen similar to the one in the example below. Select the radio button next to the device type you wish to order.

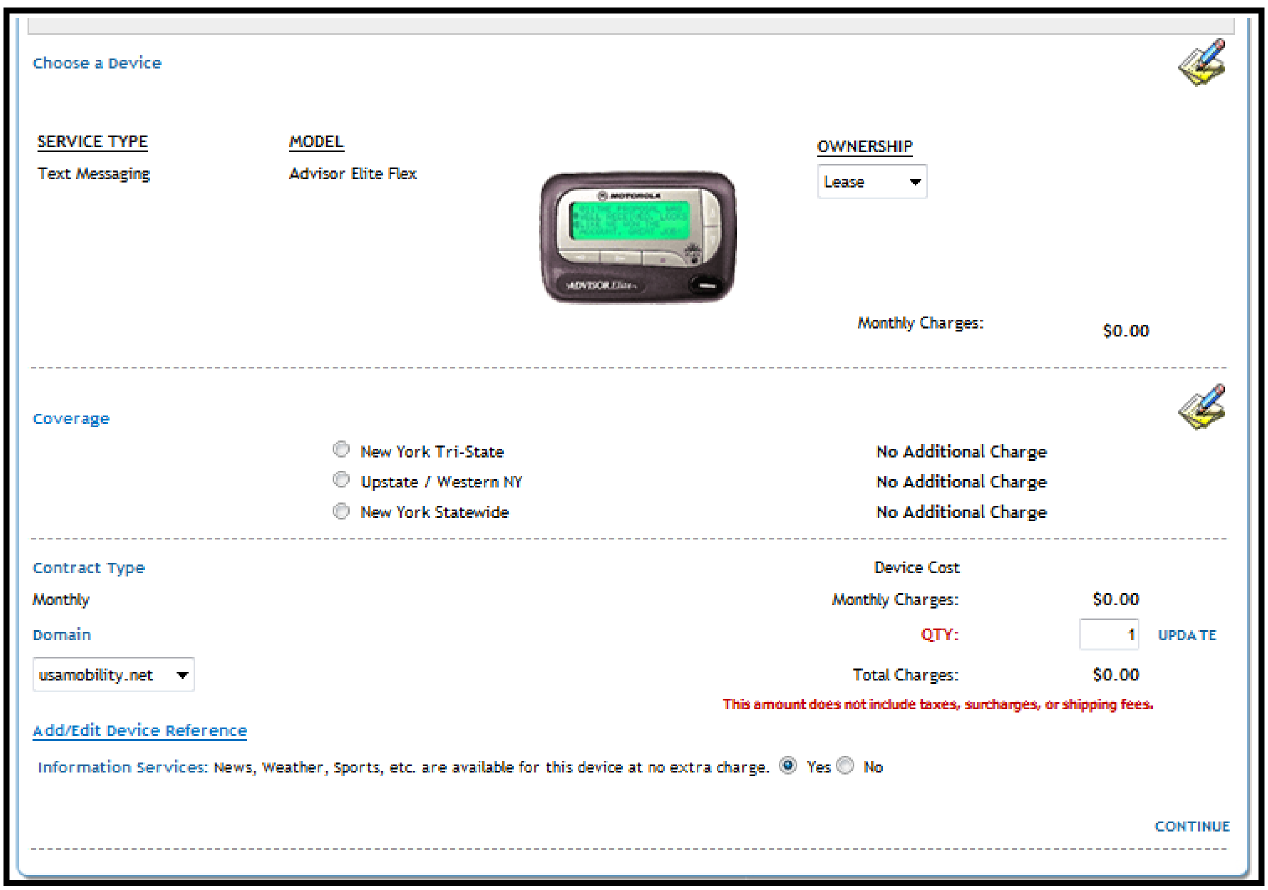
The next step as illustrated below is to indicate your choice to purchase or lease the new device(s) if allowed per your contract with Spok. Select the appropriate option from the drop down menu.

If the Purchase option is selected, the device cost will display directly above the Monthly Charges.



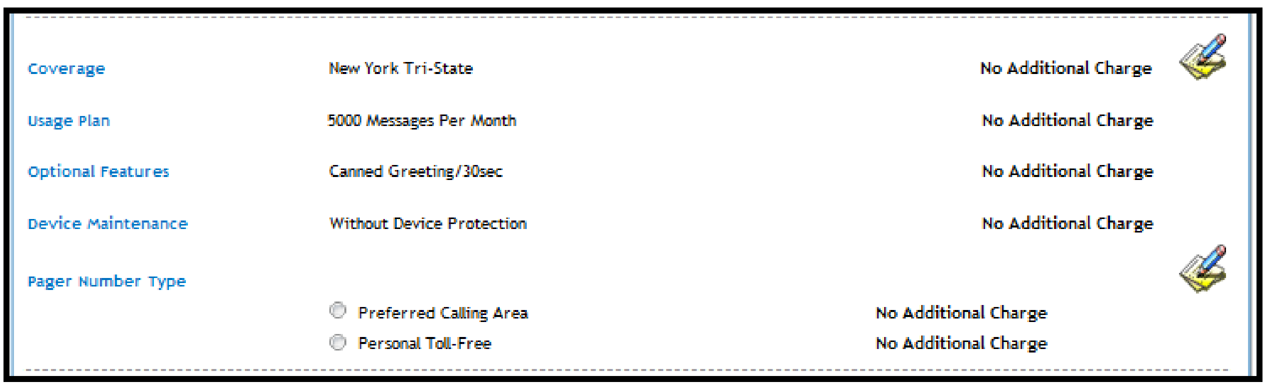
Once the ownership option is selected, the screen display will guide you through selection of the package(s) options available for the selected device.

NOTE: If coverage area selection is permitted, the coverage area MUST be selected before other package options will display.

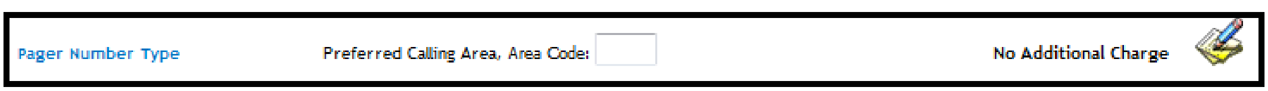


Once coverage area is selected, additional package options will display as shown below. If multiple package options are allowed per your contract with Spok, the options will display as available for selection in this screen. Options for selection may include one or more of the following: Coverage, Usage Plan, Optional Features, Device Maintenance and/or Pager Number type. Items that display the “edit” icon to the far right may be modified. In the example below, the user may modify the coverage and device maintenance options only.

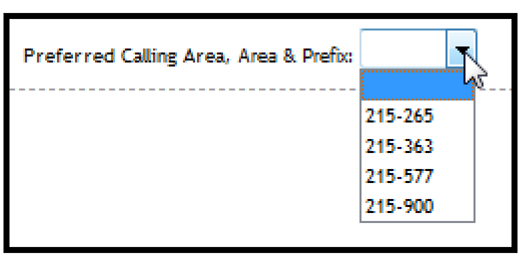
Once the package selections are complete, the display will include selection for Pager Number type for the new device(s). Number selection may be limited to a preferred calling area number, toll free number and/or PIN depending on your contract with Spok and number availability for your selected device and package options.



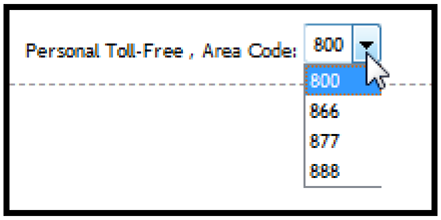
- Selection of Preferred Calling Area will then prompt you to enter a preferred area code.



The display will then change to a drop down menu of available area code and prefix combinations for the entered area code. In this example: 215 area code has 4 prefixes available. Select the area code/prefix combination from the drop down menu to continue. If no numbers are available for the entered area code, you will be prompted to select another area code.



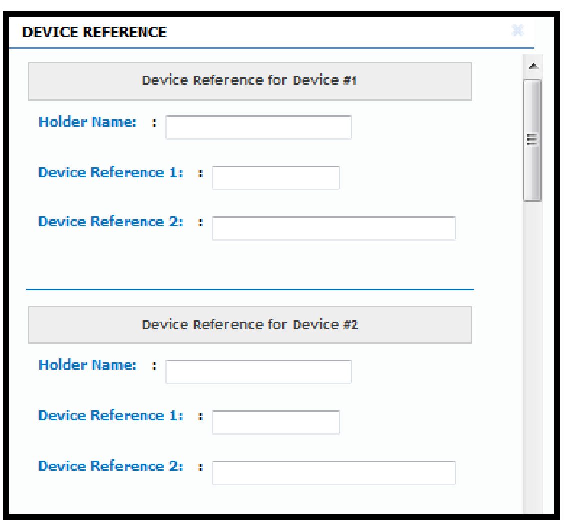
- Selection of a Personal Toll-Free will display a drop down menu of available toll free area codes as shown below. Note: Prefix selection is not available for personal toll-free numbers.



In the last section of the screen, indicate the QTY of units to be ordered in the field on the right hand side as shown below in RED.   Enter the quantity and click the UPDATE link.   The Device Cost, Monthly Charges and Total Charges values will update to reflect the total units on the order.

The following options may be available for selection in this section:

- **Contract Type** – if your account has established cost center or departmental billing, a drop down menu of available cost centers/departments will display as shown above. If no selection is made, an error message indicating contract selection is required will display when trying to submit the order.
- **Domain** - Select preferred domain for text messaging devices from drop down menu or leave as is for default domain of 'usamobility.net'.
- **Add/Edit Device Reference** - includes holder name and/or device reference fields 1 and 2 for accounts that elect to utilize these reference fields. If quantity ordered is greater than 1, separate reference fields will display for each device as shown below:

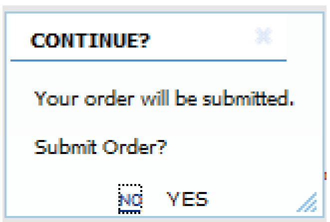


- Information Services – available for text messaging and two way devices only.

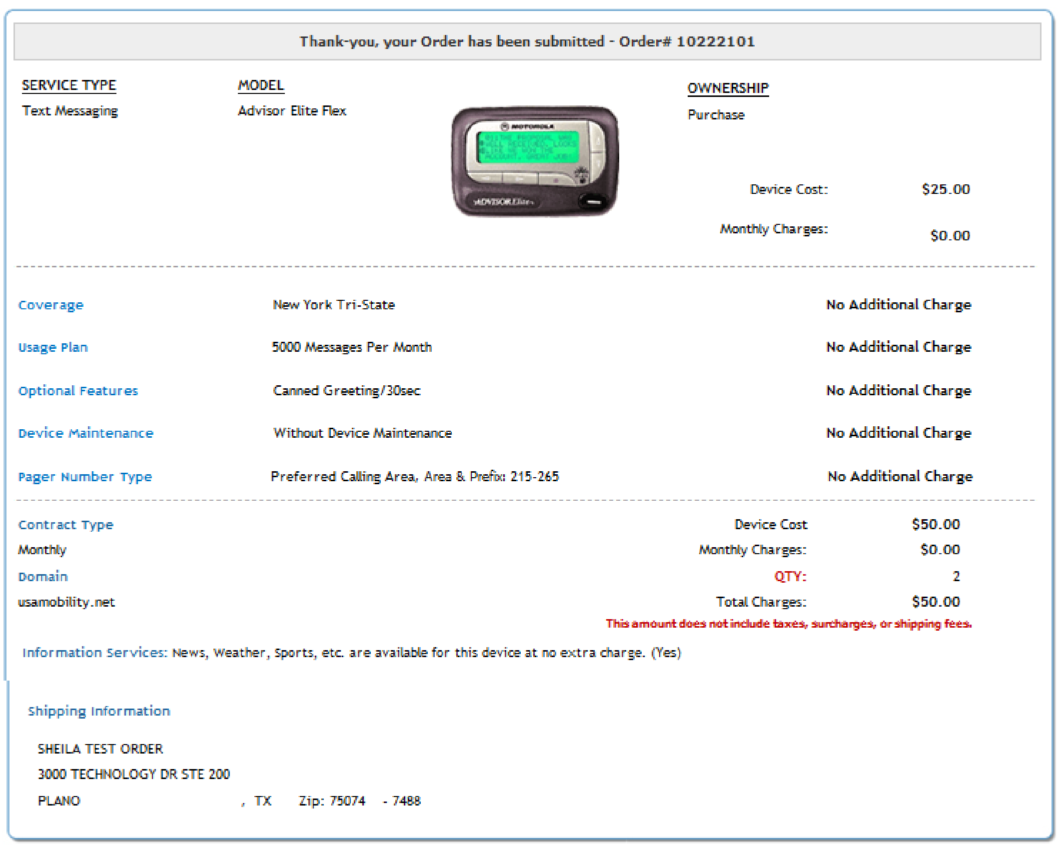
- Click **CONTINUE** at the bottom right corner. The Shipping Information field will display to allow selection of a saved shipping address or to enter a new address.

  NOTE: Only physical addresses will be displayed, no post office boxes will be displayed.

Once the Shipping address has been entered, click the SUBMIT ORDER link at the bottom right corner. You will be prompted to **Continue**:



Click **YES** to submit the order. A confirmation screen will display with the Order # as shown below:



Your order will processed/shipped within two business days depending on when it was ordered and if we have the device you've requested in stock. You will also receive an email confirmation of the order submission and another email when the order has been shipped that contains the UPS delivery tracking number.

Exchange Device

There are three types of exchanges that can be done via My Account – even exchange, upgrade exchange and spare exchange. From the Manage Devices menu, select Exchange Device and a list of your devices will appear.

NOTE – With an even exchange or an upgrade exchange, when you receive the new device you will have the ability to activate the replacement on line via My Account as well. That option is discussed in the next section of this guide.

NOTE: If message forwarding is activated on a device, the forwarding must be removed prior to ordering shipment of a replacement device.   If exchange to a spare will retain the same pager number, forwarding will be retained on the new device. If the exchange involves a number change, forwarding will be removed upon activation of the new device.

NOTE: Spok Mobile only service (no paging device) is now eligible for device exchange and will display in the Spok Mobile Device list for selection.   Spok Mobile w/Device service is eligible for EVEN Order Exchange or LIKE Spare Exchange only but phone number selection is NOT allowed. Spok Mobile service must be removed in order to process a pager number change.

Depending on the size of your account, it may be more convenient to use the Search options (located at the top of the page) or the Sort options for the following columns: Device Number, Capcode, Serial Number and Holder Name.

Select the device you wish to exchange from the list below.
SEARCH **for a specific device.**

<< <PREV 1 NEXT> >> **Page 1 of 1 | Page#:** GO

DEVICE NUMBER	PIN	CAPCODE	SERIAL NUMBER	HOLDER NAME
(201) 495-0571 (800) 946-4646	1090401	002339554	56ABBA2HDM	EMP PAMELA ROY
(215) 265-0339 (888) 200-8445		002246369	ADMFENB998	EMP ACCOUNT TESTING ONLY
(800) 200-3702		1075823	37AXXY49M7	EMP ACCOUNT TESTING ONLY
(215) 265-4980 (215) 265-1853		002126090	M0041400174	EMP KEN SMITH
(215) 265-0365		006390308	T3120703973	EMP ACCOUNT TESTING ONLY
(215) 265-0266		003401204	56ABAV2FNS	EMP ACCOUNT TESTING ONLY
(888) 200-8447		0590024042	SN0044581956	TRAINING
(973) 225-6016		002126089	M0041400171	EMP KATIE PIKE
(256) 433-0007 (866) 864-8980 (228) 208-0040		1177332	M0036483129	EMP MIRANDA JACKSON

<< <PREV 1 NEXT> >> **Page 1 of 1 | Page#:** GO

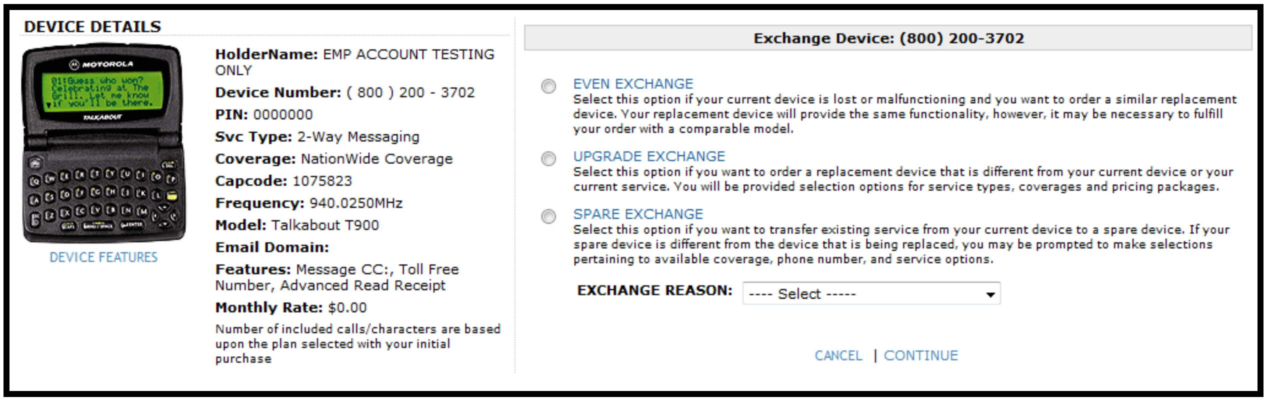
Sort By Device Number
Clicking on **Device Number** will sort all device numbers by area code.

Sort By Capcode
Clicking on **Capcode** will sort all capcodes for the devices in numerical order.

Sort By Serial Number
Clicking on **Serial Number** will sort all serial numbers for the devices in numerical order.

Sort By Holder Name.
Clicking on **Holder Name** will sort all Holder names in alphabetical order

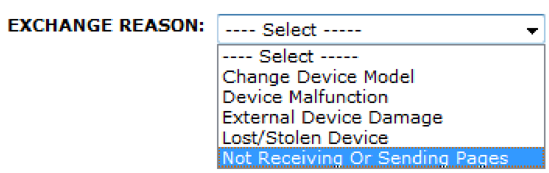
You can select a specific device by clicking on the device telephone number to display the exchange selection screen as illustrated below.



Once you have confirmed the device is correct, the next step is to determine which type of exchange you need. If you select the first or second category of exchange/swap, Spok will ship the new replacement device to you. Remember to ship back the old, broken, out-of- service device to Spok so that we may update your account records. If your organization participates in our spare device program, you may select the last option and utilize spare devices from your stock to replace old, broken or out of service devices.

Depending on the specifics of your contract with Spok, the exchange options displayed above may vary.

Finally, you'll need to select the reason for the exchange transaction from the drop down menu illustrated below and Click Continue to proceed.

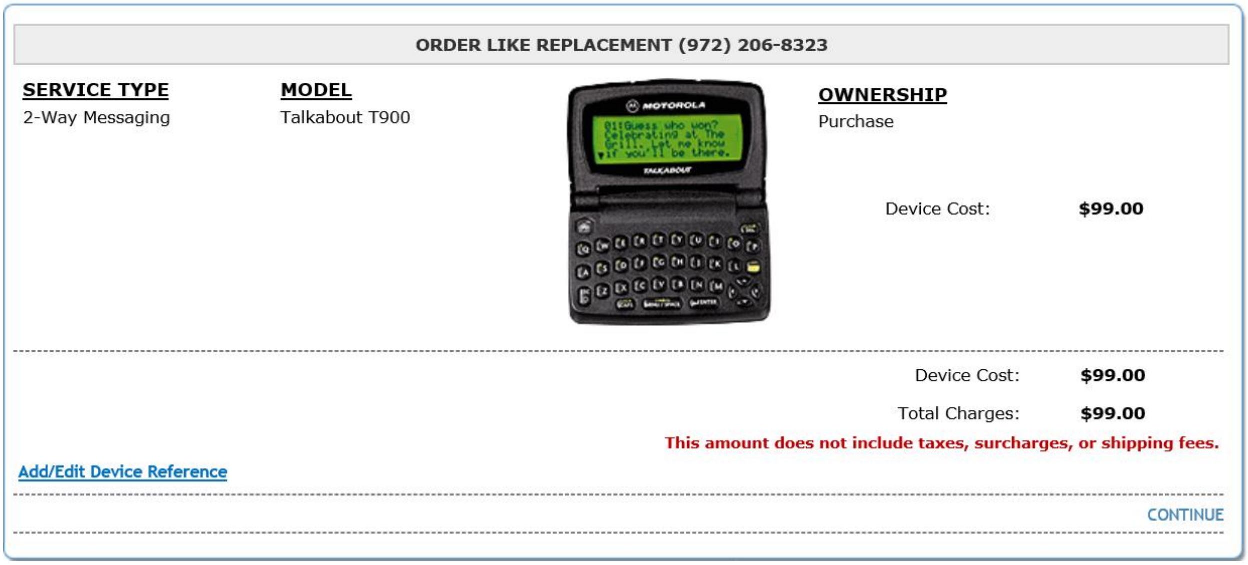


Click the corresponding link below for additional instructions to complete your selected exchange type:

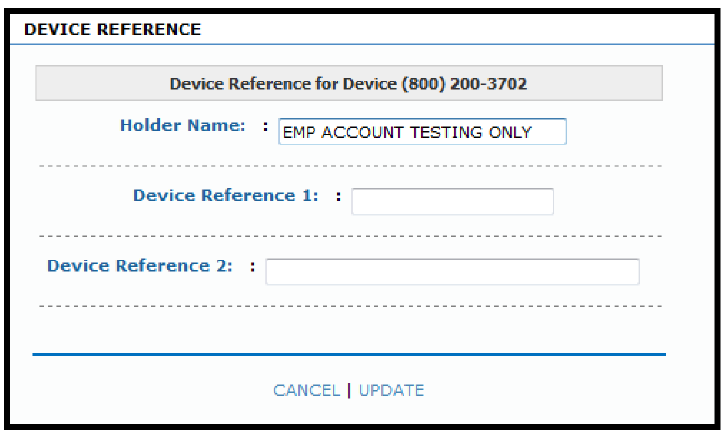
- Even Exchange
- Upgrade Exchange
- Spare Exchange

Even Exchange

For an Even Exchange, the following window will be displayed to indicate device cost, if applicable, and any existing device reference information. A similar device will be delivered with the same pager phone number and options as the existing device.



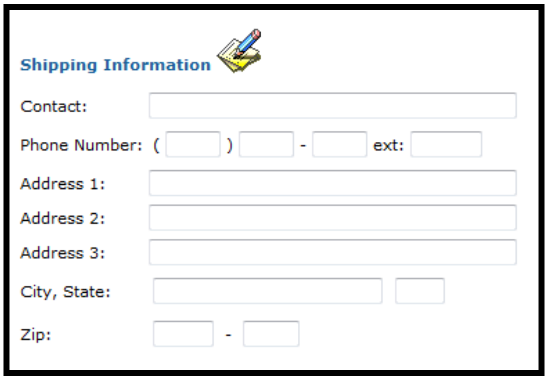
You may click the Add/Edit Device Reference link to update the device reference details for the new device at this time then click Continue to proceed.



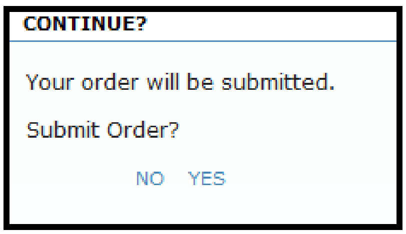
The Shipping Information fields will display to allow selection of a saved shipping address or to enter a new address.

NOTE: Only physical addresses will be displayed, no post office boxes will be displayed.

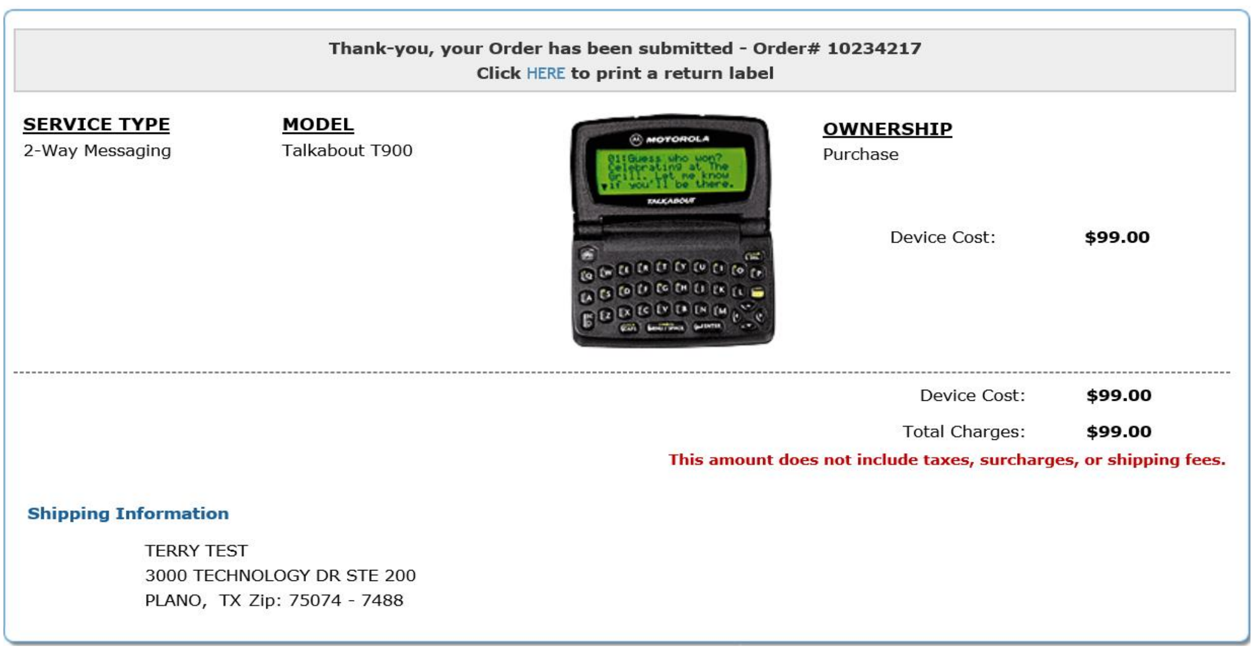
The user must either select an existing shipping address or create a new one by selecting ‘Add **New Shipping Address’**.



Once the Shipping address has been entered, click the SUBMIT ORDER link at the bottom right corner. You will be prompted to Continue:



Click **YES** to submit the order. A confirmation screen will display with the Order # as shown below:



Click on the "Click HERE to print a return label" to access the Return Label Instructions and the Device Return Form. You may print the summary of the exchange transaction page to retain for your records.

Upgrade Exchange

The second category of exchange is for an upgrade; typically this will include an increase in monthly airtime charges as well as a new device that will be shipped. During this upgrade exchange process you will be prompted to select the new type of service (numeric, alphanumeric or two-way) as well as the type of coverage (local, statewide, regional or nationwide), usage plan and/or optional features and device maintenance. You will also be prompted to either keep your current number during the exchange or to assign a new pager number for the new device.

NOTE – Message Forwarding MUST be removed from the device prior to ordering. Message Carbon Copy may remain on the device during the exchange.

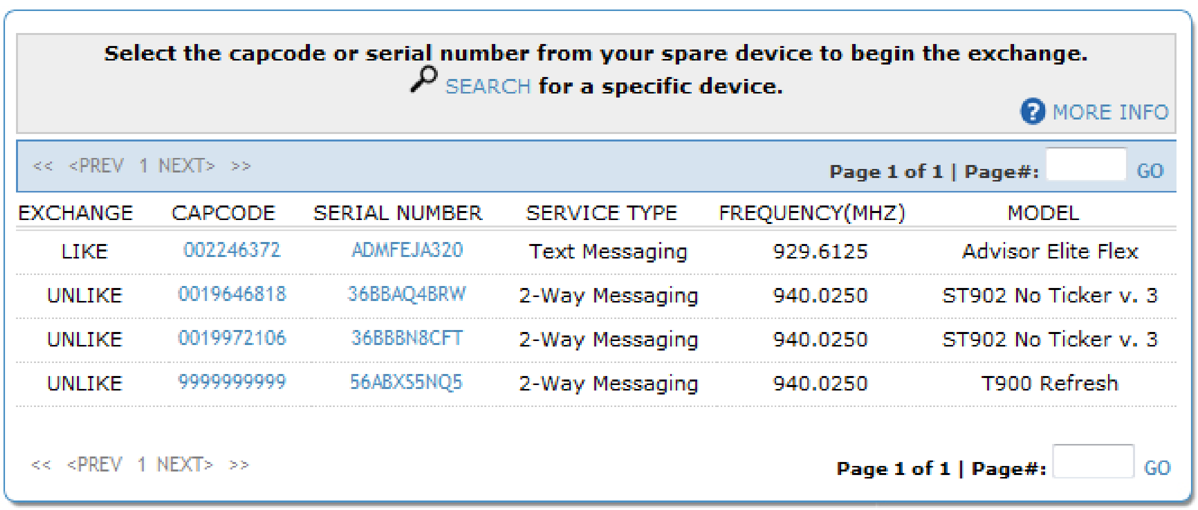
For an Upgrade Exchange, product/service and option selection will follow the similar process for ordering a new device. [Click here](#) for further instructions found within this guide.

Spare Exchange

The final category of exchange is using a spare device if your organization qualifies for and participates in the spare device program. Once Spare Exchange option and Swap Reason has been selected, click Continue to proceed. A list of your available spares will appear as shown below.

To select one, click on its capcode or serial number. Devices that are the same type as the existing device will be indicated with "LIKE" in the exchange column. Upgrade/Downgrade options are indicated as "UNLIKE".

Remember, when performing a spare exchange transaction, the new into service device will be sent a test page to complete the transaction so remember to put a battery into it and that it's in the "on" position.

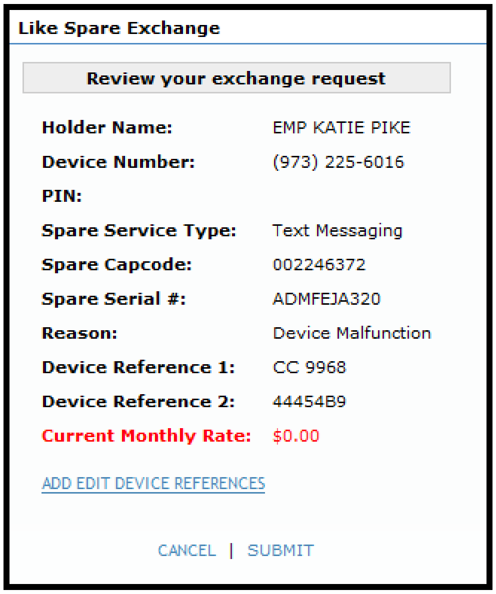

Select the capcode or serial number from your spare device to begin the exchange.
SEARCH **for a specific device.**
MORE INFO

<< <PREV 1 NEXT> >> **Page 1 of 1 | Page#:** GO

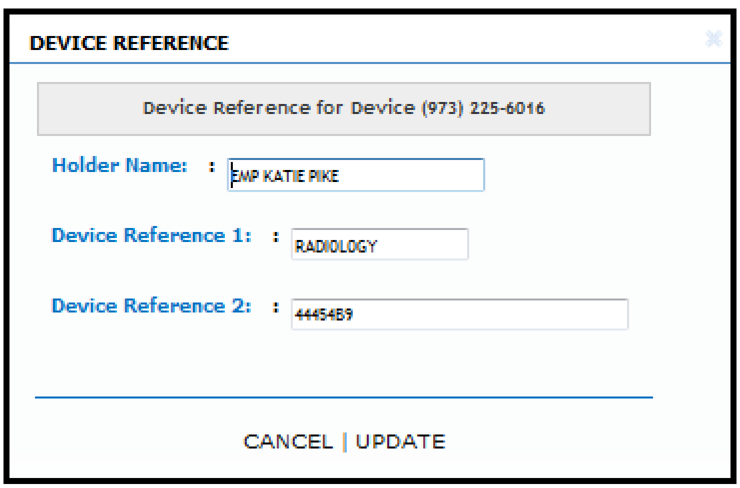
EXCHANGE	CAPCODE	SERIAL NUMBER	SERVICE TYPE	FREQUENCY(MHZ)	MODEL
LIKE	002246372	ADMFEJA320	Text Messaging	929.6125	Advisor Elite Flex
UNLIKE	0019646818	36BBAQ4BRW	2-Way Messaging	940.0250	ST902 No Ticker v. 3
UNLIKE	0019972106	36BBBN8CFT	2-Way Messaging	940.0250	ST902 No Ticker v. 3
UNLIKE	9999999999	56ABX55NQ5	2-Way Messaging	940.0250	T900 Refresh

<< <PREV 1 NEXT> >> **Page 1 of 1 | Page#:** GO

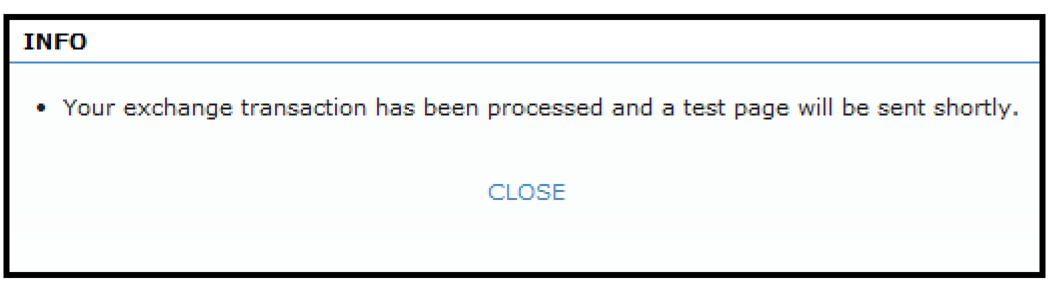
If a LIKE spare device has been selected, the following window will display to confirm the selection. Click **Submit** to complete the transaction.



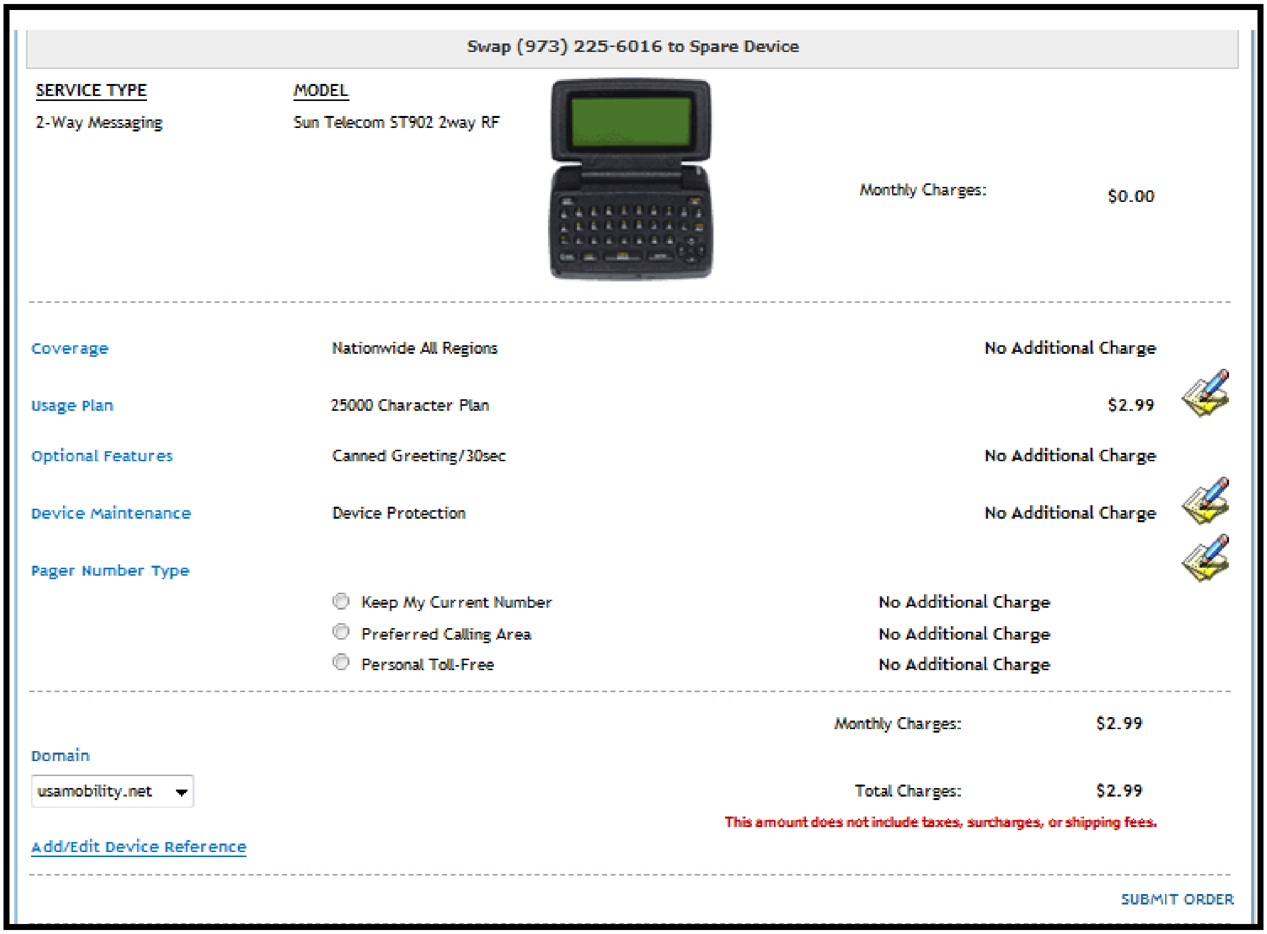
You may be allowed to select/modify the Domain (for text messaging devices) and Device Reference (holder and up to 2 device reference fields may be available as shown below) for the new device.



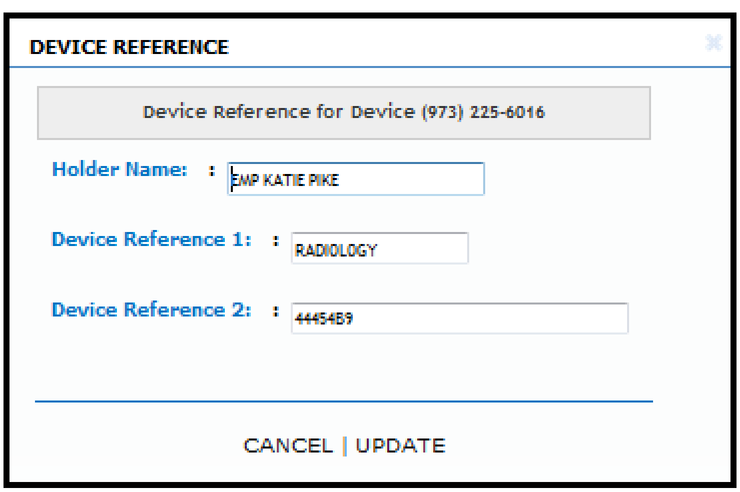
The following confirmation screen will display upon successful activation:



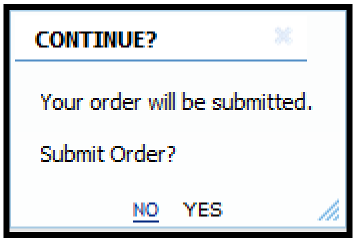
If an UNLIKE spare device has been selected, the device detail screen similar to the one below will display where you may be directed to select from available Coverage, Usage Plan, Optional Features, and/or Device Maintenance options. You will be prompted to either keep the existing pager number for the device, or have a new pager number assigned.



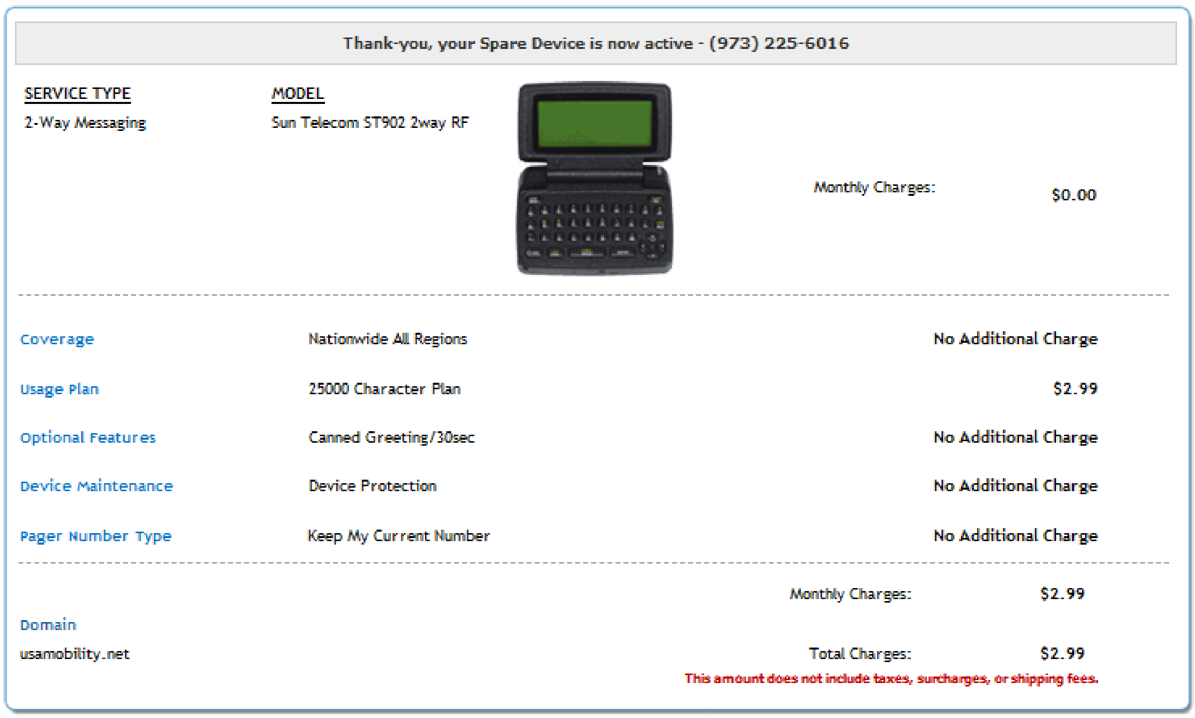
The last section of the screen may allow for additional selection/modification of Domain (for text messaging devices), Device Reference (holder and up to 2 device reference fields may be available as shown below) and Information Services for the new device.



Once all available selections have been made, click SUBMIT ORDER to continue. You will be prompted to confirm the exchange to the spare device:



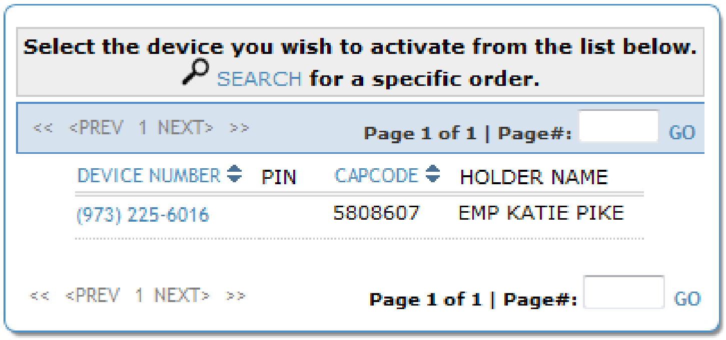
Select **NO** to remain on the Swap to Spare screen. Select **YES** to activate and send a test page to the device. The following confirmation screen will display the new pager phone number assigned to the device.



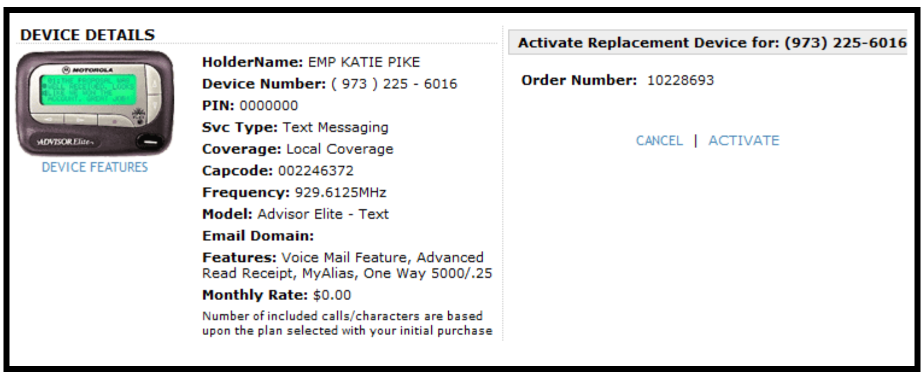
Activate a Replacement

This option is to complete an exchange transaction once you received the replacement device via UPS. This menu option is not for use to initiate an exchange – it's meant to activate the replacement device once you receive it. It will be sent to you un-programmed. You can contact Customer Support to process the exchange or you can select this My Account menu option and complete the exchange online yourself.

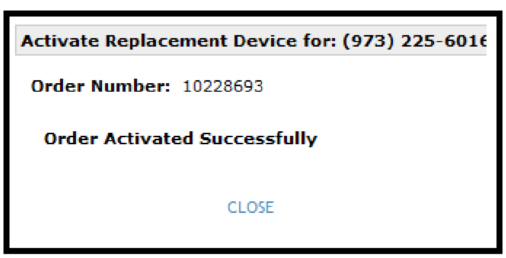
Select the device telephone number that you ordered the exchange for by clicking on the number in the left column as illustrated below. Depending on the size of your account, it may be more convenient to use the Search options (located at the top of the page) or the Sort options for the following columns: Device Number, Capcode.



The next window to appear will prompt you to click on Activate to complete the exchange. Remember to place a battery in the new device and make certain that it's in the "on" position because shortly after you click on Activate Device My Account will send a test page to confirm the exchange transaction is complete.



The following confirmation will appear upon successful activation. Click "**Close"** to return to the Activate a Replacement option.

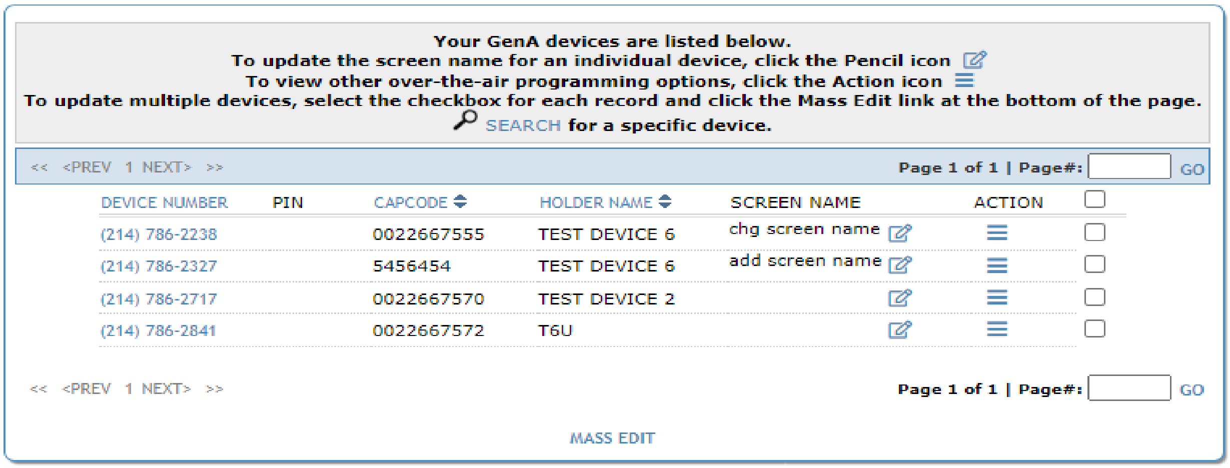


OTA Programming

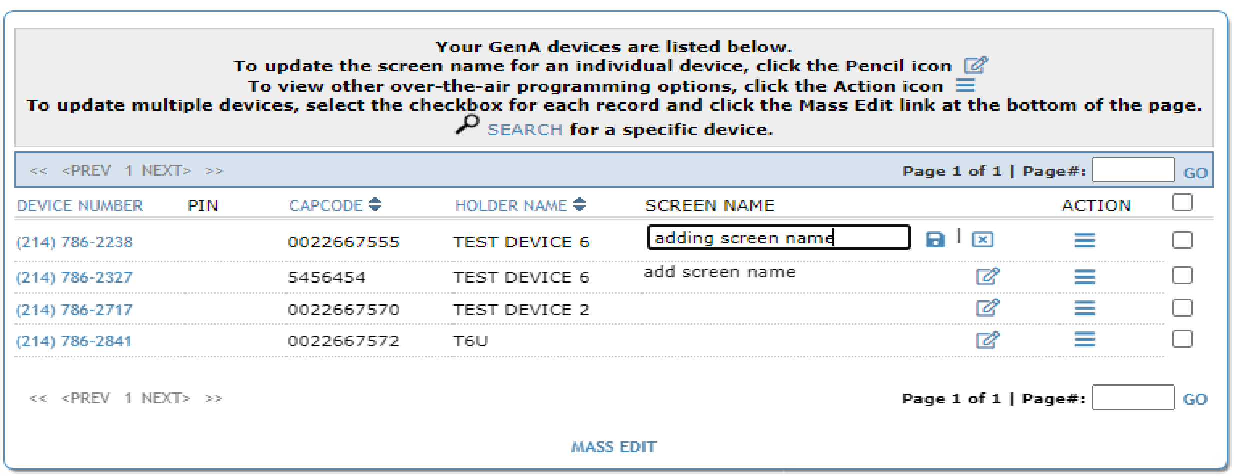
From the Main Menu click the OTA Programming link. This will display the Over the air devices, GenA and ReadyCall Text.

GenA

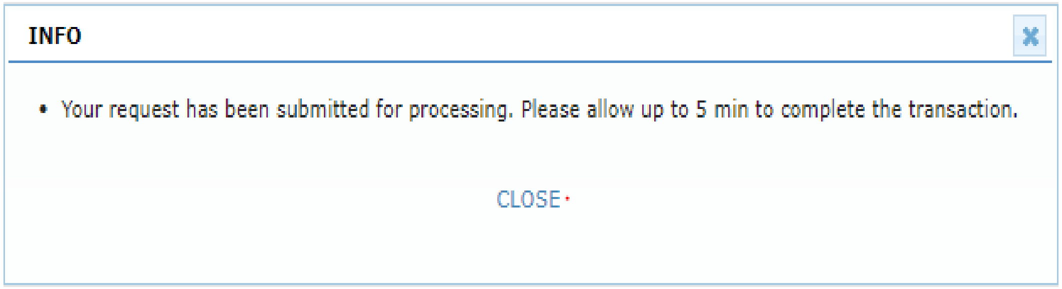
Clicking on the GenA link will display the list of devices, as shown below.



GenA devices have the ability to add, change or remove the **Screen Name** for an individual device. Click the icon beside the device you wish to update, the Screen Name will become accessible for modification. Click to save the changes. Click to return to the View Devices screen without saving changes.



The following confirmation will display. Click "**Close"** to return to the View Device list.

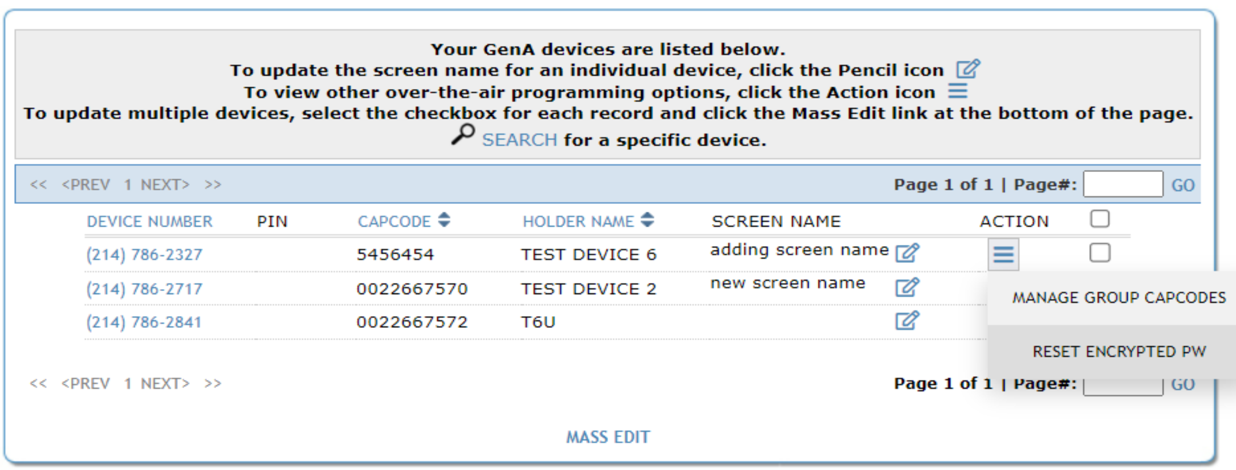


NOTE: Over the air transactions may take up to 5 minutes to complete.

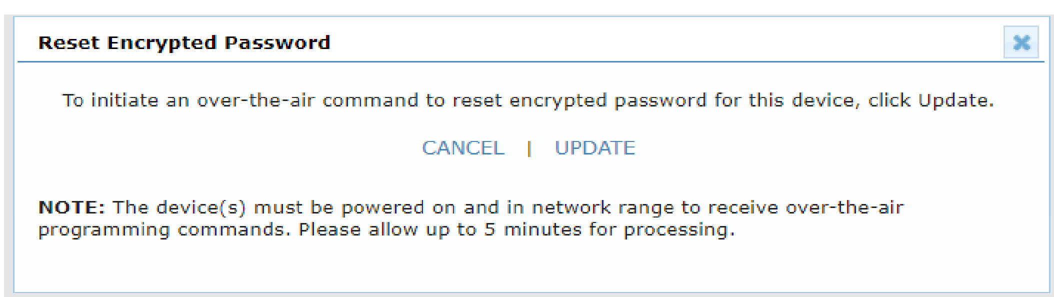
Hover over the icon in the **ACTION** column to display the action allowed for the device.

RESET ENCRYPTED PASSWORD

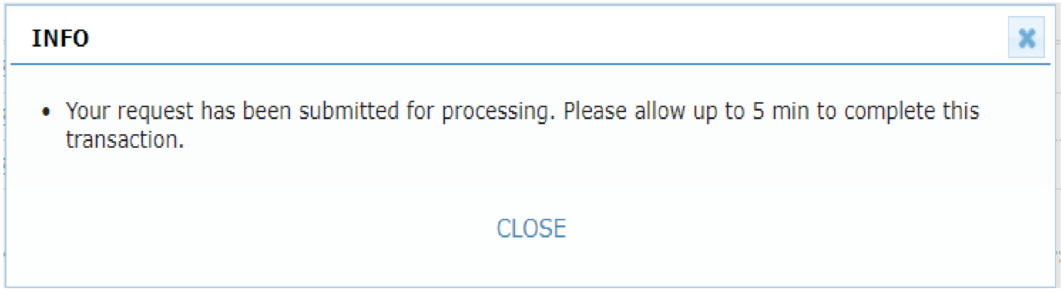
Reset Encrypted Password option will submit a request to the device to clear the encrypted password. Hover over the icon in the **ACTION** column to display the action(s) allowed for the device.



To reset an individual devices encrypted password click on Reset Encrypted PW, this will display the page below.

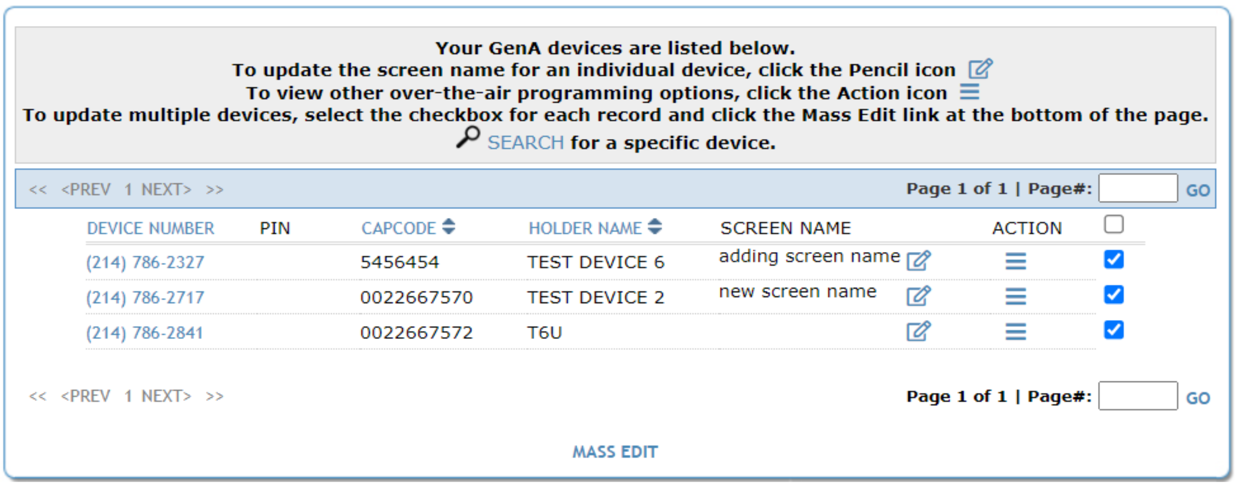


Select **UPDATE** to complete the reset encrypted password command.

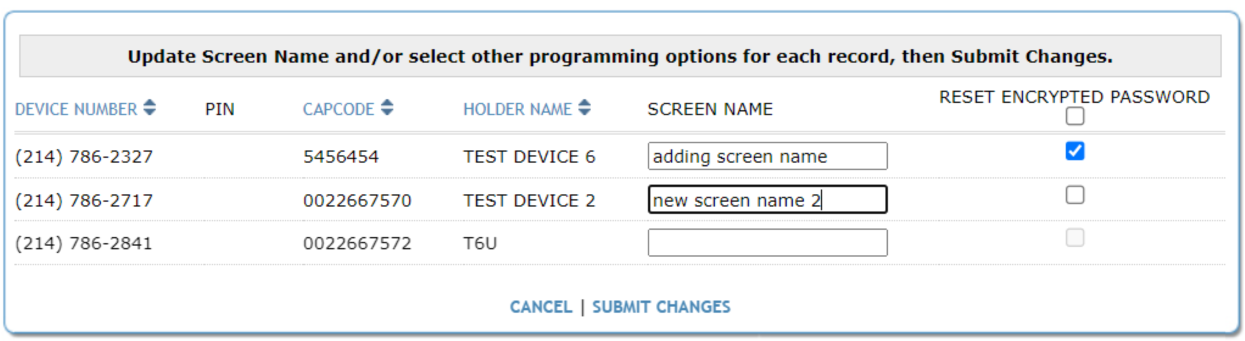


Select **CANCEL** to return to the device list.

To update multiple devices, select the checkbox for each record and click the **Mass Edit** link at the bottom of the page.

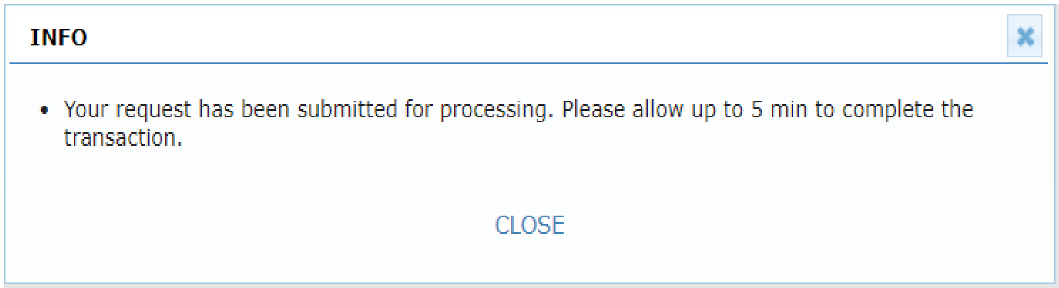


Complete updates and/or programming options for each record.

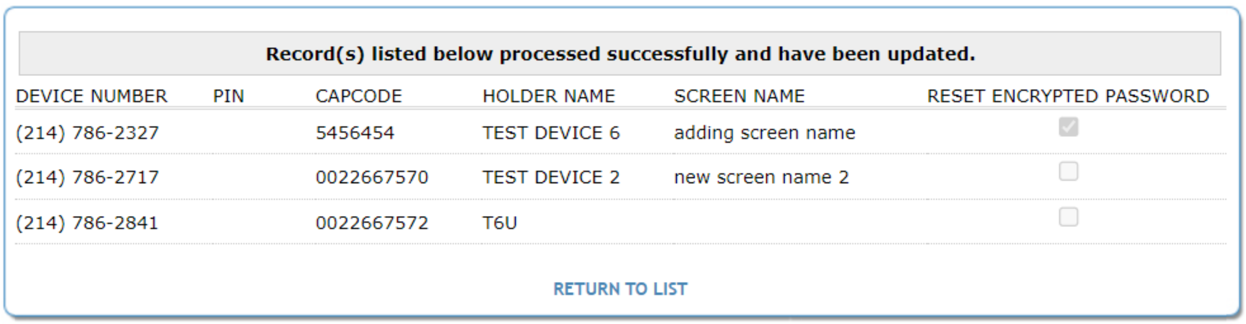


Select **SUBMIT CHANGES** to save the changed or click **CANCEL** to return to the device list.

The pop up message below will display, select **CLOSE**.



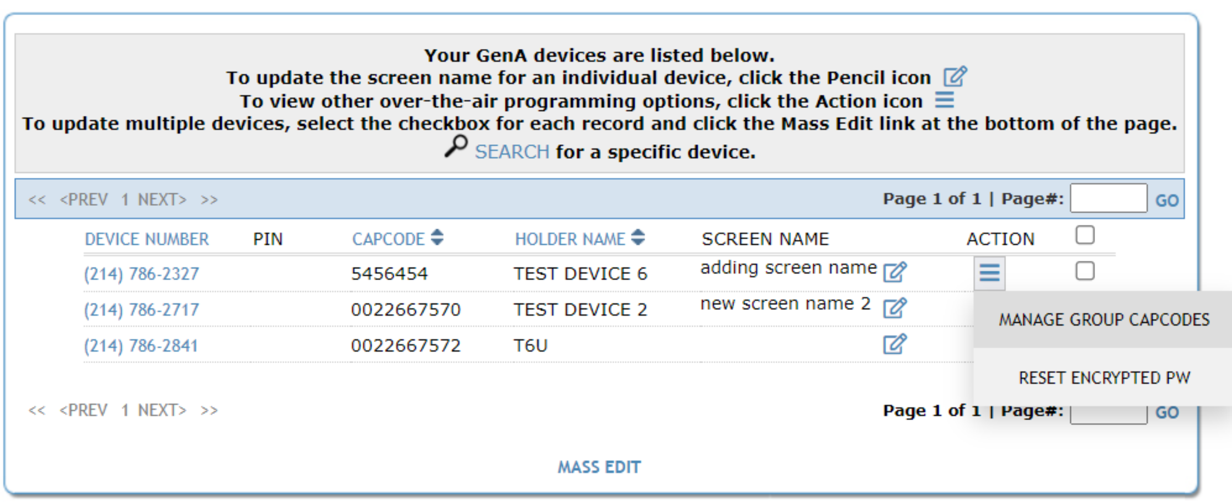
The confirmation page below will display.



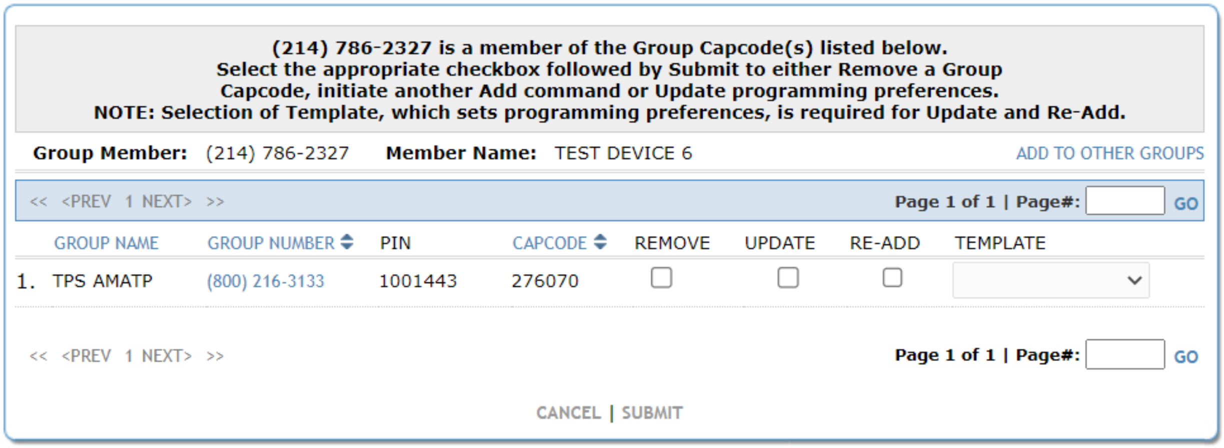
Select **RETURN TO LIST** to return to the GenA deivce list.

MANAGE GROUP CAPCODES

The Manage Group Capcodes option will allow you to view/manage group capcodes associated with this device. Hover over the ≡ icon in the **ACTION** column to display the action(s) allowed for the device.

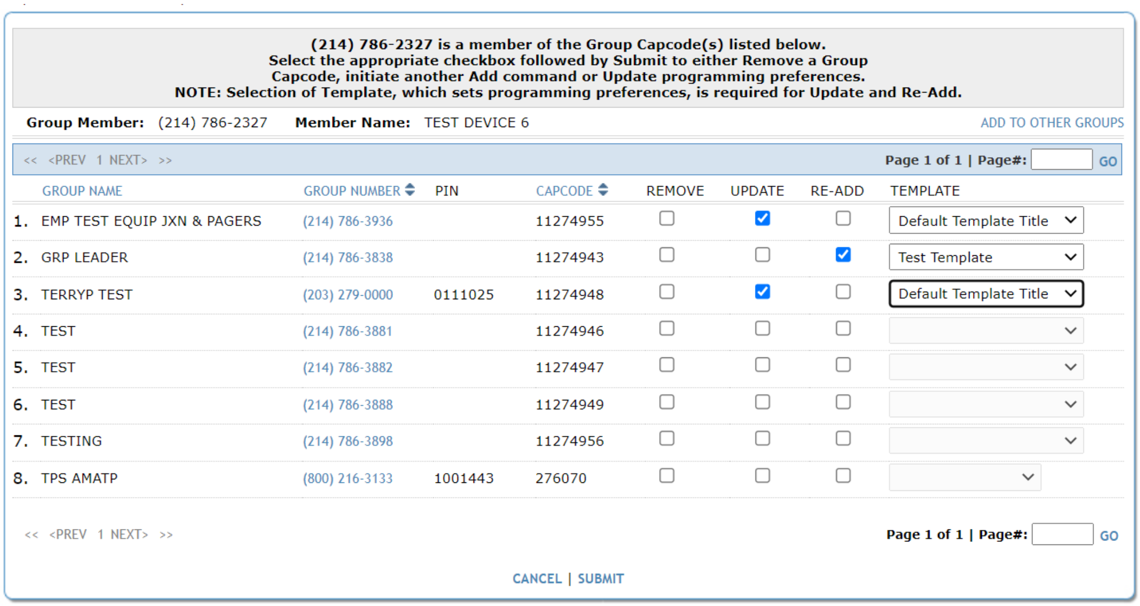


Select **MANAGE GROUP CAPCODES**, VIEW CAPCODE LEADER(s) will display.

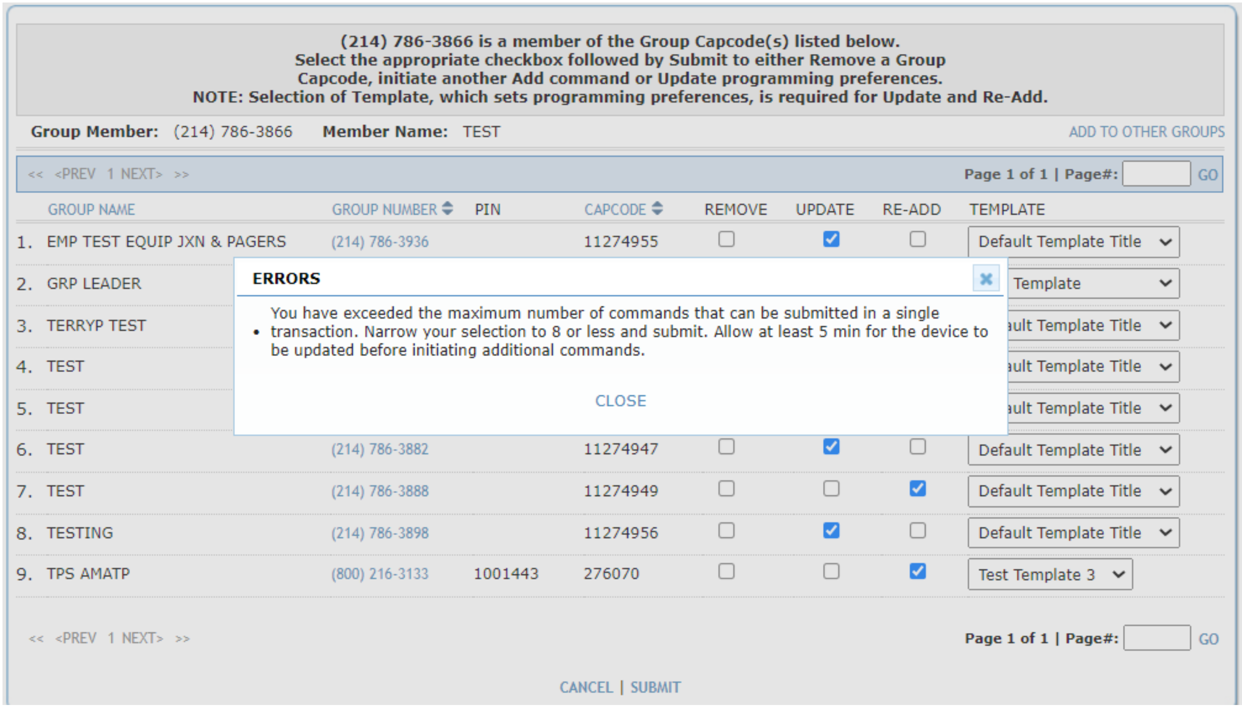


On this page you can **Remove** a Group Capcode, Initiate another **Add** command or **Update** Programming preferences. Select the appropriate checkbox followed by Submit.

> **NOTE:** Selection of a Template, which sets the programming preferences is required for an Update or Re-Add transaction as shown below.



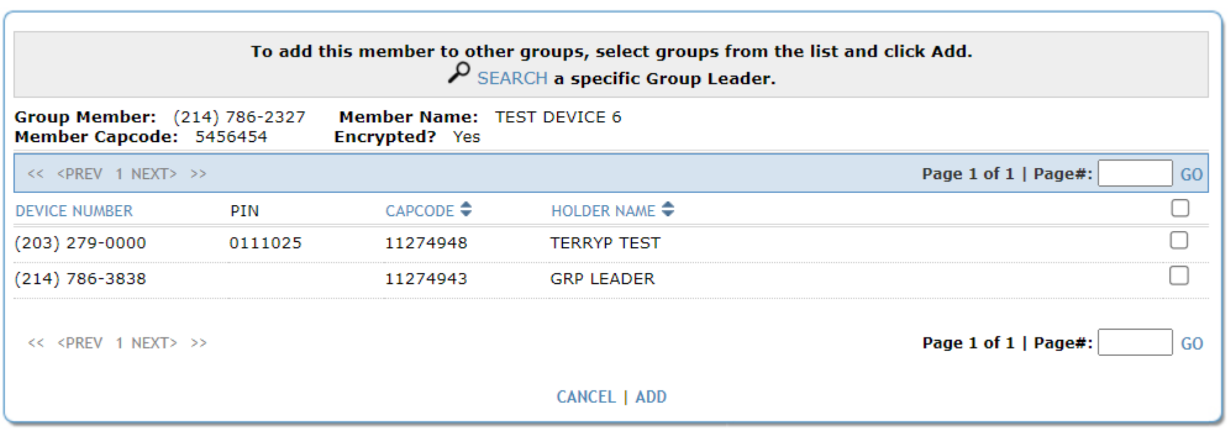
A maximum of **8** commands can be submitted in a single transaction. If more than the allowed number of transactions are submitted the below error message will display. Select Close and re-select 8 or fewer transactions, Select **Sumbit**.



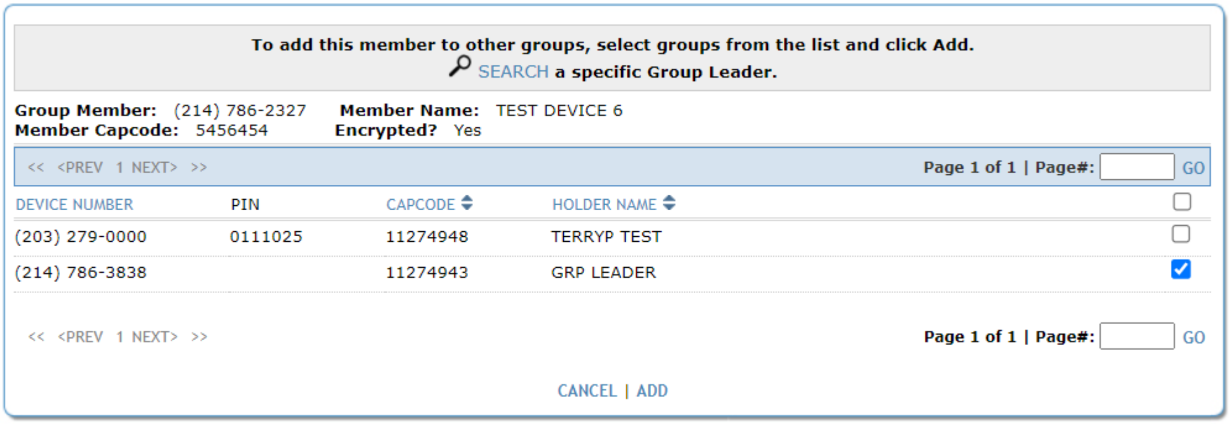
ADD TO OTHER GROUPS

Selecting the ADD TO OTHER GROUPS link will allow users to add the chosen member to other groups.

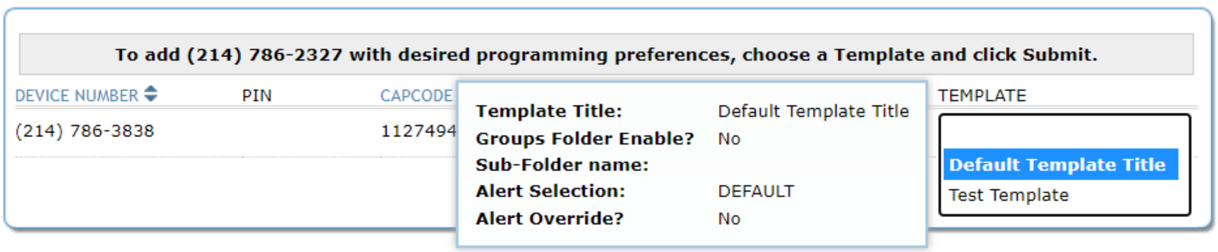
> **NOTE**: Only the Leader(s) with the same Encryption level as the Member will display.



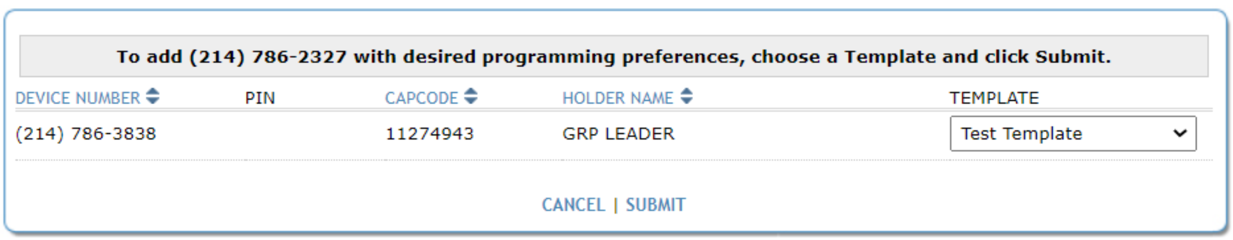
Click the checkbox next to the group(s) that you wish to add. To add to all groups displayed select the checkbox at the top of the list. Select ADD.



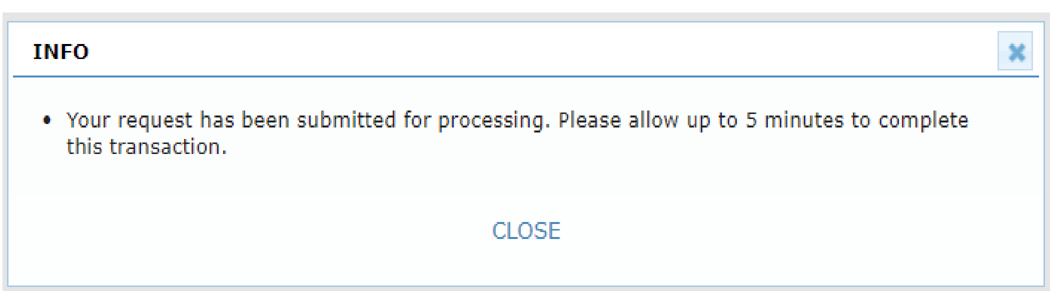
Hover over the template name to view the detailed information for each template.



Click on the Template from the dropdown and click SUBMIT.

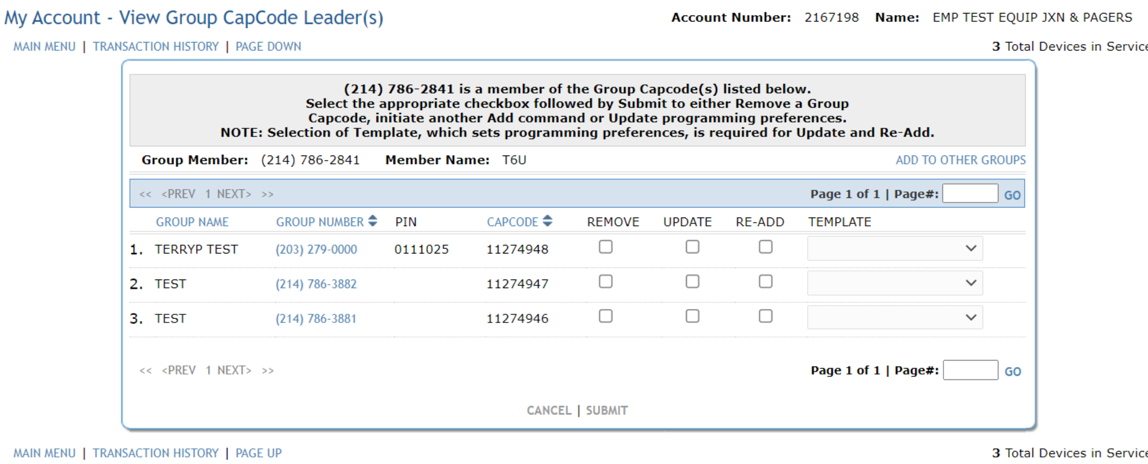


You will receive the below pop up. Select Close then Select DONE to be taken back to the View Group CapCode Leader(s) list.

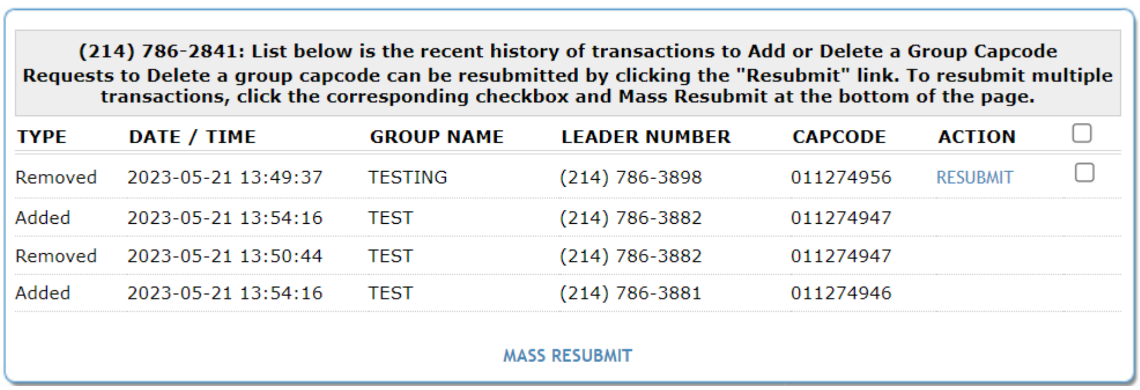


TRANSACTION HISTORY

This option provides a method to re-submit failed Remove transaction(s) to an OTA device. From the Main Menu, Select OTA Programming, GenA. This will display your GenA devices. Hover over the Action column and select **Manage Group Capcodes**. You will be taken to the View Group CapCode Leader(s) page.

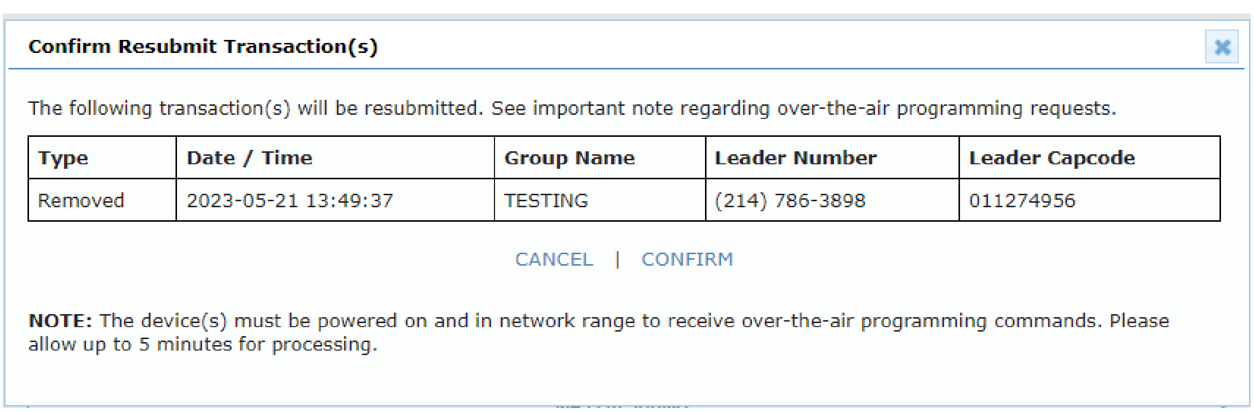


Select the **TRANSACTION HISTORY** link.

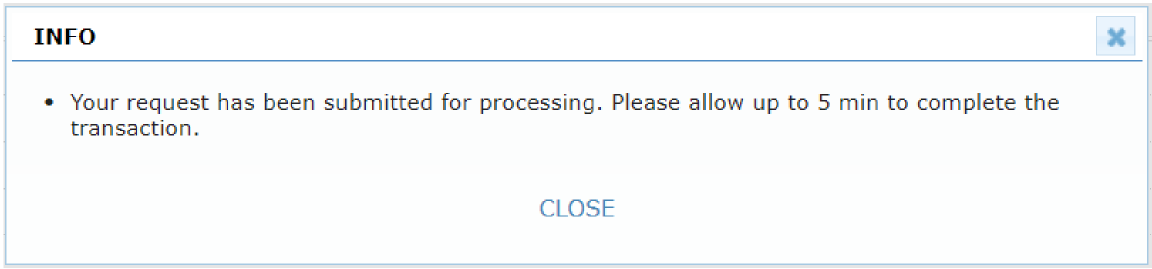


This page will display the latest Remove and Add transaction(s) for a device. Only resubmission of Remove transaction(s) for OTA capable devices will be allowed. Transactions for Non OTA devices will display but the resubmit option will not be allowed.

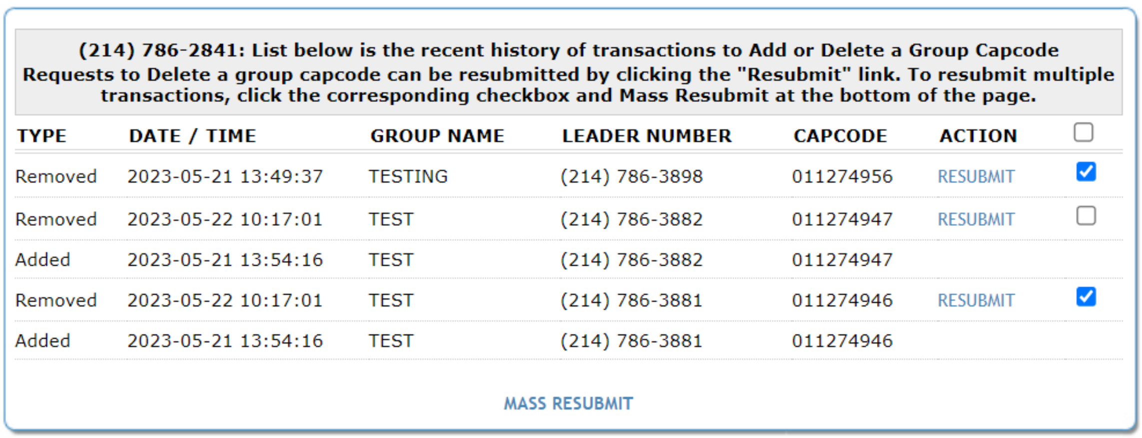
Single RESUBMIT: Click the **RESUBMIT** link to the right of the transaction. The below message will display. Select CONFIRM to complete the **RESUBMIT** or **CANCEL** to return to the View CapCode Group Transaction History page.



Select **CONFIRM** to complete the **RESUBMIT** or **CANCEL** to return to the View CapCode Group Transaction History page.



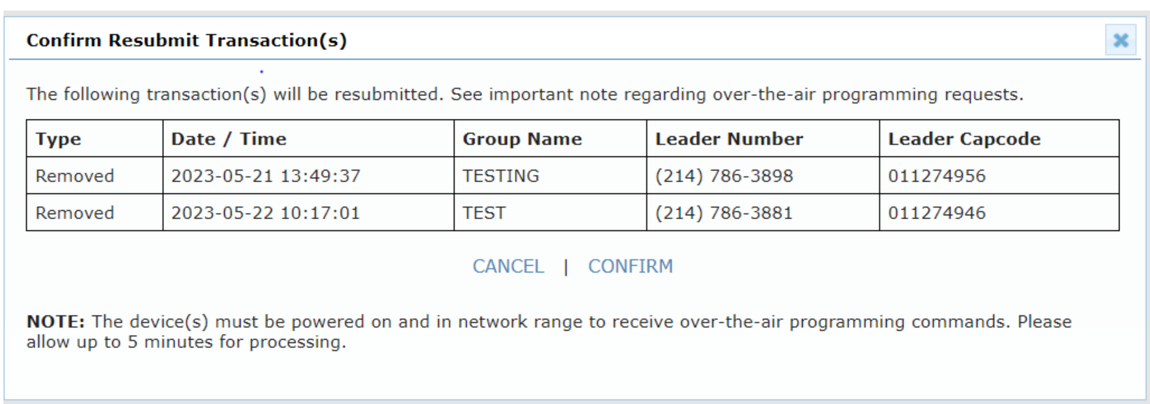
Mass RESUBMIT : Select the transactions to be resubmitted by clicking the check boxes to the right of each transaction OR selec the check box found to the immediate right of the column header for ACTION to select ALL records on the page. Click the **MASS RESUBMIT** link at the bottom of the page.



(214) 786-2841: List below is the recent history of transactions to Add or Delete a Group Capcode Requests to Delete a group capcode can be resubmitted by clicking the "Resubmit" link. To resubmit multiple transactions, click the corresponding checkbox and Mass Resubmit at the bottom of the page.

TYPE	DATE / TIME	GROUP NAME	LEADER NUMBER	CAPCODE	ACTION	
Removed	2023-05-21 13:49:37	TESTING	(214) 786-3898	011274956	RESUBMIT	☑
Removed	2023-05-22 10:17:01	TEST	(214) 786-3882	011274947	RESUBMIT	☐
Added	2023-05-21 13:54:16	TEST	(214) 786-3882	011274947		
Removed	2023-05-22 10:17:01	TEST	(214) 786-3881	011274946	RESUBMIT	☑
Added	2023-05-21 13:54:16	TEST	(214) 786-3881	011274946		

MASS RESUBMIT



Confirm Resubmit Transaction(s)

The following transaction(s) will be resubmitted. See important note regarding over-the-air programming requests.

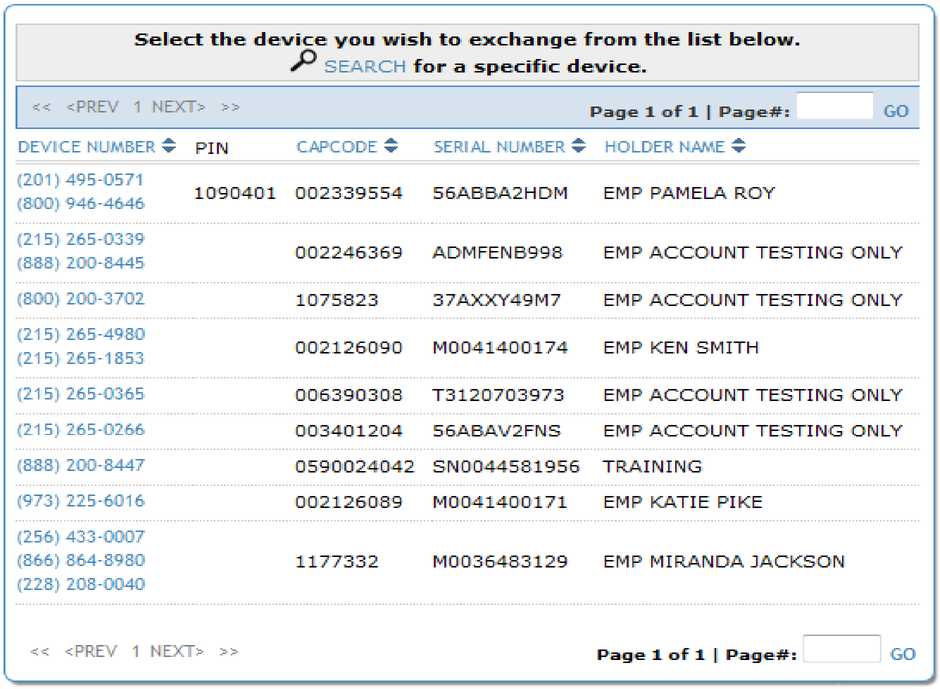
Type	Date / Time	Group Name	Leader Number	Leader Capcode
Removed	2023-05-21 13:49:37	TESTING	(214) 786-3898	011274956
Removed	2023-05-22 10:17:01	TEST	(214) 786-3881	011274946

CANCEL | CONFIRM

NOTE: The device(s) must be powered on and in network range to receive over-the-air programming commands. Please allow up to 5 minutes for processing.

SPARE EXCHANGE – Group Capcodes

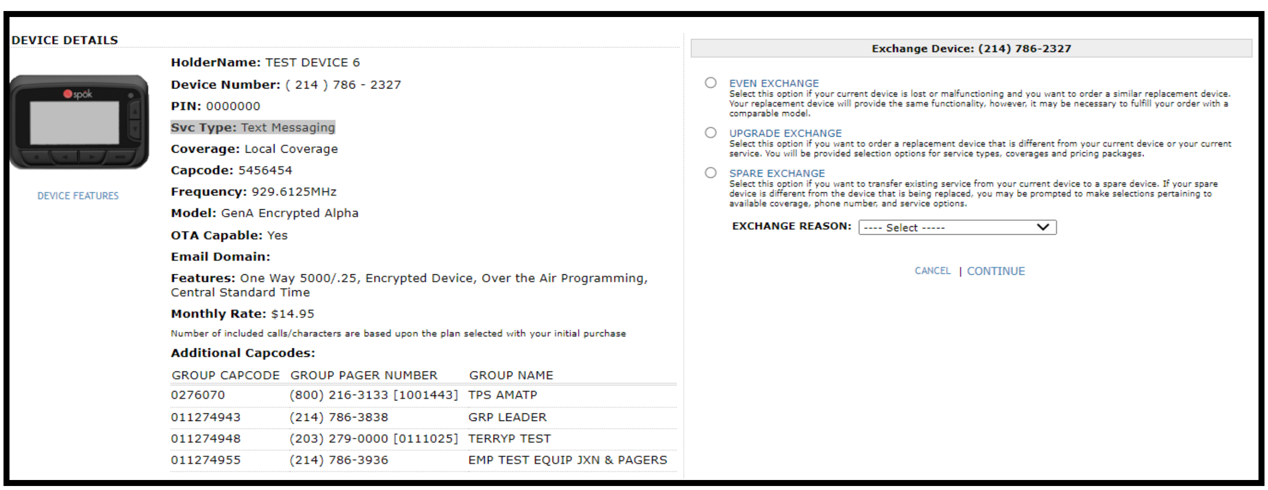
From the Main Menu, select Exchange A Device and a list of your devices will display. Depending on the size of your account, it may be more convenient to use the Search options (located at the top of the page) or the Sort options for the following columns: Device Number, Capcode, Serial Number and Holder Name. Depending on the size of your account, it may be more convenient to use the Search options (located at the top of the page) or the Sort options for the following columns: Device Number, Capcode, Serial Number and Holder Name.



DEVICE NUMBER	PIN	CAPCODE	SERIAL NUMBER	HOLDER NAME
(201) 495-0571 (800) 946-4646	1090401	002339554	56ABBA2HDM	EMP PAMELA ROY
(215) 265-0339 (888) 200-8445		002246369	ADMFENB998	EMP ACCOUNT TESTING ONLY
(800) 200-3702		1075823	37AXXY49M7	EMP ACCOUNT TESTING ONLY
(215) 265-4980 (215) 265-1853		002126090	M0041400174	EMP KEN SMITH
(215) 265-0365		006390308	T3120703973	EMP ACCOUNT TESTING ONLY
(215) 265-0266		003401204	56ABAV2FNS	EMP ACCOUNT TESTING ONLY
(888) 200-8447		0590024042	SN0044581956	TRAINING
(973) 225-6016		002126089	M0041400171	EMP KATIE PIKE
(256) 433-0007 (866) 864-8980 (228) 208-0040		1177332	M0036483129	EMP MIRANDA JACKSON

You can select a specific device by clicking on the device telephone number to display the exchange selection screen as illustrated below.

NOTE: The information below outlines a Spare Exchange where the current device is a part of a group, the New Spare device is an OTA compatible device and both devices are Encrypted.



Select the radio button beside Spare Exchange, then select an Exchange Reason from the drop down menu illustrated below and Click Continue to proceed.

NOTE: The device has Additonal Capcodes, when selecting a Spare device that is OTA compatible those additional capcodes will be transferred to the new device.

EXCHANGE REASON: ---- Select -----

---- Select -----
Change Device Model
Device Malfunction
External Device Damage
Lost/Stolen Device
Not Receiving Or Sending Pages

A list of your available spare devices will appear.

Select the capcode or serial number from your spare device to begin the exchange.
SEARCH **for a specific device.** MORE INFO

<< <PREV 1 NEXT> >> **Page 1 of 1 | Page#:** GO

EXCHANGE	CAPCODE	SERIAL NUMBER	SERVICE TYPE	FREQUENCY(MHZ)	MODEL
LIKE	0464979787	M0047786325	Text Messaging	929.6125	GenA Encrypted Alpha
LIKE	0464979788	M0047786328	Text Messaging	929.6125	GenA Encrypted Alpha
LIKE	0464979789	M0047786331	Text Messaging	929.6125	GenA Encrypted Alpha
UNLIKE	0697878787	M0047786355	Text Messaging	929.6125	GenA Unencrypted Alpha
UNLIKE	0697878788	M0047786358	Text Messaging	929.6125	GenA Unencrypted Alpha
UNLIKE	0697878789	M0047786361	Text Messaging	929.6125	GenA Unencrypted Alpha
UNLIKE	0021556544	M0042993348	2-Way Messaging	940.0250	T900 Refresh

<< <PREV 1 NEXT> >> **Page 1 of 1 | Page#:** GO

To select one, click on its capcode or serial number. Devices that are the same type as the existing device will be indicated with “LIKE” in the exchange column. Upgrade/Downgrade options are indicated as “UNLIKE”.

If a **LIKE** spare device has been selected, the following window will display to confirm the selection. Click **Submit** to complete the transaction.

Like Spare Exchange

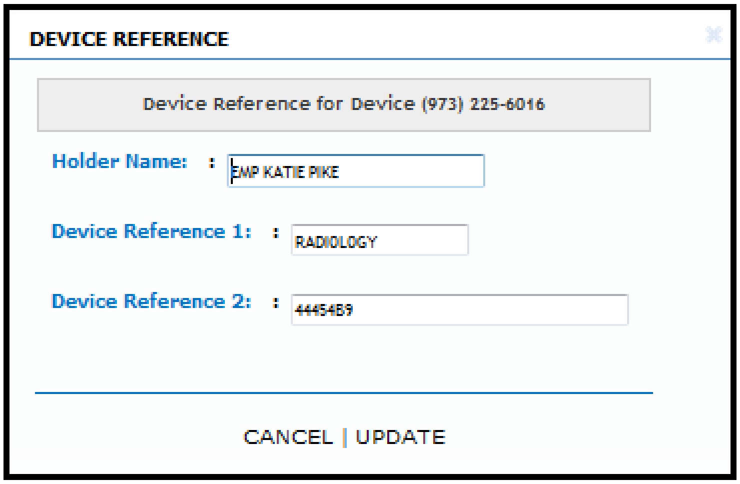
Review your exchange request

Holder Name:	TEST DEVICE 6
Device Number:	(214) 786-2327
PIN:	
Spare Service Type:	Text Messaging
Spare Capcode:	0464979787
Spare Serial #:	M0047786325
Reason:	Change Device Model
Current Monthly Rate:	$14.95

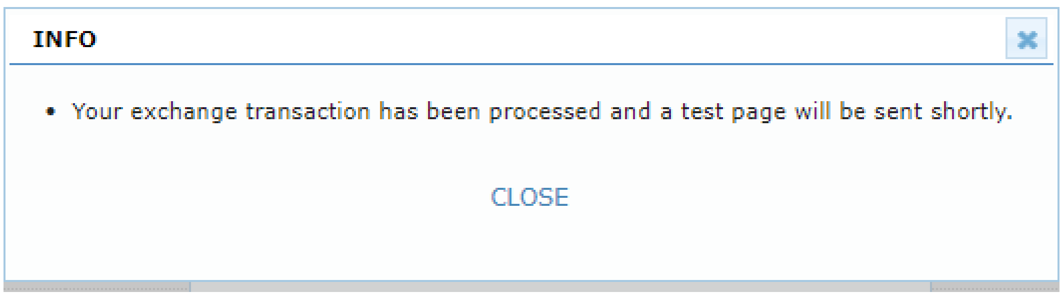
Add Edit Device References

CANCEL | SUBMIT

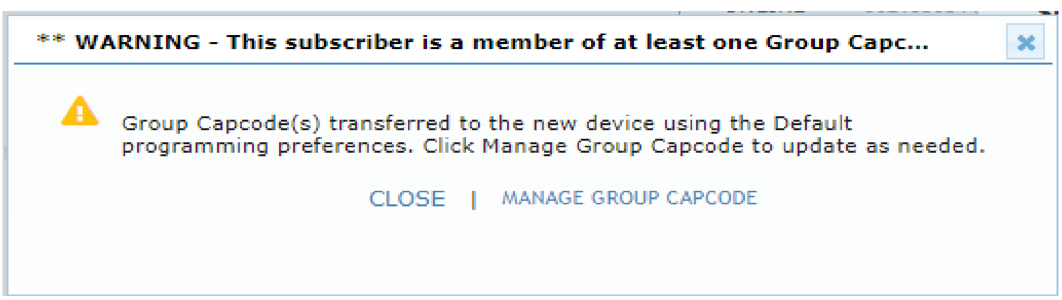
You may be allowed to select/modify the Domain (for text messaging devices) and Device Reference (holder and up to 2 device reference fields may be available as shown below) for the new device.



Select **Update.** The below pop up will be display, select CLOSE.

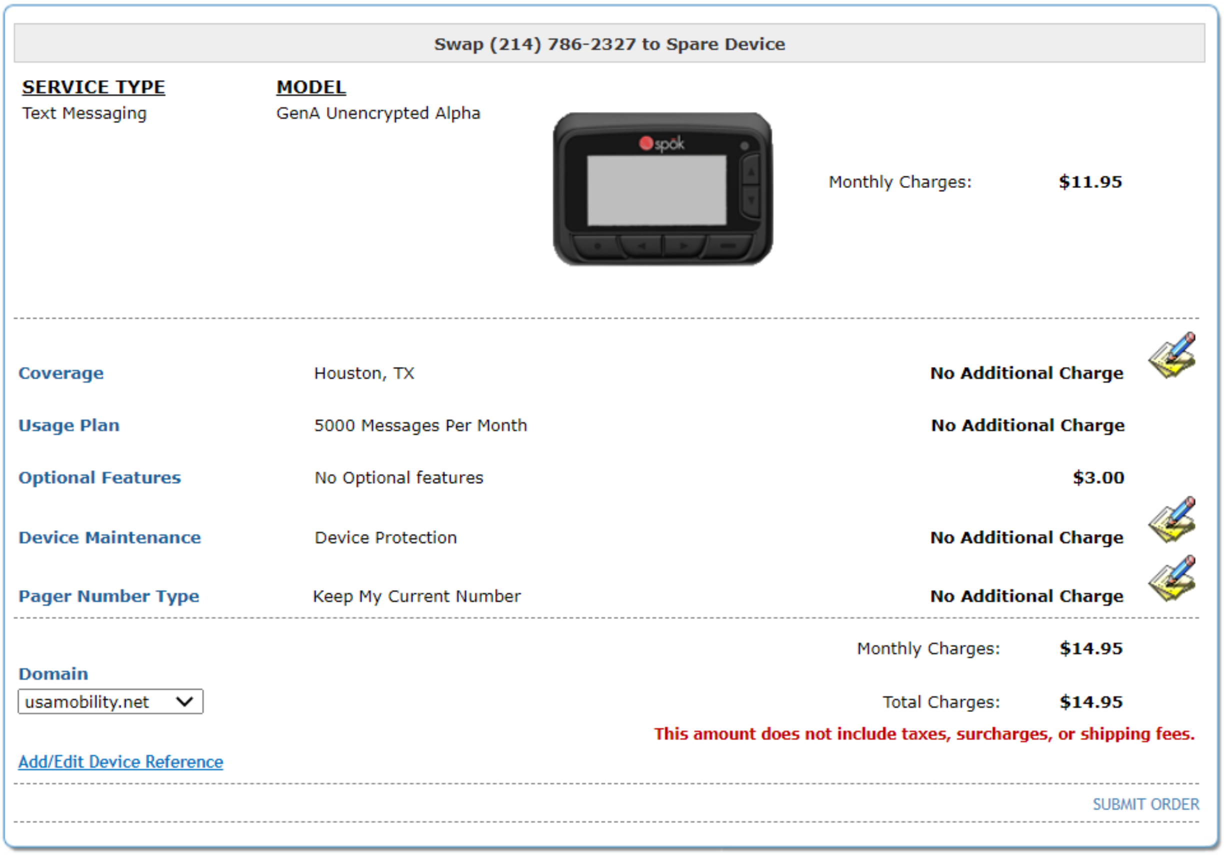


Since the device being swapped is a part of a group the below pop up will display. Select Close to return to the Swap window or Manage Group Capcode to update the programming preferences for the device.

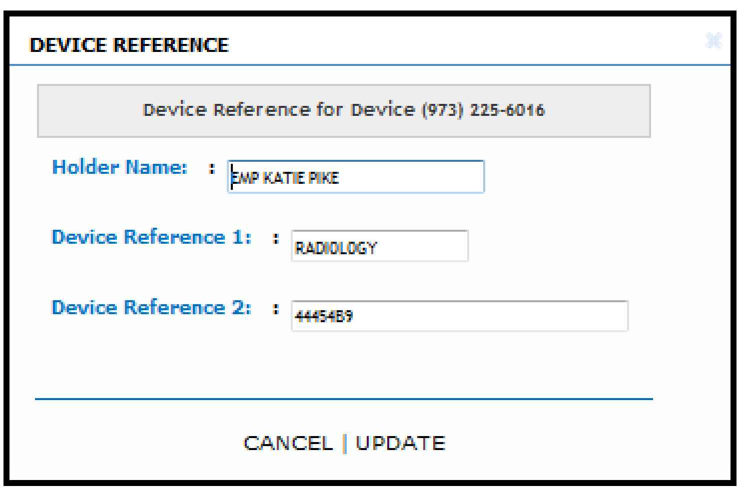


If an **UNLIKE** spare device has been selected, the device detail screen similar to the one below will display where you may be directed to select from available Coverage, Usage Plan, Optional Features, and/or Device Maintenance options. You will be prompted to either keep the existing pager number for the device or have a new pager number assigned.

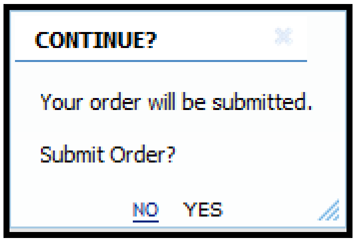
NOTE: The information below outlines an Unlike Spare Exchange where the current device is a part of a group, the New Spare device is an OTA compatible device and there is an encryption mismatch between the devices.



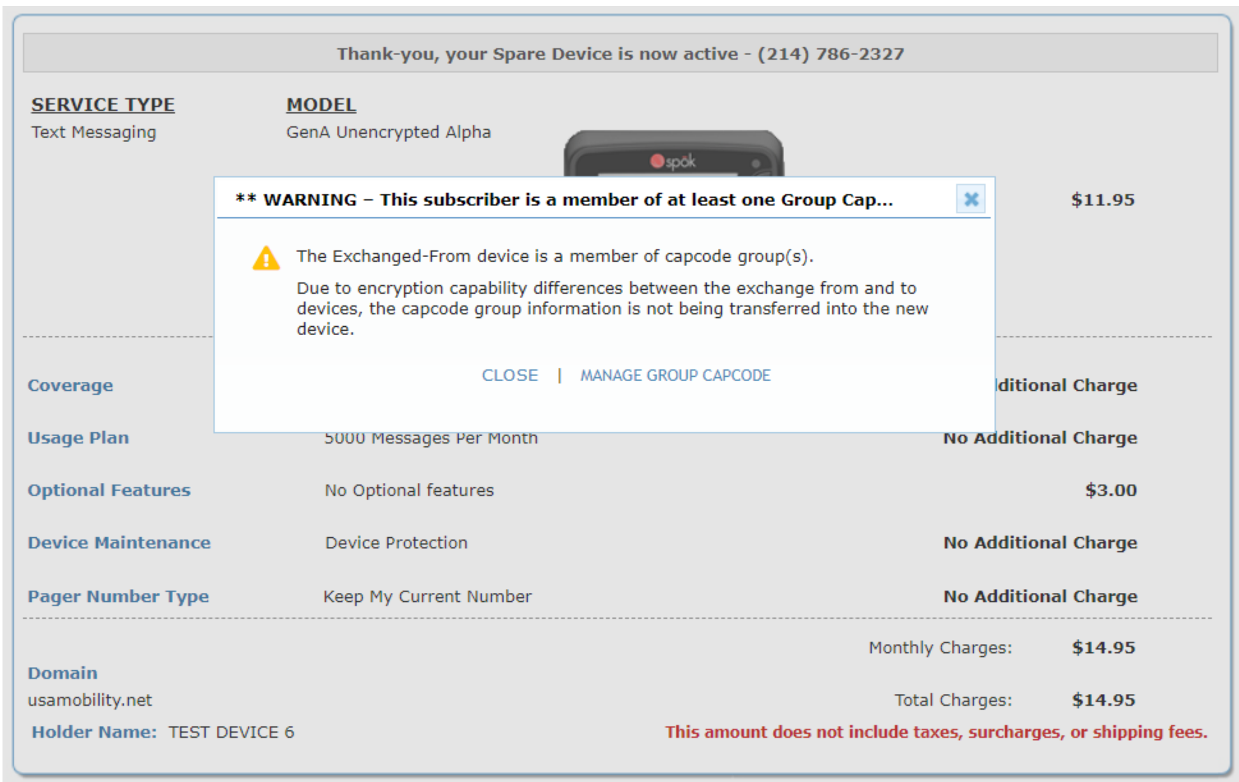
The last section of the screen may allow for additional selection/modification of Domain (for text messaging devices), Device Reference (holder and up to 2 device reference fields may be available as shown below) and Information Services for the new device.



Once all available selections have been made, click **SUBMIT ORDER** to continue. You will be prompted to confirm the exchange to the spare device:



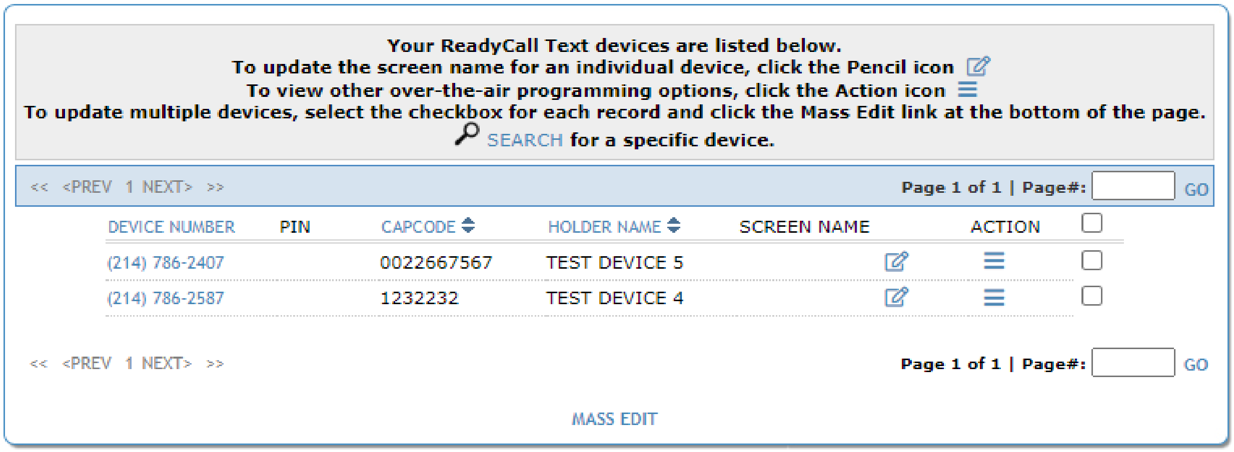
Select **NO** to remain on the Swap to Spare screen. Select **YES** to activate and send a test page to the device. The following confirmation screen will display the new pager phone number assigned to the device.



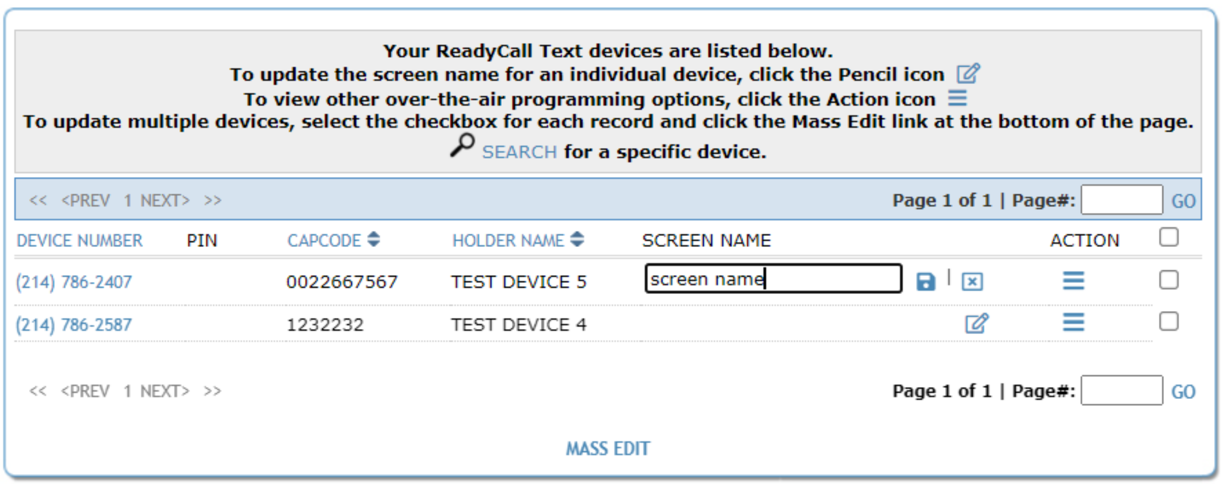
NOTE: The swap will be processed but due to Encryption differences the group capcode information will not be transferred to the new device.

READYCALL TEXT

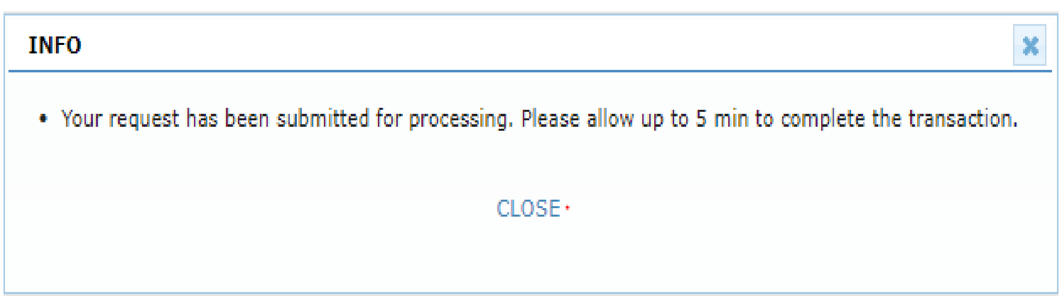
Clicking on the **ReadyCall Text** link will display the device list, as shown below.



ReadyCall Text devices have the ability to add, change or remove the **Screen Name** for an individual device. Click the icon beside the device you wish to update, the Screen Name will become accessible for modification. Click to save the changes. Click to return to the View Devices screen without saving changes.



The following confirmation will display.

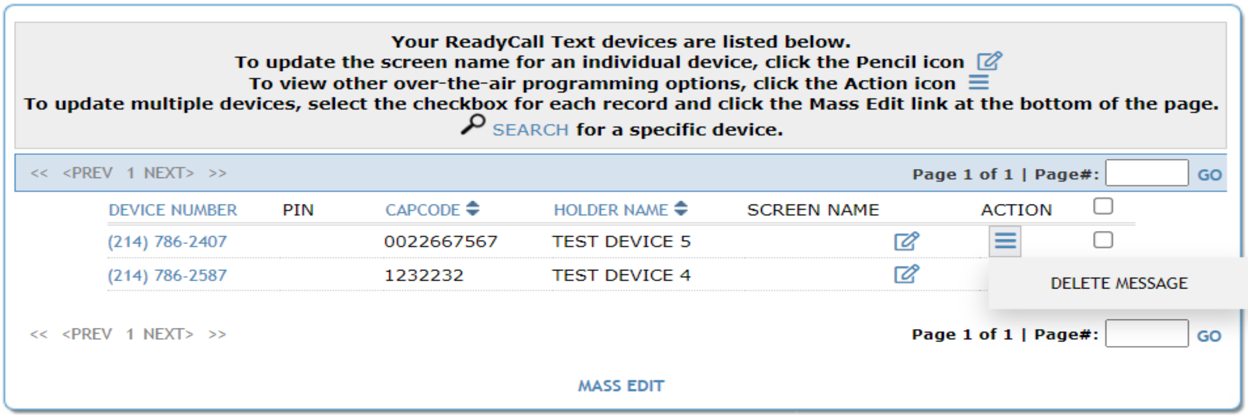


Click "**Close"** to return to the View Device list.

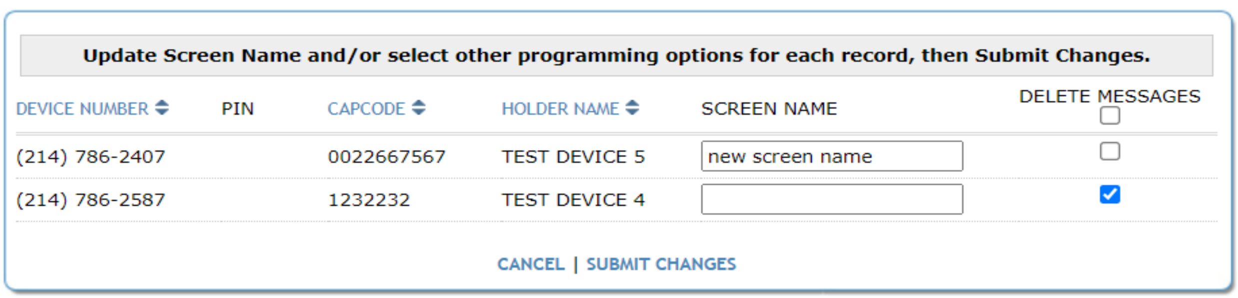
NOTE: Over the air transactions may take up to 5 minutes to complete.

Hover over the icon in the **ACTION** column to display the action allowed for the device. The allowable actions for each device will display. ReadyCall Text devices have the ability to a Delete Message.

The **Delete Message** option allows the message in the device to be deleted remotely.

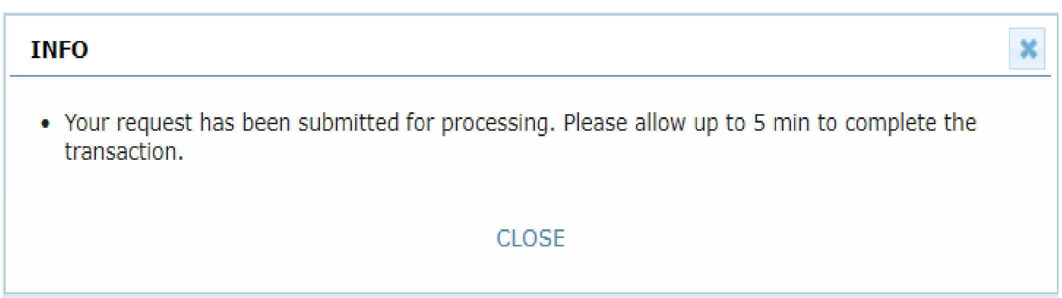


Mass Edit: Select the devices to be updated by clicking the checkboxes to the right of each device to be selected. Click the **MASS EDIT** link at the bottom of the page. The records selected for update will be displayed.



Click SUBMIT CHANGES to save the changes or Click **CANCEL** to return to the device list.

The pop up message below will display, select CLOSE.



The confirmation page below will display.

Record(s) listed below processed successfully and have been updated.

DEVICE NUMBER	PIN	CAPCODE	HOLDER NAME	SCREEN NAME	DELETE MESSAGES
(214) 786-2407		0022667567	TEST DEVICE 5	screen name	
(214) 786-2587		1232232	TEST DEVICE 4	test	

RETURN TO LIST

Click **RETURN TO LIST** to return to the device list.

Manage Spares

For those clients that participate in the spare device program, you will be able to activate spare devices with telephone numbers and the desired features or order additional spares to keep on hand

From the main menu, click the Manage Spares link to display the spare device options and select the transaction you wish to process.

MANAGE MY DEVICES

ADD A DEVICE

MANAGE SPARES
- ORDER A SPARE
- ACTIVATE A SPARE

MESSAGE ROUTING

To activate a spare device (or simply view a list of your spare devices), click on Activate a Spare to display a list of all of your spare devices.   Depending on the size of your account, it may be more convenient to use the Search option at the top of the page to locate a specific device.

Select the capcode or serial number from your spare device to begin the activation.
SEARCH **for a specific device.**
MORE INFO

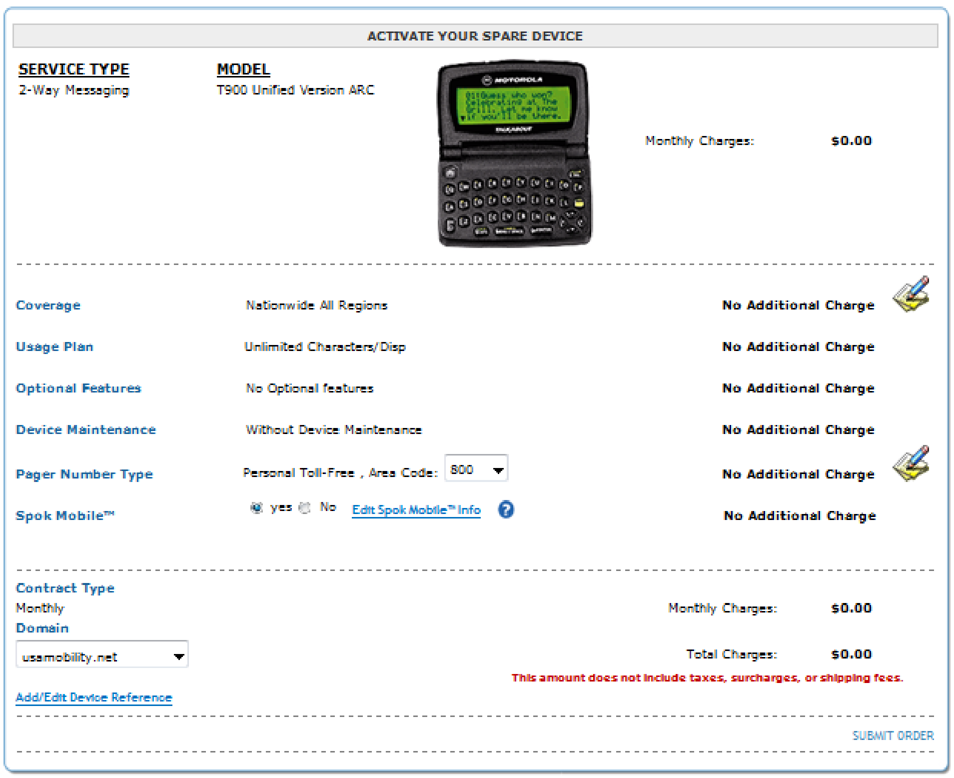
<< <PREV 1 NEXT> >> **Page 1 of 1 | Page#:** GO

CAPCODE	SERIAL NUMBER	SERVICE TYPE	FREQUENCY(MHZ)	MODEL
002126089	M0041400171	Text Messaging	929.6125	Advisor Elite Flex
003348969	M0039516345	Text Messaging	929.6125	Advisor Elite Flex
0019646818	36BBAQ4BRW	2-Way Messaging	940.0250	ST902 No Ticker v. 3
0019972106	36BBBN8CFT	2-Way Messaging	940.0250	ST902 No Ticker v. 3
9999999999	56ABXS5NQ5	2-Way Messaging	940.0250	T900 Refresh

<< <PREV 1 NEXT> >> **Page 1 of 1 | Page#:** GO

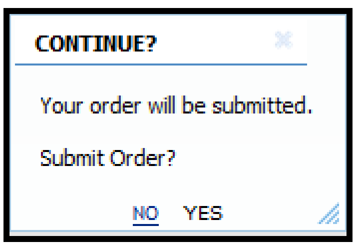
Click the MORE INFO icon to display the following tip for locating the capcode/serial number on the device.

Click on the capcode or serial number of the device you'd like to activate and you'll see a screen similar to what's displayed below where you will be able to select (if selection is permitted) the type of Coverage, Usage plan, Optional Features, Device Maintenance, Phone Number and Spok Mobile service preference. Remember, when activating a spare, My Account will send the device a test page so make sure that the new spare device has a battery in it and it's in the "on" position.

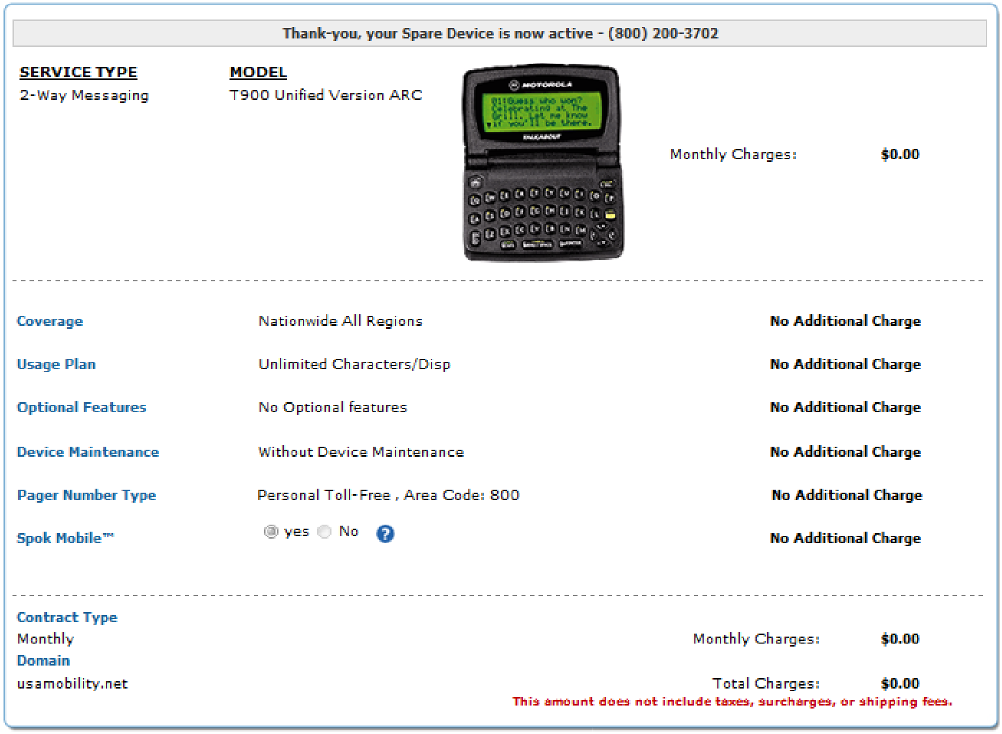


If Spok Mobile management is enabled for your account, the Spok Mobile selection option will display once the Pager Number has been selected. Click the **Edit Spok Mobile Info** link **Device Email** address for the user's Smart phone as shown below. Click **Add Spok Mobile** to continue or **CANCEL** to return to the **Activate Your Spare Device** page.

Once all available selections have been made, click **SUBMIT ORDER** to continue. You will be prompted to confirm activation of the device:

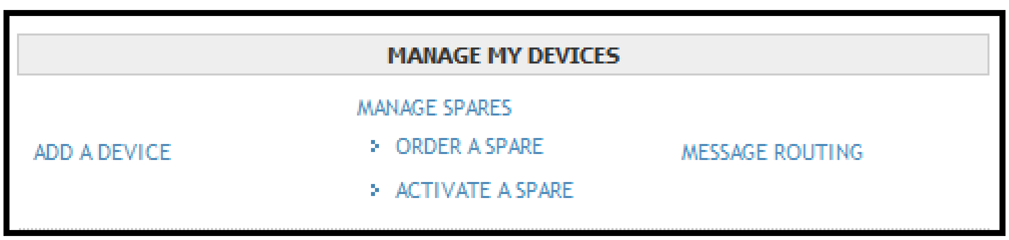


Select **NO** to remain on the activate spare device screen. Select **YES** to activate and send a test page to the device. The following confirmation screen will display the new pager phone number assigned to the device.

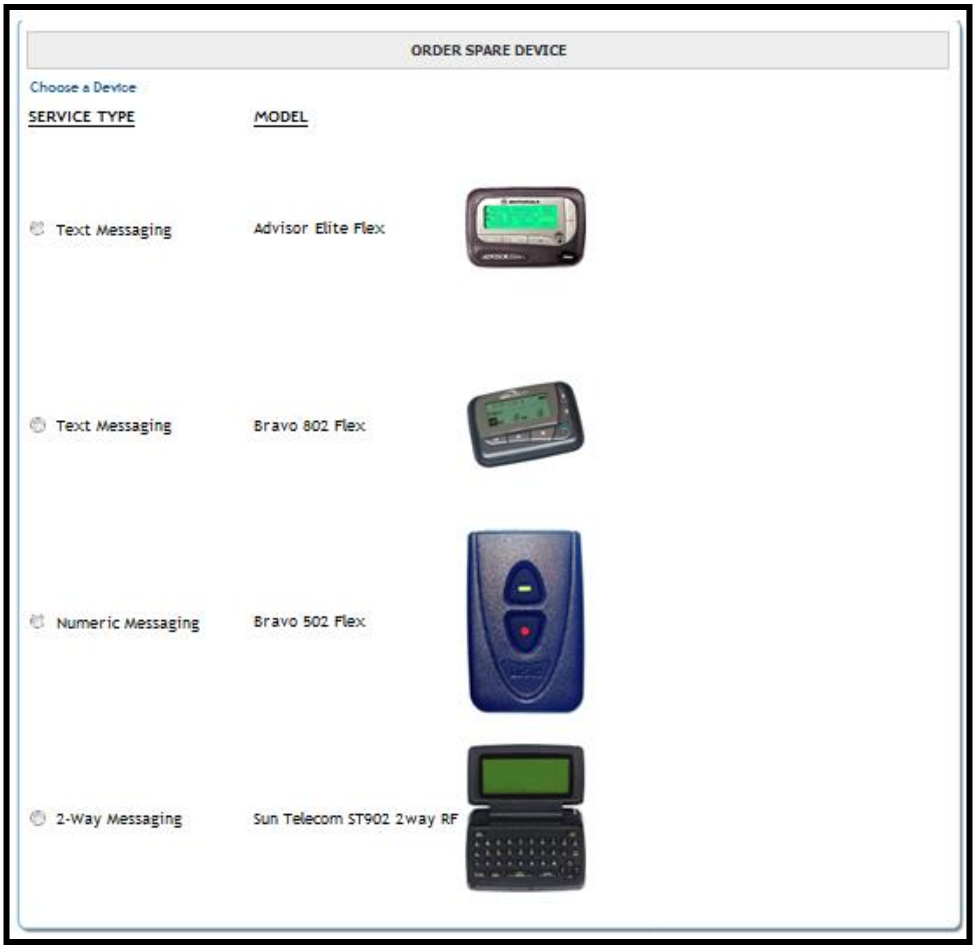


If Spok Mobile was selected for the new device, the user will receive an email with further instructions to download and register the Spok Mobile application on their Smartphone.

To order spares for your account, click the Order a Spare link.



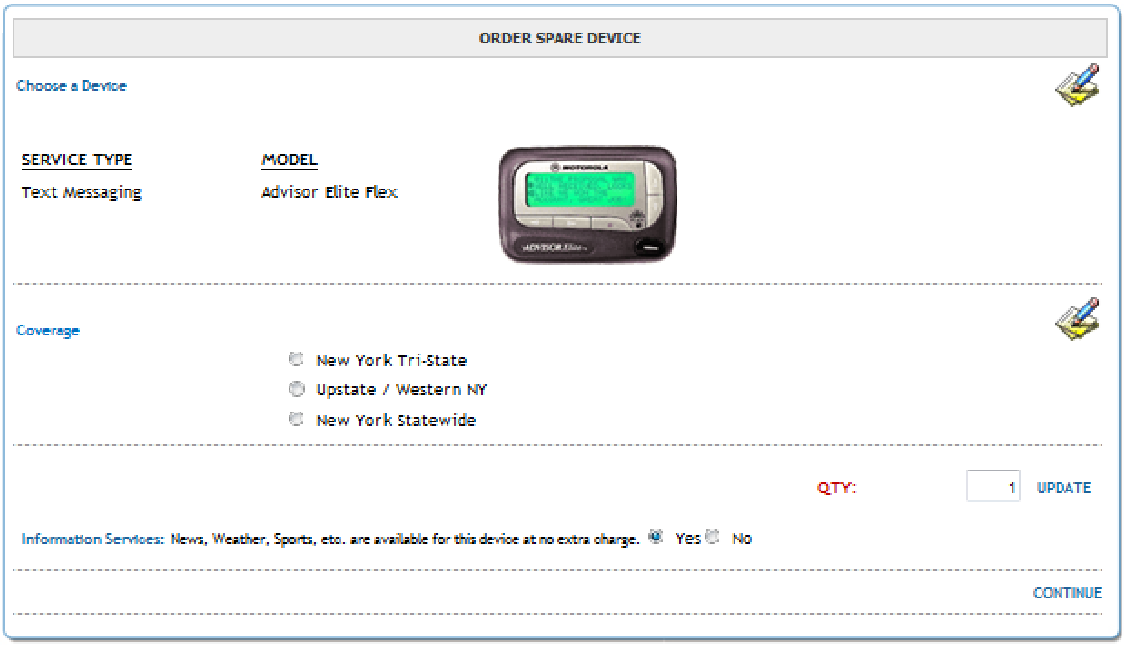
Select the messaging type/device model for the spare devices you intend to order. Depending on your contract with Spok, your options for spare devices may differ from those shown below:



In this example, we will order spare text messaging devices. Once the messaging type/device model is selected, a screen similar to the following will display.

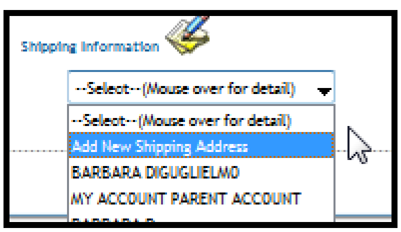
You may be prompted to select a coverage area for the spare device. **NOTE:** Coverage will not be assigned to the spare device, but is needed to ensure that the new device can be activated within the intended coverage area.

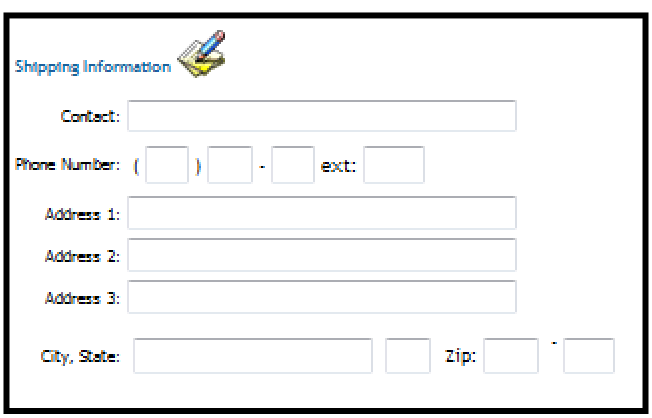
Enter the Quantity of units you wish to order and indicate whether you wish the devices to be programmed with Information Services.



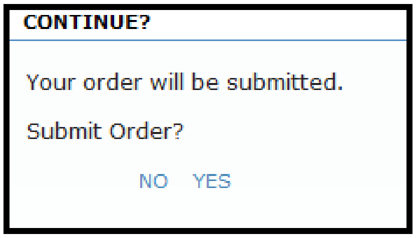
Click **CONTINUE** to proceed to Shipping Information. You may select from any previous shipping addresses saved to your account from the drop down menu or you may add a new shipping address for this order.

NOTE: Only physical addresses will be displayed, no post office boxes will be displayed.





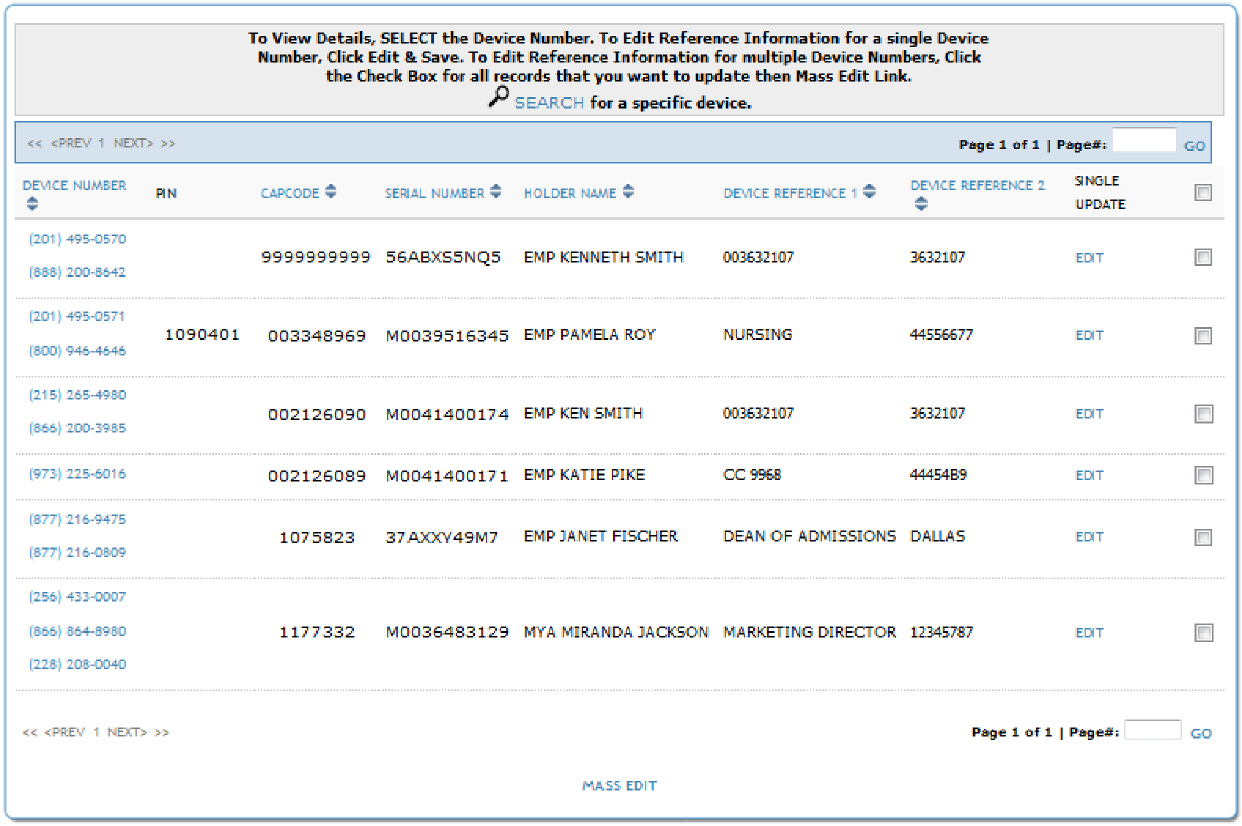
Once the Shipping address has been entered, click the **SUBMIT ORDER** link at the bottom right corner. You will be prompted to **Continue**:



Click **YES** to submit the order. A confirmation screen will display with the Order # as shown below:

View My Device(s)

In the View Devices menu option, you'll be able to view a complete list of all devices on your account as well as the device numbers, pin numbers (if applicable), capcodes, holder names, device reference #1 and device reference #2 (helpful to track cost centers, purchase order #s, department names, etc). Depending on the size of your account, it may be more convenient to use the Search options (located at the top of the page) or the Sort options for the following columns: Device Number, Capcode, Serial Number, Holder Name, Device Reference 1, and Device Reference 2.


To View Details, SELECT the Device Number. To Edit Reference Information for a single Device Number, Click Edit & Save. To Edit Reference Information for multiple Device Numbers, Click the Check Box for all records that you want to update then Mass Edit Link.
SEARCH for a specific device.

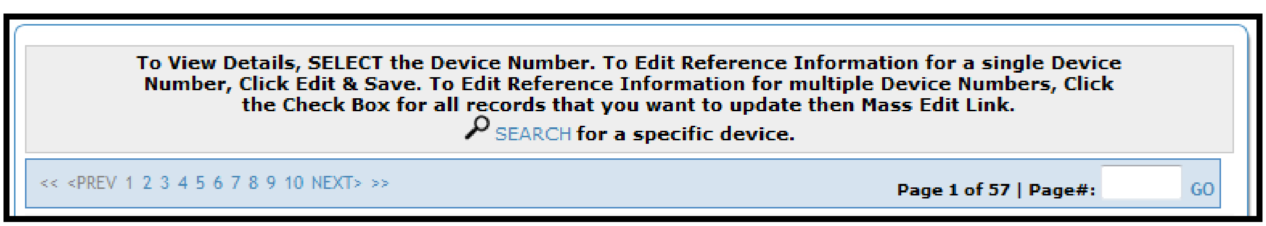
<< <PREV 1 NEXT> >> Page 1 of 1 | Page#: GO

DEVICE NUMBER	PIN	CAPCODE	SERIAL NUMBER	HOLDER NAME	DEVICE REFERENCE 1	DEVICE REFERENCE 2	SINGLE UPDATE	
(201) 495-0570 (888) 200-8642		9999999999	56ABXS5NQ5	EMP KENNETH SMITH	003632107	3632107	EDIT	
(201) 495-0571 (800) 946-4646	1090401	003348969	M0039516345	EMP PAMELA ROY	NURSING	44556677	EDIT	
(215) 265-4980 (866) 200-3985		002126090	M0041400174	EMP KEN SMITH	003632107	3632107	EDIT	
(973) 225-6016		002126089	M0041400171	EMP KATIE PIKE	CC 9968	44454B9	EDIT	
(877) 216-9475 (877) 216-0809		1075823	37AXXY49M7	EMP JANET FISCHER	DEAN OF ADMISSIONS	DALLAS	EDIT	
(256) 433-0007 (866) 864-8980 (228) 208-0040		1177332	M0036483129	MYA MIRANDA JACKSON	MARKETING DIRECTOR	12345787	EDIT	

<< <PREV 1 NEXT> >> Page 1 of 1 | Page#: GO

MASS EDIT

NOTE: Up to 100 devices, if applicable, will be displayed per screen. If multiple screens exist for the device list, the page navigation at the top and bottom of screen will display as shown below. Select **PREV** or **NEXT** to scroll the page navigation links displayed to the next set of 10 or you may jump directly to a page number by entering the **Page#** and clicking the **GO** link.



Sort By Device Number

Clicking on **Device Number** will sort all records by area code. (If multiple numbers exist per device, records will sort using primary pager number.)

Sort By Capcode
Clicking on **Capcode** will sort all records in numerical order.

Sort By Serial Number
Clicking on **Serial Number** will sort all records in numerical order.

Sort By Holder Name.
Clicking on **Holder Name** will sort all records alphabetical order

Sort By Device Reference 1.
Clicking on **Device Reference 1** will sort all records in alphabetical order

Sort By Device Reference 2.
Clicking on **Device Reference 2** will sort all records in alphabetical order.

Print Records
The user can print a list of the devices assigned to an account by selecting the **Print Icon**. A window with the records to be printed will be launched as shown below. Click the link in the upper left corner to open the print dialogue window. When printing is completed you may close the print browser window to return to the View Devices screen.

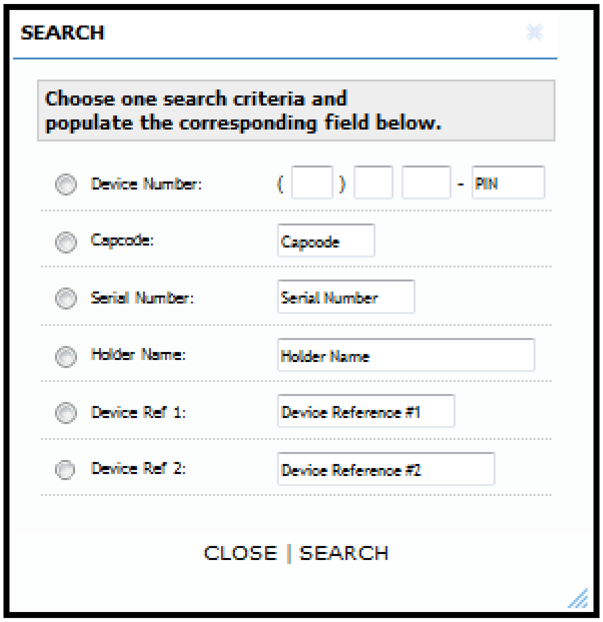
CLICK HERE TO PRINT THIS PAGE

View Devices Account Number: 205891 Name: EMP ACCOUNT TESTING ONLY!

Page 1 of 1

DEVICE NUMBER	PIN	CAPCODE	SERIAL NUMBER	HOLDER NAME	DEVICE REFERENCE 1	DEVICE REFERENCE 2
(201) 495-0570 (888) 200-8642		9999999999	56ABXS5NQ5	EMP KENNETH SMITH	003632107	3632107
(201) 495-0571 (800) 946-4646	1090401	0003348969	M0039516345	EMP PAMELA ROY	NURSING	44556677
(215) 265-4980 (866) 200-3985		0002126090	M0041400174	EMP KEN SMITH	003632107	3632107
(973) 225-6016		0002126089	M0041400171	EMP KATIE PIKE	CC 9968	44454B9
(877) 216-9475 (877) 216-0809		0001075823	37AXXY49M7	EMP JANET FISCHER	DEAN OF ADMISSIONS	DALLAS
(256) 433-0007 (866) 864-8980 (228) 208-0040		0001177332	M0036483129	MYA MIRANDA JACKSON	MARKETING DIRECTOR	12345787

Click the prompt **SEARCH** to locate a specific device using the following search window.



This feature will allow you to search for a specific device by *Device number*, *PIN number*, *Capcode, Serial Number* or *Holder Name.*

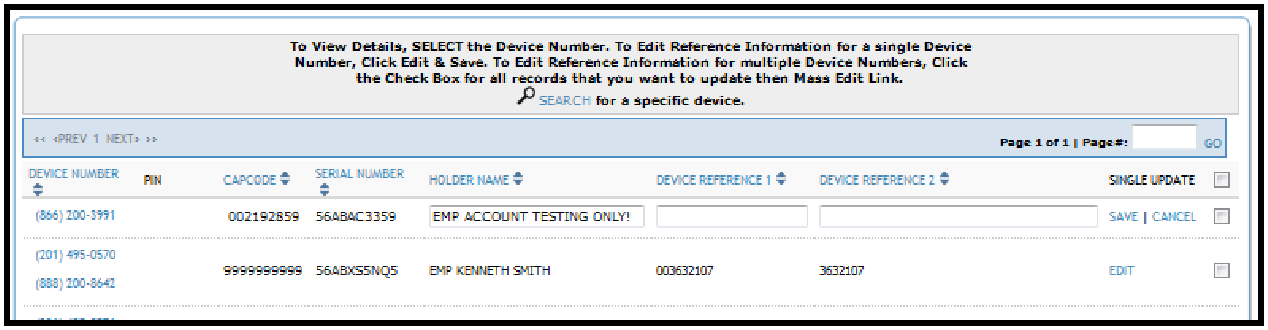
- When conducting a search by *device number*, the user can search by the area code, prefix, suffix, PIN or a combination of all four.
- When conducting a search by *Holder name*, the user must enter the *holder's* name. (Partial matches for records that BEGIN with the entered value will display.)
- When conducting a search for a device by *Capcode* the search field will allow up to 10 digits in length.
- When conducting a search for a device by *Serial Number* the search field will allow up to 15 characters in length.
- When conducting a search for a device by *Device Ref 1* the search field will allow up to 20 characters in length.
- When conducting a search for a device by *Device Ref 2* the search field will allow up to 40 characters in length.

You can enter search information into a specific field to conduct a search for specific unit(s). Click on **'**Search**'** to begin the search process.

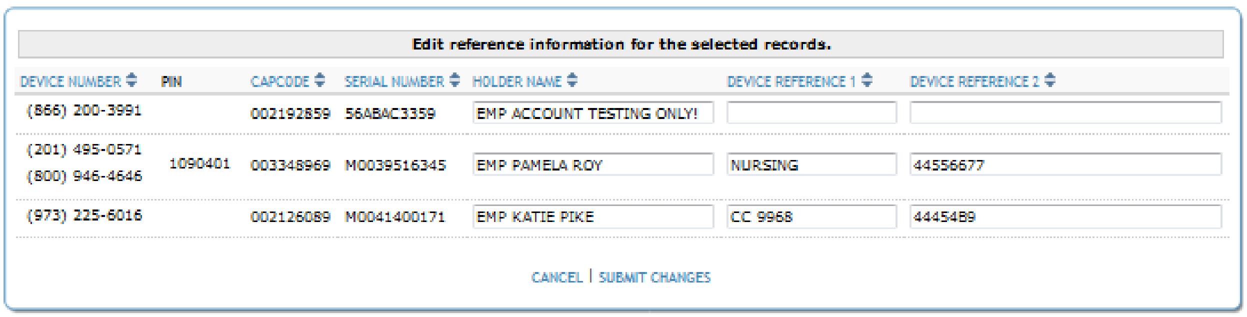
Edit Device Info

To modify data in the Holder Name, Device Reference 1 or Device Reference 2 columns, you may either select a single device to edit or multiple devices for "mass edit". In order to minimize potential errors, a "mouse over" tooltip has been added for these fields during edit mode to indicate any specific format or data requirements (device reference field masking) established for the account.

- **Single Update:** Click the EDIT link to the right of the single line item to be modified. The Holder, Device Reference 1 and Device Reference 2 fields will become accessible for modification as shown below. Click the SAVE link to keep the updates. Click **CANCEL** to return to the View Devices screen without saving changes.

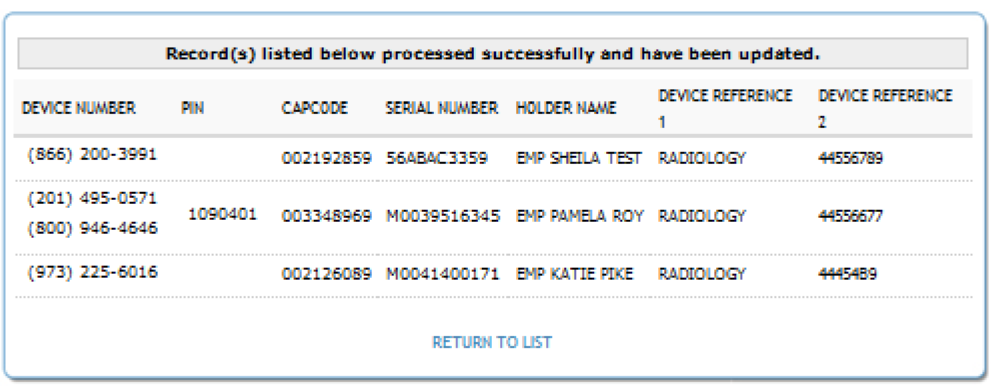


- **Mass Edit:** Select the devices to be updated by clicking the check boxes to the right of each device to be updated - OR – select the checkbox found to the immediate right of the column header for SINGLE UPDATE to select ALL records on the page. Click the MASS EDIT link at the bottom of the screen. The records selected for update will be displayed with the Holder, Device Reference 1 and Device Reference 2 fields accessible for modification as shown below.



You may select **CANCEL** to go back to the VIEW DEVICES screen without saving any changes.

Click **Submit Changes** once all updates are complete. A confirmation screen with all of the updated devices will display.

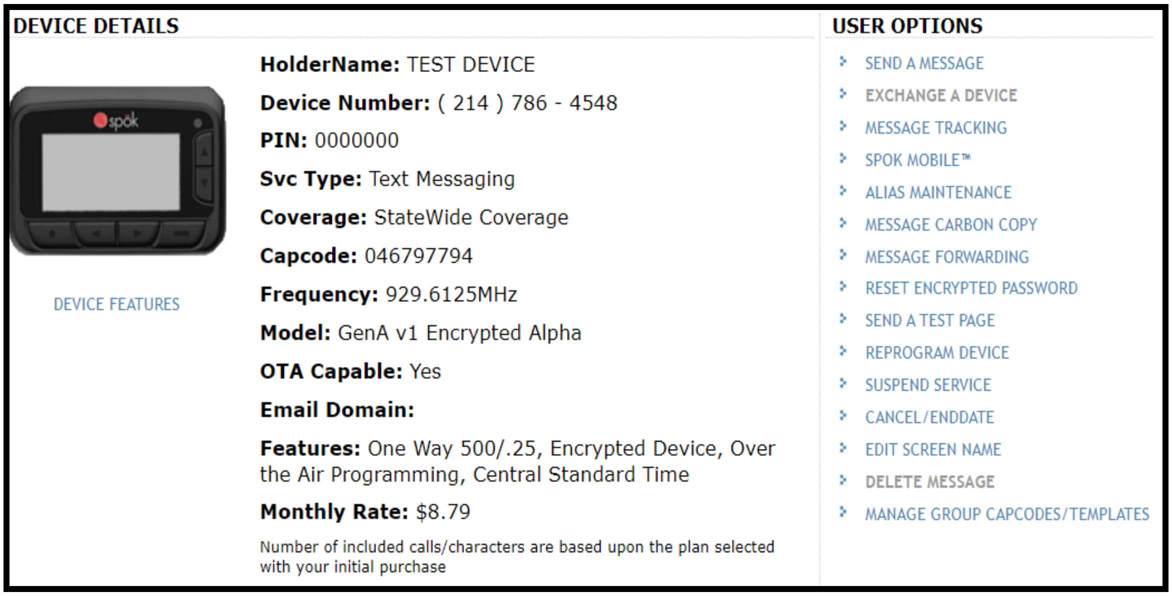


Click **RETURN TO LIST** at the bottom of the display to return to the **VIEW DEVICES** screen.

NOTE: During Device Info Edit, a warning message prompt will appear when the current My Account session is about to expire. Select Y to reset the session timer for an additional 30 minutes. Not responding or selecting N will allow session to expire; you will need to log back in and rekey any changes.

Device Detail User Options

From the View My Devices option, you can click on a device telephone number to view the device detail screen as shown below with specifics for that device.

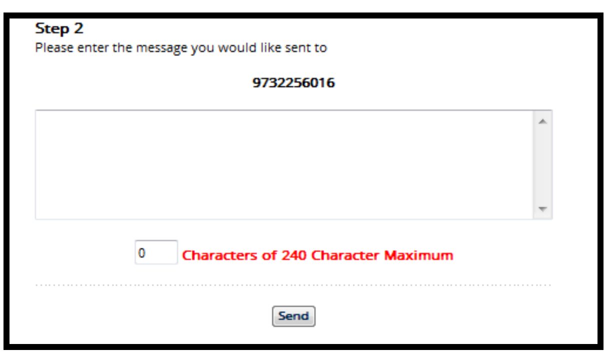


You may select a transaction to process for this specific device from the USER OPTIONS listed on this screen. Further details for each option are below.

NOTE: Any option for which the specific device or account/login is not eligible will appear as inactive (grayed out).

<u>**USER OPTIONS**</u>

Send a Message

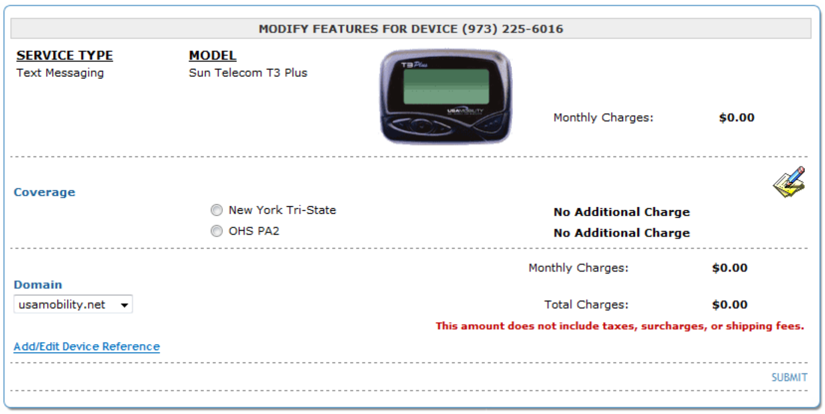


Exchange a Device

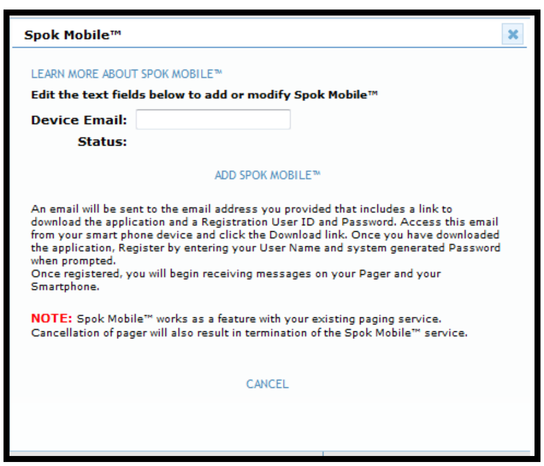
Click here to view further instructions for processing an exchange within this guide.

Modify Features

By selecting Modify Features, you will be able to modify/update specific package options for the device. The screen display will guide you through the selection of available package options for the selected device. Options for selection may include one or more of the following: Coverage, Usage Plan, Optional Features, Device Maintenance and/or Pager Number type.

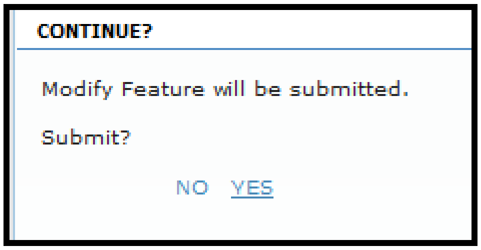


If Spok Mobile management is enabled for your account, the Spok Mobile selection option will display once the Pager Number has been selected. Click the **Edit Spok Mobile Info** link to enter **Device Email** address for the user's Smart phone as shown below. Click **Add Spok Mobile** to continue or **CANCEL** to return to the **Activate Your Spare Device** page.



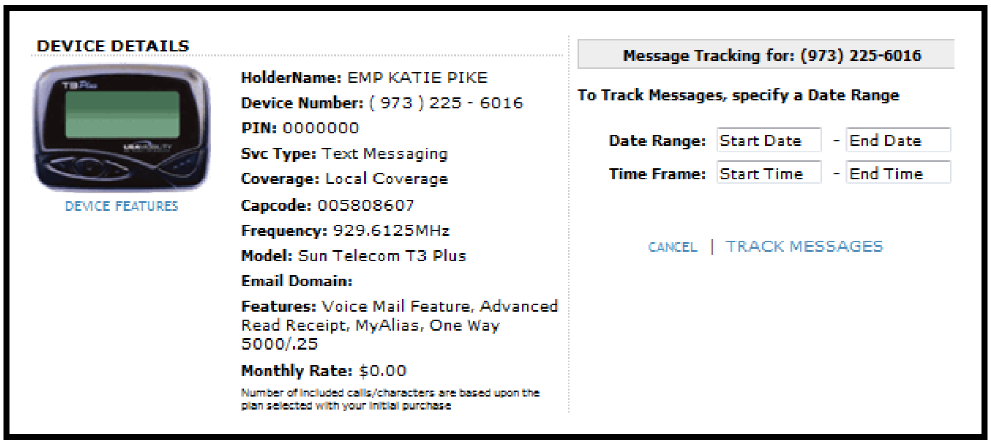
Once all package selections have been made, click **SUBMIT** to save your changes.

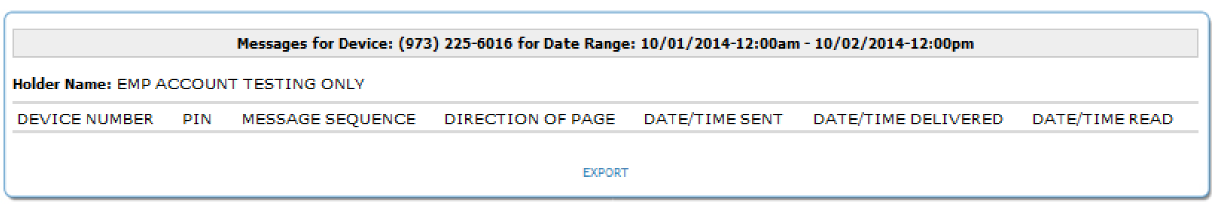
Click **Yes** to complete the transaction or **No** to return to the previous page.



Message Tracking

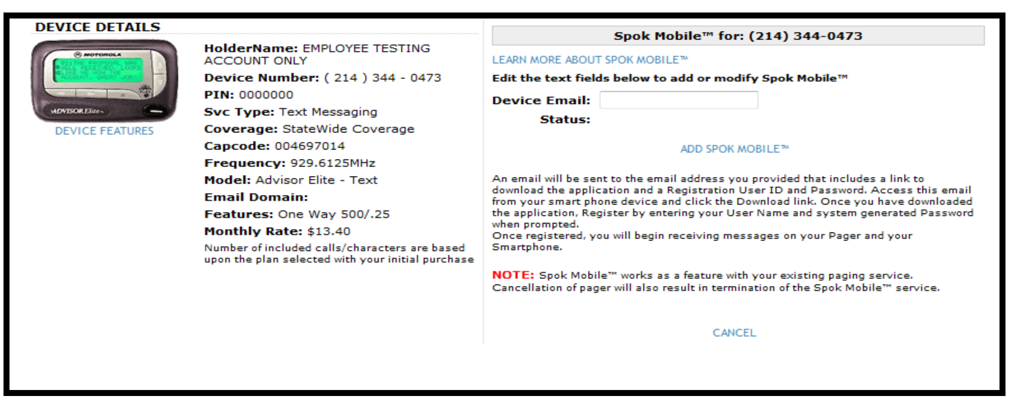
Click Here to view further instructions regarding Message Tracking within this guide.





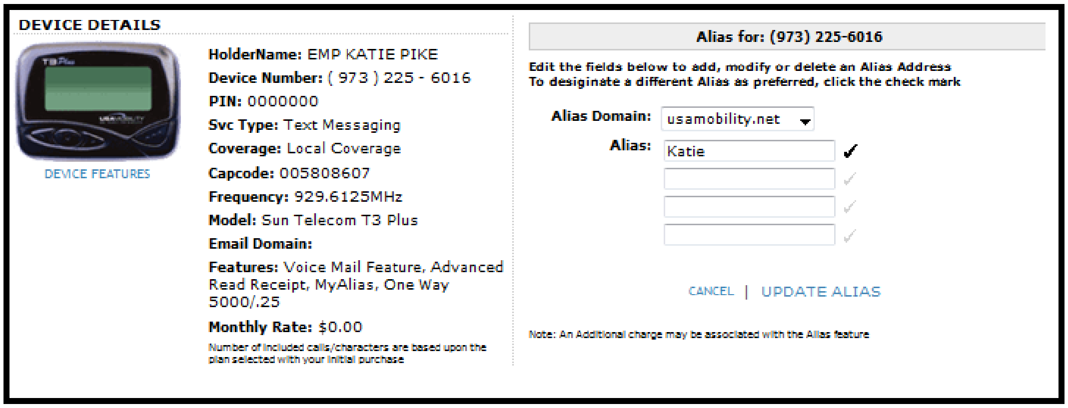
Spok Mobile

Click Here to view further instructions regarding Spok Mobile within this guide.



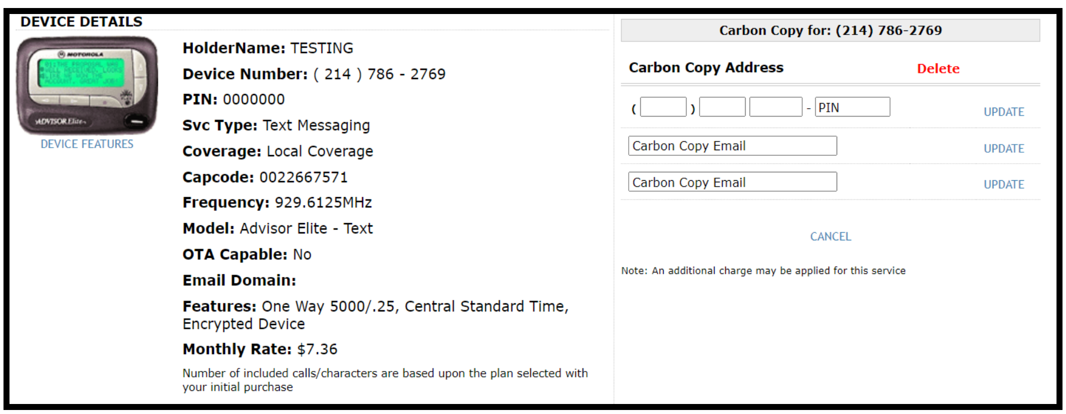
Alias Maintenance

Click Here to view further instructions regarding Alias Maintenance within this guide.



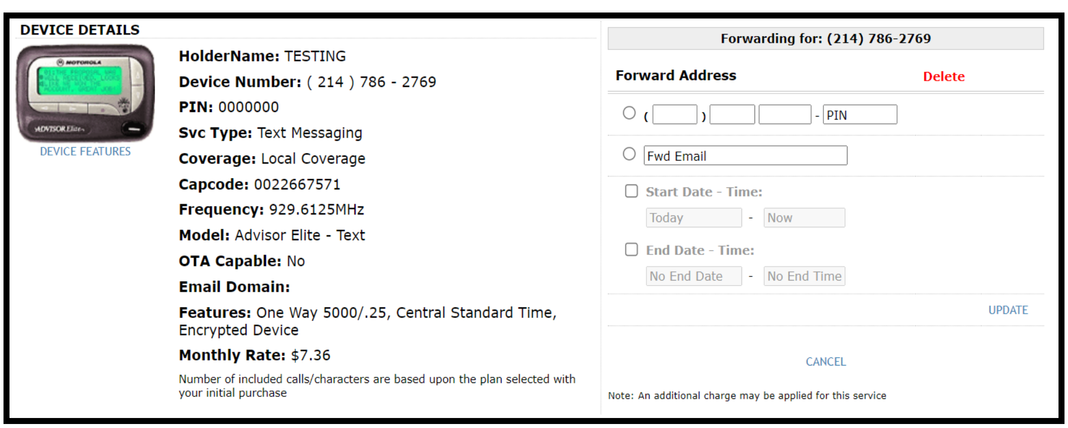
MSG Carbon Copy

Click Here to view further instructions regarding MSG Carbon Copy within this guide.



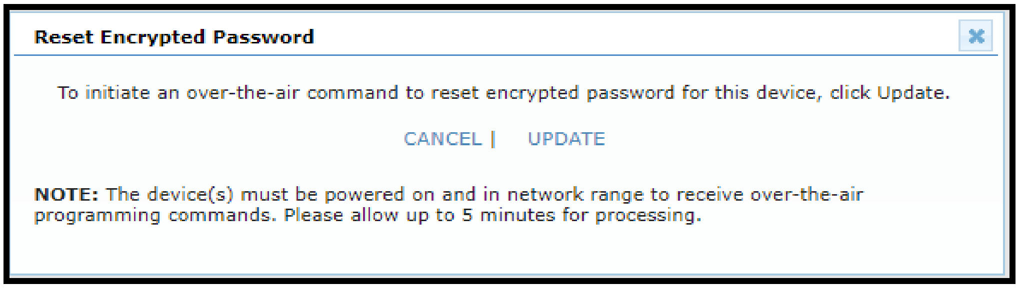
MSG Forwarding

Click Here to view further instructions regarding Message Forwarding within this guide.

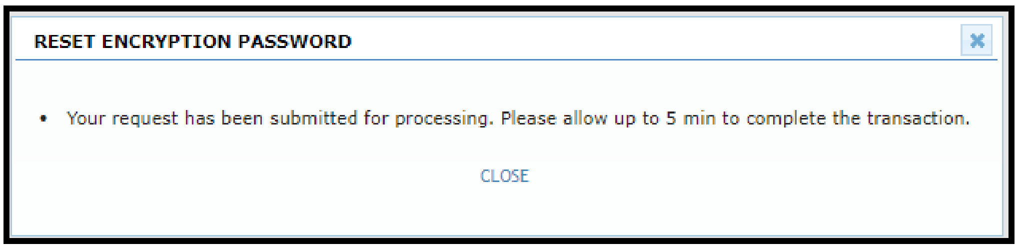


Reset Encrypted Password

This option will submit a request to the device to clear the encrypted password.

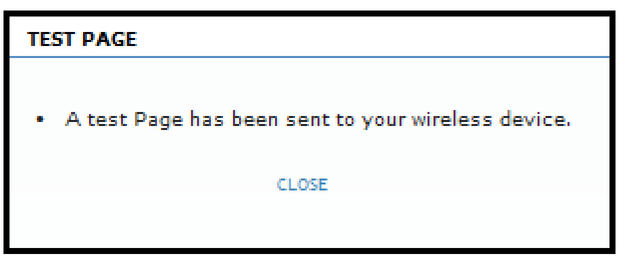


Select **UPDATE** to submit the reset password request.



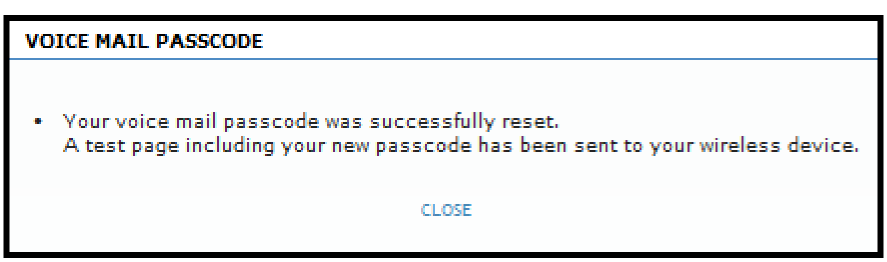
Send a Test Page

This option will send a system generated test to the device. **NOTE:** Test pages do NOT count against the device's monthly call allowance.



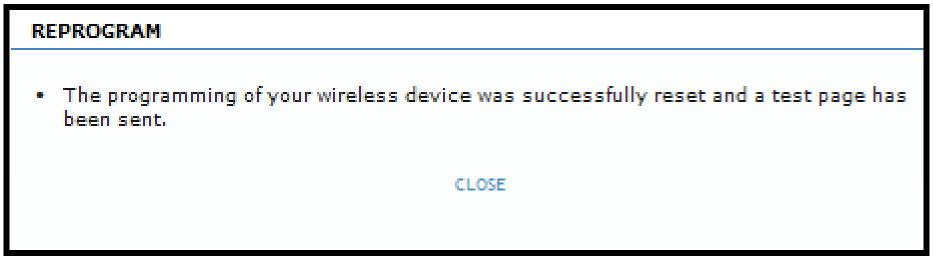
Reset Voicemail Passcode

This option will reset the existing voicemail passcode to a random 4 digit code that is ONLY sent to the device. **NOTE:** Spok employees cannot retrieve the new passcode in the event the device is turned off or otherwise unable to receive the message.



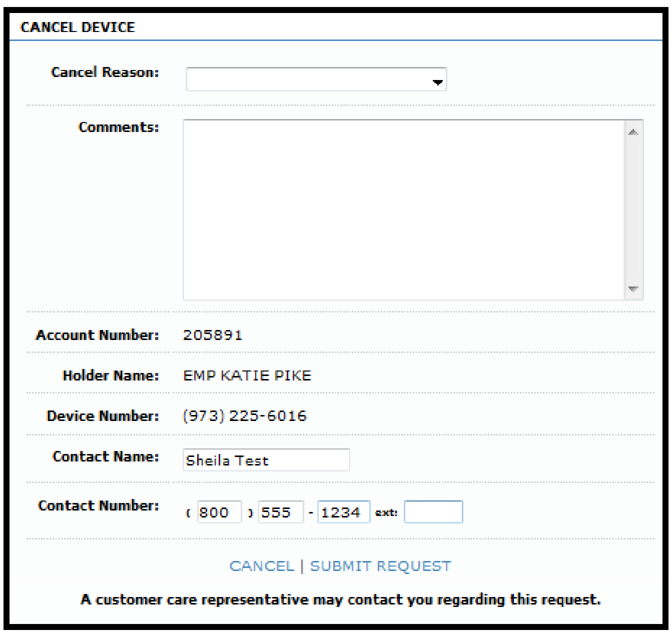
Reprogram Device

This option will refresh the programming of the device on the Spok wireless network and will send a test page to the device.

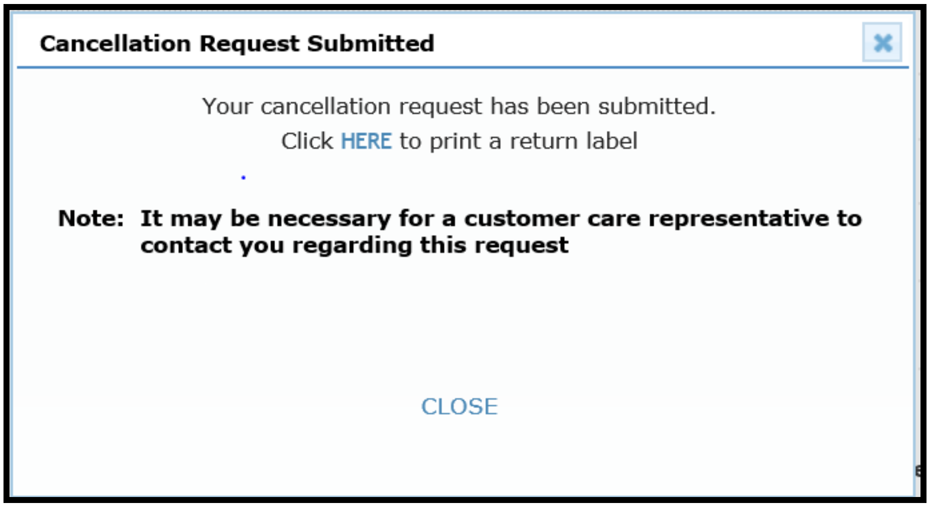


Cancel Device

This option may be used to submit a request to the Spok support team to process deactivation of the device.   Select the cancel reason from the drop down menu. Ensure the contact name and number is accurate in case we need to contact you for more information.

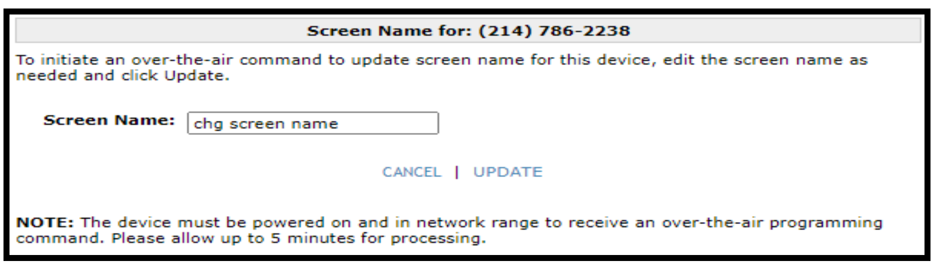


Click on the “Click HERE to print a return label” to access the Return Label Instructions and the Device Return Form.



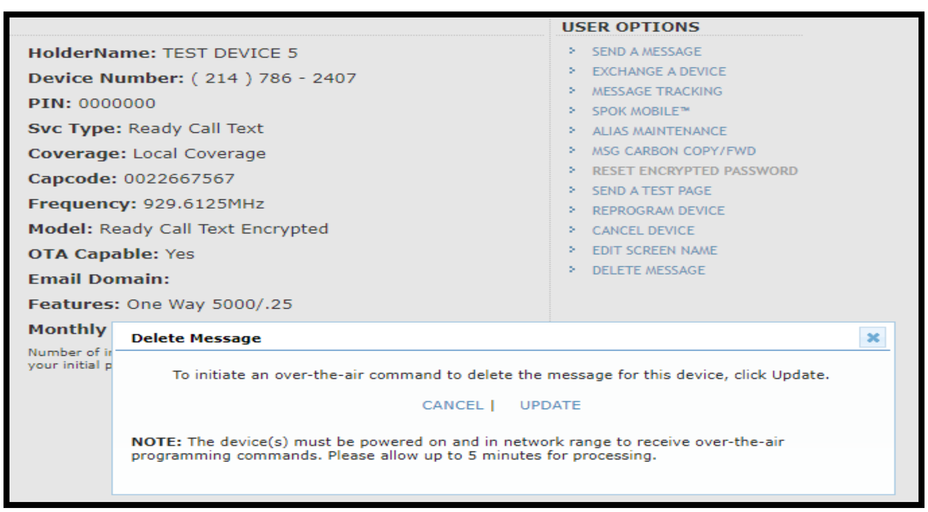
Edit Screen Name

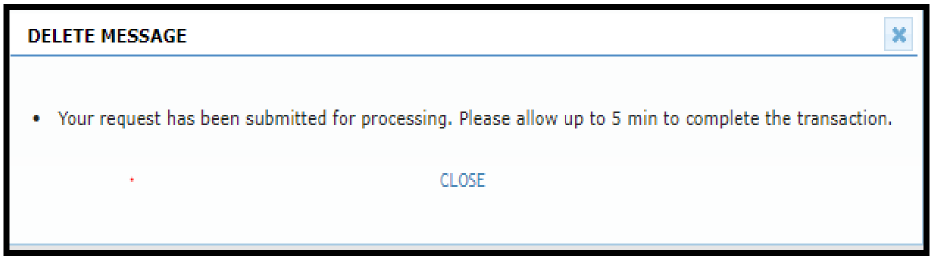
This option allows the device screen name to be remotely updated. This option is only available for GenA and ReadyCall Text.



Delete Message

This option allows the message in the device to be remotely deleted. This option is only available for ReadyCall Text.





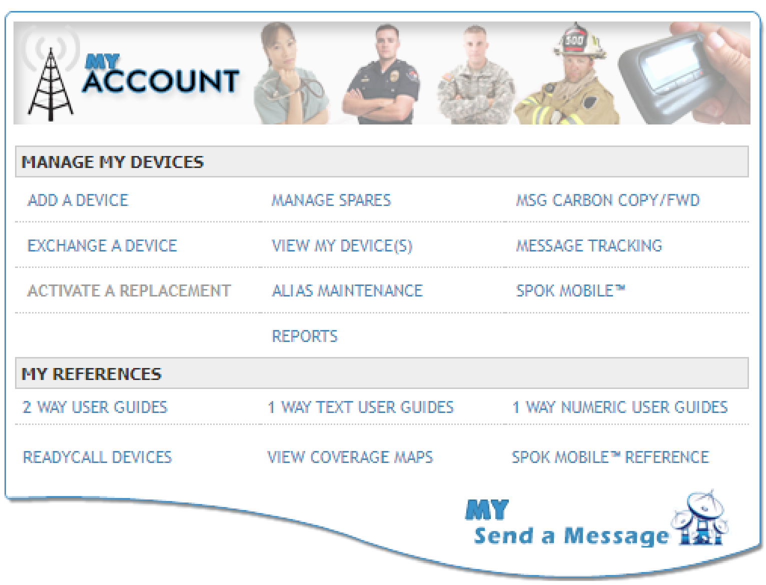
Alias Maintenance

Will allow you to substitute the numeric portion of a wireless device's email (domain) address (i.e., 8005551212@archwireless.net , 8005551212@my2way.com, 8005551212@usamobility.net or 8005551212@airmessage.net) with text (i.e., name@archwireless.net, name@my2way.com, name@usamobility.net or name@airmessage.net). The phone number portion is still active but the text email address may be easier to remember.

This function provides the ability to view and maintain the device domain and up to four (4) usernames (aliases) for the devices (domain specific) within the My Account application.

The alias cannot be duplicated within any of the following SPOK company domain address: archwireless.net, my2way.com, airmessage.net and usamobility.net. While usamobility.net is the default domain, you may select a different domain from the domain drop down menu when editing the alias for a device.

Select the Alias Maintenance menu option



The screen will display up to 100 device numbers.

To Edit Alias Name for a single Device Number, Click Edit & Save. To Edit Alias Name for Multiple Device Numbers, Click the Check Box for all records that you want to update then Mass Edit Link.

SEARCH **for a specific device.**

<< <PREV 1 NEXT> >> **Page 1 of 1 | Page#:** GO

DEVICE NUMBER	PIN	CAPCODE	HOLDER NAME	ALIAS DOMAIN	ALIAS	SINGLE UPDATE	☐
(866) 200-3991		002192859	EMP SHEILA TEST	usamobility.net		EDIT	☐
(201) 495-0570		9999999999	EMP KENNETH SMITH	usamobility.net		EDIT	☐
(888) 200-8642		9999999999	EMP KENNETH SMITH	usamobility.net		EDIT	☐
(201) 495-0571		003348969	EMP PAMELA ROY	usamobility.net		EDIT	☐
(800) 946-4646	1090401	003348969	EMP PAMELA ROY	usamobility.net		EDIT	☐
(215) 265-4980		002126090	EMP KEN SMITH	usamobility.net	testing999 ✔	EDIT	☐
(866) 200-3985		002126090	EMP KEN SMITH			EDIT	☐
(973) 225-6016		002126089	EMP KATIE PIKE	usamobility.net	Katie ✔	EDIT	☐
(877) 216-9475		1075823	EMP JANET FISCHER	usamobility.net		EDIT	☐
(877) 216-0809		1075823	EMP JANET FISCHER	usamobility.net		EDIT	☐
(256) 433-0007		1177332	MYA MIRANDA JACKSON			EDIT	☐
(866) 864-8980		1177332	MYA MIRANDA JACKSON			EDIT	☐
(228) 208-0040		1177332	MYA MIRANDA JACKSON			EDIT	☐

<< <PREV 1 NEXT> >> **Page 1 of 1 | Page#:** GO

MASS EDIT

Sort By Device Number

Clicking on **Device Number** will sort all device numbers by area code.

Sort By Capcode

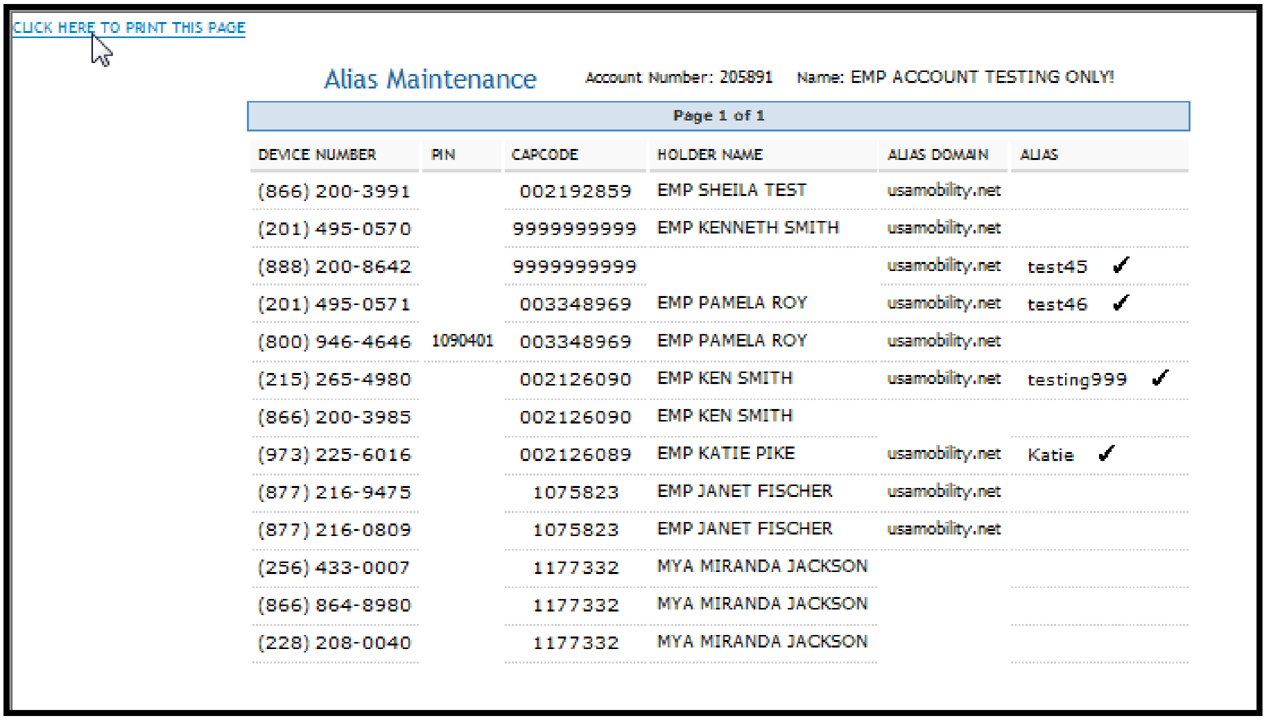
Clicking on **Capcode** will sort all capcodes for the devices in numerical order.

Sort By Holder Name.

Clicking on **Holder Name** will sort all Holder names in alphabetical order

Print Records

The user can print a list of the devices assigned to an account by selecting the **Print Icon**. A window with the records to be printed will be launched as shown below. Click the link in the upper left corner to open the print dialogue window. When printing is completed you may close the print browser window to return to the View Devices screen.



CLICK HERE TO PRINT THIS PAGE

Alias Maintenance Account Number: 205891 Name: EMP ACCOUNT TESTING ONLY!

Page 1 of 1

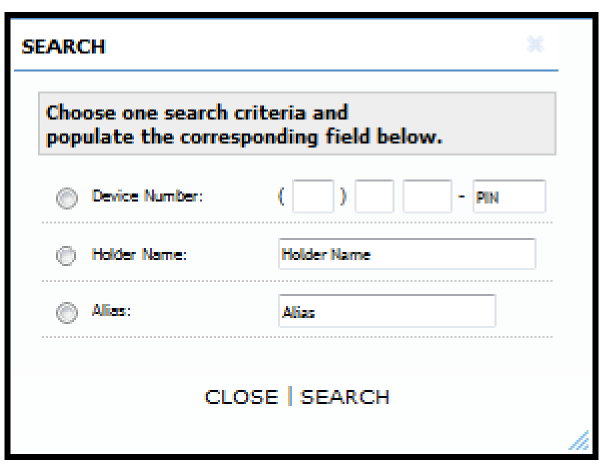
DEVICE NUMBER	PIN	CAPCODE	HOLDER NAME	ALIAS DOMAIN	ALIAS
(866) 200-3991		002192859	EMP SHEILA TEST	usamobility.net	
(201) 495-0570		9999999999	EMP KENNETH SMITH	usamobility.net	
(888) 200-8642		9999999999		usamobility.net	test45 ✓
(201) 495-0571		003348969	EMP PAMELA ROY	usamobility.net	test46 ✓
(800) 946-4646	1090401	003348969	EMP PAMELA ROY	usamobility.net	
(215) 265-4980		002126090	EMP KEN SMITH	usamobility.net	testing999 ✓
(866) 200-3985		002126090	EMP KEN SMITH		
(973) 225-6016		002126089	EMP KATIE PIKE	usamobility.net	Katie ✓
(877) 216-9475		1075823	EMP JANET FISCHER	usamobility.net	
(877) 216-0809		1075823	EMP JANET FISCHER	usamobility.net	
(256) 433-0007		1177332	MYA MIRANDA JACKSON		
(866) 864-8980		1177332	MYA MIRANDA JACKSON		
(228) 208-0040		1177332	MYA MIRANDA JACKSON		

Search

To search for a specific alias by Device number, Device Number plus PIN, Holder Name, **or** Alias, choose the "Click here" prompt and insert the search criteria.

Search requirements:

- Select and enter only one criterion for each search.
- When searching by the device number, the number must be a complete (10 digit) device number.
- When searching by the device number plus PIN, the number must be a complete (10 digit) number plus PIN.

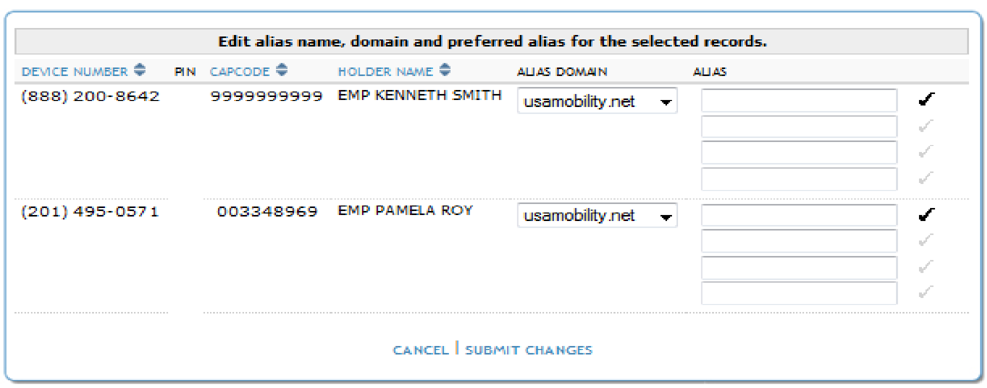


NOTE: During Alias Edit, a warning message prompt will appear when the current My Account session is about to expire. Select Y to reset the session timer for an additional 30 minutes. Not responding or selecting N will allow session to expire; you will need to log back in and rekey any changes.

You may either select a single device to edit or multiple devices for "mass edit" of the device domain or alias(s). If one or more aliases are assigned to a device, one alias must be selected as the "preferred" alias. The preferred alias will be indicated by the black check mark as seen in the illustration below. To change the preferred alias, simply click the check mark next to the intended alias.

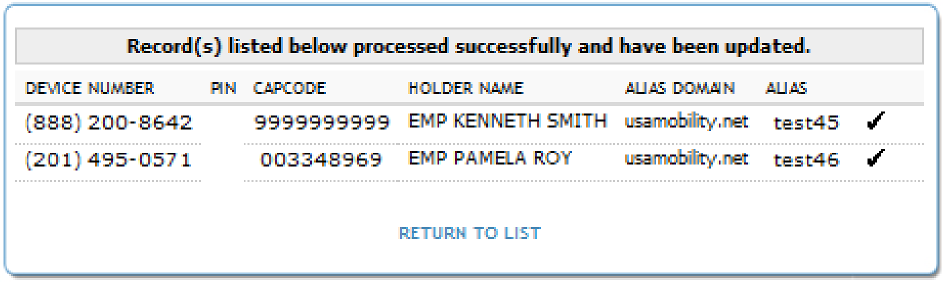
- **Single Update:** Click the EDIT link to the right of the single line item to be modified. The domain and 4 alias fields will become accessible for modification as shown below. Click the SAVE link to retain the updates. Click **CANCEL** to return to the View Devices screen without saving changes.

- **Mass Edit:** Select the devices to be updated by clicking the checkboxes to the right of each device to be selected for update - OR – select the checkbox found to the immediate right of the column header for SINGLE UPDATE to select ALL records on the page. Click the MASS EDIT link at the bottom of the screen. The records selected for update will be displayed with the domain and 4 alias fields accessible for modification as shown below.



You may select **CANCEL** to go back to the VIEW DEVICES screen without saving any changes.

Click Submit Changes once all updates are complete. A confirmation screen with all of the updated devices will display. Click RETURN TO LIST to go back to Alias Maintenance.



Record(s) listed below processed successfully and have been updated.

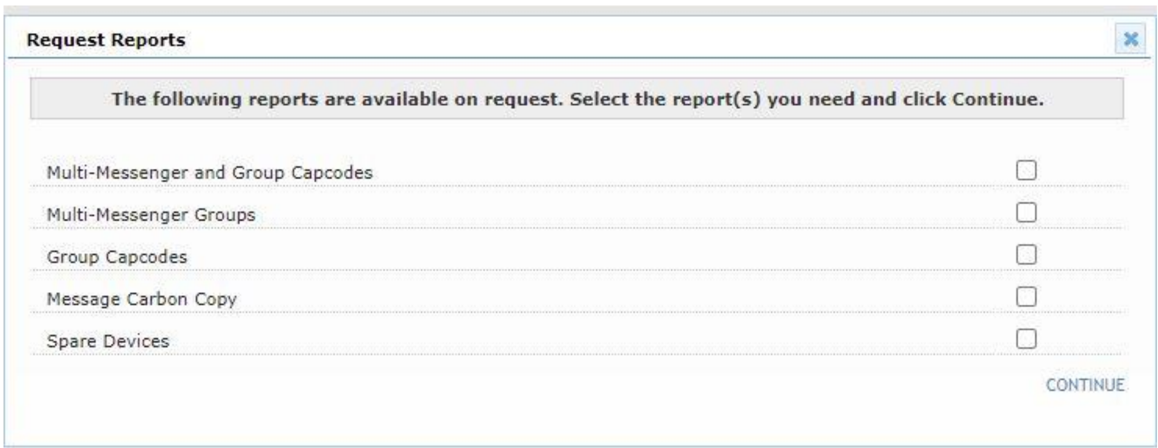
DEVICE NUMBER	PIN	CAPCODE	HOLDER NAME	ALIAS DOMAIN	ALIAS	
(888) 200-8642		9999999999	EMP KENNETH SMITH	usamobility.net	test45	✓
(201) 495-0571		003348969	EMP PAMELA ROY	usamobility.net	test46	✓

RETURN TO LIST

Reports

The **Reports** option will be accessible to authorized users from the main menu.

Click on **Reports** to display reports that are available on request.



Multi-Messenger and Group Capcodes

This report includes Multi-Messenger groups and Group Capcode groups related to your account.

Multi-Messenger Groups

This report includes Multi-Messenger groups related to your account.

Group Capcodes

This report includes Group Capcode groups related to your account.

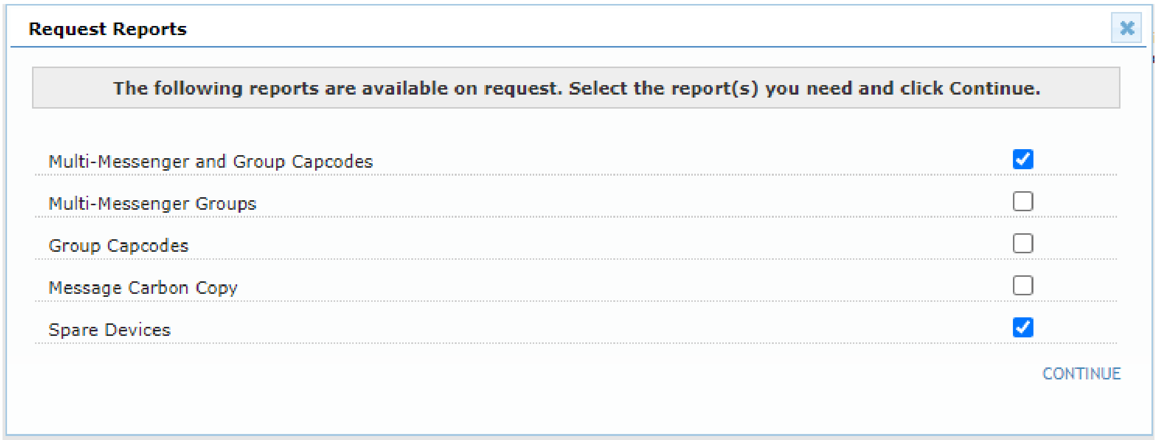
Message Carbon Copy

This report includes Message Carbon Copy related to your account.

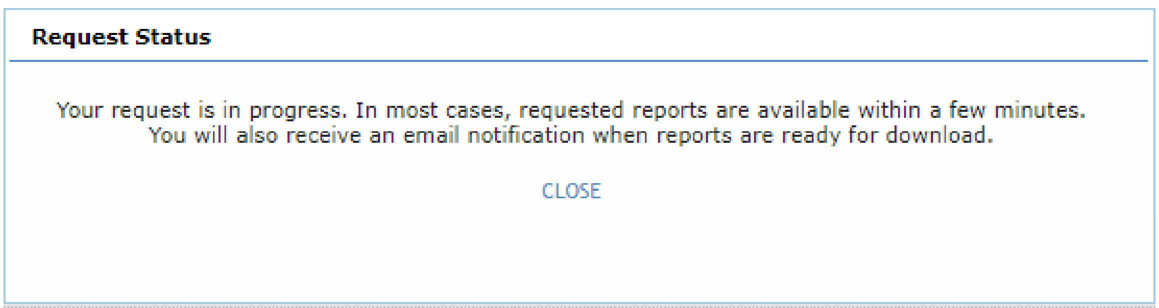
Spare Devices

This report includes spare devices related to your account.

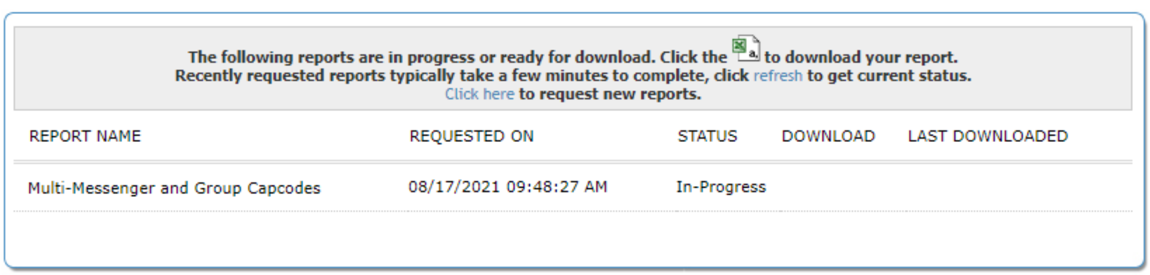
To request report(s), click the checkbox beside the report(s) and click **Continue**.



The confirmation window will display, the email address associated with your login id will default. To have the email sent to a different address, input the address in the email field and select **Submit**. The report(s) will be submitted.

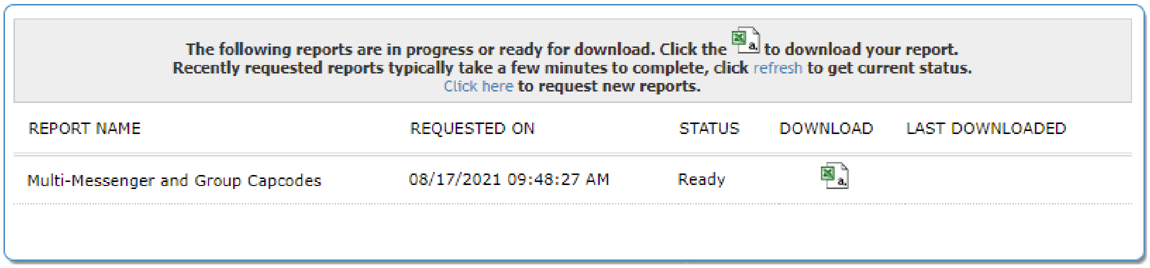


Select **CLOSE**, you will be taken to the Reports page. The requested report(s) and status information will display.

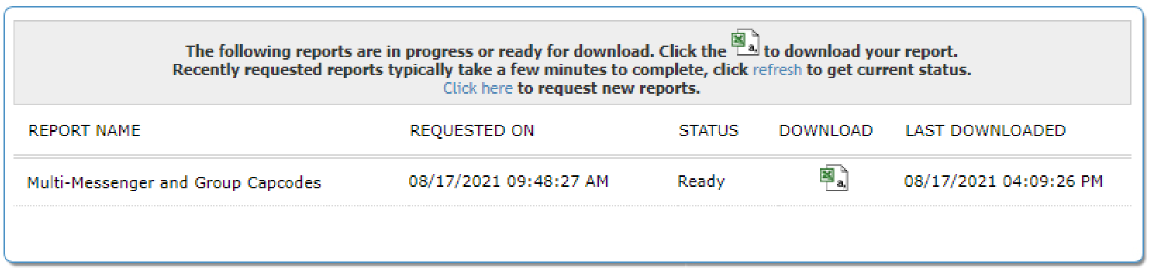


You will receive an email at the address entered when the report is available to download. Follow the instructions in the email to download the report.

> **NOTE**: Recently requested reports typically take a few minutes to complete. At any time click **refresh** to get the current status of the report.

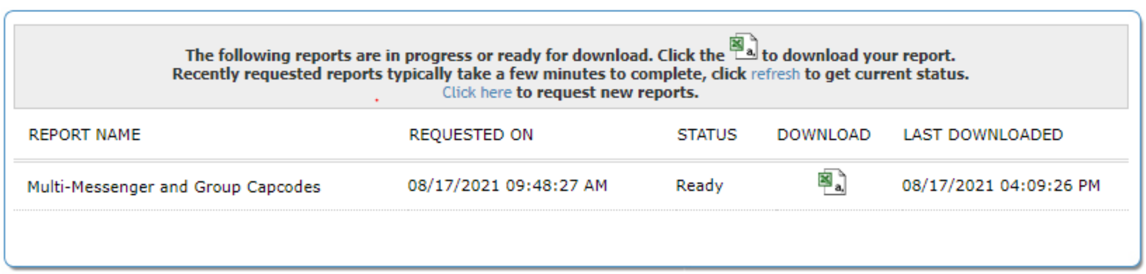


Once the report status is **Ready**, click on the icon in the download column to download the report. The Last Downloaded Date and Time will be updated.



To request a new report select **Click here**. The Request Report(s) list will display. Follow the instructions above to request and download the report.

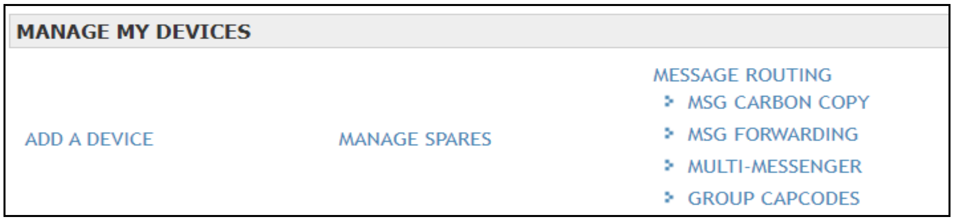
Accounts that have previously requested report(s) will see the page shown below when **Reports** is selected from the Main Menu.



NOTE: Requested reports will be available for download for seven days, after that time the report(s) will no longer display in the report list.

Message Routing

The **MESSAGE ROUTING** option will be accessible to authorized users from the main menu. Click on the MESSAGE ROUTING link to access the Message Carbon Copy, Message Forwarding, Multi-Messenger group management and Group Capcodes options as shown below.



Message Carbon Copy

This option will allow you to have practically any of your wireless device's messages copied to another wireless device or an email address (note – there are some exceptions, please speak with Customer Support to determine if there are units on your account not capable of this service). Selecting MSG Carbon Copy will display a listing of all devices that are eligible for this service.

NOTE: Spok Mobile is not eligible for Message Carbon Copy.

To update Message Carbon Copy,
select the Modify link below for the device number you want to change.
SEARCH **for a specific device.**

Note:"ON" indicates that messages are currently being Carbon Copied to the designated address. "Inactive" in the MSG Cc column indicates that although carbon copy address exists, messages are currently NOT being copied to the Cc address because Message Forwarding is enabled. "OFF" indicates that secondary address for Carbon Copy does not exist.

<< <PREV 1 NEXT> >> **Page 1 of 1 | Page#:** GO

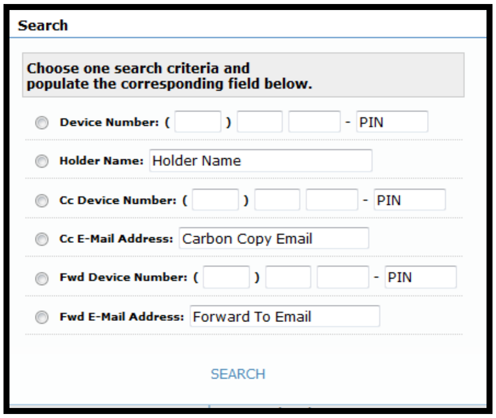
DEVICE NUMBER	PIN	HOLDER NAME	MSG CC	ACTION
(205) 100-5315		USA WITH ALI	OFF	VIEW/MODIFY
(205) 320-3700		ALP COA T36 MODEL NO MNT	OFF	VIEW/MODIFY
(210) 755-0001	1110353	ALP JOHN TEST SPARE SWAP	OFF	VIEW/MODIFY
(214) 786-2327		TEST DEVICE 6	OFF	VIEW/MODIFY
(214) 786-2407		TEST DEVICE 5	OFF	VIEW/MODIFY
(214) 786-2587		TEST DEVICE 4	OFF	VIEW/MODIFY
(214) 786-2717		TEST DEVICE 2	OFF	VIEW/MODIFY
(214) 786-2769		TESTING	OFF	VIEW/MODIFY
(214) 786-2841		T6U	OFF	VIEW/MODIFY
(214) 786-3800		NON GENA	OFF	VIEW/MODIFY
(214) 786-3838		GRP LEADER	ON	VIEW/MODIFY
(214) 786-3866		TEST	OFF	VIEW/MODIFY
(214) 786-3873		TEST	OFF	VIEW/MODIFY
(214) 786-3881		TEST	OFF	VIEW/MODIFY
(214) 786-3882		TEST	OFF	VIEW/MODIFY
(214) 786-3888		TEST	OFF	VIEW/MODIFY
(214) 786-3898		TESTING	OFF	VIEW/MODIFY
(214) 786-3936		EMP TEST EQUIP JXN & PAGERS	OFF	VIEW/MODIFY
(330) 258-2600		JOHN DOE	OFF	VIEW/MODIFY
(504) 268-0294		USA W MCR	OFF	VIEW/MODIFY
(800) 206-2055		USA W ALI AND MCC	OFF	VIEW/MODIFY
(800) 216-3133	1001443	TPS AMATP	ON	VIEW/MODIFY
(866) 200-3935		USA T9X MESSAGE TRACKING	OFF	VIEW/MODIFY

<< <PREV 1 NEXT> >> **Page 1 of 1 | Page#:** GO

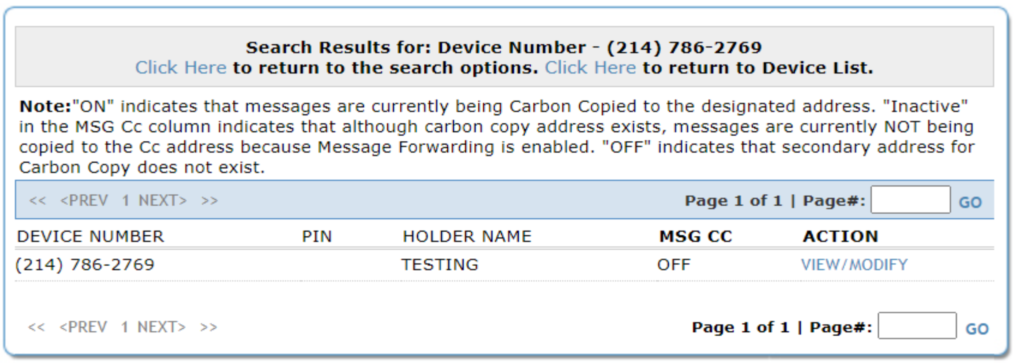
Sort By Device Number
Clicking on **Device Number** will sort all device numbers by area code.

Sort By Holder Name.
Clicking on **Holder Name** will sort all Holder names in alphabetical order

NOTE: For more search options, within the header of the screen select **'Click here'** to search for a specific device and the screen will display additional search fields to choose from as shown below.



Only one search option can be selected at a time. Enter the applicable search information and click '**Search'** to display the search results as shown in the sample below.



By clicking the **VIEW/MODIFY** link to the right of the line item to add or modify the Message Carbon Copy addresses.

Click the **Update** link to the right of the added or modified address to save changes. A single device can have up to 3 carbon copy recipients (one wireless device and 2 email addresses).

NOTE: If you copy one device's messages to another device, both devices will be responsible for the monthly call/message counts.

Message Forwarding

Message Forwarding allows for only one recipient but can be a wireless device or email address. You also have the option to begin forwarding your messages immediately or scheduling them for a later date/time.

Selecting MSG Forwarding option will display a listing of all devices that are eligible for this service.

To update Message Forward addresses,
select the Modify link below for the device number you want to change.
SEARCH **for a specific device.**

Note:"ON" indicates that messages are currently being Forwarded to the designated address. "Scheduled" indicates a forwarding request has been scheduled and will begin to forward messages to the designated address at the scheduled time. "OFF" indicates that secondary address for Forwarding does not exist.

<< <PREV 1 NEXT> >> **Page 1 of 1 | Page#:** GO

DEVICE NUMBER	PIN	HOLDER NAME	MSG FWD	ACTION
(205) 100-1241		TEST HOLDER AGAIN	OFF	VIEW/MODIFY
(205) 100-5315		USA WITH ALI	OFF	VIEW/MODIFY
(205) 320-3700		ALP COA T36 MODEL NO MNT	OFF	VIEW/MODIFY
(210) 755-0001	1110353	ALP JOHN TEST SPARE SWAP	OFF	VIEW/MODIFY
(214) 786-2327		TEST DEVICE 6	ON	VIEW/MODIFY
(214) 786-2407		TEST DEVICE 5	OFF	VIEW/MODIFY
(214) 786-2587		TEST DEVICE 4	OFF	VIEW/MODIFY
(214) 786-2717		TEST DEVICE 2	ON	VIEW/MODIFY
(214) 786-2769		TESTING	OFF	VIEW/MODIFY
(214) 786-2841		T6U	ON	VIEW/MODIFY
(214) 786-3800		NON GENA	ON	VIEW/MODIFY
(214) 786-3838		GRP LEADER	OFF	VIEW/MODIFY
(214) 786-3866		TEST	OFF	VIEW/MODIFY
(214) 786-3873		TEST	Scheduled	VIEW/MODIFY
(214) 786-3881		TEST	ON	VIEW/MODIFY
(214) 786-3882		TEST	ON	VIEW/MODIFY
(214) 786-3888		TEST	OFF	VIEW/MODIFY
(214) 786-3898		TESTING	OFF	VIEW/MODIFY
(214) 786-3936		EMP TEST EQUIP JXN & PAGERS	OFF	VIEW/MODIFY
(330) 258-2600		JOHN DOE	OFF	VIEW/MODIFY
(330) 438-9192		MODIFY DEVICE FEATURE T	OFF	VIEW/MODIFY
(504) 268-0294		USA W MCR	OFF	VIEW/MODIFY
(601) 328-0022		MDF - ALP W PIN COAM	OFF	VIEW/MODIFY
(800) 206-2055		USA W ALI AND MCC	OFF	VIEW/MODIFY
(800) 216-3133	1001443	TPS AMATP	OFF	VIEW/MODIFY
(866) 200-3935		USA T9X MESSAGE TRACKING	OFF	VIEW/MODIFY

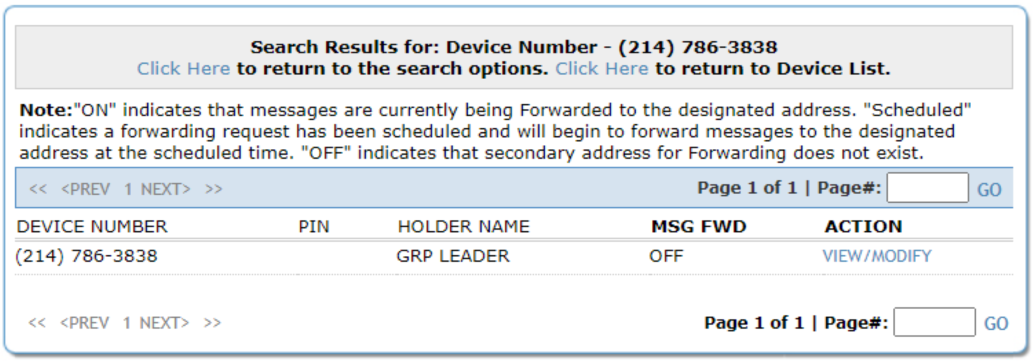
<< <PREV 1 NEXT> >> **Page 1 of 1 | Page#:** GO

Sort By Device Number
Clicking on **Device Number** will sort all device numbers by area code.

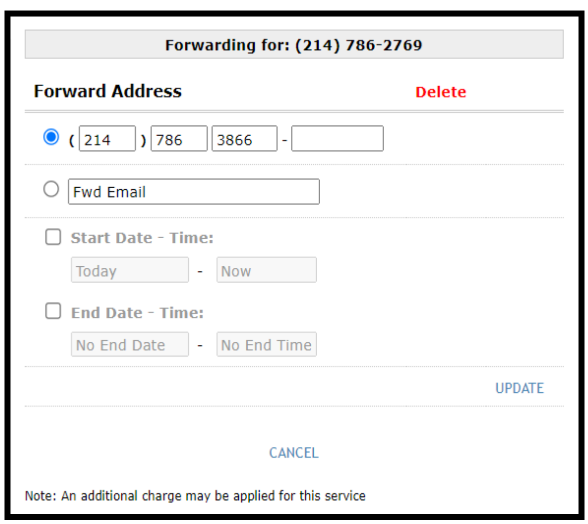
Sort By Holder Name.
Clicking on **Holder Name** will sort all Holder names in alphabetical order

> **NOTE:** For more search options, within the header of the screen select **'Click here'** to search for a specific device and the screen will display additional search fields to choose from as shown below.

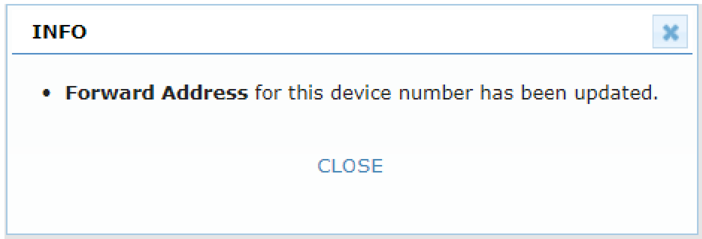
Only one search option can be selected at a time. Enter the applicable search information and click **'Search'** to display the search results as shown in the sample below.



To begin message forwarding immediately click the radio button beside the device number or FWD Email. Input the device number or email address that you wish to forward your messages to, click the **UPDATE** link**.**



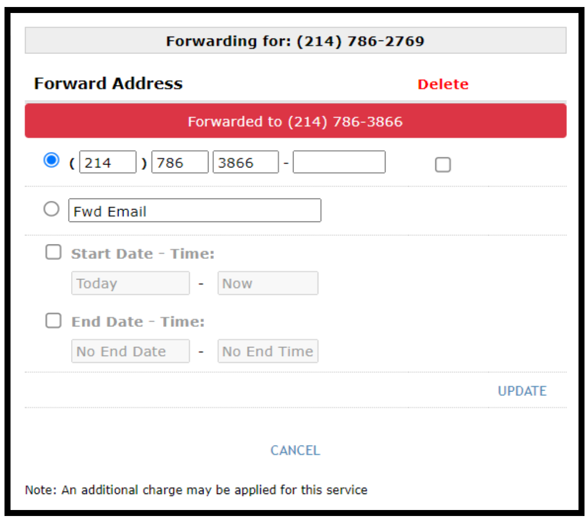
You will receive the confirmation message "Forward Address for this device number has been updated", click **CLOSE**.



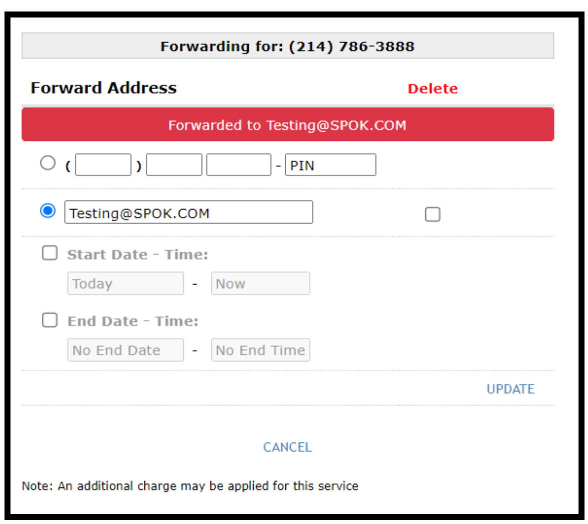
NOTE: Once the forward begins only the recipient device receives the messages. Messages will no longer be received on the primary device.

The informational message will display below the Forward Address field. For message forwarding that begins immediately the message will be "**Forwarded to**, followed by the Forward To device number or email address.

Forward to Device Number:

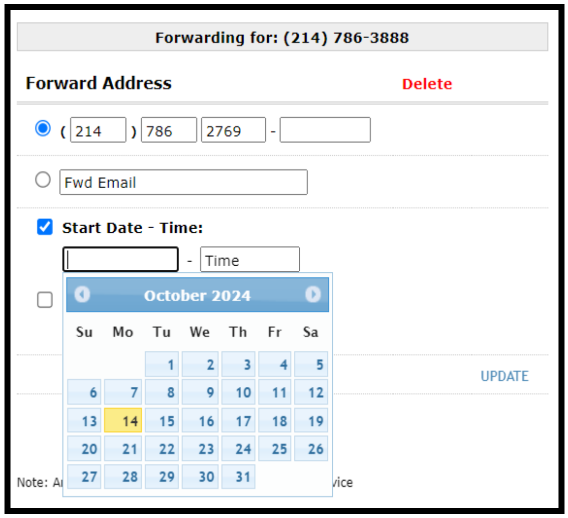


Forward to Email Address:

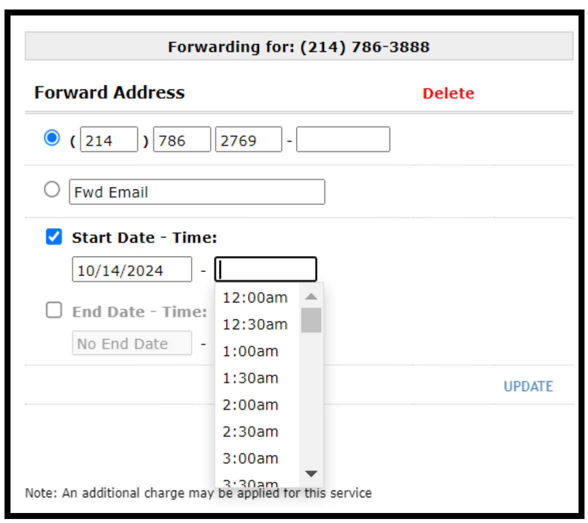


NOTE: If Customer Specific Forward-To domain(s) exist,Forward-To email addresses must contain one of the specificed domains.

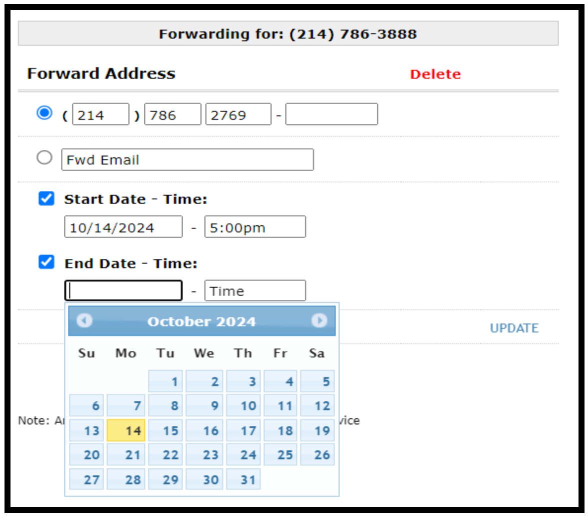
To schedule a future message forwarding click the checkbox beside the Start Date-Time. Place your cursor in the Date field. You may enter a Date to begin the forward or select the date from the calendar.

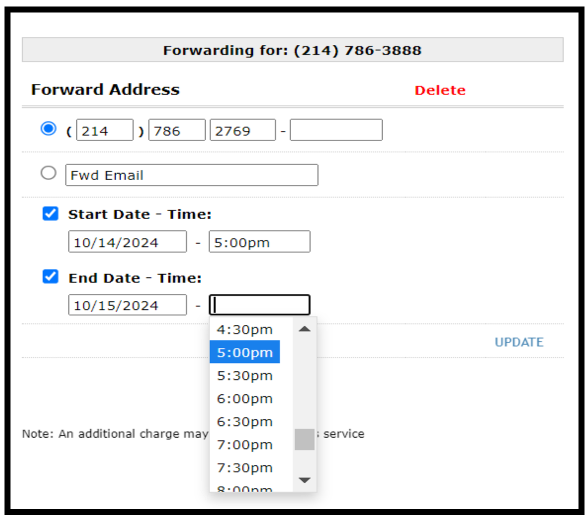


Place your cursor in the Time field. You may enter a Time (ex:3:00am) to begin the forward or select the time from the list.

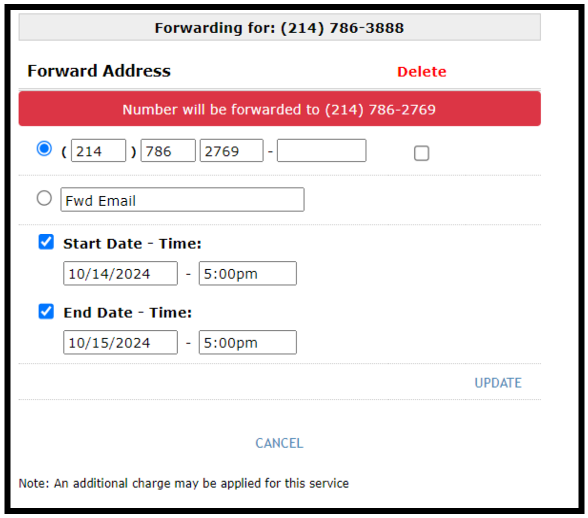


To end the forward on a specific Date/Time, click the checkbox beside End Date -Time. Place your cursor in the End Date – Time field, enter the End Date/Time or select from the drop down and click the **UPDATE** link.



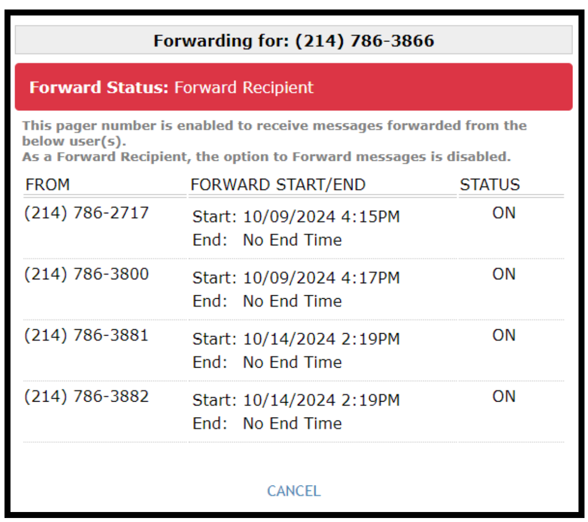


The informational message will display below the Forward Address field. For future message forwarding the message will state: “**Number will be Forwarded** to, followed by the Forward To device number or email address.

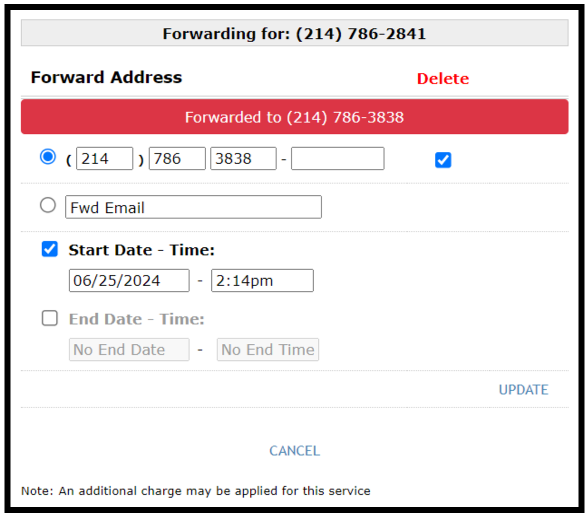


NOTE: For the example above the forward will automatically be removed on the specified End Date/Time.

If your device number is enabled to receive messages forwarded from other device number(s), the forward option will be disabled. The list of device number(s) that you are currently receiving messages from or scheduled to receive messages from will display as shown in the example below.



To remove Message Forwarding select the check box next to the forwarding address you wish to remove and click UPDATE.



If the transaction is successful the Forward screen will display a confirmation message that the record(s) were processed and information has been updated. Click **CANCEL** to close the edit view for a device. Click the VIEW/MODIFY link to view the addresses of another device.

If the device has both Message Carbon Copy and Message Forwarding, the Message Carbon Copy will remain active until the Message Forwarding goes into effect. During this time the Message Carbon Copy status will indicate "ON" in the MSG CC Status column and the Message Forwarding will indicate "Scheduled" in the MSG FWD column. Once the Message Forwarding is active the MSG FWD status will indicate "ON" and the MSG CC status will indicate "Inactive".

Multi-Messenger Group

The Multi-Messenger Group Management option allows authorized users to self-manage their Multi-Messenger groups. Once activated, users will be able to perform the following transactions:

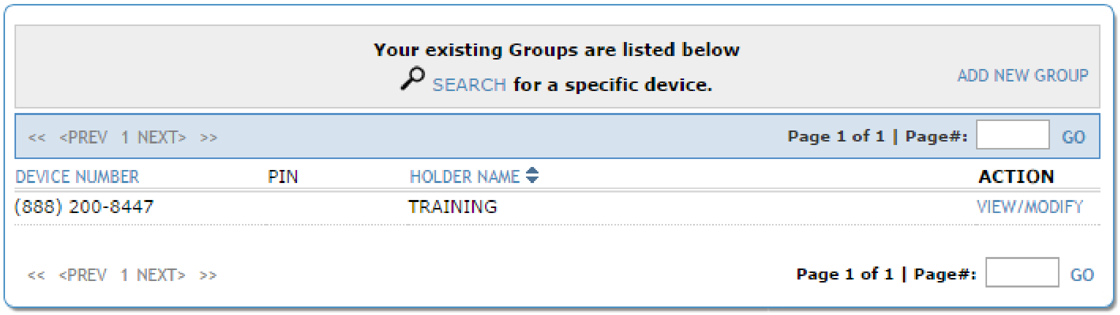
Create New Groups

Modify Existing Groups, including:

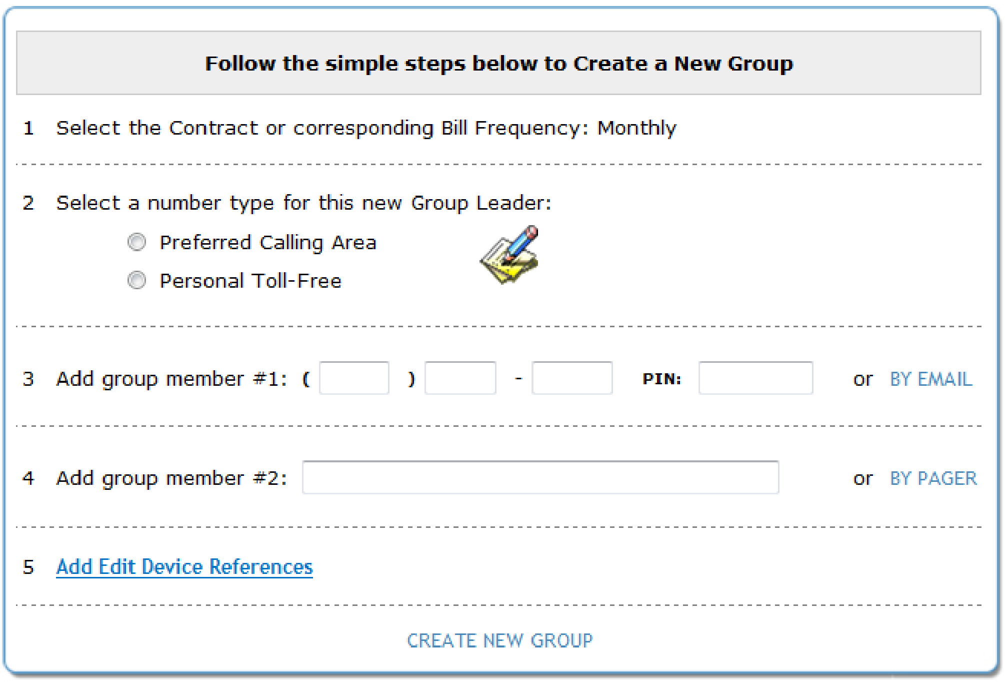
- Add New Group Members
- Delete Group Members
- Update Group Name
- Delete a Group

<u>Create New Group</u>

Step 1: From the Manage Devices menu, select MESSAGE ROUTING, then MULTI-MESSENGER to access Group List View below.



Step 2: Click the **ADD NEW GROUP** link in the upper right corner of the Group List View to activate a new group. If this link is not activated, please contact customer service for assistance.



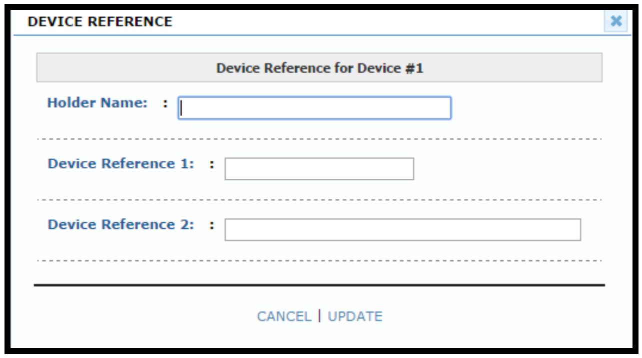
Step 3: Item 1: Select the Contract and/or Billing Frequency from the drop down menu. In this example, no other options exist.

Step 4: Item 2: Select the type of pager number for the new group. Number selection may be limited to a preferred calling area number, toll free number and/or PIN depending on your contract with Spok and number availability.

- Selection of Preferred Calling Area will then prompt you to enter a preferred area code and then display the selection of available prefixes for that area code.
- Selection of a Personal Toll-Free will display a drop down menu of available toll free area codes. Note: Prefix selection is not available for personal toll-free numbers.

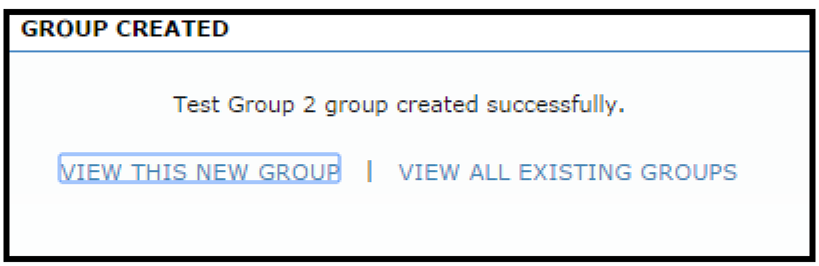
Step 5: Items 3 & 4: Enter the Pager Number or Email address for each follower. Please note that <u>two</u> followers must be added to the group during this step. Default entry for these fields is by Pager Number. To enter a user's email address, click the BY EMAIL link for that entry. Click the link again to toggle back to entry by Pager number. Additional followers may be added after the group is created.

Step 6: Click the **Add Edit Device Reference** link to enter a group (holder) name and/or enter specific device reference information. (Accounts with active ARMM Masking may be required to complete additional fields. Click Here for note about ARMM.)



Step 7: Click **Create New Group** button to create the new group or **Previous Screen** to go back to the Group List View.

If the group is successfully created, you will receive confirmation that the group set up is complete as shown below.

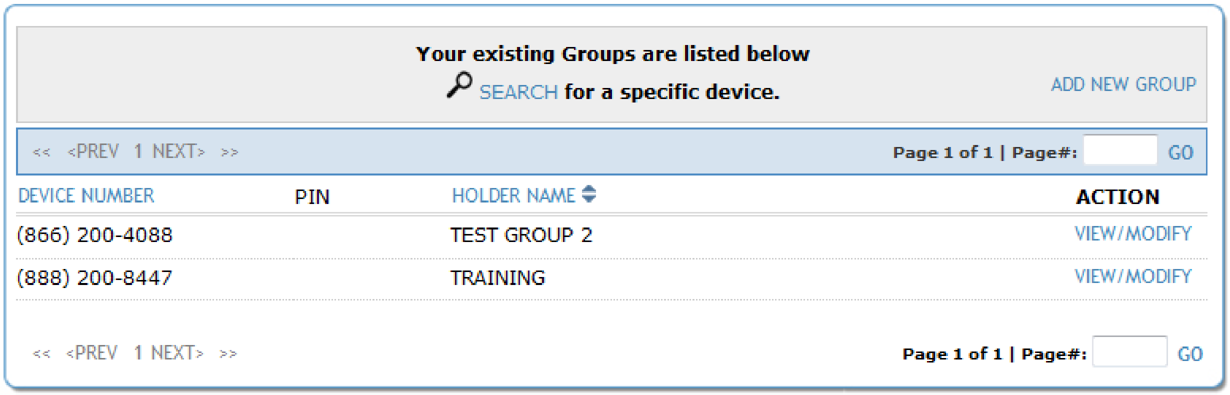


At this stage, the group creation process is complete. You may select to either View the new group or the entire Group list view.

Modify Existing Group

Add Group Members

Step 1: From the Manage Devices menu, select **MESSAGE ROUTING**, then **MULTI-MESSENGER** to view the group list.

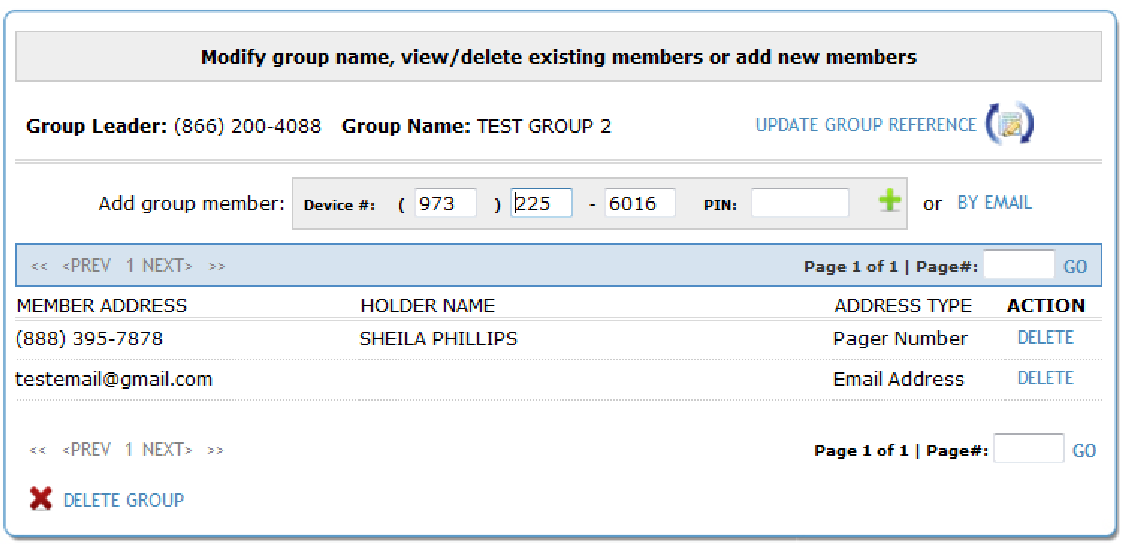


NOTE: If multiple groups exist, the **SEARCH GROUPS** function can be used to search for a specific group by Group Leader Number, Group Leader Name, Member Device Number or Member Email Address. You may also sort the list by Device Number or Group Name by clicking the applicable column name.

Step 2: Select the group to edit by clicking the **VIEW/MODIFY** link to the right of the desired group.

Step 3: Type in the pager number of the new group member in the Add group member field then click the large green **+** symbol to the right of this field. You may enter a member by email address instead by clicking the **BY EMAIL** link.

NOTE: Multi-Messenger groups can hold up to 100 followers. You may add as many pager number members or email address members as you wish, up to the 100 member limit.

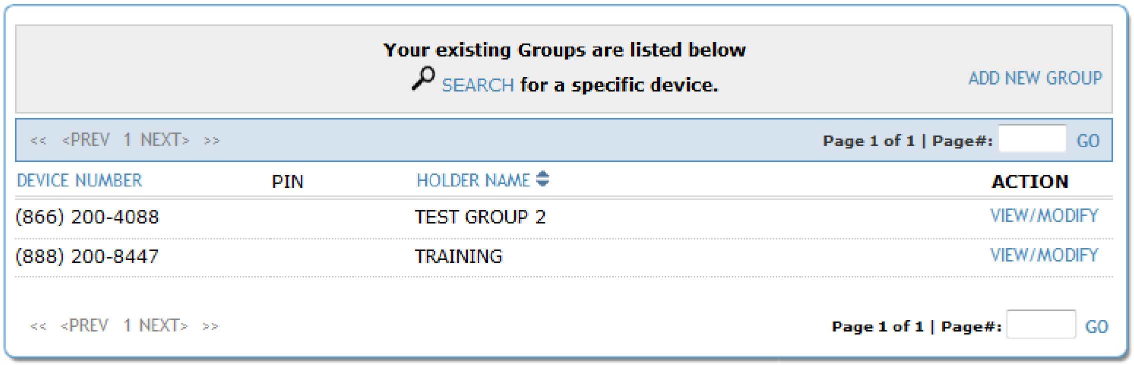


Confirmation of each successful addition of a new group member will display above the group view.

If the program is unable to add the new member to the group, an error message will display. You may attempt to re-add the member more than once. If the error persists, please make note of the error message and contact customer care for assistance.

Delete Group Members

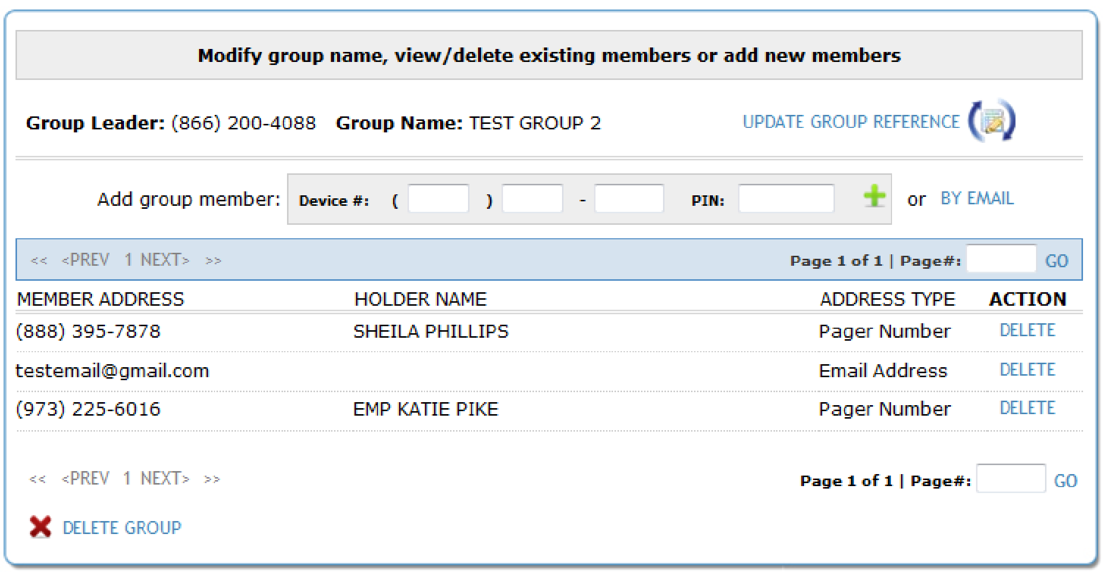
Step 1: From the Manage Devices menu, select **MESSAGE ROUTING**, then **MULTI-MESSENGER** to view the group list.



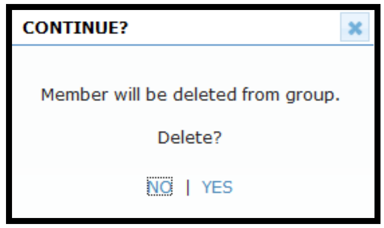
NOTE: If multiple groups exist, the **SEARCH GROUPS** function can be used to search for a specific group by Group Pager Number, Group Name, Member Pager Number or Member Email Address. You may also sort the list by Group Leader or Group Name by clicking the applicable column name.

Step 2: Select the group to edit by clicking the **VIEW/MODIFY** link to the right of the desired group.

Step 3: Click the **DELETE** link to the right of the member you wish to remove from the group. In the example below, we will remove the previously added member 888-395-7878.

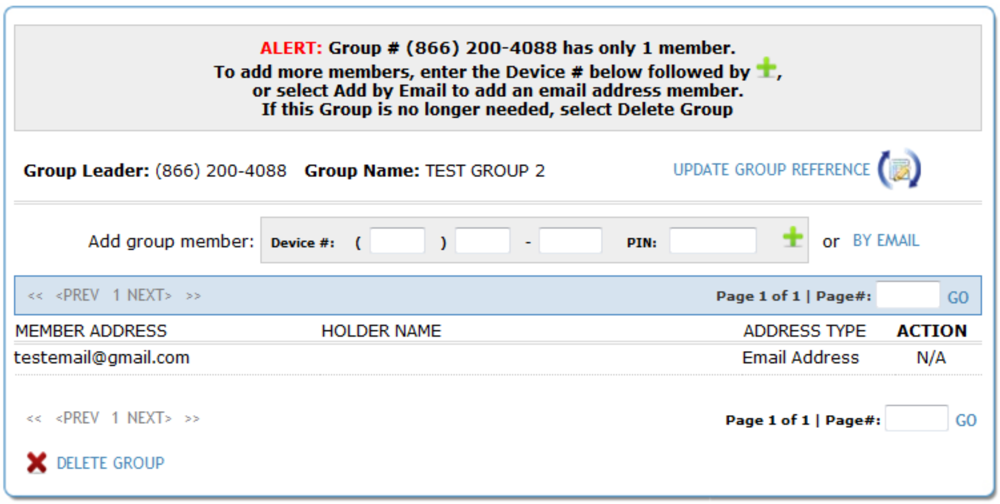


Step 4: Click YES in the confirmation window to continue with the delete, or click NO to return to the Group Edit View.



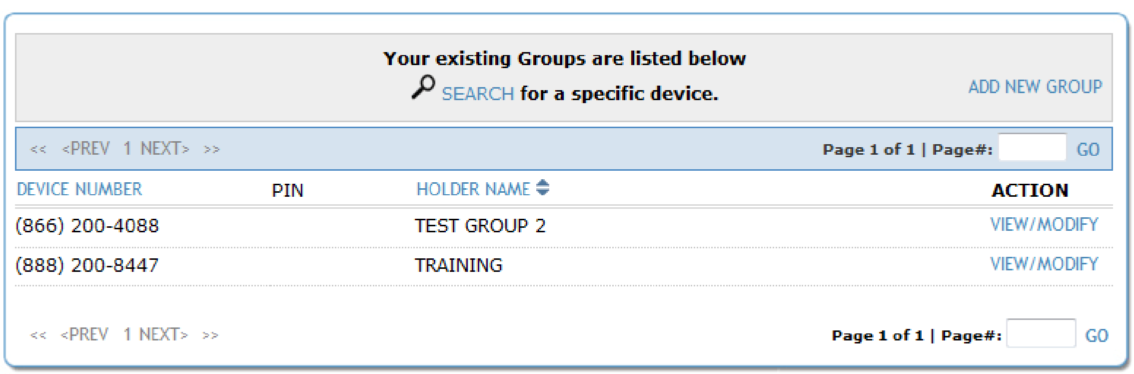
You may delete as many group members as you wish from the group; however, if only one member remains, an indicator will appear at the top of the Group Edit View and the Delete link will be disabled.

Deletion of the last member of a group requires use of the **DELETE GROUP** function.



Update Group Name

Step 1: From the Manage Devices menu, select **MESSAGE ROUTING**, then **MULTI-MESSENGER** to view the group list.



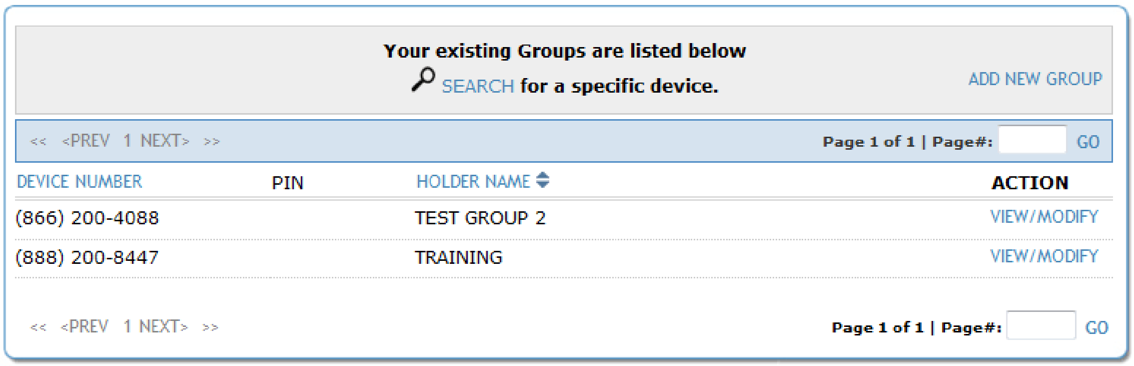
NOTE: If multiple groups exist, the **SEARCH GROUPS** function can be used to search for a specific group by Group Pager Number, Group Name, Member Pager Number or Member Email Address. You may also sort the list by Group Leader or Group Name by clicking the applicable column name.

Step 2: Select the group to edit by clicking the **VIEW/MODIFY** link to the right of the desired group.

Step 3: Type in name in the Group Name field then click **UPDATE GROUP NAME/REFERENCE** button. The new name will appear in the Group Name window. (Customers with active ARMM Masking may be required to complete additional fields. Click Here for note about ARMM.)

Delete a Group

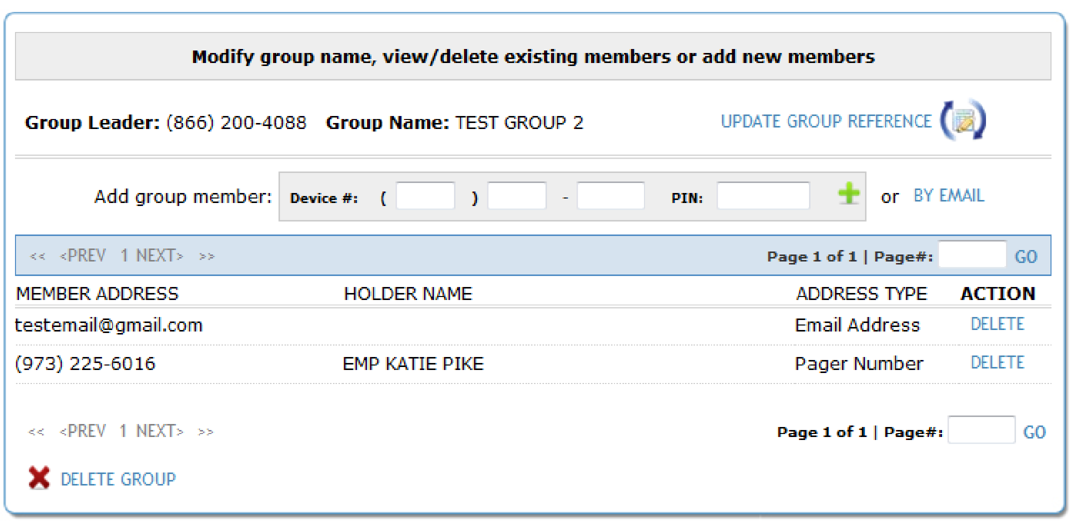
Step 1: From the Manage Devices menu, select **MESSAGE ROUTING**, then **MULTI-MESSENGER** to view the group list.



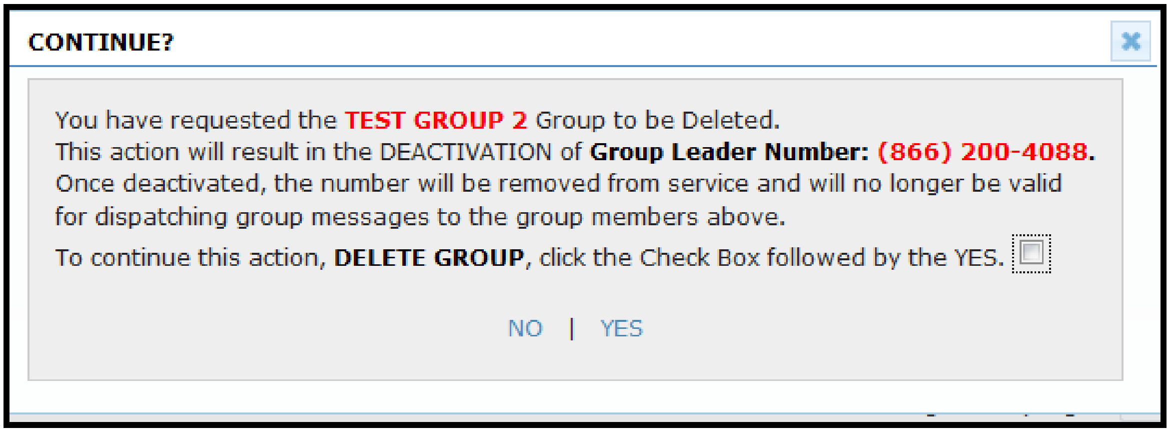
NOTE: If multiple groups exist, the **SEARCH GROUPS** function can be used to search for a specific group by Group Pager Number, Group Name, Member Pager Number or Member Email Address. You may also sort the list by Group Leader or Group Name by c licking the applicable column name.

Step 2: Select the group to delete by clicking the **VIEW/MODIFY** link to the right of the desired group.

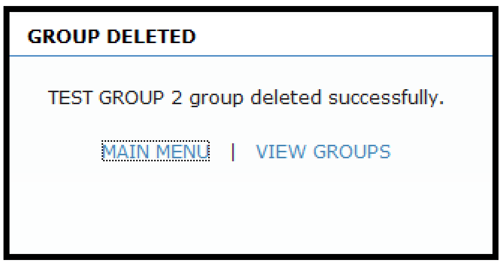
Step 3: Click the **DELETE GROUP** link at the bottom left of the Group Edit View. In order to prevent unintentional cancellation of a group, a warning message will appear as shown below.



Step 4: If you DO NOT want to delete this group, then click **NO** to cancel the request and exit the Group Edit View. You must confirm your intention to delete the entire group by checking the box on the last line and clicking **YES**.



Confirmation of the group deletion will appear as shown below. You may go to the main menu or return to the Group View page.



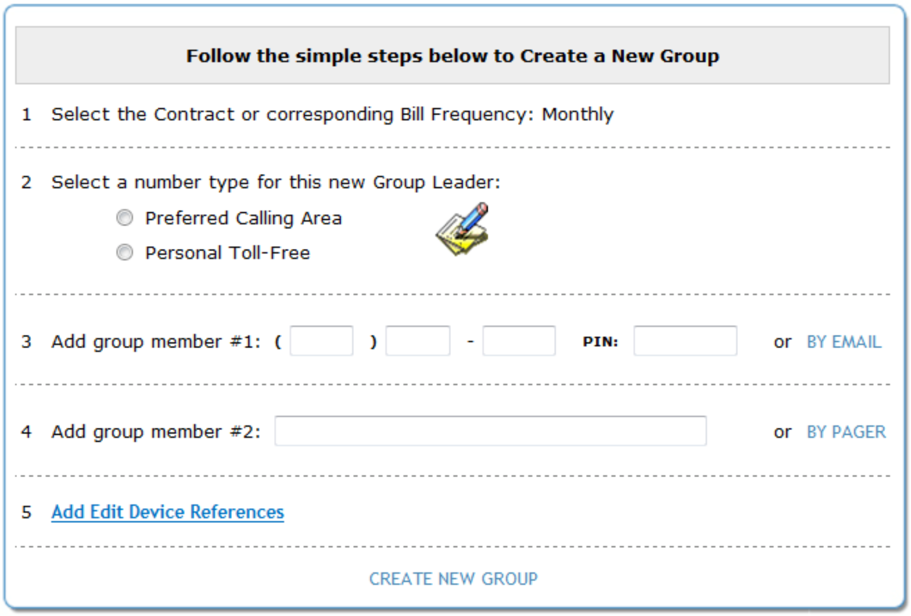
Note about ARMM

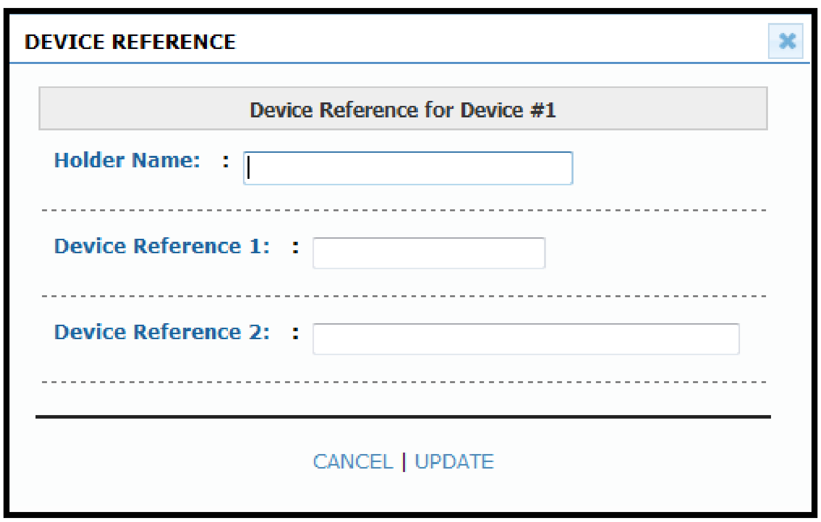
If the account has an active ARMM (Account Reference Maintenance Mask), the user will be prompted to input required device reference information during **Add New Group** and **Update Group Name** processes. Variances in the instructions for ARMM Masking are explained below. All other instructions remain the same.

Create New Group:

Since a group leader pager number is activated during the group creation, any required device reference information must be captured during the creation process.
Please note that the link for Add Edit Device References link will appear below the Add Group Member fields as shown below. Clicking this link will prompt the device reference window to display to enter applicable references (depending on masking requirements) and will display account-specific mask details for each field.

The following is an example only. Device reference details will vary by account:

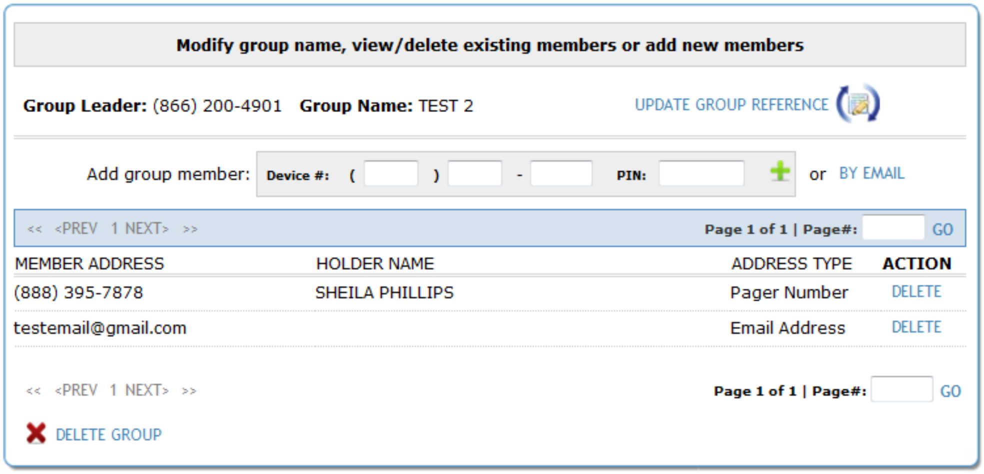


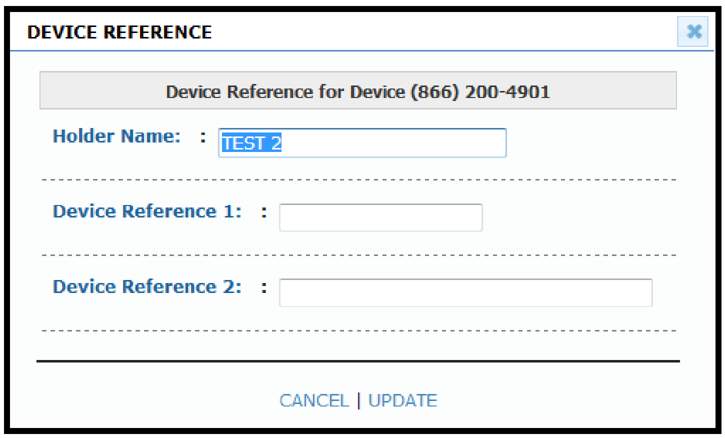


Update Group Name:

Group Edit View: Please note that accounts with active ARMM will show the Group Name as display only and will provide a link for authorized users to **UPDATE GROUP REFERENCE** information. Click the **UPDATE GROUP REFERENCE** link to access the Group Name and Device Reference Fields 1 and 2 for the Group Leader as shown below. Account-specific mask details will display for each field.

The following is an example only. Device reference details will vary by account:

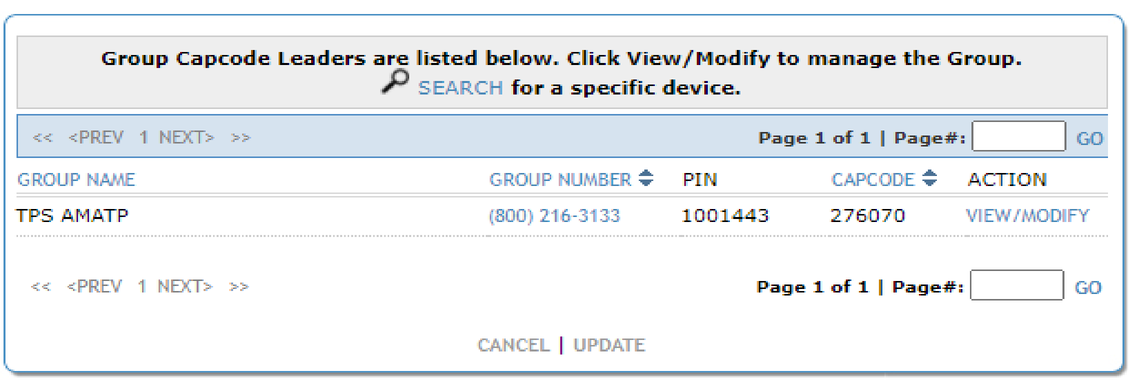




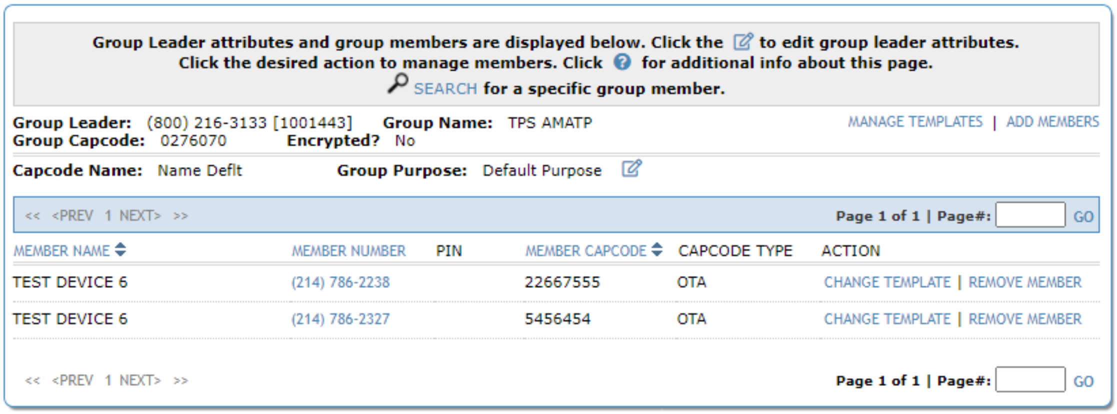
Group Capcodes

The Group Capcodes option will display a list of Group Capcode Leaders and allow users to manage the group.

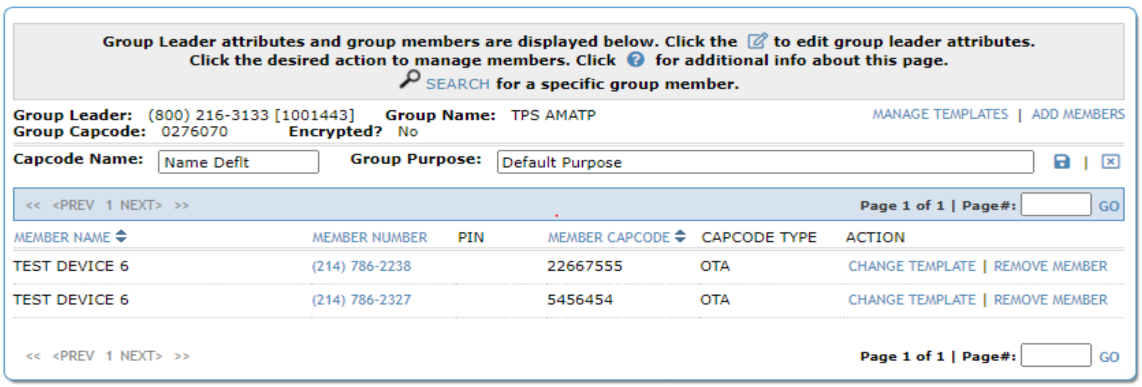
From the Main Menu, select **MESSAGE ROUTING**, then **GROUP CAPCODES** to access the Group Leader List below.



Click **VIEW/MODIFY** to display the list of Group Capcode Members for the selected Leader.



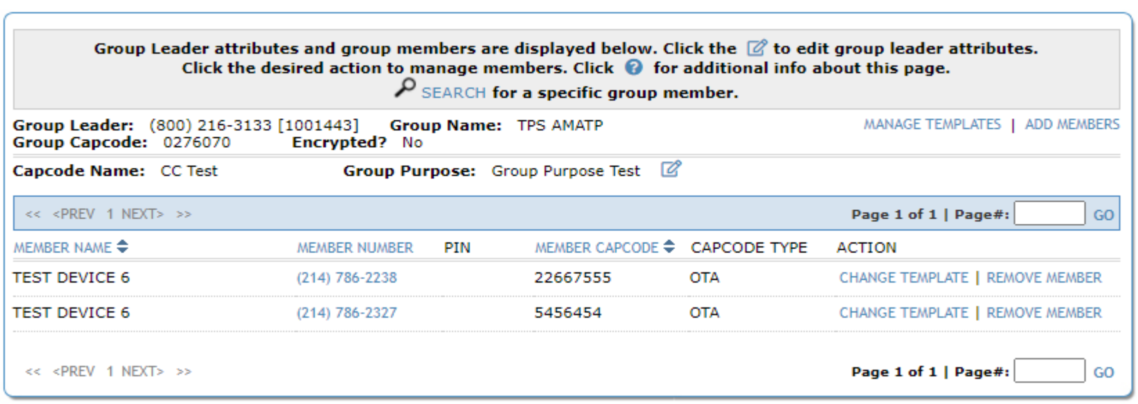
Click the icon to edit the **Capcode Name** and **Group Purpose**.



Click to save updates. Click to cancel without saving changes.

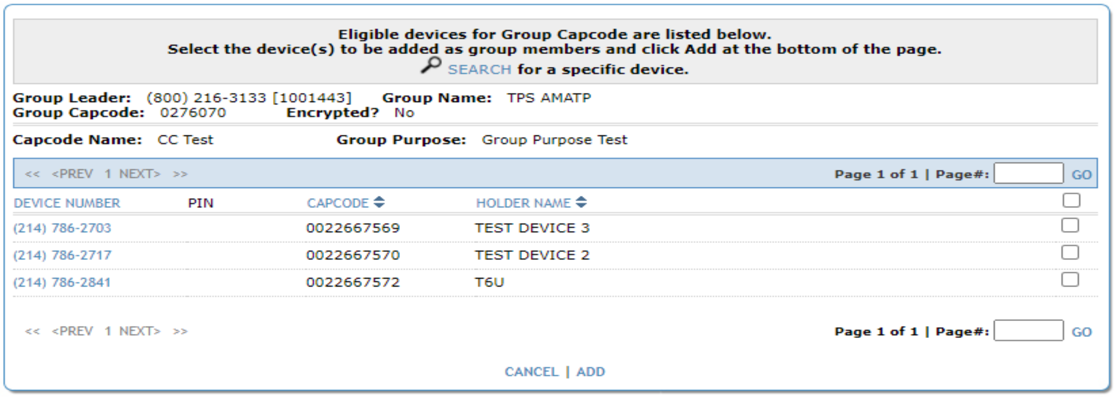
<u>Add Member(s):</u>

Select the **ADD MEMBERS** link to display a list of available members to add to the Group Leader.

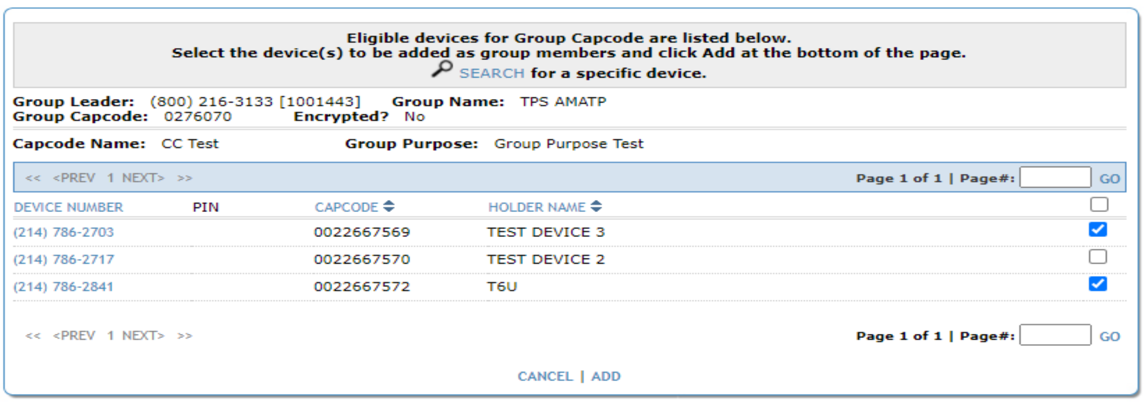


Eligible devices for Group Capcodes will display.

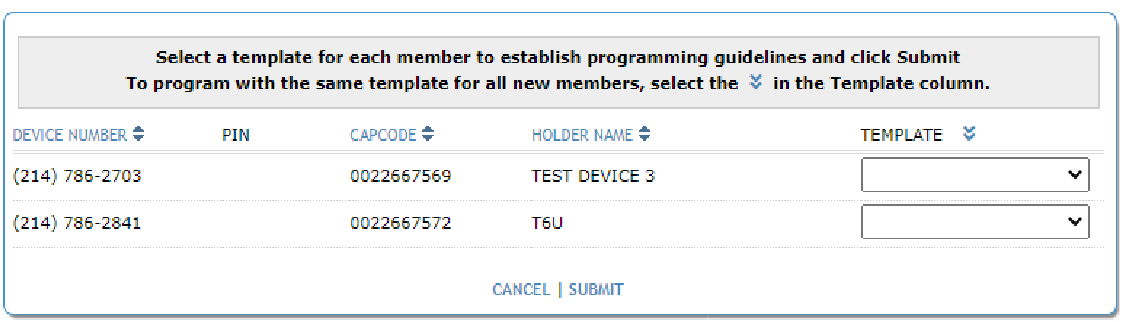
NOTE: Only the Member(s) with the same Encryption level as the Leader will display.



Select the checkbox beside the device(s) to be added as group members.



Click **ADD** to add the members to the group.

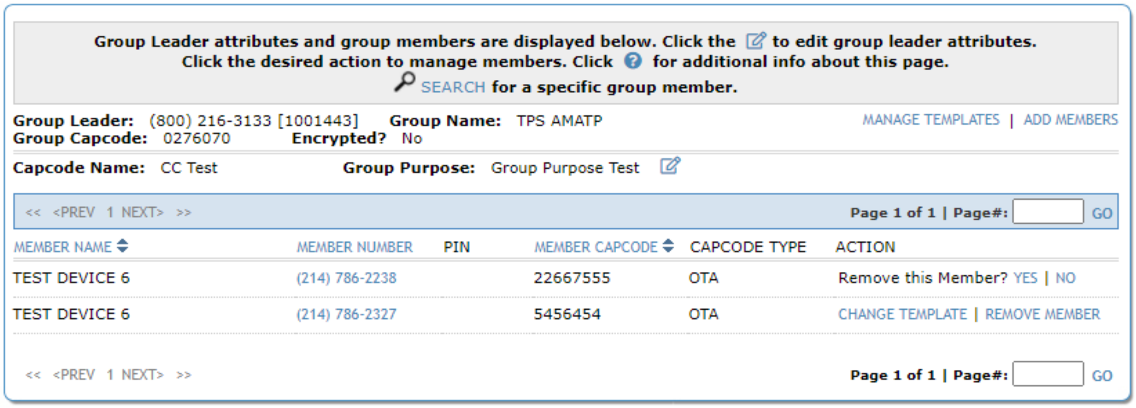


Select a template for each member individually by clicking the down arrow beside each device or to select the same template for all members listed click the . Click **SUMBIT** to save the changes or **CANCEL** to return to the **ADD MEMBERS** to Capcode Group list.

NOTE: Template is required for Over the Air device(s) only.

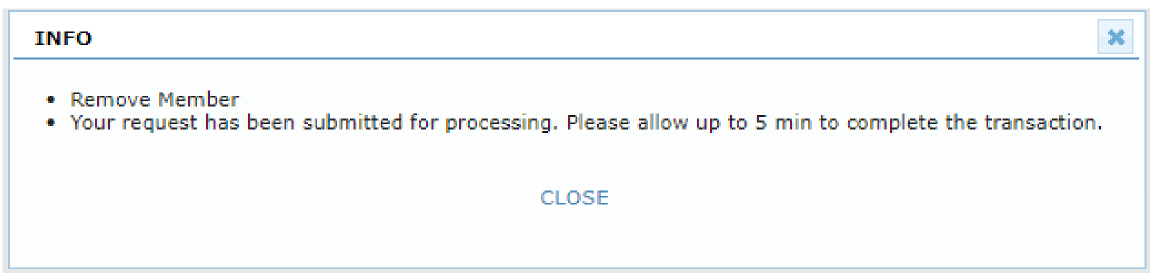
Remove Member(s):

Select the **REMOVE MEMBER** link to remove the device from the Group Leader.

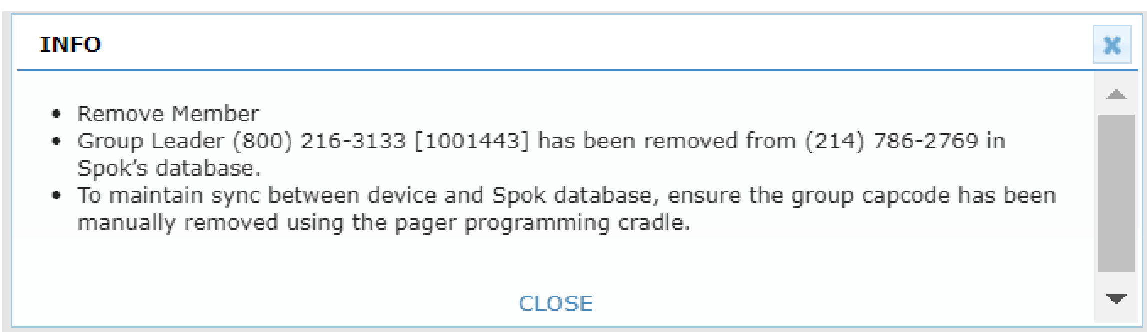


Select **YES** to remove the Member, select **NO** to return to View Group CapCode Member(s) without saving changes.

The below message will display if the member being removed is an OTA compatible device.



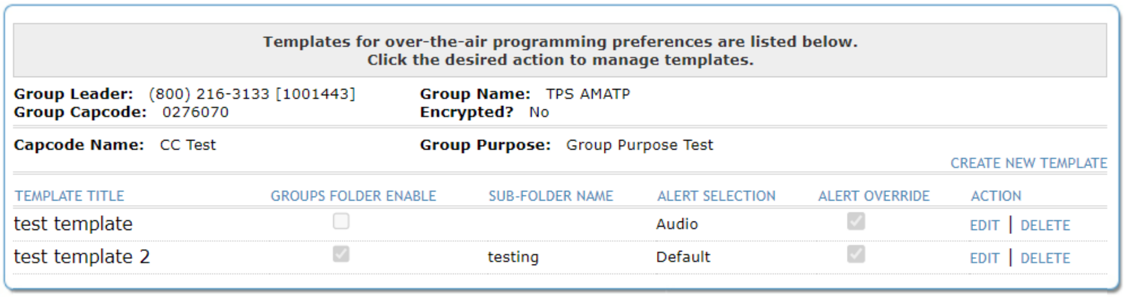
The below message will display if the member being removed is not an OTA compatible device.



Select **CLOSE** to return to View Group CapCode Member(s).

<u>Manage Templates:</u>

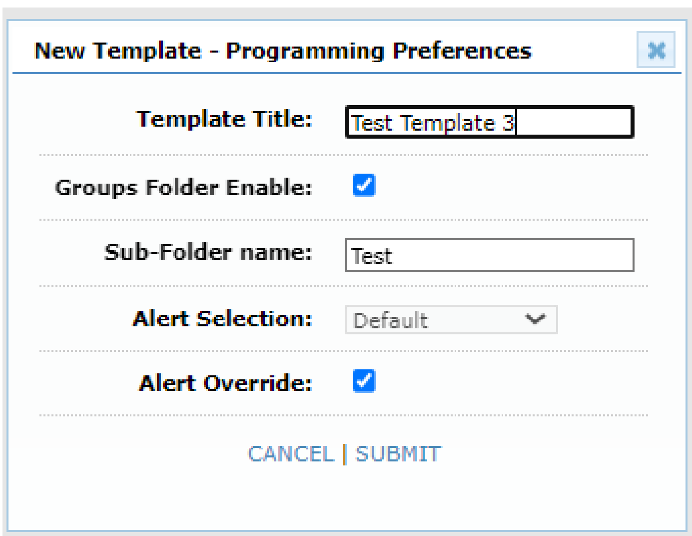
Select the **MANAGE TEMPLATE** link to display the existing templates available for the Group Leader. A template allows customers to predefine the secondary capcode configurations.



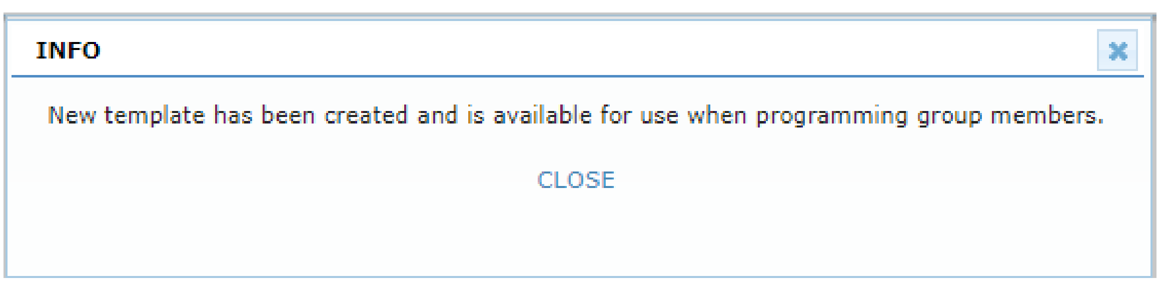
NOTE: If a template has not been created for a Group Leader a Default Template will be assigned. If only one Template exists Delete will not display.

Create New Templates:

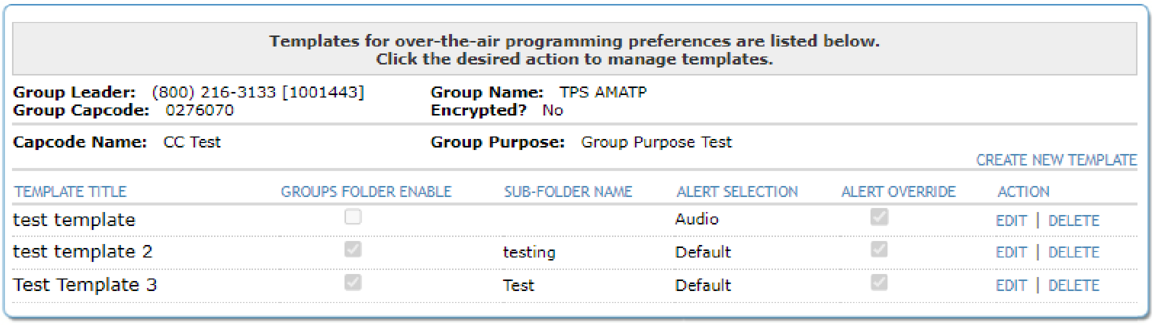
Select the **CREATE NEW TEMPLATE** link to add a new template. The New Template Programming Preferences window will display. Group Title must be unique.



Select **SUBMIT** to save the Template or **CANCEL** to return to Manage Templates.



Select **CLOSE** to return to Manage Templates. The newly created template will display in the list.



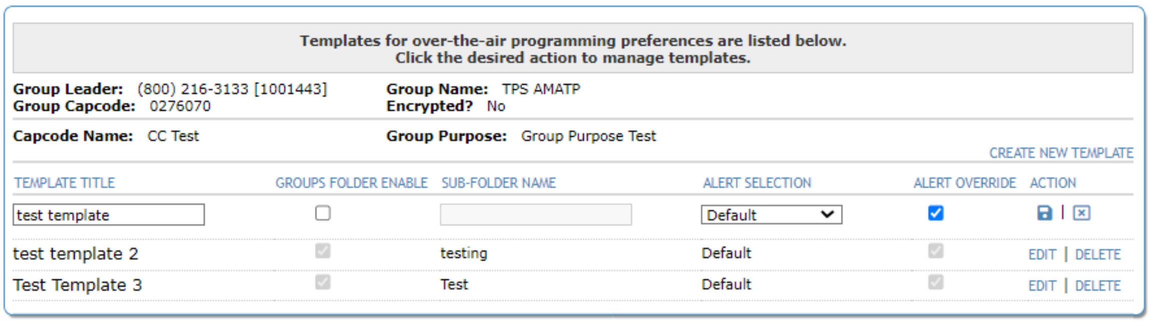
Templates for over-the-air programming preferences are listed below.
Click the desired action to manage templates.

Group Leader: (800) 216-3133 [1001443] **Group Name:** TPS AMATP
Group Capcode: 0276070 **Encrypted?** No
Capcode Name: CC Test **Group Purpose:** Group Purpose Test

CREATE NEW TEMPLATE

TEMPLATE TITLE	GROUPS FOLDER ENABLE	SUB-FOLDER NAME	ALERT SELECTION	ALERT OVERRIDE	ACTION
test template	☐		Audio	☑	EDIT | DELETE
test template 2	☑	testing	Default	☑	EDIT | DELETE
Test Template 3	☑	Test	Default	☑	EDIT | DELETE

Click **EDIT** to modify the Template settings.



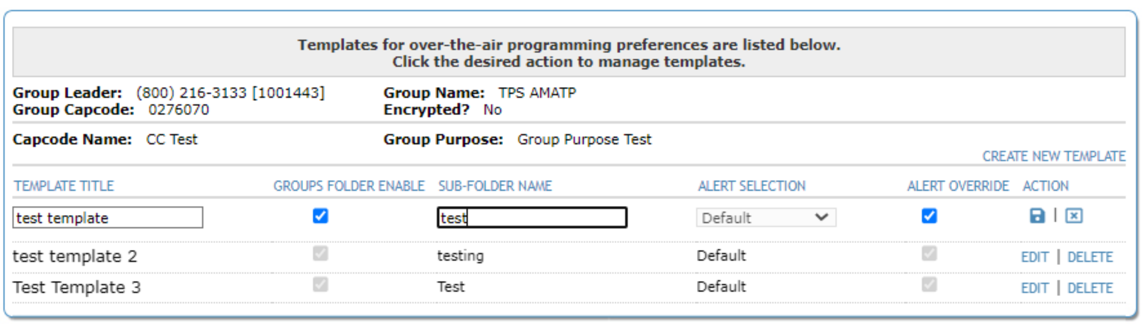
Templates for over-the-air programming preferences are listed below.
Click the desired action to manage templates.

Group Leader: (800) 216-3133 [1001443] **Group Name:** TPS AMATP
Group Capcode: 0276070 **Encrypted?** No
Capcode Name: CC Test **Group Purpose:** Group Purpose Test

CREATE NEW TEMPLATE

TEMPLATE TITLE	GROUPS FOLDER ENABLE	SUB-FOLDER NAME	ALERT SELECTION	ALERT OVERRIDE	ACTION
test template	☐		Default	☑	
test template 2	☑	testing	Default	☑	EDIT | DELETE
Test Template 3	☑	Test	Default	☑	EDIT | DELETE

To Enable the **Sub-Folder Name** field, click the checkbox below **Groups Folder Enable. Sub-Folder Name** is required and **Alert Selection** is set to **Default** and can not be modified.



Templates for over-the-air programming preferences are listed below.
Click the desired action to manage templates.

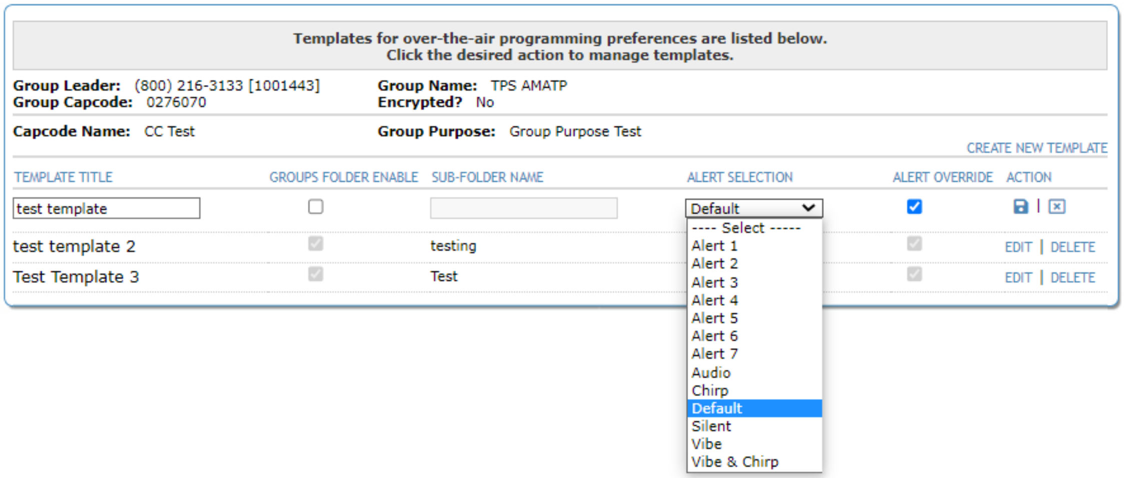
Group Leader: (800) 216-3133 [1001443] **Group Name:** TPS AMATP
Group Capcode: 0276070 **Encrypted?** No
Capcode Name: CC Test **Group Purpose:** Group Purpose Test

CREATE NEW TEMPLATE

TEMPLATE TITLE	GROUPS FOLDER ENABLE	SUB-FOLDER NAME	ALERT SELECTION	ALERT OVERRIDE	ACTION
test template	☑	test	Default	☑	
test template 2	☑	testing	Default	☑	EDIT | DELETE
Test Template 3	☑	Test	Default	☑	EDIT | DELETE

If the **Groups Folder Enable** is not checked a **Sub-Folder Name** cannot be added and an **Alert Selection** is required.

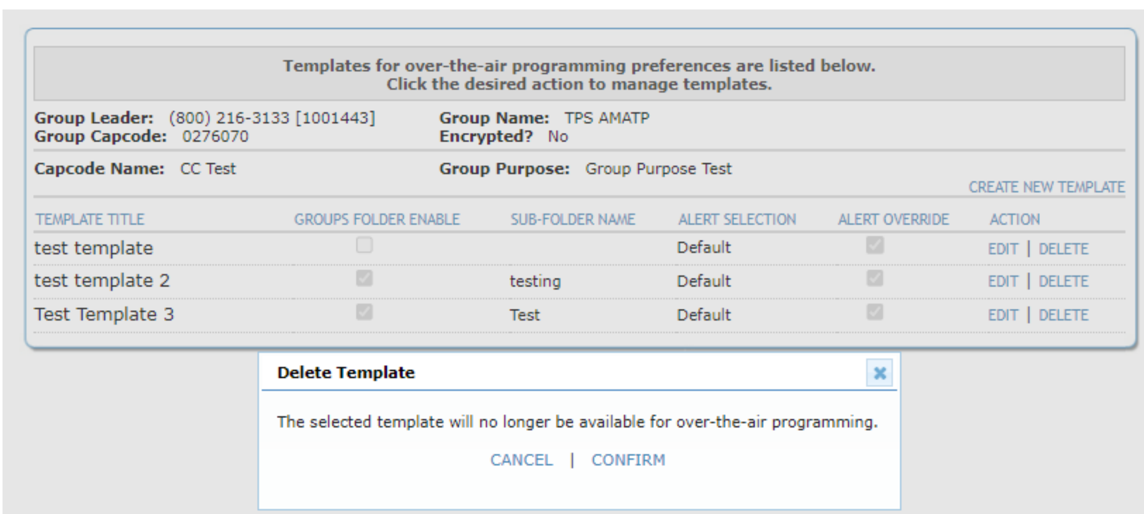
Select an **Alert Selection** from the drop down menu as illustrated below.



To set a unique Alert Override used for an incoming message select the check box below **Alert Override.** If an Alert Override is not Enabled a normal alert will be received for capcode messages. Click  to save updates. Click  to cancel without saving changes.

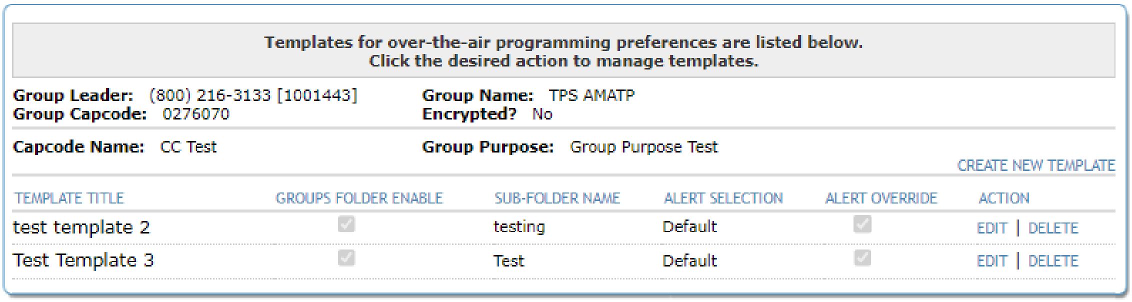
Delete Templates:

Select **DELETE** to remove the Template, at least one Template is required.



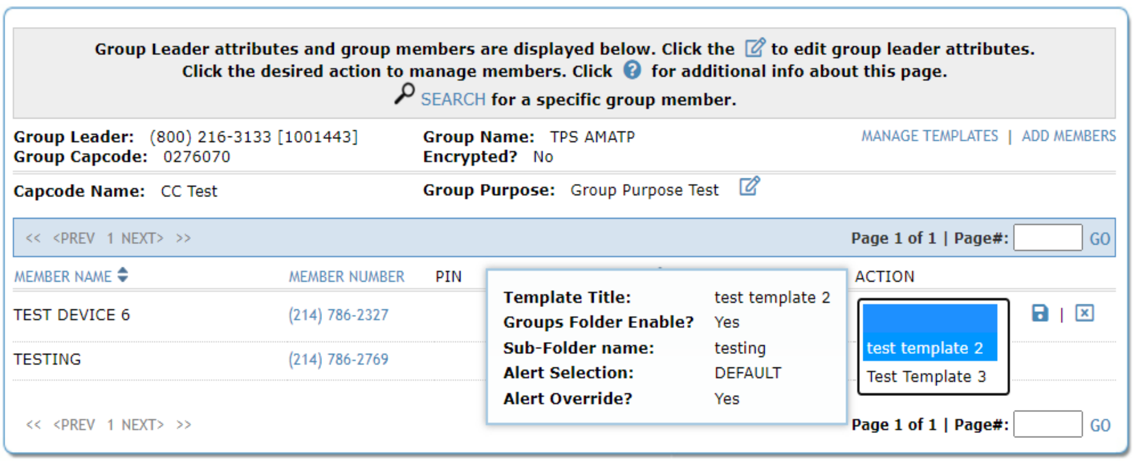
Click **CONFIRM** to delete the Template. The deleted Template will no longer display in the list.

Click **CANCEL** to return to the **Manage Template** link without deleting the Template.



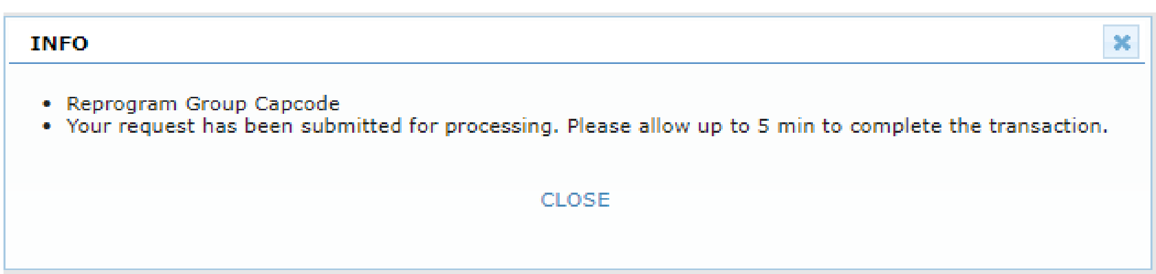
Change Template:

To change the template for a member select the **CHANGE TEMPLATE** link beside the member you wish to change and select a Template from the drop down list. To view the Template attributes hover over the Template name in the drop down.



Click to save updates. Click to cancel without saving changes.

You will receive the below pop up. Select **CLOSE** to return to View Group CapCode Member(s).



Message Tracking

This menu option will allow the authorized user to view and track two-way and Spok Mobile message status history.

Message content details *are not* available and there is a thirty-day current timeline in which the online message status history can be viewed.

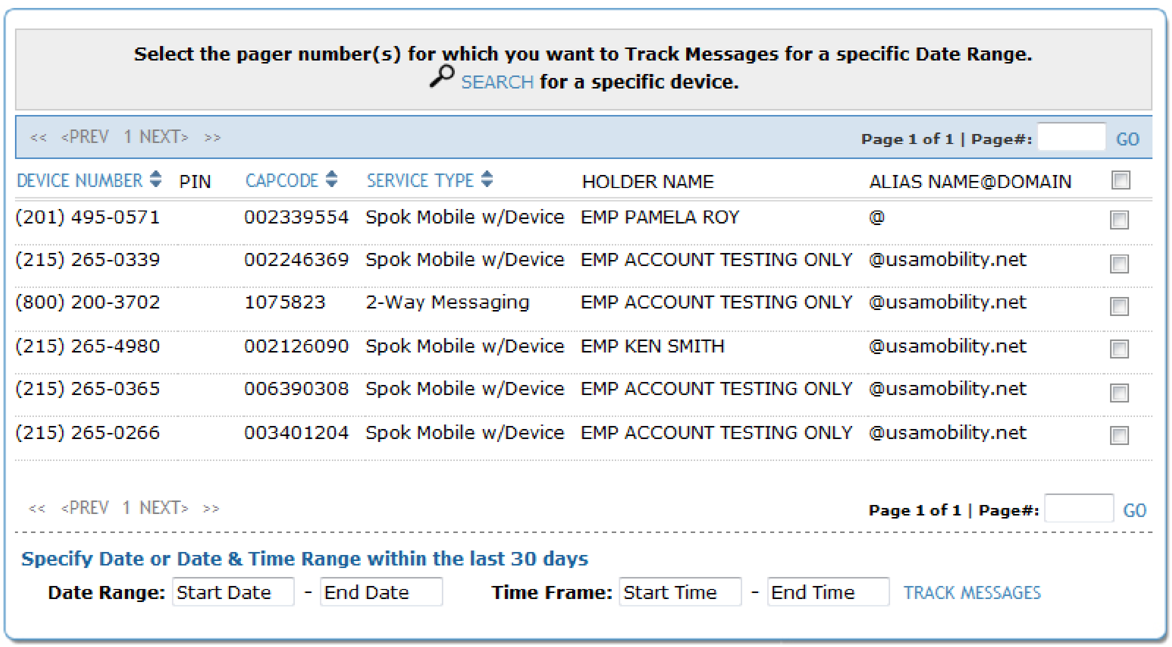
The My Account user will have the ability to run a report by device phone number that will only include the device number, the message timestamp of date/time-sent/delivered, direction of the message and the message sequence number.

When choosing the **Message Tracking** menu option from the **Main Menu,** the Selection screen will display with a prompt to select the applicable pager number along with a specific date range to track the message history as seen in the following illustration on the next page.

> **<u>NOTE</u>:** Only 100 records will display at one time. The total number of in-service devices along with the number of pages that can be viewed will display at the bottom of the screen.

To track message status history:

- Click in the applicable box provided for the device / pager number on the far right part of the screen.
- Scroll to the bottom part of the screen to specify the date or date/time range combination. ***<u>NOTE</u>:*** *If a date / time is not entered then all sent message records for the selected pager number within the last thirty day time-line will display.*



Select the pager number(s) for which you want to Track Messages for a specific Date Range.
SEARCH **for a specific device.**

<< <PREV 1 NEXT> >> **Page 1 of 1 | Page#:** GO

DEVICE NUMBER	PIN	CAPCODE	SERVICE TYPE	HOLDER NAME	ALIAS NAME@DOMAIN	
(201) 495-0571		002339554	Spok Mobile w/Device	EMP PAMELA ROY	@	
(215) 265-0339		002246369	Spok Mobile w/Device	EMP ACCOUNT TESTING ONLY	@usamobility.net	
(800) 200-3702		1075823	2-Way Messaging	EMP ACCOUNT TESTING ONLY	@usamobility.net	
(215) 265-4980		002126090	Spok Mobile w/Device	EMP KEN SMITH	@usamobility.net	
(215) 265-0365		006390308	Spok Mobile w/Device	EMP ACCOUNT TESTING ONLY	@usamobility.net	
(215) 265-0266		003401204	Spok Mobile w/Device	EMP ACCOUNT TESTING ONLY	@usamobility.net	

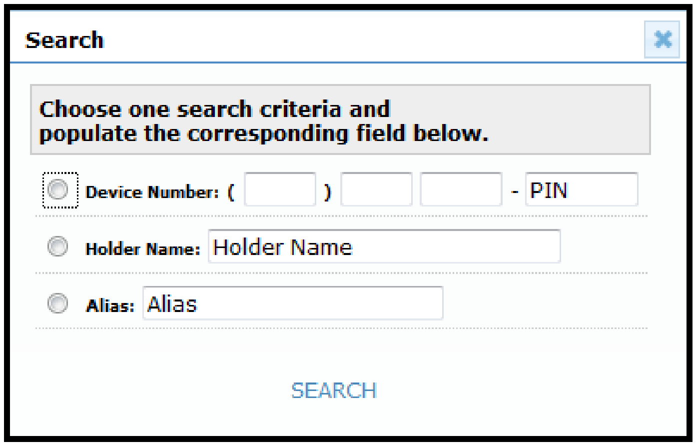
<< <PREV 1 NEXT> >> **Page 1 of 1 | Page#:** GO

Specify Date or Date & Time Range within the last 30 days

Date Range: Start Date - End Date **Time Frame:** Start Time - End Time TRACK MESSAGES

The user will have the ability to sort by **Device Number**, **Capcode** or **Service Type** within this screen. If needed, multiple devices may be selected for export.

> **NOTE:** To narrow down the search for a specific device phone number use the **Search** prompt as seen in the header portion of the screen. The *Search Option screen* will display as seen in the following screen illustration. Search options include: Device number/Pin, Holder Name or Alias.



- Specify the date or date/time range combination. **<u>NOTE</u>:** If a date / time is not entered then all sent message records for the selected pager number within the last thirty day time-line will display.

Once date range and time frame info has been entered click **Track Messages** to display the message status results.

Messages for Device: (614) 721-0057 for Date Range: 09/15/2014-00:00AM - 10/02/2014-00:00AM

Holder Name: MOISES FRITIS

DEVICE NUMBER	PIN	MESSAGE SEQUENCE	DIRECTION OF PAGE	DATE/TIME SENT	DATE/TIME DELIVERED	DATE/TIME READ
(614) 721-0057		22	TO Device	09/15/2014-03:57:44pm	09/15/2014-03:58:08pm	09/15/2014-04:15:53pm
(614) 721-0057		1	TO Device	09/16/2014-02:03:04pm	09/16/2014-02:03:46pm	**/**/****-**:**:**
(614) 721-0057		2	TO Device	09/18/2014-04:28:59pm	09/18/2014-04:29:23pm	09/19/2014-03:31:48pm
(614) 721-0057		1	TO Device	09/19/2014-03:25:32pm	09/19/2014-03:32:15pm	**/**/****-**:**:**
(614) 721-0057		2	TO Device	09/19/2014-05:50:06pm	09/19/2014-05:50:31pm	**/**/****-**:**:**
(614) 721-0057		3	TO Device	09/22/2014-09:39:45am	09/22/2014-09:40:08am	**/**/****-**:**:**
(614) 721-0057		4	TO Device	09/23/2014-02:20:44pm	09/23/2014-02:21:08pm	09/23/2014-02:21:59pm
(614) 721-0057		5	TO Device	09/24/2014-12:36:22pm	09/24/2014-12:36:45pm	09/24/2014-02:28:24pm
(614) 721-0057		6	TO Device	09/24/2014-02:25:27pm	09/24/2014-02:25:53pm	09/24/2014-02:28:20pm
(614) 721-0057		7	TO Device	09/24/2014-02:27:32pm	09/24/2014-02:27:52pm	09/24/2014-02:28:15pm

EXPORT

The device number / Pin will display with the following:

Message Sequence – A number assigned by the system that applies to messages sent **'To'** the device, ***not 'From'***.

Direction of Page – Applies to the direction of the message **'Sent to'** or **'From'** the device.

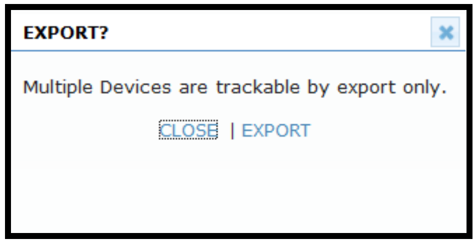
Date / Time Sent – Applies to the date and time stamp that the message was sent ***FROM*** the device.

Date / Time Delivered – Applies to the date and time stamp that the message was sent ***TO*** the device.

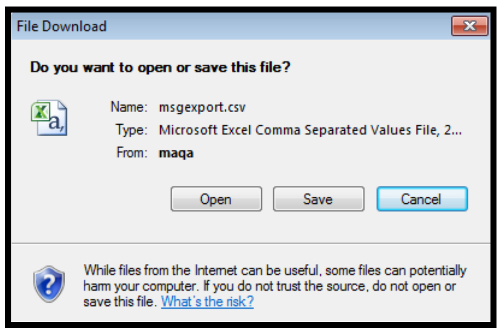
NOTE: Messages **FROM** the device will not display a Message Sequence number for a Date/Time Delivered. The message sequence only applies 'To Date/Time Sent'.

Duplicate Device Selections:

When selecting multiple device numbers to track message status the following screen will display:



- Click **Export**



- Click **Open**

A .csv (Comma Delimited file) will open with the message status details for each selected device number as seen within the sample below.

Device Number	Pin	Holder Name	Message Sequence	Direction of Page	Date/Time Sent	Date/Time Delivered	Date/Time Read
(877) 202-7736	0	No messages found					
(614) 721-0005	0	No messages found					
(614) 721-0060	0	No messages found					
(614) 721-0029	0	No messages found					
(614) 721-0031	0	No messages found					
(614) 721-6035	0	No messages found					
(614) 721-0039	0	No messages found					
(614) 721-0069	0	No messages found					
(614) 721-0243	0	No messages found					
(614) 721-0244	0	No messages found					
(614) 721-0057	0	MOISES FRITIS	22	To Device	09/15/2014-03:57:44pm	09/15/2014-03:58:08pm	09/15/2014-04:15:53pm
(614) 721-0057	0	MOISES FRITIS	1	To Device	09/16/2014-02:03:04pm	09/16/2014-02:03:46pm	**/**/****-**:**:**
(614) 721-0057	0	MOISES FRITIS	2	To Device	09/18/2014-04:28:59pm	09/18/2014-04:29:23pm	09/19/2014-03:31:48pm
(614) 721-0057	0	MOISES FRITIS	1	To Device	09/19/2014-03:25:32pm	09/19/2014-03:32:15pm	**/**/****-**:**:**
(614) 721-0057	0	MOISES FRITIS	2	To Device	09/19/2014-05:50:06pm	09/19/2014-05:50:31pm	**/**/****-**:**:**
(614) 721-0057	0	MOISES FRITIS	3	To Device	09/22/2014-09:39:45am	09/22/2014-09:40:08am	**/**/****-**:**:**
(614) 721-0057	0	MOISES FRITIS	4	To Device	09/23/2014-02:20:44pm	09/23/2014-02:21:08pm	09/23/2014-02:21:59pm
(614) 721-0057	0	MOISES FRITIS	5	To Device	09/24/2014-12:36:22pm	09/24/2014-12:36:45pm	09/24/2014-02:28:24pm
(614) 721-0057	0	MOISES FRITIS	6	To Device	09/24/2014-02:25:27pm	09/24/2014-02:25:53pm	09/24/2014-02:28:20pm
(614) 721-0057	0	MOISES FRITIS	7	To Device	09/24/2014-02:27:32pm	09/24/2014-02:27:52pm	09/24/2014-02:28:15pm
(800) 946-4646	1440009	No messages found					
(800) 946-4646	1440265	No messages found					

Spok Mobile

Spok Mobile allows for messages sent to Spok pager numbers go right to a person's smartphone. Smartphone users simply download an app to connect to the software, which is hosted and maintained by Spok Wireless. All of this is accomplished without changing the way messages are sent or updating pager numbers. In addition, charges appear on your Spok Wireless statement for ease of administration and billing.

The Spok Mobile management option in My Account will allow you to perform the following transactions:

Add New Spok Mobile Device

View/Modify Existing Devices

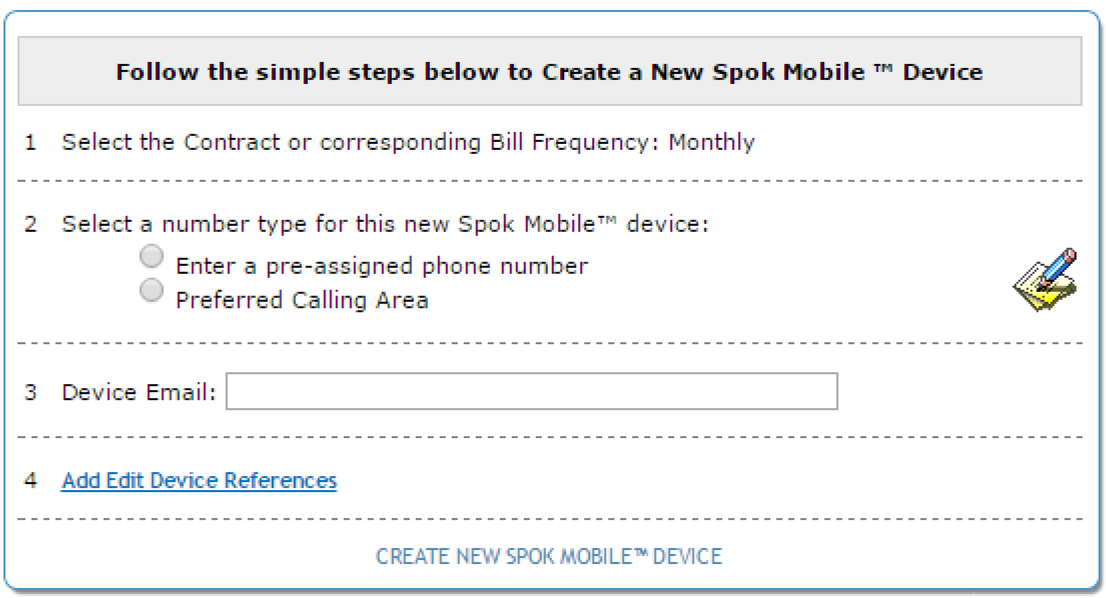
- Update Device Email Address
- Resend Registration Email
- Remove Spok Mobile Feature for existing eligible pager numbers on your account.

Swap from Spok Mobile Only service (no paging device)

Please contact Customer Support to enable this option for your account.

Select **Spok Mobile** from the Main Menu to display a listing of all devices that are eligible for this feature or to Add a new Spok Mobile Device to your account.

<u>Add New Spok Mobile Device</u>
Click on the ADD NEW SPOK MOBILE DEVICE link in the right corner of the Spok Mobile List to create a new Spok Mobile Device. If this link is not activated, please contact customer service for assistance.



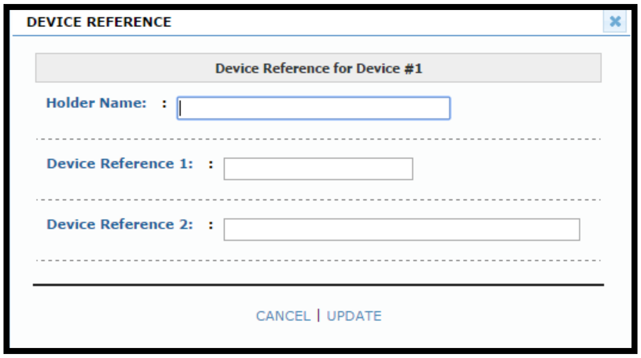
Item 1: Select the Contract and/or Billing Frequency from the drop down menu. In this example, no other options exist.

Item 2: Select the type of pager number for the new group. Number selection may include entering a preassigned phone number or selecting a preferred calling area number/toll free number and/or PIN depending on your contract with Spok and number availability.

- Selection of Enter a Pre-assigned phone number will then display fields to enter the number
- Selection of Preferred Calling Area will then prompt you to enter a preferred area code and then display the selection of available prefixes for that area code.
- Selection of a Personal Toll-Free will display a drop down menu of available toll free area codes. **<u>NOTE</u>**: Prefix selection is not available for personal toll-free numbers.

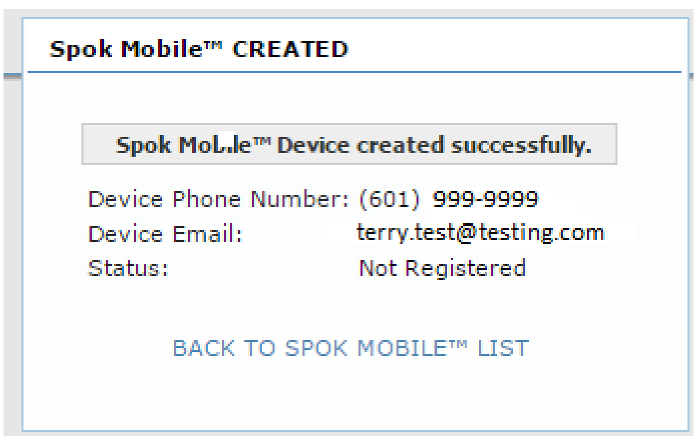
Items 3: Enter the email address for the user's Smartphone in order for the user to receive the registration email with the link to download the app.

Item 4: Click the **Add Edit Device Reference** link to enter a group (holder) name and/or enter specific device reference information. (Accounts with active ARMM Masking may be required to complete additional fields. Click Here for note about ARMM.)



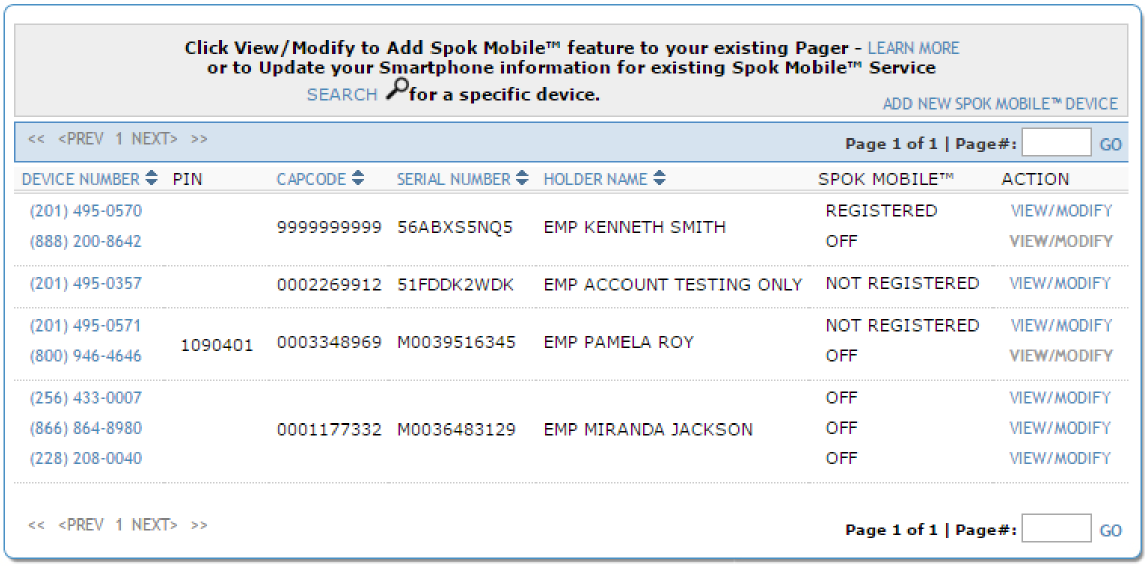
Click Create New Spok Mobile Device button to create and activate your new Spok Mobile Device or **Previous Screen** to go back to the Group List View.

If the device is successfully created, you will receive confirmation that the device set up is complete as shown below.   Upon activation, the registration email will be sent to the Smartphone for the user to download the app and complete the device registration process.



<u>View/Modify Existing Devices</u>

<u>NOTE</u>: Only pager numbers compatible with Spok Mobile will display. Spok Mobile is not compatible with Multi-Messenger group leader pager numbers or pager numbers activated with the Message CC feature. (Other exceptions may apply – please contact Customer Support for more information.)


Click View/Modify to Add Spok Mobile™ feature to your existing Pager - LEARN MORE
or to Update your Smartphone information for existing Spok Mobile™ Service
SEARCH for a specific device.
ADD NEW SPOK MOBILE™ DEVICE

<< <PREV 1 NEXT> >> Page 1 of 1 | Page#: GO

DEVICE NUMBER	PIN	CAPCODE	SERIAL NUMBER	HOLDER NAME	SPOK MOBILE™	ACTION
(201) 495-0570 (888) 200-8642		9999999999	56ABXS5NQ5	EMP KENNETH SMITH	REGISTERED OFF	VIEW/MODIFY VIEW/MODIFY
(201) 495-0357		0002269912	51FDDK2WDK	EMP ACCOUNT TESTING ONLY	NOT REGISTERED	VIEW/MODIFY
(201) 495-0571 (800) 946-4646	1090401	0003348969	M0039516345	EMP PAMELA ROY	NOT REGISTERED OFF	VIEW/MODIFY VIEW/MODIFY
(256) 433-0007 (866) 864-8980 (228) 208-0040		0001177332	M0036483129	EMP MIRANDA JACKSON	OFF OFF OFF	VIEW/MODIFY VIEW/MODIFY VIEW/MODIFY

<< <PREV 1 NEXT> >> Page 1 of 1 | Page#: GO

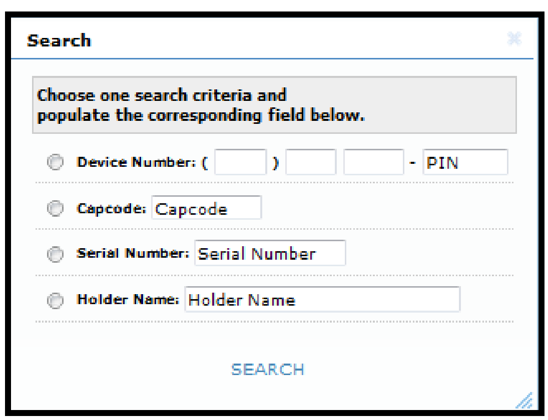
Sort By Device Number
Clicking on **Device Number** will sort all device numbers by area code.

Sort By Holder Name.
Clicking on **Capcode** will sort all capcodes in numeric order

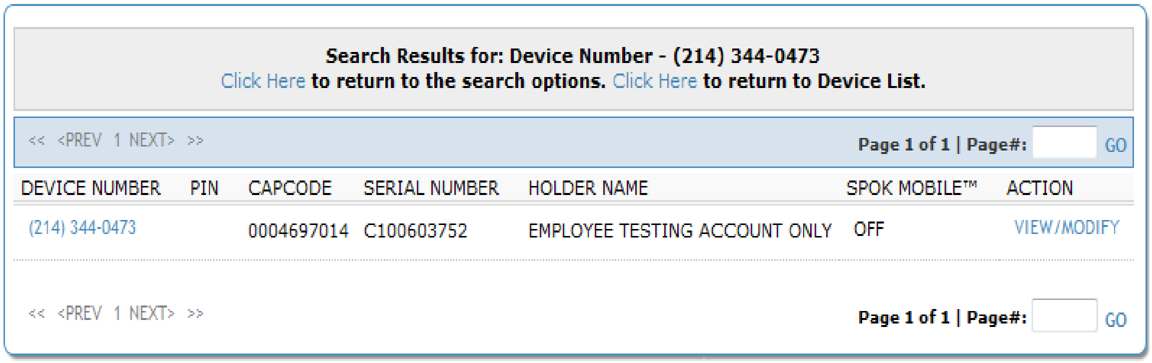
Sort By Serial Number.
Clicking on **Serial Number** will sort all serial numbers in alphabetical order.

Sort By Holder Name.
Clicking on **Holder Name** will sort all Holder names in alphabetical order

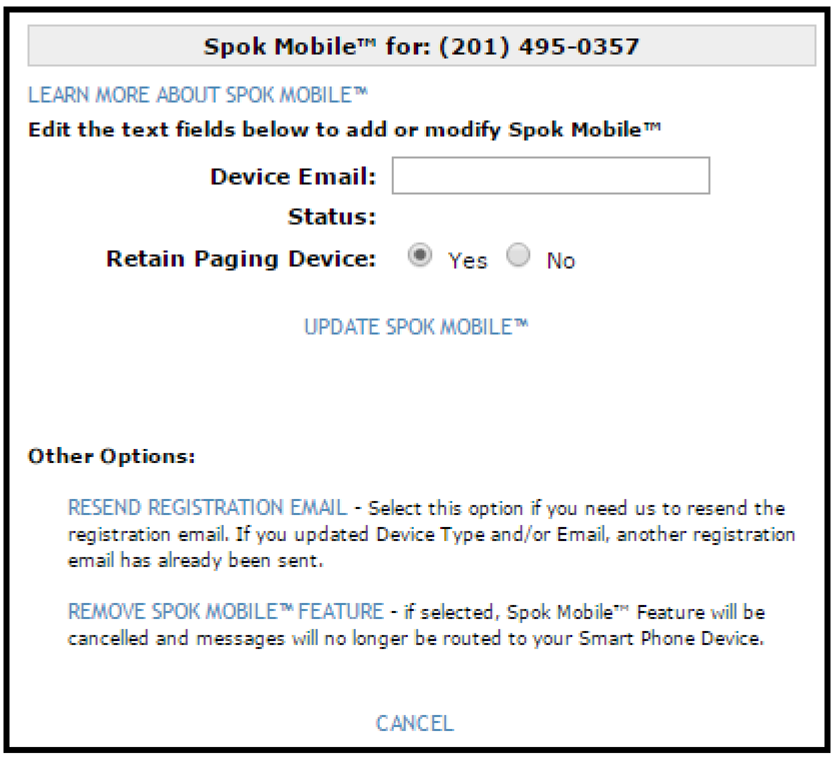
<u>NOTE</u>: For more search options, within the header of the screen select **SEARCH** to search for a specific device and the screen will display additional search fields to choose from as shown below.



Only one search option can be selected at a time. Enter the applicable search information and click **'Search'** to display the search results as shown in the sample below.



Click the **VIEW/MODIFY** link in the ACTION column for the corresponding pager number to add or modify the Spok Mobile information. In this sample, the Spok Mobile feature has not yet been added for this device.



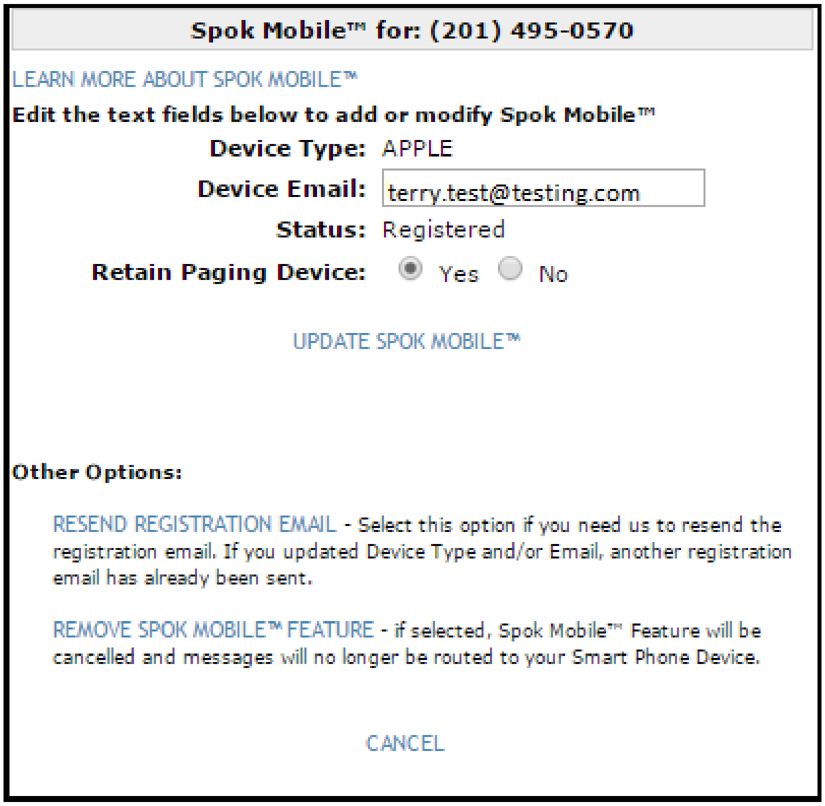
Enter the email address for the user's Smartphone in order for the user to receive the registration email with the link to download the app.

Retain Paging Device

- Select No if you wish to add Spok Mobile to your paging device phone number and return the physical device to Spok.
  - **NOTE**: Paging Device must be returned to Spok to avoid equipment charges. Once cell phone has been registered, your paging device will no longer work.
- Select Yes if you wish to add Spok Mobile to your paging device phone number and retain the physical device.

In this sample, the Spok Mobile feature has been added for this device.

- Retain Paging Device No may be selected if you no longer want to retain your paging device and want to continue with Spok Mobile Service.

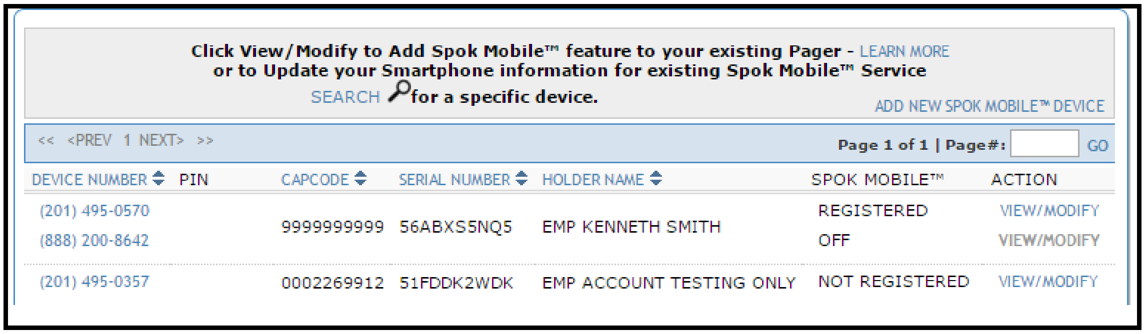


Click the **UPDATE SPOK MOBILE** link to activate the Spok Mobile feature or **CANCEL** to return to the previous screen without saving changes.

The confirmation message "**Spok Mobile Added**" will appear in a pop-up display upon successful activation.

NOTE: For more information regarding Spok Mobile, including Spok Mobile app user guides, please click the **LEARN MORE ABOUT SPOK MOBILE** link in the upper right hand corner of the VIEW/MODIFY screen or the **Spok Mobile Reference** link from the Main Menu.

Once the Spok Mobile feature has been activated, the Spok Mobile indicator will change from OFF to NOT REGISTERED or REGISTERED for the pager number as shown below. **Please note that Spok Mobile may only be added to ONE pager number per device.** The device will still receive messages from the additional numbers, but the Smartphone will only receive messages from the Spok Mobile pager number.


Click View/Modify to Add Spok Mobile™ feature to your existing Pager - LEARN MORE
or to Update your Smartphone information for existing Spok Mobile™ Service
SEARCH for a specific device.
ADD NEW SPOK MOBILE™ DEVICE

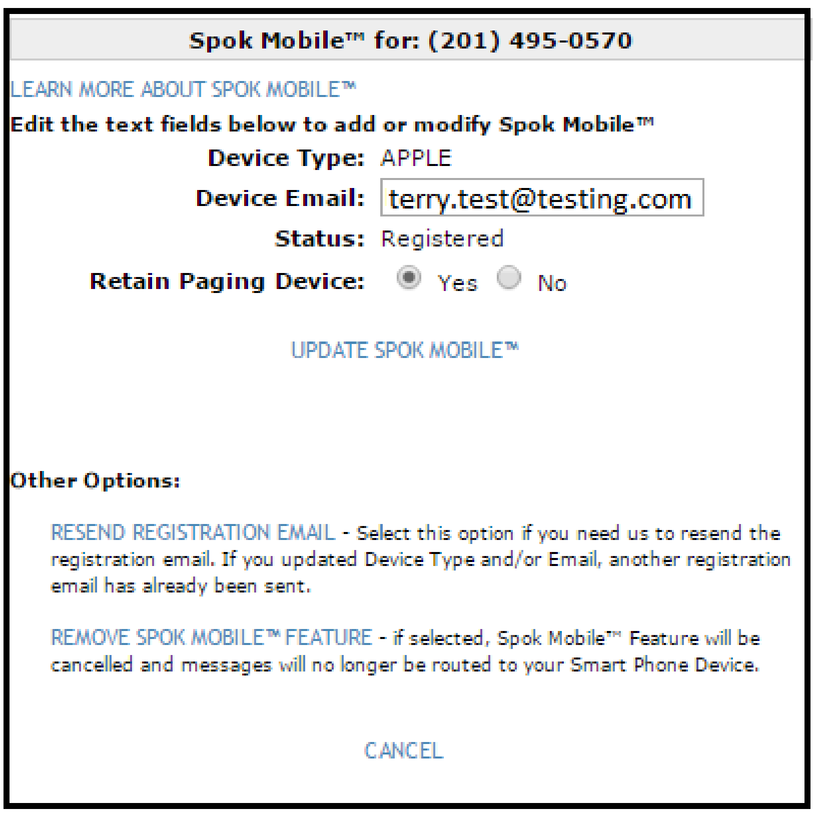
<< <PREV 1 NEXT> >> Page 1 of 1 | Page#: GO

DEVICE NUMBER	PIN	CAPCODE	SERIAL NUMBER	HOLDER NAME	SPOK MOBILE™	ACTION
(201) 495-0570		9999999999	56ABXS5NQ5	EMP KENNETH SMITH	REGISTERED	VIEW/MODIFY
(888) 200-8642					OFF	VIEW/MODIFY
(201) 495-0357		0002269912	51FDDK2WDK	EMP ACCOUNT TESTING ONLY	NOT REGISTERED	VIEW/MODIFY

Upon activation, the registration email will be sent to the Smartphone for the user to download the app and complete the device registration process. Once the user has installed the Spok Mobile app and registered the device, the status will change from “Not Registered” to “Registered” and the Device Type will be displayed when viewing the device’s Spok Mobile information as shown below.

To update the details for an existing Spok Mobile user, click the VIEW/MODIFY link for the pager number.

You may change the email address for the user’s Smartphone in order for the user to receive the registration email with the link to download the app. Select **UPDATE SPOK MOBILE** to save the changes.


Spok Mobile™ for: (201) 495-0570

LEARN MORE ABOUT SPOK MOBILE™

Edit the text fields below to add or modify Spok Mobile™

Device Type: APPLE

Device Email: terry.test@testing.com

Status: Registered

Retain Paging Device: Yes No

UPDATE SPOK MOBILE™

Other Options:

RESEND REGISTRATION EMAIL - Select this option if you need us to resend the registration email. If you updated Device Type and/or Email, another registration email has already been sent.

REMOVE SPOK MOBILE™ FEATURE - if selected, Spok Mobile™ Feature will be cancelled and messages will no longer be routed to your Smart Phone Device.

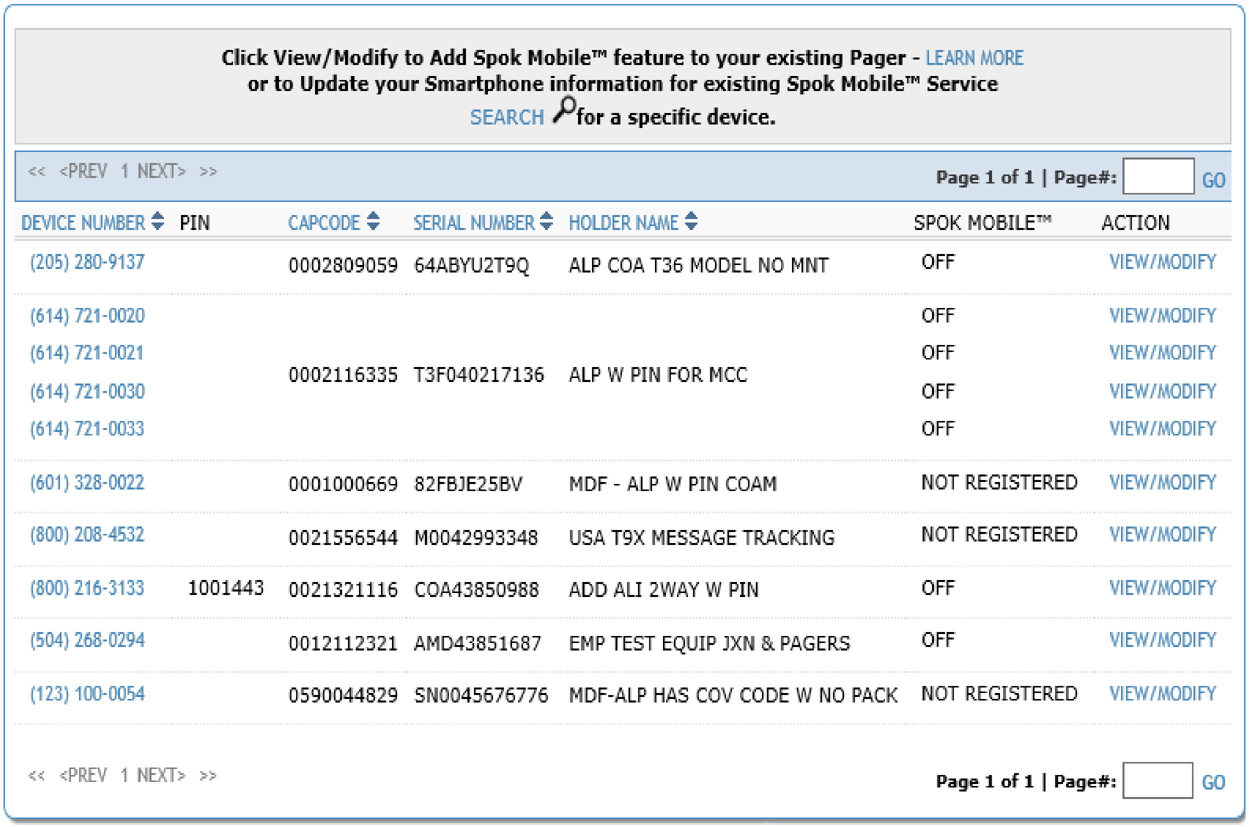
CANCEL

Swap Spok Mobile Only service (no paging device)

This option will allow users to swap from Spok Mobile Only service to Spok Mobile w Device service.

Select **Spok Mobile** from the Main Menu and a list of your Spok Mobile devices will appear.

Depending on the size of your account, it may be more convenient to use the Search options (located at the top of the page) or the Sort options for the following columns: Device Number, Capcode, Serial Number and Holder Name.



Click View/Modify to Add Spok Mobile™ feature to your existing Pager - LEARN MORE
or to Update your Smartphone information for existing Spok Mobile™ Service
SEARCH for a specific device.

<< <PREV 1 NEXT> >> Page 1 of 1 | Page#: GO

DEVICE NUMBER	PIN	CAPCODE	SERIAL NUMBER	HOLDER NAME	SPOK MOBILE™	ACTION
(205) 280-9137		0002809059	64ABYU2T9Q	ALP COA T36 MODEL NO MNT	OFF	VIEW/MODIFY
(614) 721-0020		0002116335	T3F040217136	ALP W PIN FOR MCC	OFF	VIEW/MODIFY
(614) 721-0021					OFF	VIEW/MODIFY
(614) 721-0030					OFF	VIEW/MODIFY
(614) 721-0033					OFF	VIEW/MODIFY
(601) 328-0022		0001000669	82FBJE25BV	MDF - ALP W PIN COAM	NOT REGISTERED	VIEW/MODIFY
(800) 208-4532		0021556544	M0042993348	USA T9X MESSAGE TRACKING	NOT REGISTERED	VIEW/MODIFY
(800) 216-3133	1001443	0021321116	COA43850988	ADD ALI 2WAY W PIN	OFF	VIEW/MODIFY
(504) 268-0294		0012112321	AMD43851687	EMP TEST EQUIP JXN & PAGERS	OFF	VIEW/MODIFY
(123) 100-0054		0590044829	SN0045676776	MDF-ALP HAS COV CODE W NO PACK	NOT REGISTERED	VIEW/MODIFY

<< <PREV 1 NEXT> >> Page 1 of 1 | Page#: GO

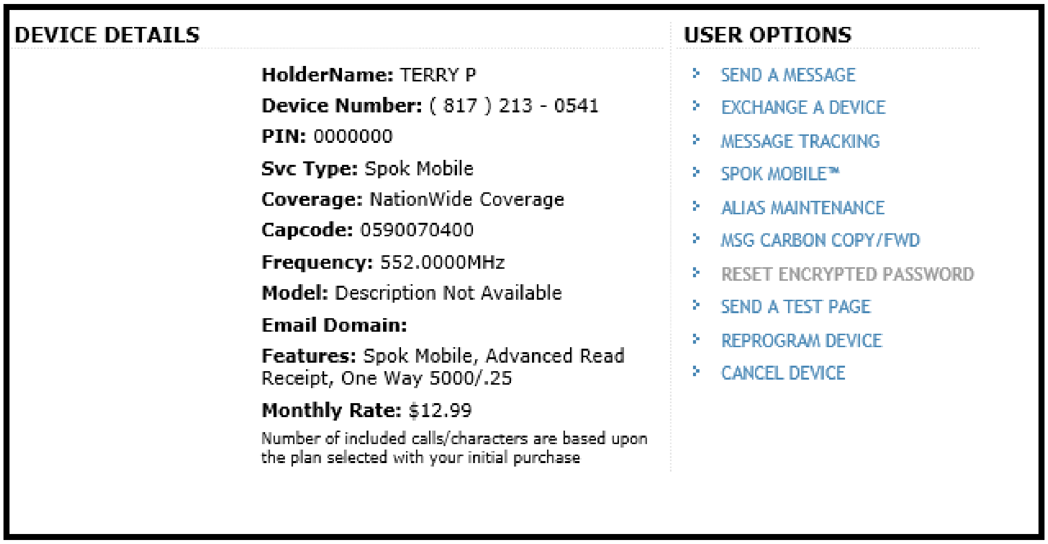
Sort By Device Number
Clicking on **Device Number** will sort all device numbers by area code.

Sort By Capcode
Clicking on **Capcode** will sort all capcodes for the devices in numerical order.

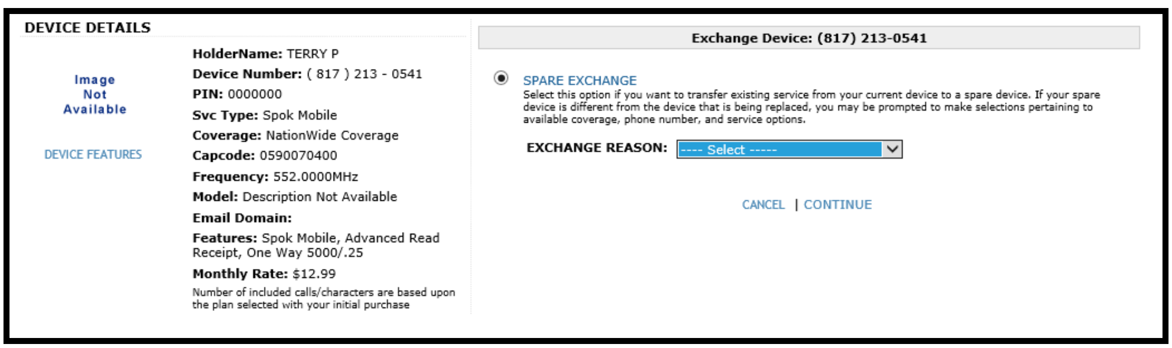
Sort By Serial Number
Clicking on **Serial Number** will sort all serial numbers for the devices in numerical order.

Sort By Holder Name.
Clicking on **Holder Name** will sort all Holder names in alphabetical order

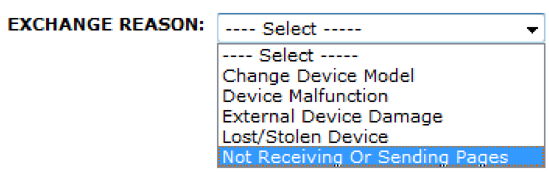
You can select a specific device by clicking on the device telephone number to display the device detail screen as illustrated below with specifics for that device.



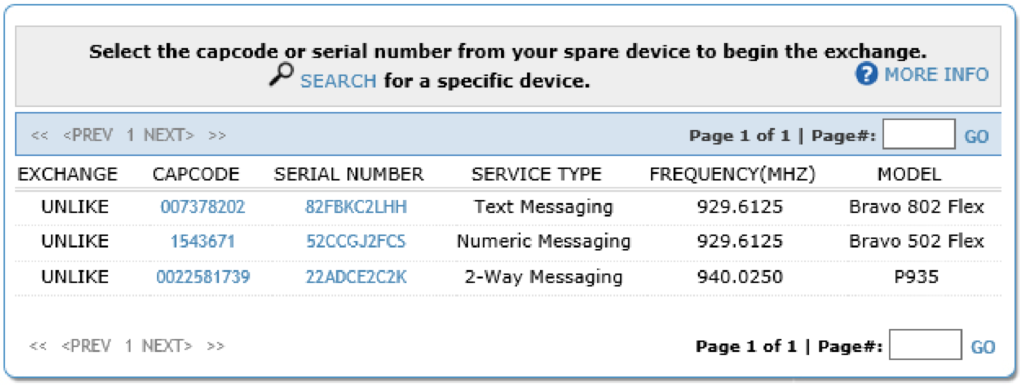
Select Exchange a Device- Spare Exchange will display if your organization qualifies and participates in the spare device program.



Select the reason for the exchange transaction from the drop down menu illustrated below and Click Continue to proceed.

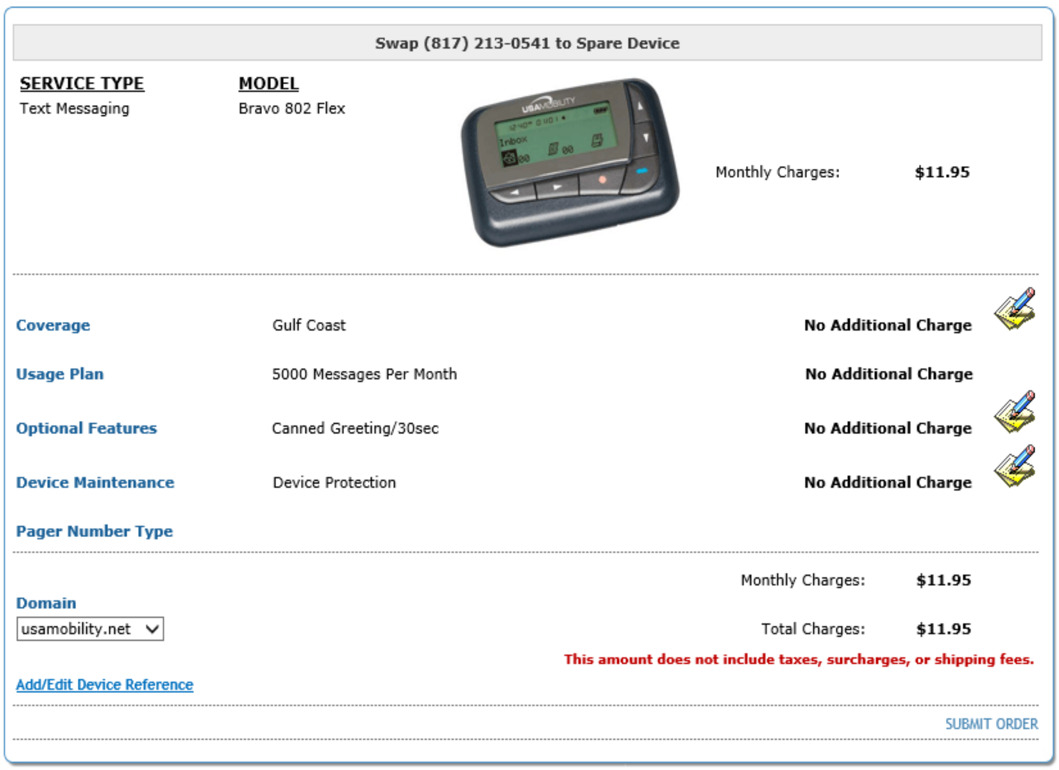


A list of your available spares will appear as shown below.

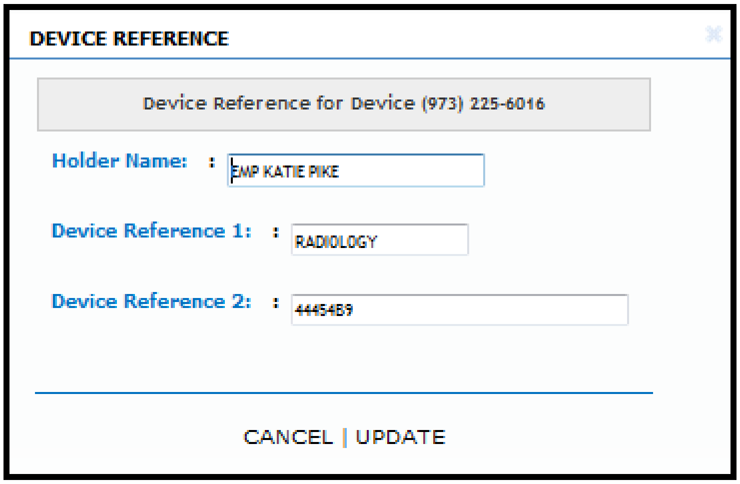


To select one, click on its capcode or serial number. Only devices that are Unlike will display.

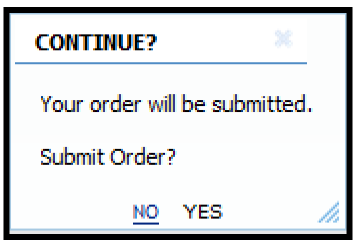
The device detail screen similar to the one below will display where you may be directed to select from available Coverage, Usage Plan, Optional Features, and/or Device Maintenance options. You will be prompted to either keep the existing pager number for the device, or have a new pager number assigned.



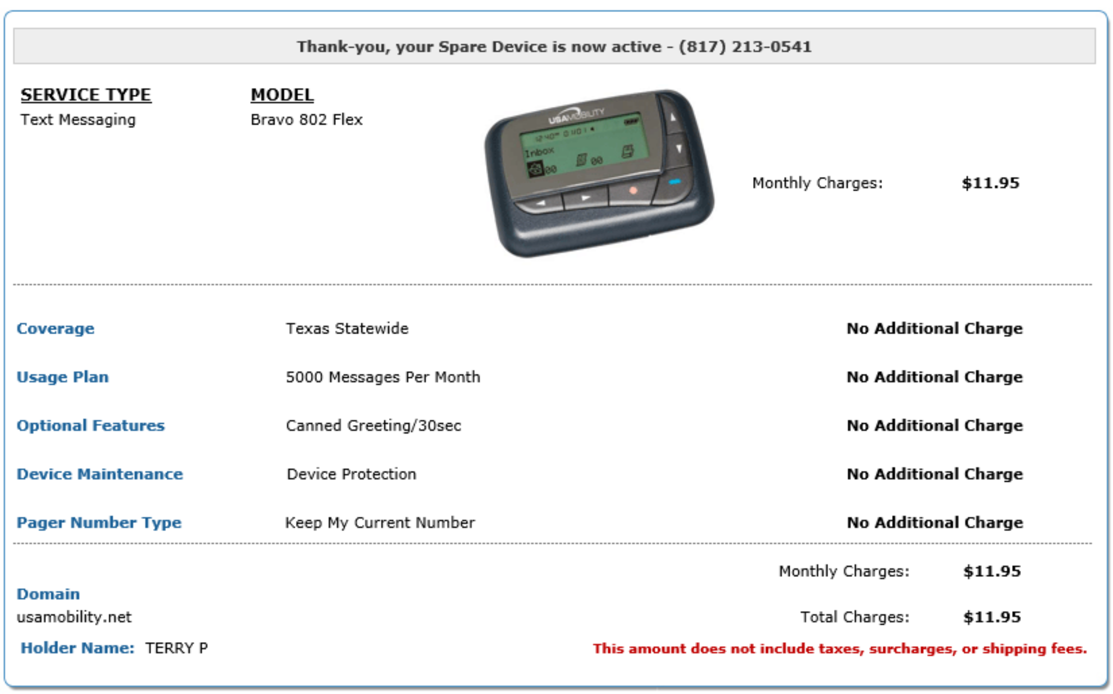
The last section of the screen may allow for additional selection/modification of Domain (for text messaging devices), Device Reference (holder and up to 2 device reference fields may be available as shown below) and Information Services for the new device.



Once all available selections have been made, click SUBMIT ORDER to continue. You will be prompted to confirm the exchange to the spare device:



Select **NO** to remain on the Swap to Spare screen. Select **YES** to activate and send a test page to the device. The following confirmation screen will display the new pager phone number assigned to the device.



Other Options:

Resend Registration Email
If the user accidentally deleted the registration email from their Smartphone or needs to download the Spok Mobile app to a new Smartphone with the same phone number, you may RESEND the registration email to the user using this option.

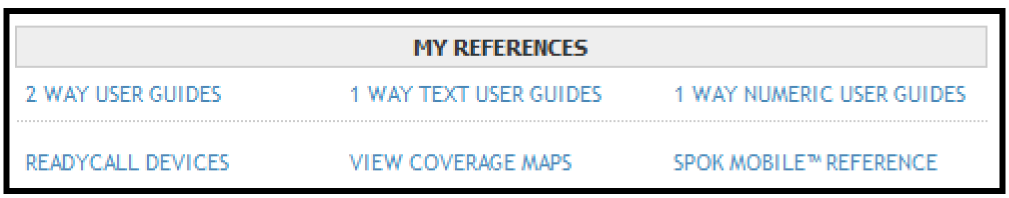
<u>NOTE</u>: It is not necessary to resend the registration email if an update is made to Email Address. The registration email will be sent automatically if any changes are made.

Remove Spok Mobile Feature
This option will remove the Spok Mobile feature from the device and "unregister" the Smartphone.

Upon successful de-activation, the confirmation message of "Spok Mobile Removed" will appear in a pop-up display. **<u>Once Spok Mobile is removed, messages will continue to be received on the user's pager, but will no longer be received on the user's Smartphone.</u>**

My References

This portion of the main menu is dedicated to providing one-click access to valuable resources such as device user guides and coverage maps from within My Account!

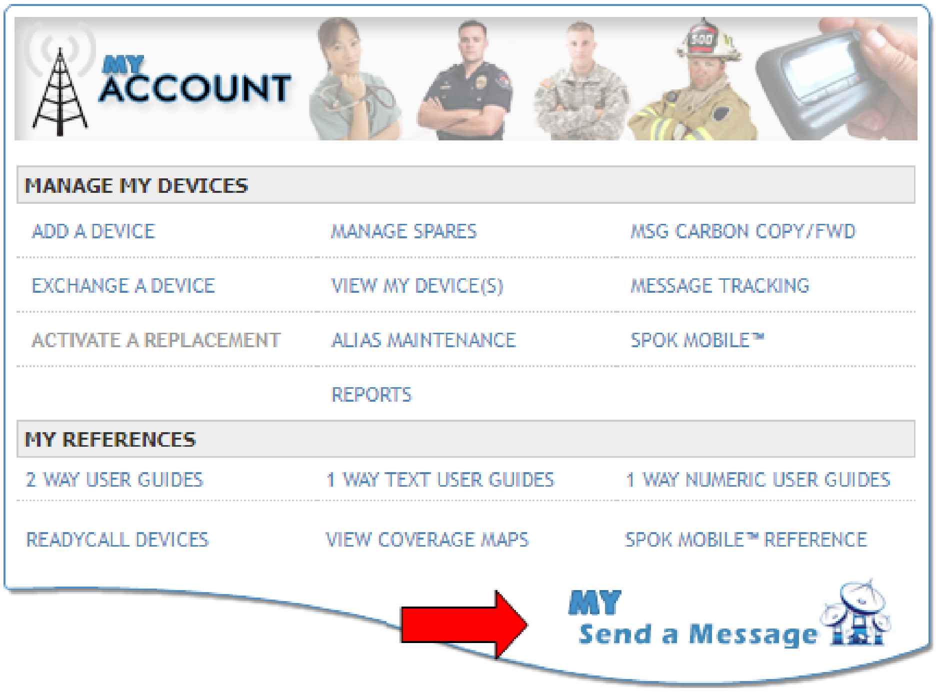


My Send a Message

My Send a Message is a personal messaging console providing access to SPOK's Send a Message application from within My Account with the added ability to create and maintain an address book for individual and group contacts comprised of valid SPOK paging subscribers. The My Send a Message console also allows users to customize their message notification preferences and 2 way messaging options.

My Send a Message is also offered as a standalone application for users who may need to send messages to SPOK subscribers regularly but do not manage the wireless account. My Send a Message Only user access is established online via the My Account Registration process.

My Account users will access My Send a Message from the main My Account menu:



My Send Message Only users will log in to My Send a Message from the My Account login page: https://myaccount.usamobility.com/. Two-Factor Authentication will be required to continue to My Send a Message Main Menu. Click Here to view further instructions regarding Two-Factor Authentication.

Please note the Send a Message option may be utilized without creating an address book or message groups. The recipient pager number, alias, or pin number for recipients may be entered manually as one-time addresses if no address book entries have been created.

Each My Account or My Send a Message user will access their own personal Address Book and Message Group list. Address Books and Message Group lists are not shared within the account.

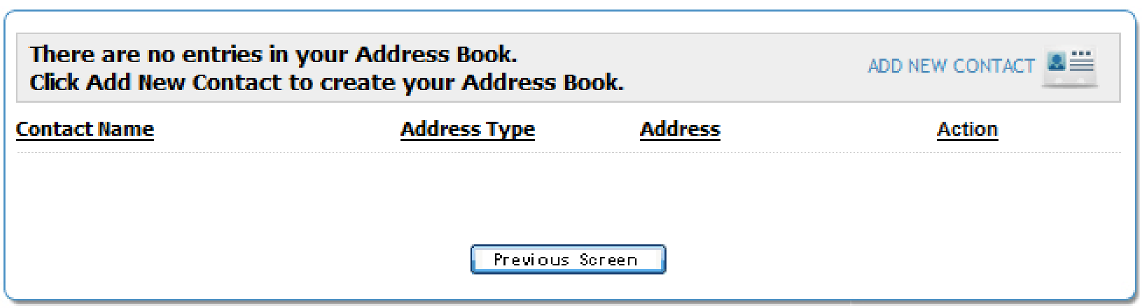
Address Book

The Address Book is used to store Spok subscriber contacts by 10 digit pager number, alias, or by 7 digit pin. The subscribers in the address book must be eligible to receive messages via the Send a Message site.

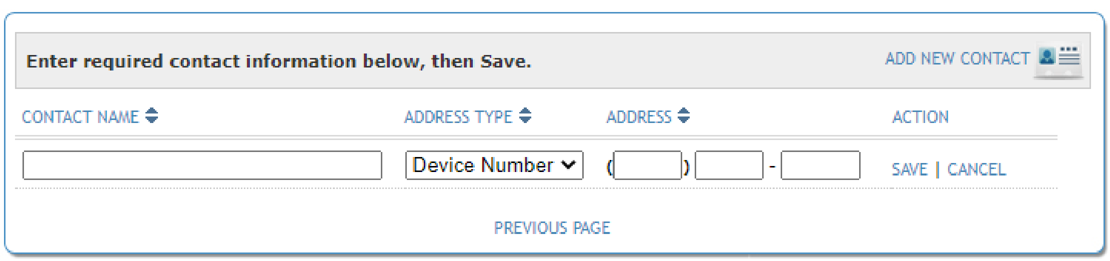
There is no limit for number of contacts that may be added or maintained in the Address Book.

Create Address Book

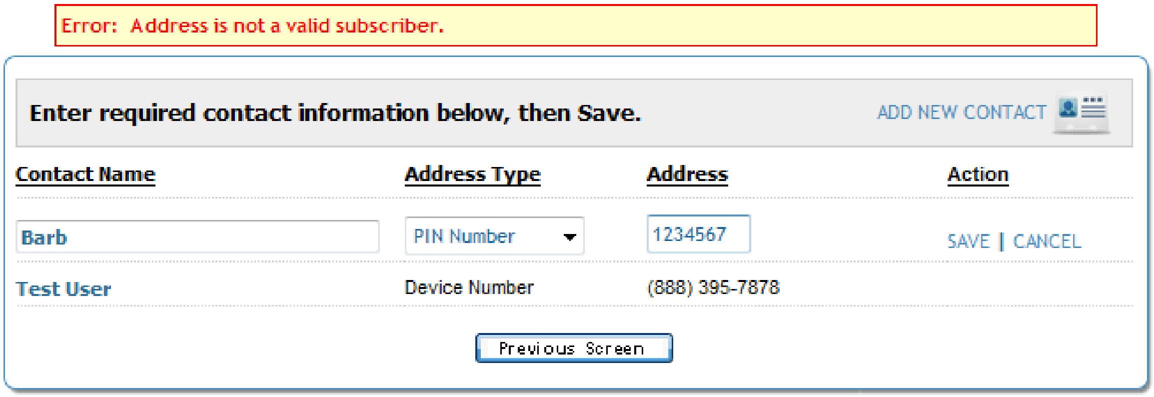
- Access the Address Book link from My Send a Message Main Menu or Account Actions Menu



- Click **ADD NEW CONTACT**.



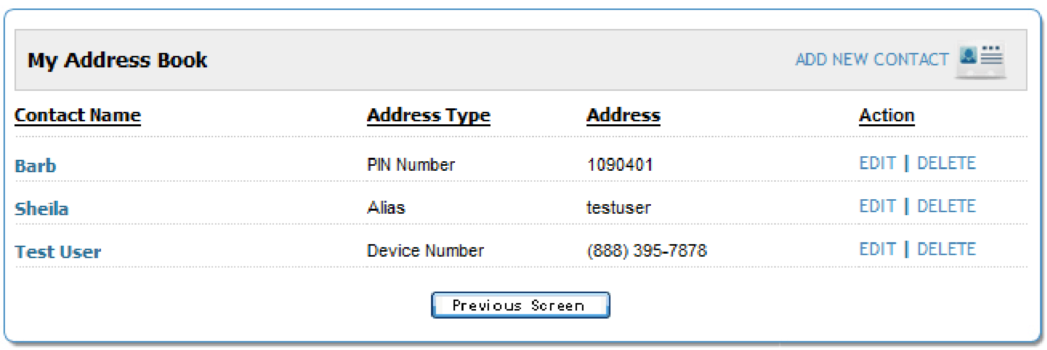
- Enter the contact name.
- Select the address type for the contact from the drop down menu. (Device Number/PIN Number/Alias)
- Enter the messaging address for the device. The field format will change depending on the address type selected in the previous step.
- Click **SAVE** to add the entry to the address book or **CANCEL** to close the blank contact fields without saving the entry.   Duplicate entries are not allowed. If the address already exists in the address book, an error message indicating it is a duplicate will appear in red font.
- The new entry will validate against the SPOK messaging server to determine if the address is valid for web messaging. If the new address is invalid or not compatible with Send a Message, the following error message will be indicated in red.



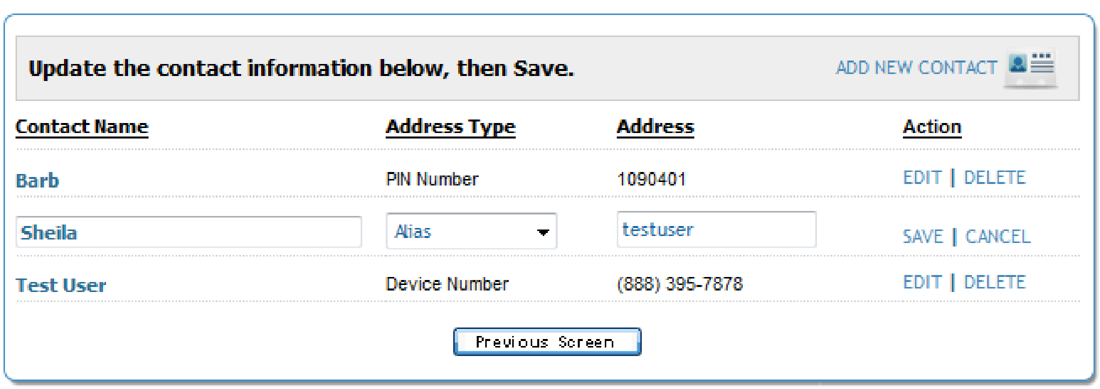
- Please verify the address or contact Customer Support for assistance.
- Once all of the contacts have been added to the Address Book, click the **Previous Screen** button to return to the My Send a Message main menu.

Manage Address Book Entries

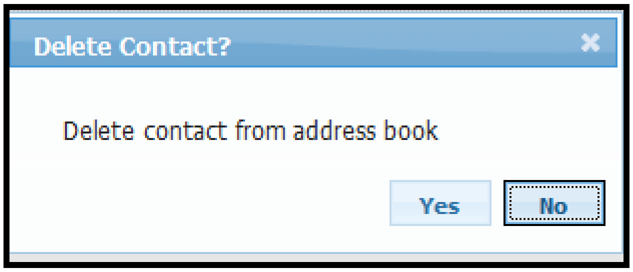
- Select the Address Book link from the My Send a Message main menu.



- Select **EDIT** next to the entry to be changed. You may change the contact name, address type and/or address. Click **SAVE** to save the changes or **CANCEL** to undo changes and keep the original entry. If the subscriber is no longer valid (not in service, pager number changed, etc.) an error message will be indicated in red.



- Select **DELETE** next to the entry to be removed from the address book. A confirmation prompt will display asking you to confirm the delete request.   Click **Yes** to delete, or **No** to **CANCEL** the request.



NOTE: Deleting a contact from the Address Book will also delete the contact from all Message Groups.

Message Groups

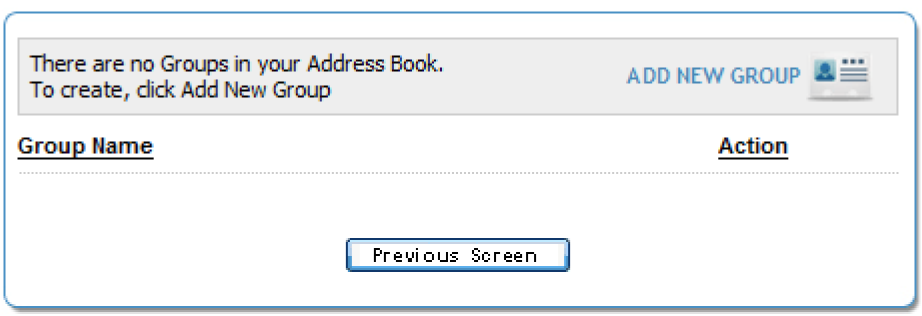
Users may elect to create messaging groups comprised of existing address book members within My Send a Message. This feature allows users to create and manage lists of subscribers so that multiple recipients can be selected more quickly as a single group when sending messages.

NOTE: Message Groups may be described as personal distribution lists as opposed to paging groups established in the SPOK billing system for account-wide use such as Common Capcode or Multi-Messenger Groups. Message Groups are only accessible to the My Send a Message user that created the groups.

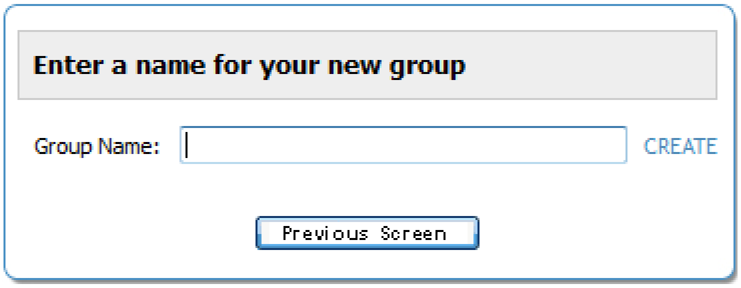
There is no limit to the number of messaging groups that can be created within My Send a Message, but each messaging group has a limit of 100 members.

Create Message Group

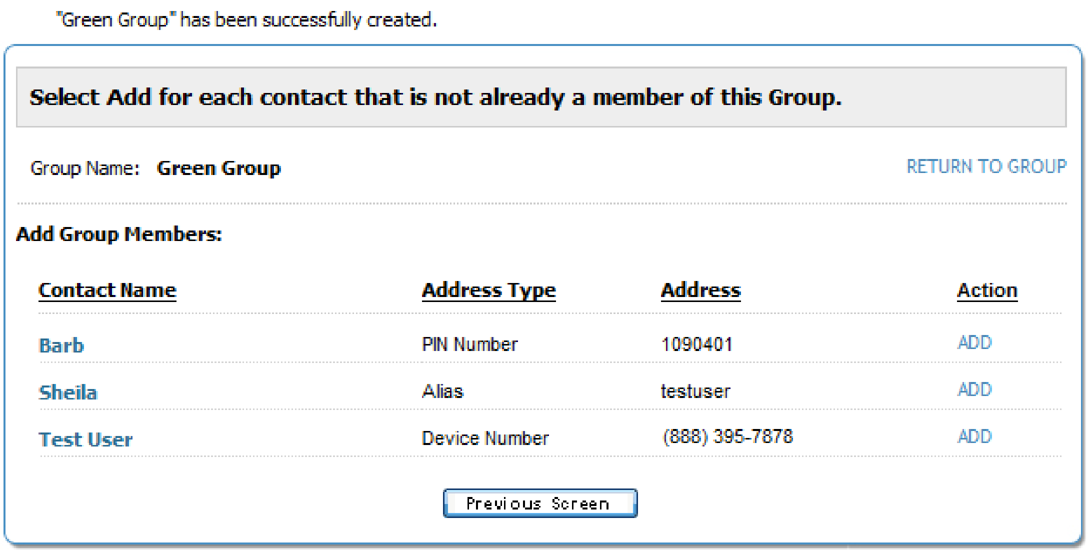
- Access the Message Group link from Main Menu or Account Actions Menu.



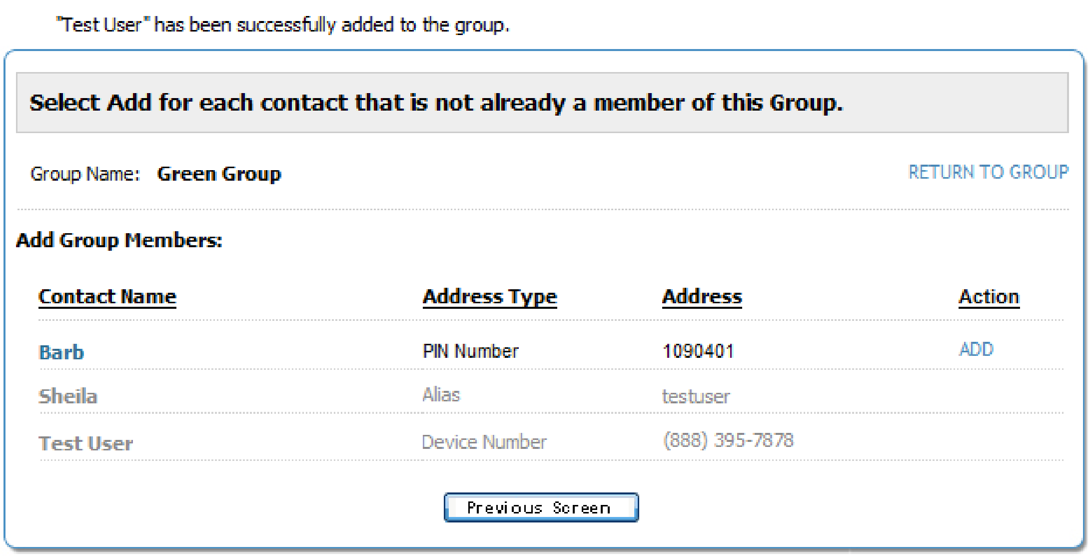
- Click the **ADD NEW GROUP** link



- Enter the name of the group. Click the **CREATE** link.



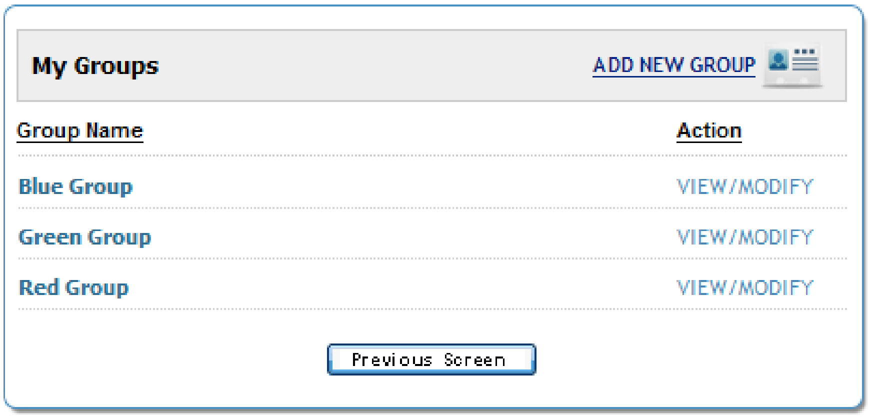
- All members of the address book that are eligible to be added to the new group will be displayed. Click **ADD** next to each member to add to the new group, up to a maximum of 100 members.   As each member is selected, the entry will appear grayed out and the ADD link will no longer be visible.



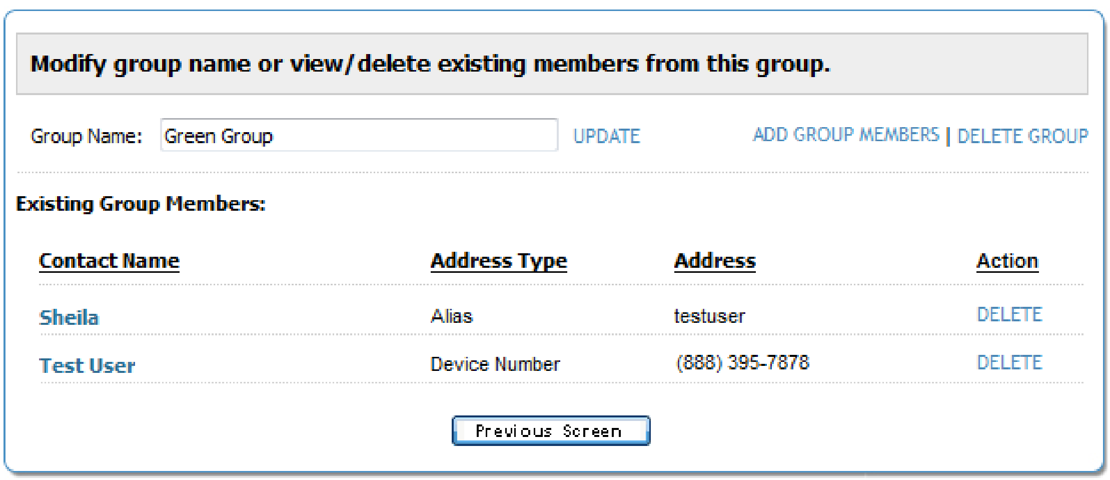
- Select the **RETURN TO GROUP** link to view/modify the newly created group. Select the **Previous Screen** button to view the Message Groups list.

Manage Message Groups

- Select the Message Groups link from the My Send a Message main menu.

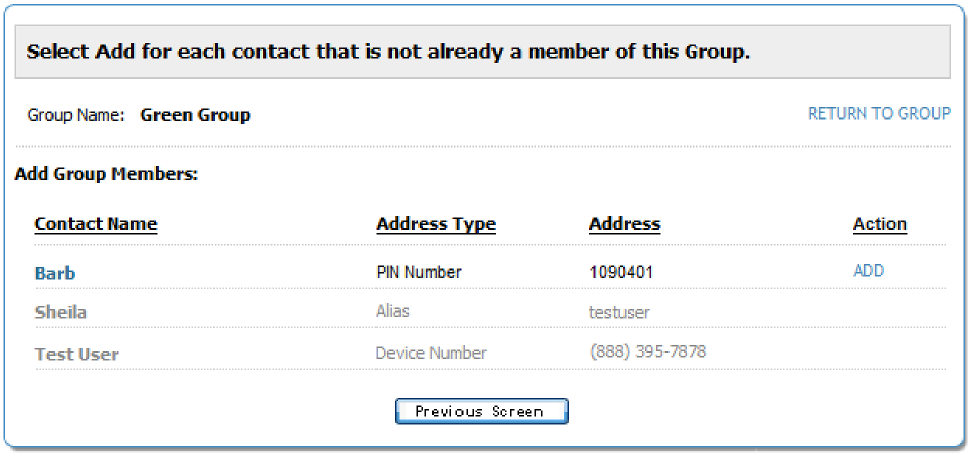


- Select the **VIEW/MODIFY** link next to the group you wish to edit.

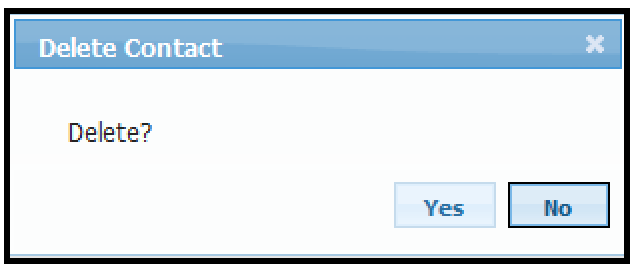


- **Update Group Name** - Modify the group name and click the **UPDATE** link to save changes. The group name field cannot be blank.

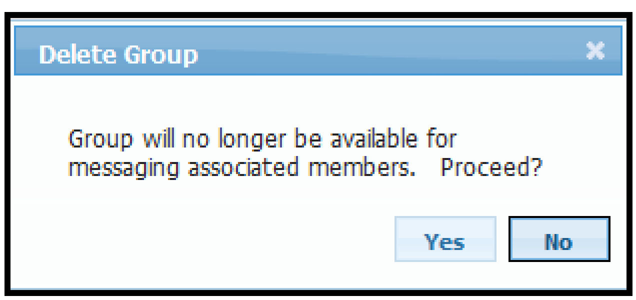
- **Add Members** - Add new group members to the existing group by clicking the **ADD GROUP MEMBERS** link. You may add additional address book contacts that are not already part of the group, up to a maximum of 100 members.



- **Delete Members** – Click the **DELETE** link in the Action column next to the group member you wish to delete. (This will only delete the member from the selected Message Group, not the Address Book.) The following confirmation prompt will appear to confirm your selection. Click **Yes** to delete or **No** to **CANCEL**.

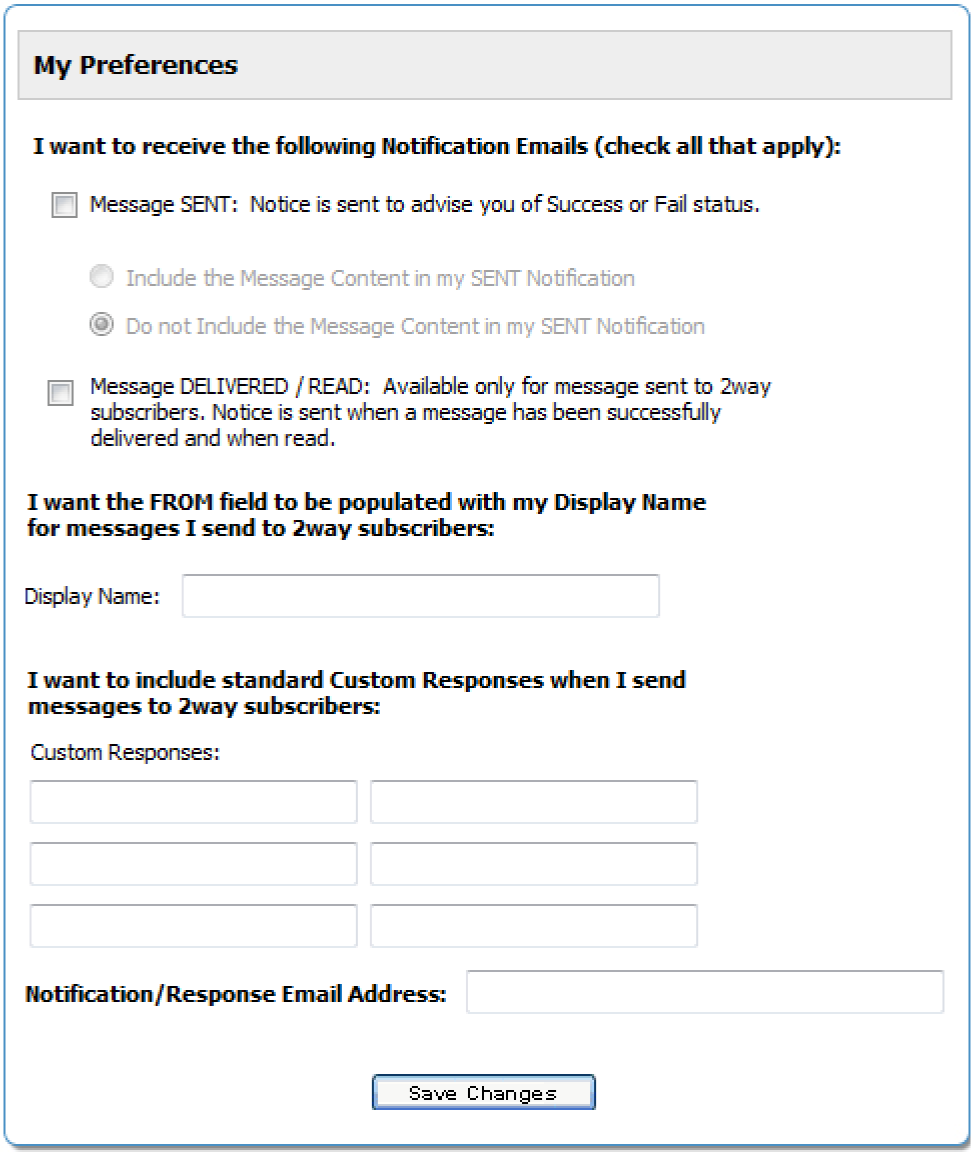


- **Delete Group** – Click the **DELETE GROUP** link in the upper right corner to dismantle and delete the entire group. The following confirmation prompt will appear to confirm you r selection. Click **Yes** to delete or **No** to **CANCEL**. Once a Group is deleted, it will no longer appear in your Message Groups list or in the Send a Message Address Book option.



<u>My Preferences</u>

This option allows the user to personalize the email notification and 2 way messaging options as the default for messages sent via My Send a Message. You may modify your preferences at any time to be applied to future messages. You may also modify these fields during message creation.



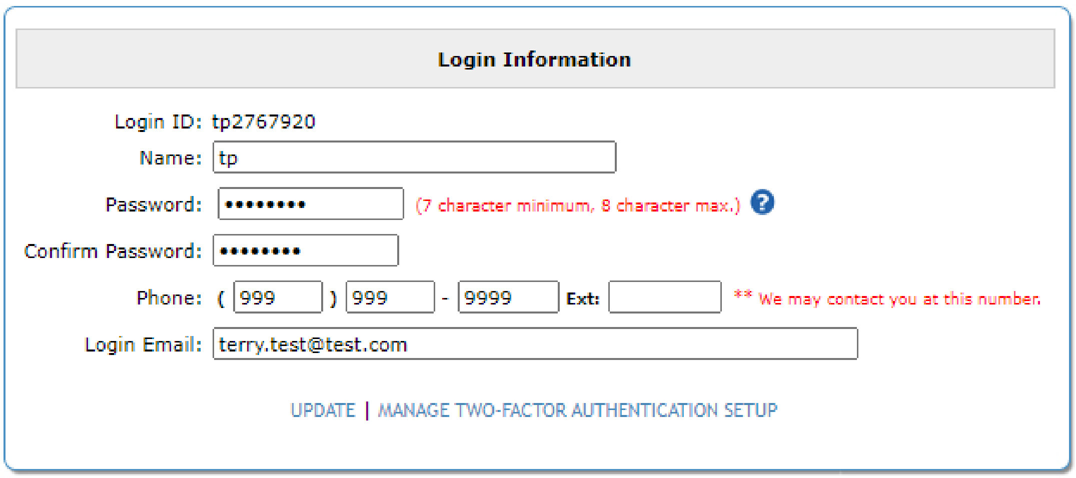
- **Notification Emails**
    - **Message SENT** – select this option to receive an email notification of send status of all messages sent via My Send a Message. You may choose to include or exclude the original message content in the notification email.
    - **Message DELIVERED/READ** – select this option to receive an email notification when a 2 way message is delivered to the recipient's device and when it is read by the message recipient. This type of notification is ONLY available for messages sent to 2 way devices.
- **Display Name** – enter the default FROM name you wish to appear when sending messages to 2 way recipients.
- **Custom Responses** – Enter up to 6 custom responses to be included with every message. 2 way recipients will be able to select from your pre-set custom responses when responding to your

message.   You may also modify your custom responses during message creation to 2 way subscribers.

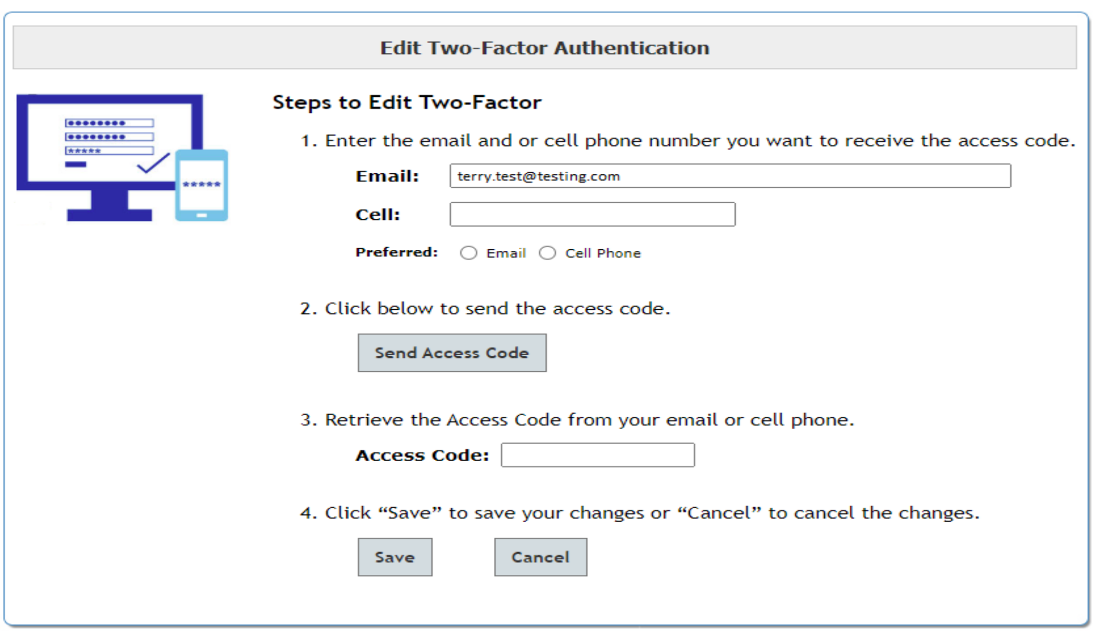
- **Notification/Email Response Address** – Enter the email address to receive message notification emails and message replies from 2 way subscribers.

Manage Login

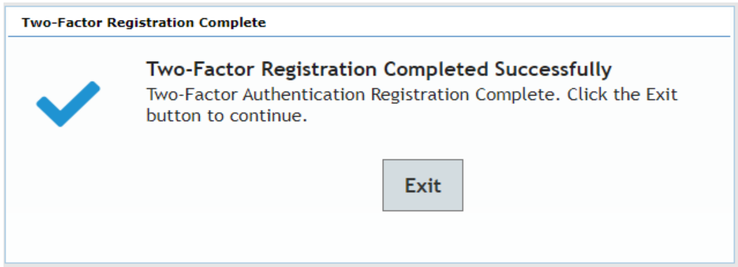
The Manage Login option will display your login and Two-Factor Authentication Setup information. The Login section will contain your name, user name, password, telephone number and email address. If you need to modify any of that information (excluding your login), input the new information and select Update.



Selecting Manage **Two-Factor Authentication Setup** will display your Two-Factor Authentication information currently on file. To modify, input the new information and complete steps 2-4.



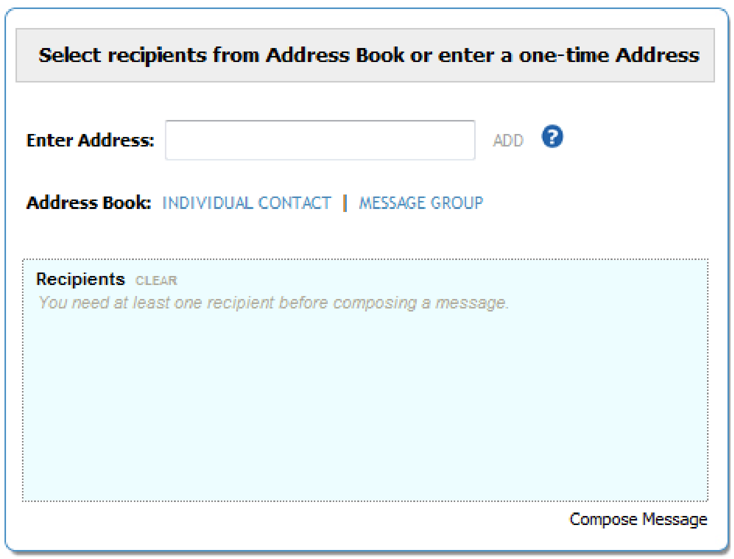
The Two-Factor Registration Complete window will display, click Exit to return to the Main Menu.



Send a Message

This option may be used to send messages to an individual or multiple word messaging subscribers.

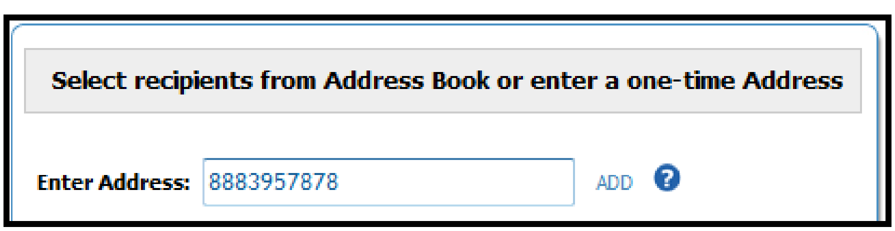
The Address Book links for Individual Contacts and Message Groups will only appear if entries have been added to those options within My Send a Message console.



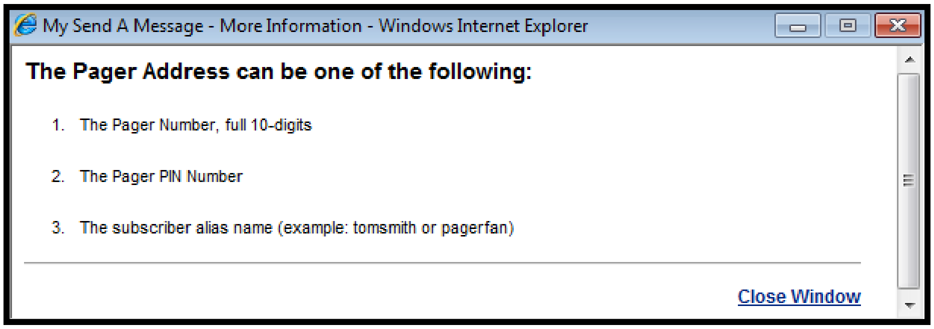
Selecting Recipients

Message recipients may be added manually by entering the 10 digit pager number, PIN number or Alias of the SPOK subscriber as a one-time address or by selecting address or message group members.

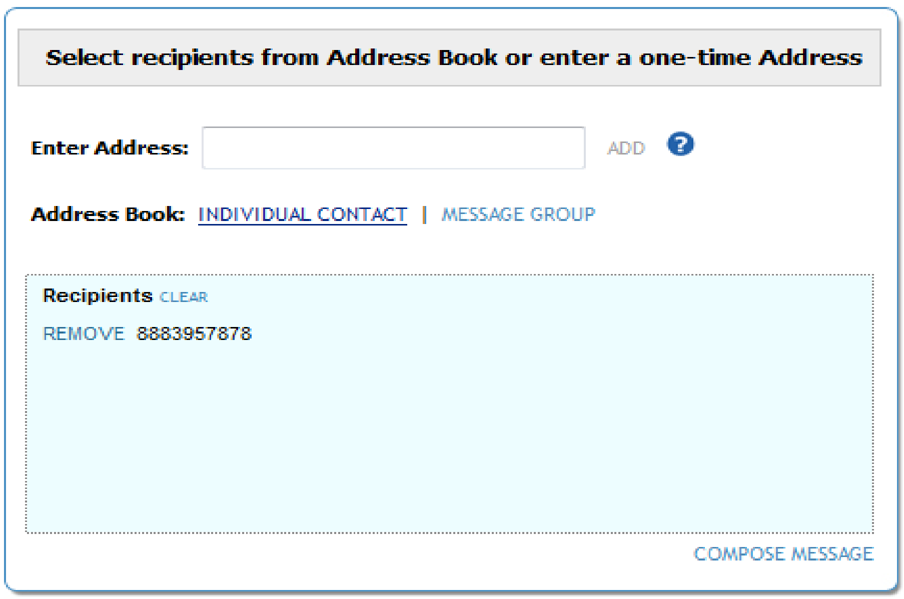
- To add a one-time recipient, enter the address of the subscriber and click the ADD link.



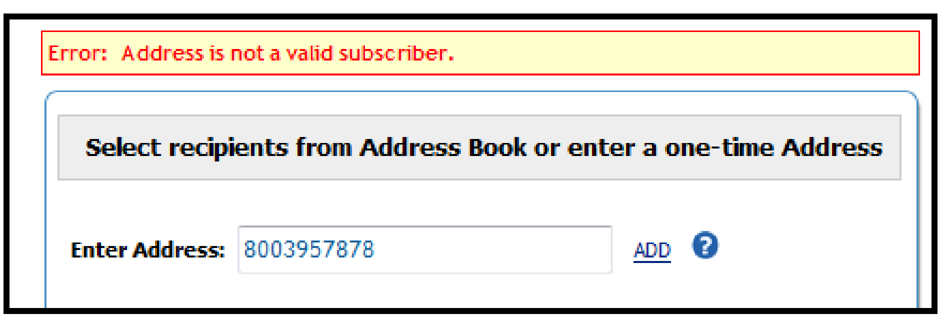
- Click the more info (?) symbol next to the **ADD** link to review valid messaging address formats as shown below:



- If the recipient is a valid SPOK subscriber, the address will be added to the recipient list. Recipients added as one-time addresses will NOT be added to the Address Book.

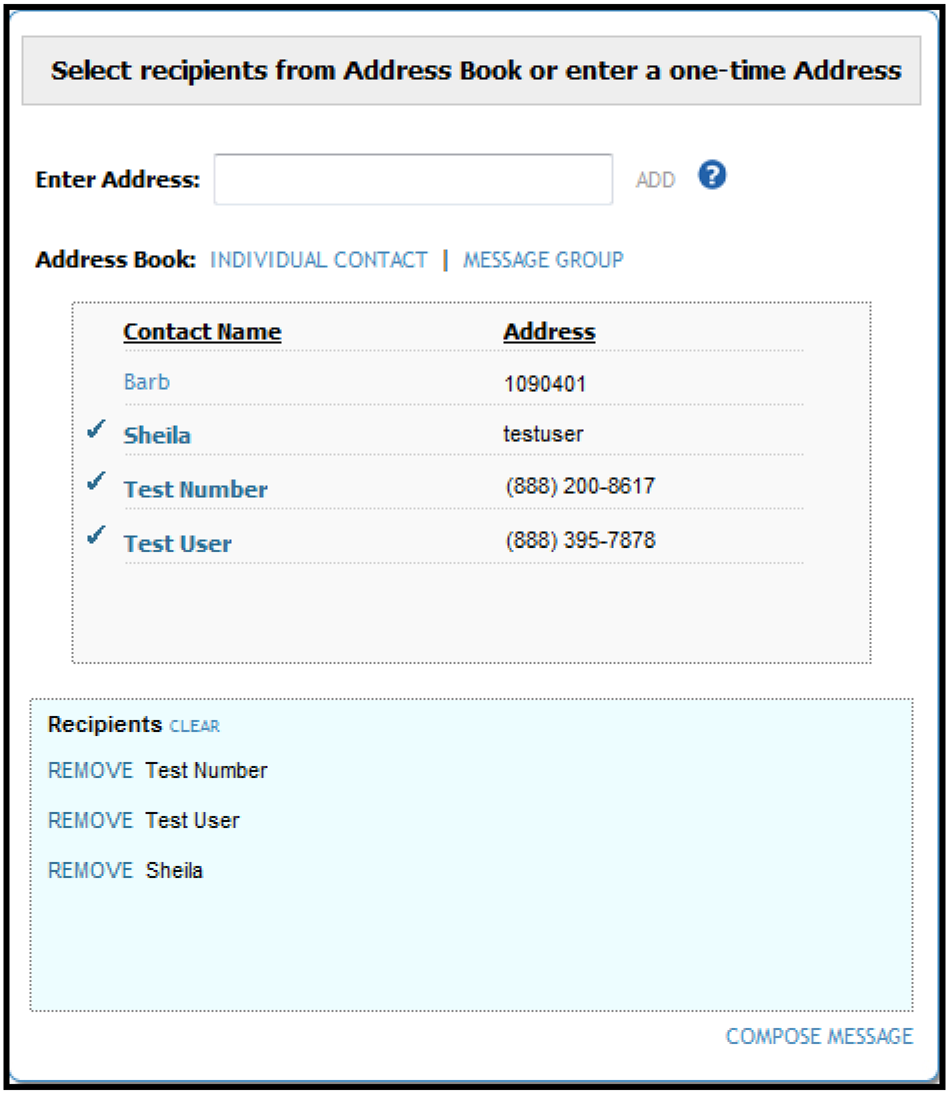


- If the address is not a valid SPOK subscriber, an error message will be indicated in red. Verify the address or contact Customer Support for assistance.



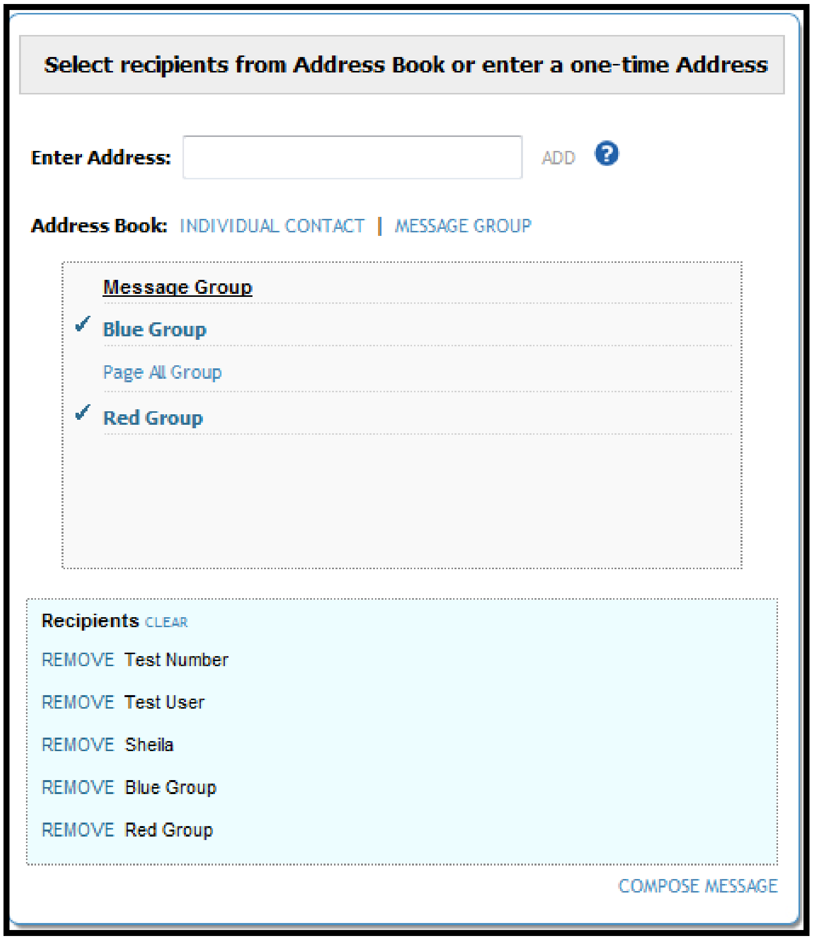
You may also select recipients from your existing Address Book or Message Groups.

- To select from individual recipients in your Address Book, click the **INDIVIDUAL CONTACT** link. Click each contact name you wish to add to the recipient list. Selected individuals will be indicated by a check mark and will be listed in the Recipients box.



- To select recipients from your Message Groups, click the **MESSAGE GROUP** link to view your existing Message Groups that contain at least one member. Click the group name to add the group to the recipient list.

NOTE: A maximum of 100 recipients may be selected for a single message. The 100 recipient maximum includes the count of all one-time addresses, individual contacts and individual group members. *For example: Selection of a single group with 98 members* *will leave only TWO available slots open. You may select two individual contacts or a second group with just two members.*



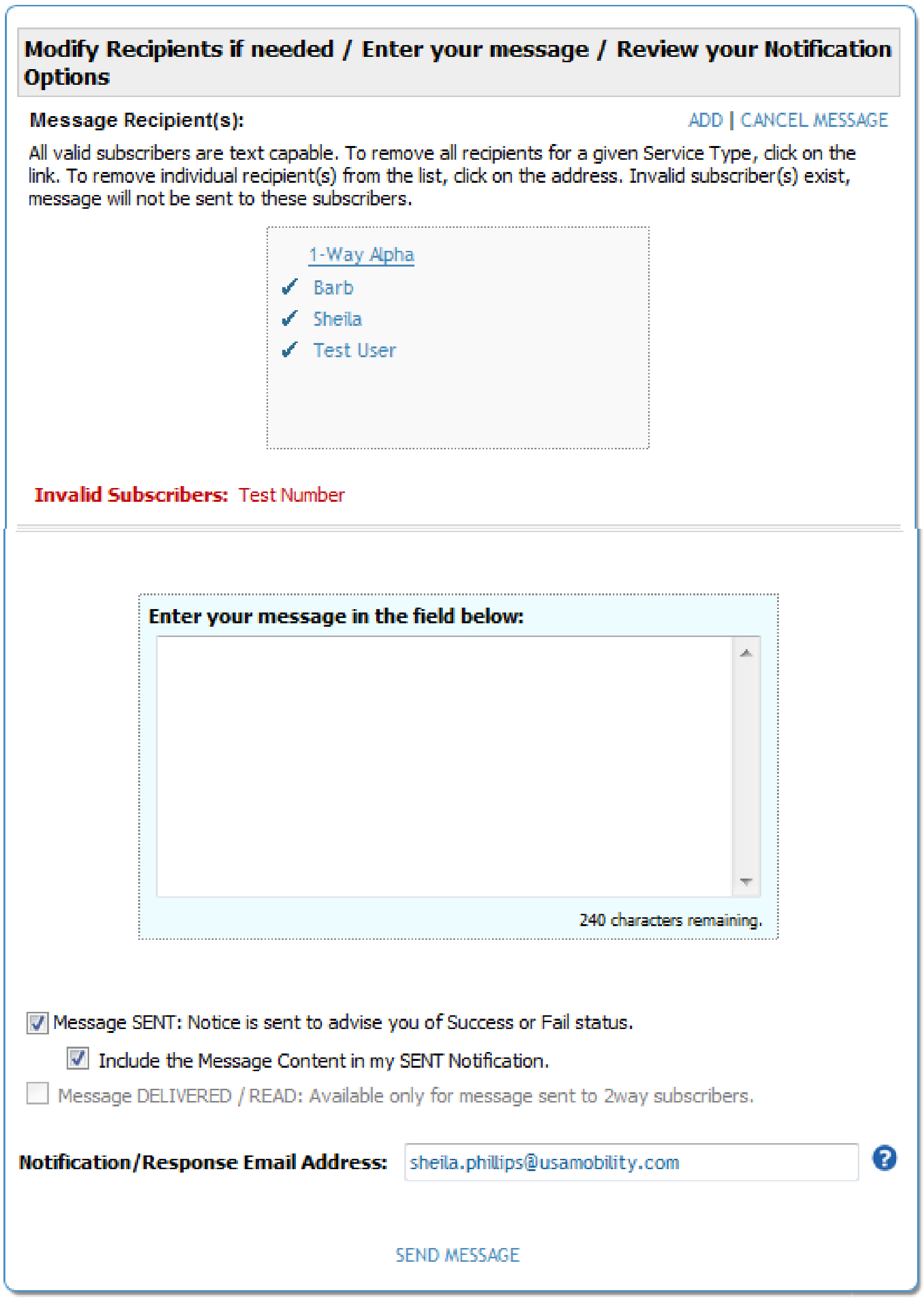
- Click **REMOVE** next to a contact or group name to delete from the recipient list or **CLEAR** to remove ALL recipients.

Compose Message

- Once recipients have been selected for a message, click **COMPOSE MESSAGE.**
- Each individual and group member recipient will be validated against the SPOK messaging server.
- All group members will display as individual recipients and duplicates will be removed from the recipient list.
- The list of recipients will be grouped as 1 way Alpha, 1 way Numeric and/or 2 Way.   The allowable message length depends on the recipient with the lowest messaging capability.
    - 2-way – 500 characters (including subject, custom responses, and from/to address fields)
    - 1 way Alpha – 240 characters
    - 1 way Numeric – 40 digits (numeric entry only)

For example, if the recipient list included a 2 way and a 1 way Numeric, the message length would be limited to 40 numeric digits, since the numeric device has the lowest messaging capability. If recipient list included a 2 way and a 1 way Alpha, the message length would be limited to 240 alphanumeric characters, the messaging capability of the 1 way Alpha.

- Contacts added to the recipient list that are no longer valid (not in service, number changed, etc.) will be removed from the recipient list and noted in red as shown below.



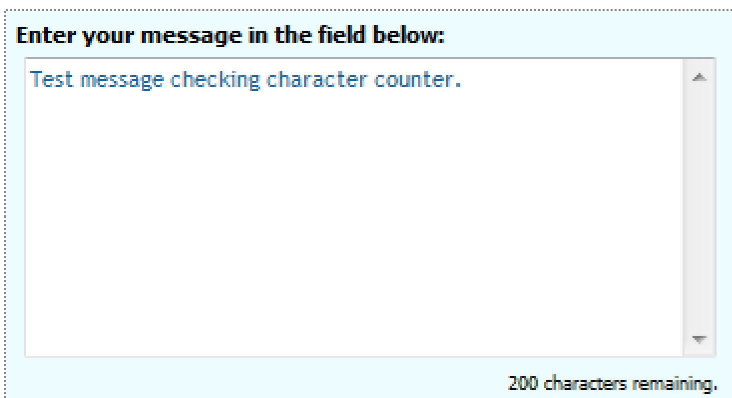
Modify Recipients

- Click the **ADD** link to add more recipients to the message or click an individual message recipient to remove from the recipient list. To remove all recipients for a messaging type, click the message type link (1-Way Alpha in the example below).

- The removed contact(s) will be "grayed out" in the recipient list. You may click on the entry again to add back to the recipient list.

Compose Message

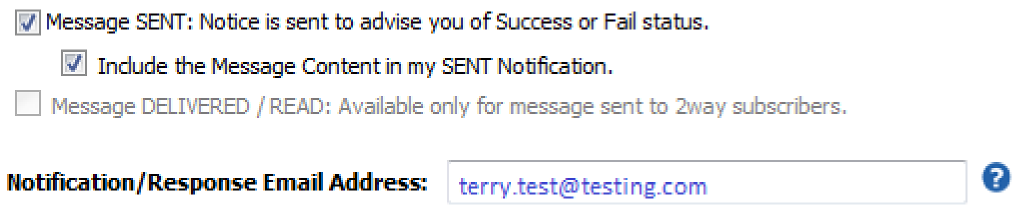
- Once you've finalized your recipient list, you may compose your message. The character counter in the lower right corner will indicate how many characters you have left to use.



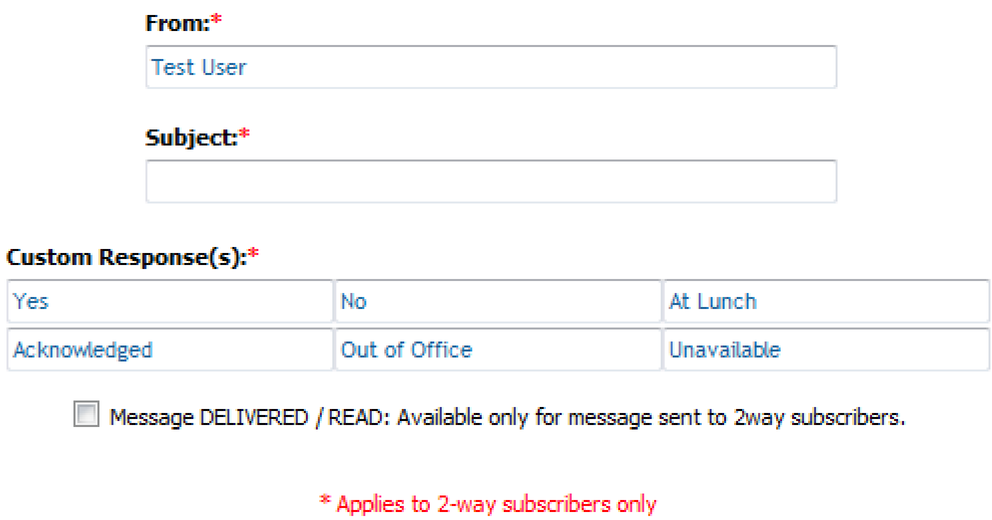
Notification Options

Any existing preferences will be populated from the My Preferences section, but can be modified here.

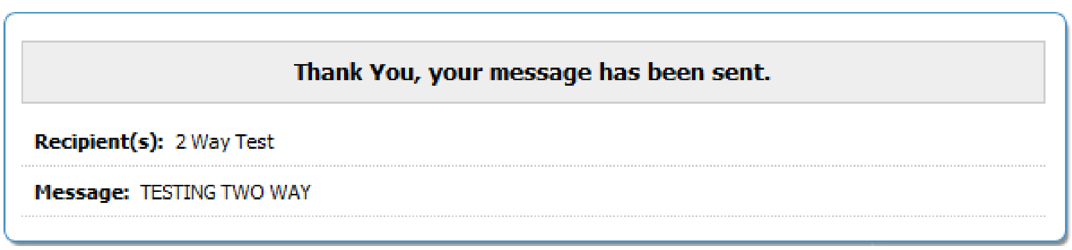
- 1 way Alpha and Numeric recipients will display the following message options:



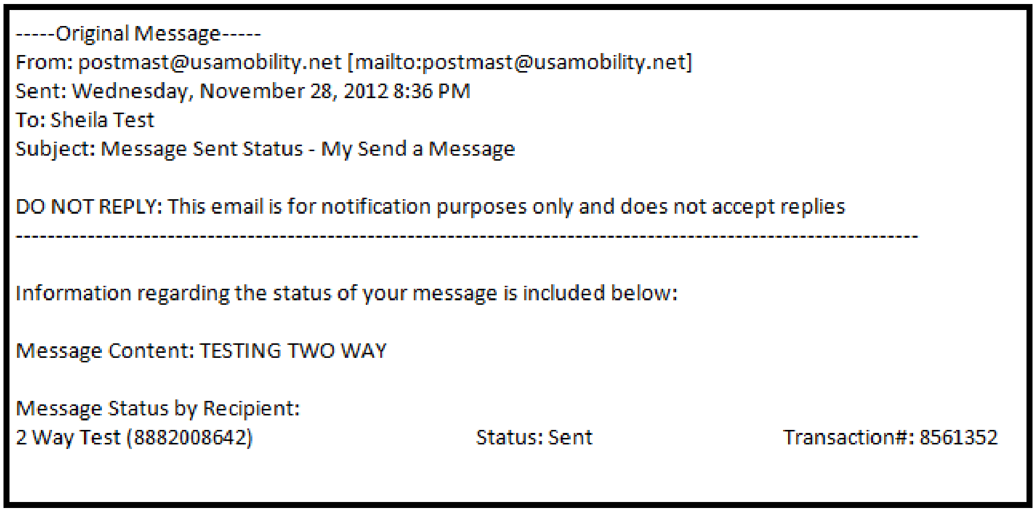
- If the recipient list contains at least ONE 2 way recipient, the following advanced messaging options will also be available. **NOTE**: If My Preferences have not been established, these fields will be blank.



- Click **SEND MESSAGE.** A message confirmation will appear listing the recipients and the message.



Example of Message SENT email notification that contains message content:



-----Original Message-----
From: postmast@usamobility.net [mailto:postmast@usamobility.net]
Sent: Wednesday, November 28, 2012 8:36 PM
To: Sheila Test
Subject: Message Sent Status - My Send a Message

DO NOT REPLY: This email is for notification purposes only and does not accept replies
----

Information regarding the status of your message is included below:

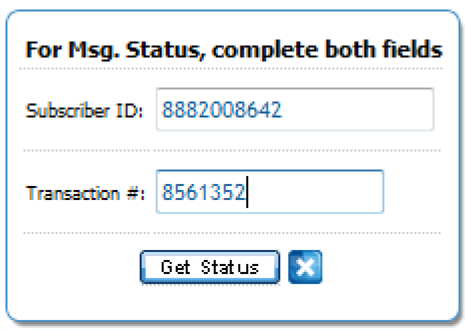
Message Content: TESTING TWO WAY

Message Status by Recipient:
2 Way Test (8882008642) Status: Sent Transaction#: 8561352

Message Status

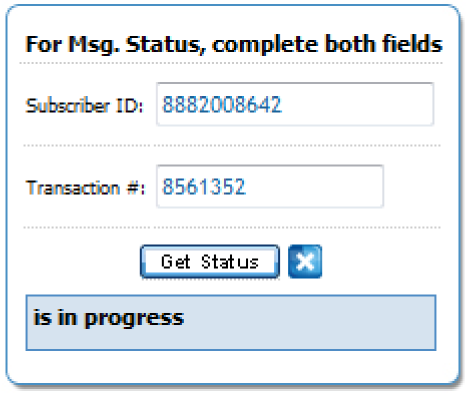
This option may be used to track the status of a message submitted to a 2 way recipient.

- Select **MESSAGE STATUS** from the Account Actions section of the My Send a Message main menu.



- Enter the Subscriber ID (10 digit pager number, alias, or PIN number of the recipient).
- Enter the Transaction ID of the Message.
- Click **Get Status**. In the example below, the message is still in progress meaning the 2 way device has not yet received the message.

  NOTE: The transaction ID may be located on the Message SENT email notification. The Transaction ID will ONLY generate for 2 way recipient messages.



- Click **X** to exit Message Status and return to the main menu.

My Billing Details

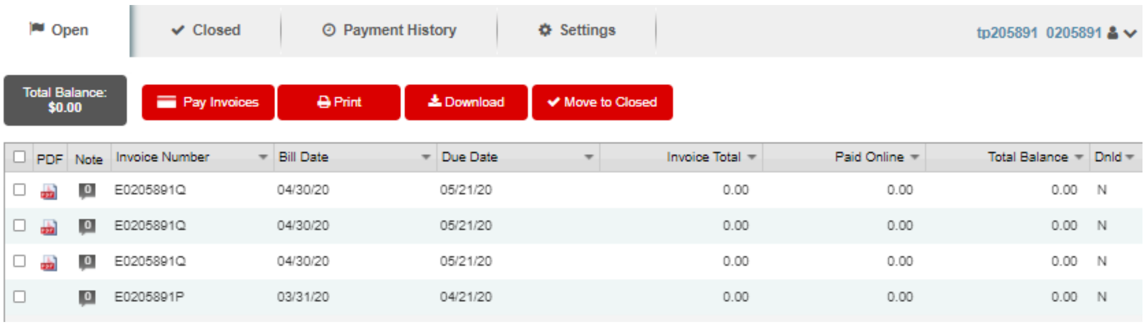
The section on the right of the main menu contains information regarding current balance and payment information as well as links to options for invoices, payments, payment history and general account information management that are detailed below.

Account Actions

Manage/Make a Payment

All payments are handled through our payment vendor, Billtrust. Effective July 1, 2022, credit cards will no longer be accepted as payments.

Click on Manage/Make a Payment, the Billtrust website will open in a new tab as shown below.



Invoices – View/Print/Download

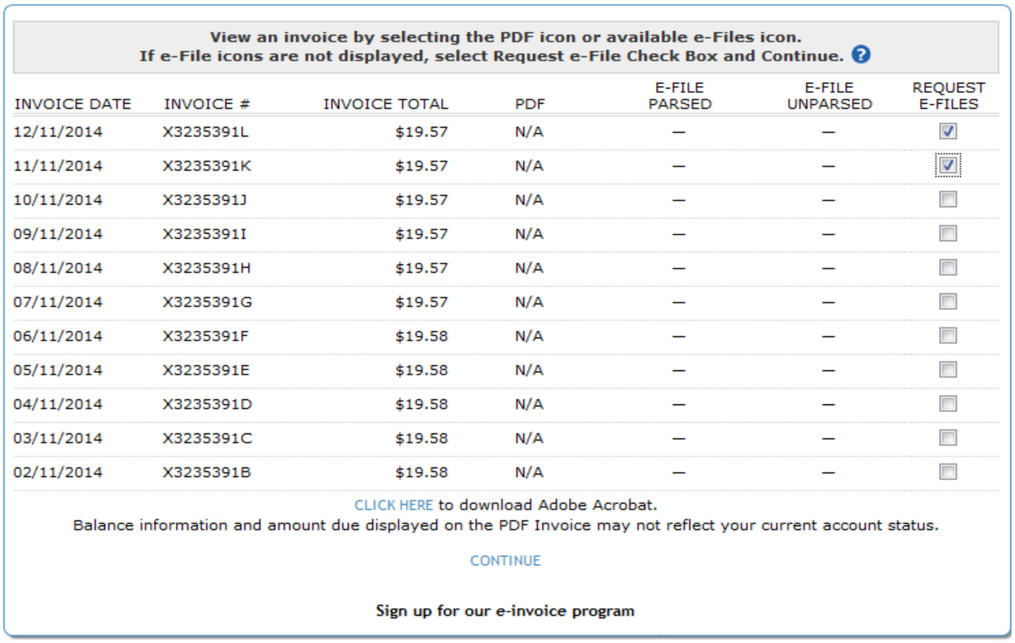
Click on the Invoices – View/Print/Download link and the next window will display a menu of up to your last ten invoices (current invoice is always available here too), the invoice numbers as well as the dollar amounts. If you're interested in no longer receiving a paper invoice in the mail and would like to receive a monthly email notification of your electronic invoice's availability select the **Sign up for our e-invoice program** link. Click here to view further instructions regarding signing up for our e-invoice program within this guide.

PDF equivalents of the paper invoice are also available by selecting the PDF link for the desired month to print the first page of the invoice, several pages or the entire invoice. (Note, at this time, Adobe Reader v7.0 or higher is required for this option and a link is provided for the free download.)

Invoices can also be downloaded electronically via the E-file Format option for parsed/unparsed files. A window will appear displaying your email address (or a window for an alternate email address should you want the notification sent to a different individual). Click on Submit and you will receive an email in your Inbox alerting you that your electronic invoice has been compiled and is ready for download. (Note - We do not directly email invoices due to security concerns and file sizes/formats.) Once you receive your email notification log back into the My Account application and from My Billing Options select **Invoices-View/Print/Download.** The next window that will appear displays all of your invoices and you will see an icon next to the file you requested. Click on the applicable icon for Parsed / Un-Parsed file and you will be able to save that invoice data. We recommend setting up a folder labeled Invoice on your hard drive.

Requesting E-Files

A specific invoice can be selected by clicking on either the PDF icon or desired E-File Format icon(s) for Parsed or Un-Parsed files if available. If there are no E-File format icons available the user can request the specific invoice(s) by clicking in the applicable Request E-Files check box and then click **Continue** to submit the request as seen in the below screen sample.



View an invoice by selecting the PDF icon or available e-Files icon.
If e-File icons are not displayed, select Request e-File Check Box and Continue.

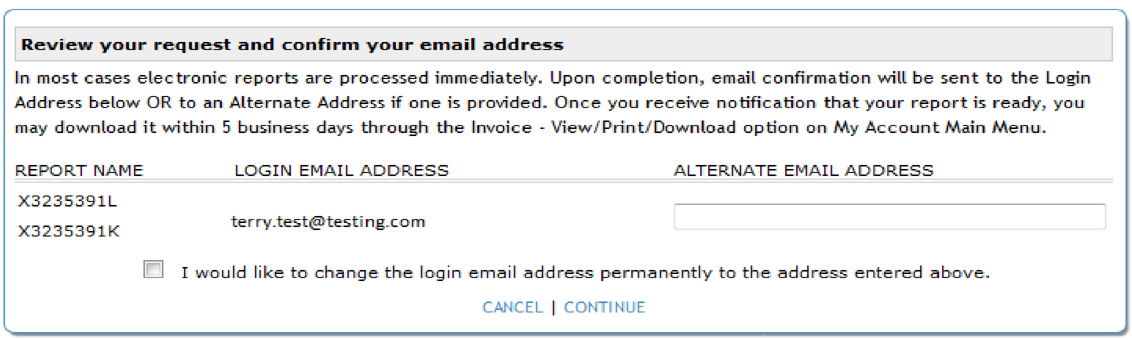
INVOICE DATE	INVOICE #	INVOICE TOTAL	PDF	E-FILE PARSED	E-FILE UNPARSED	REQUEST E-FILES
12/11/2014	X3235391L	$19.57	N/A	–	–	☑
11/11/2014	X3235391K	$19.57	N/A	–	–	☑
10/11/2014	X3235391J	$19.57	N/A	–	–	☐
09/11/2014	X3235391I	$19.57	N/A	–	–	☐
08/11/2014	X3235391H	$19.57	N/A	–	–	☐
07/11/2014	X3235391G	$19.57	N/A	–	–	☐
06/11/2014	X3235391F	$19.58	N/A	–	–	☐
05/11/2014	X3235391E	$19.58	N/A	–	–	☐
04/11/2014	X3235391D	$19.58	N/A	–	–	☐
03/11/2014	X3235391C	$19.58	N/A	–	–	☐
02/11/2014	X3235391B	$19.58	N/A	–	–	☐

CLICK HERE to download Adobe Acrobat.
Balance information and amount due displayed on the PDF Invoice may not reflect your current account status.

CONTINUE

Sign up for our e-invoice program

The user will be able to review the requested Report Name with the applicable invoice number and confirm the e-mail address to use for notification once the invoice report is ready. Select Continue to process.



Review your request and confirm your email address

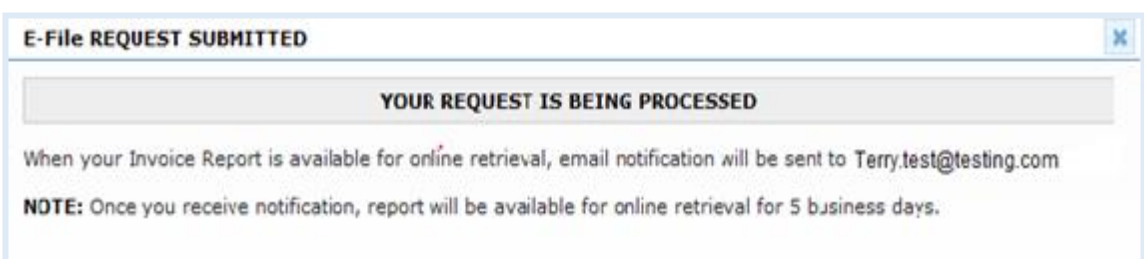
In most cases electronic reports are processed immediately. Upon completion, email confirmation will be sent to the Login Address below OR to an Alternate Address if one is provided. Once you receive notification that your report is ready, you may download it within 5 business days through the Invoice - View/Print/Download option on My Account Main Menu.

REPORT NAME	LOGIN EMAIL ADDRESS	ALTERNATE EMAIL ADDRESS
X3235391L X3235391K	terry.test@testing.com	

☐ I would like to change the login email address permanently to the address entered above.

CANCEL | CONTINUE

If the process is successful, the screen will display as seen in the following sample.



E-File REQUEST SUBMITTED

YOUR REQUEST IS BEING PROCESSED

When your Invoice Report is available for online retrieval, email notification will be sent to Terry.test@testing.com

NOTE: Once you receive notification, report will be available for online retrieval for 5 business days.

An email notification will be sent to the requestor confirming the invoice report is ready for download. Note the prompt; the online retrieval for the invoice report in My Account will be available for only five business days.

The following email sample illustrates a confirmation for a requested Invoice Report.

From: CUSTOMER.CARE@SPOK.COM Sent: Wed 7/2/2014 3:13 PM
To: Sheila Phillips
Cc:
Subject: Spok Invoice Report 12/01/2013 For Account 205891

Your invoice report is now available for you to download.
As a reminder, your report will remain available for you for five (5) days.
Thank you for being a part of Spok, Inc

Please do not reply to this email.

Once the email confirmation has been received the user can access the requested invoice report for download.

The sample below depicts multiple invoices are available via the E-file format. The user will have a choice to download either *Parsed* or *Unparsed* files.

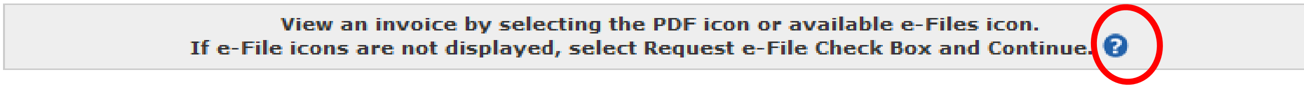
View an invoice by selecting the PDF icon or available e-Files icon.
If e-File icons are not displayed, select Request e-File Check Box and Continue.

INVOICE DATE	INVOICE #	INVOICE TOTAL	PDF	E-FILE PARSED	E-FILE UNPARSED	REQUEST E-FILES
12/11/2014	X3235391L	$19.57	N/A			
11/11/2014	X3235391K	$19.57	N/A			
10/11/2014	X3235391J	$19.57	N/A			
09/11/2014	X3235391I	$19.57	N/A			
08/11/2014	X3235391H	$19.57	N/A			
07/11/2014	X3235391G	$19.57	N/A			
06/11/2014	X3235391F	$19.58	N/A			
05/11/2014	X3235391E	$19.58	N/A			
04/11/2014	X3235391D	$19.58	N/A			
03/11/2014	X3235391C	$19.58	N/A			
02/11/2014	X3235391B	$19.58	N/A			

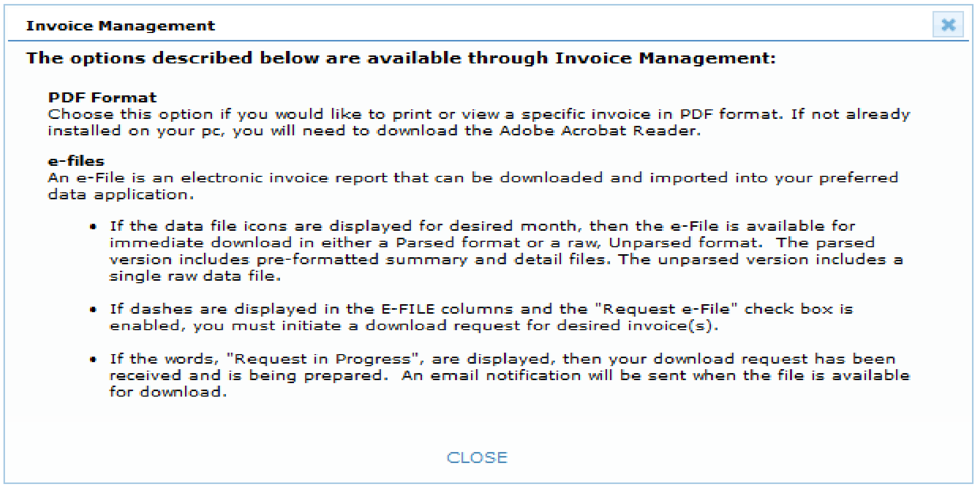
CLICK HERE to download Adobe Acrobat.
Balance information and amount due displayed on the PDF Invoice may not reflect your current account status.

Sign up for our e-invoice program

Click the more info (?) symbol located at the top of the **Invoice Selection** screen to display additional information.



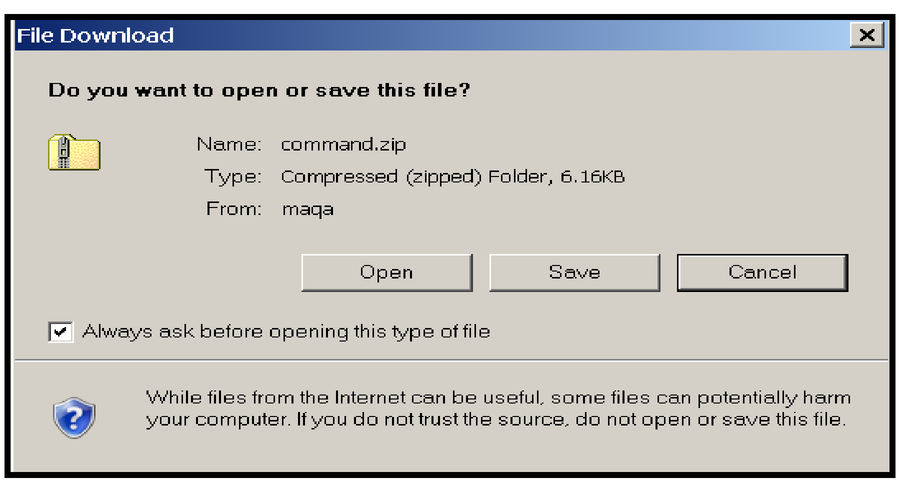
A pop-up information window regarding the applicable options through Invoice Management will display as seen in the sample below.



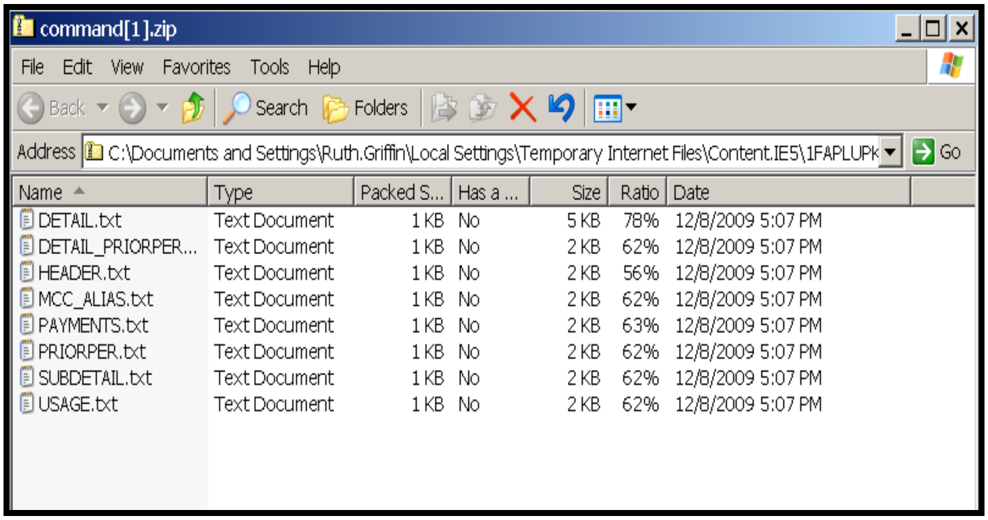
Overview of the E-Files for Parsed vs. Un-Parsed

The ***Electronic Invoice Program*** is designed for customers that wish to receive their billing data electronically. You will have the option to choose between a Parsed or Un-Parsed file. The Parsed option will download a file that has already been parsed and formatted by Spok. (This will eliminate the need for the E-parse software that has been previously used) Once the applicable file has been downloaded you will be able to import/convert the file into the application of your choice. The Un-Parsed file option will download an unparsed, raw .DAT file.

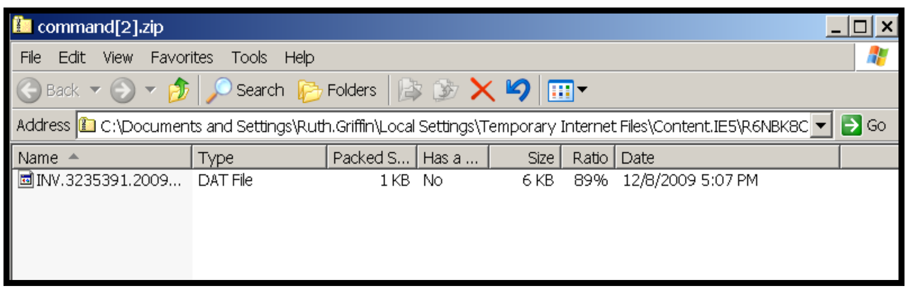
Clicking on the Icon in the ***Parsed*** / ***Un-Parsed*** column will open the File Download Dialog box as seen below.



Click **Open** to display the ***Parsed*** / ***Un-Parsed*** file(s) ~***Or***~ click **Save** to save in a designated folder. **Parsed files** are already formatted by Spok and will display for the user to download as seen in the sample below. *NOTE**; This will eliminate the need for the E-Parse software as used in the past.***

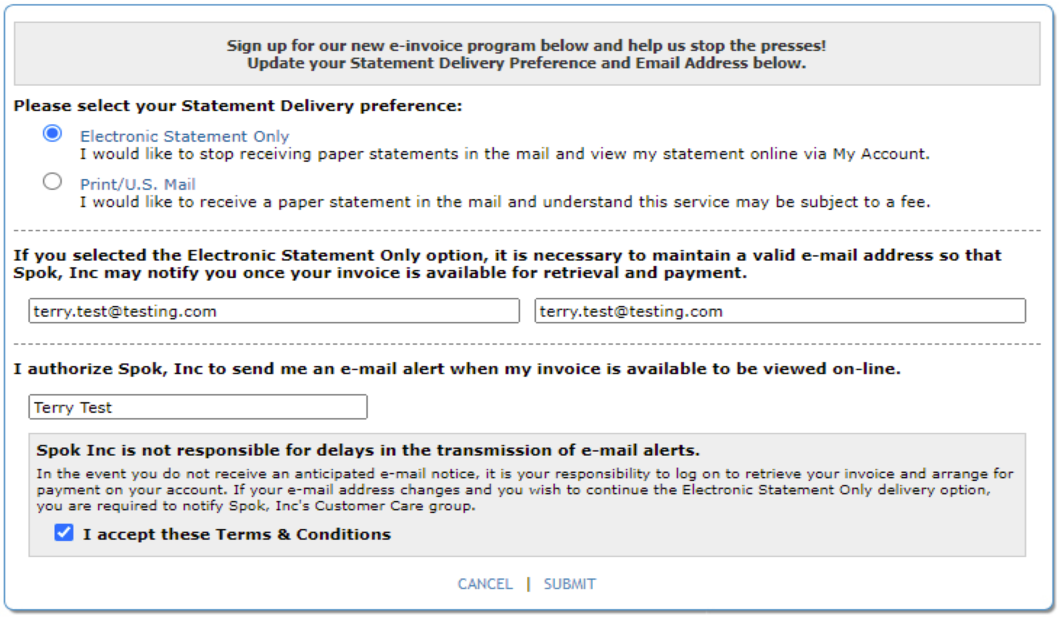


Un-Parsed files are in .DAT file type as seen below and must be formatted as it contains raw data.

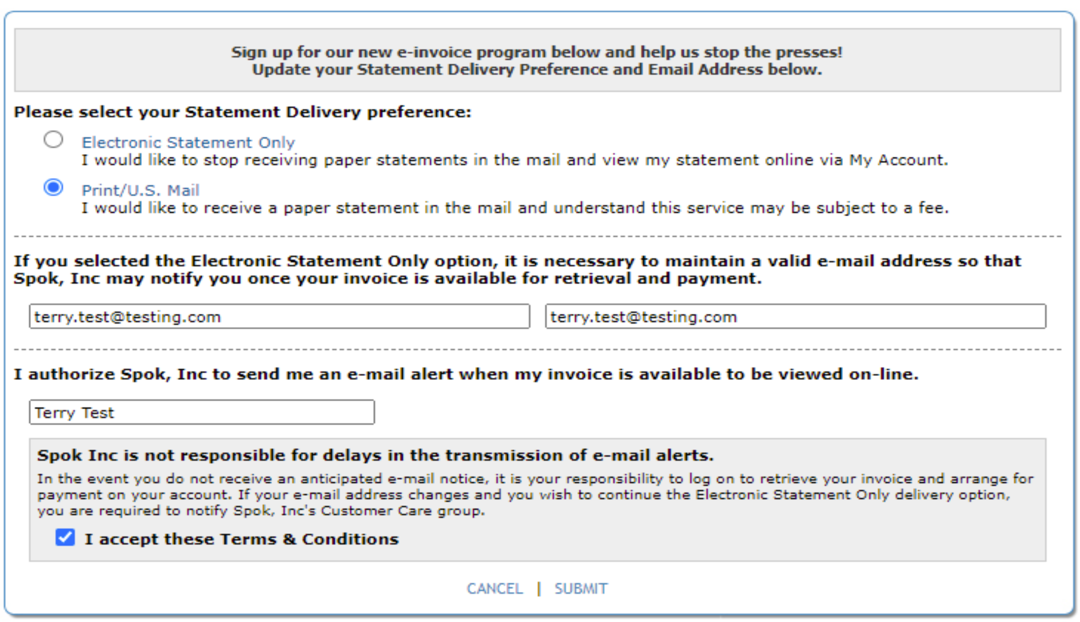


Sign up for E-Invoice

Click Sign up for E-Invoice and the next window will display the E-Invoice Login Information. To stop receiving paper statements in the mail and view your statements online via My Account, select the radio button in front of Electronic Statement Only. Input your email address, Contact Name, click the checkbox beside "I accept these Terms & Conditions, select SUBMIT. Your invoice delivery preference will be updated.

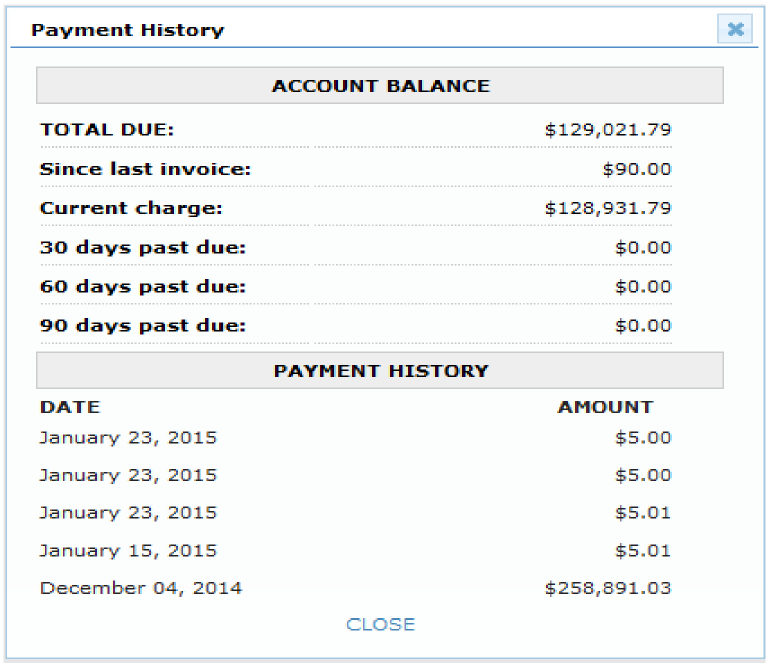


To receive paper statements in the mail, select the radio button beside Print/U.S. Mail, then click SUBMIT. Your statement delivery preference will be updated.



Review Payment History

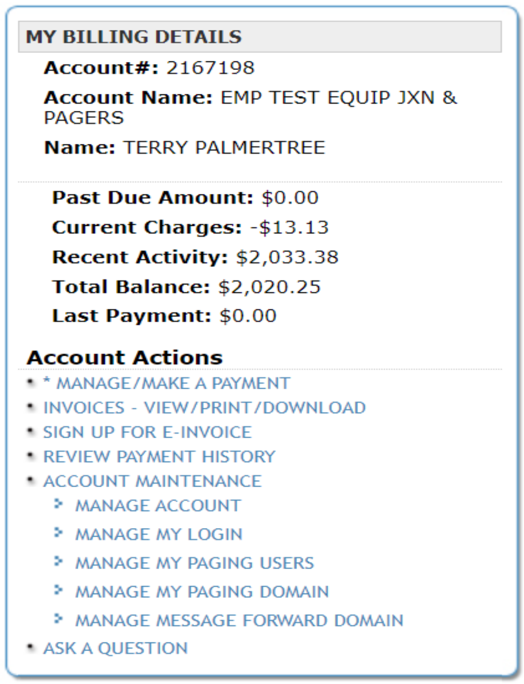
Click on Review Payment History and the next window will display your account balance(s). Displayed from top to bottom are Total Balance, Activity Since Last Invoice (reflects activity that's transpired since your last invoice) and Current Charges for the current month's activity. The final three fields represent dollar amounts that are 30, 60 or 90+ days past due. You will also be able to view the past five payments posted to the account as well as the date they were posted to the account(s).



To return to the main menu, click "**Close"** at the bottom of the My Account window.

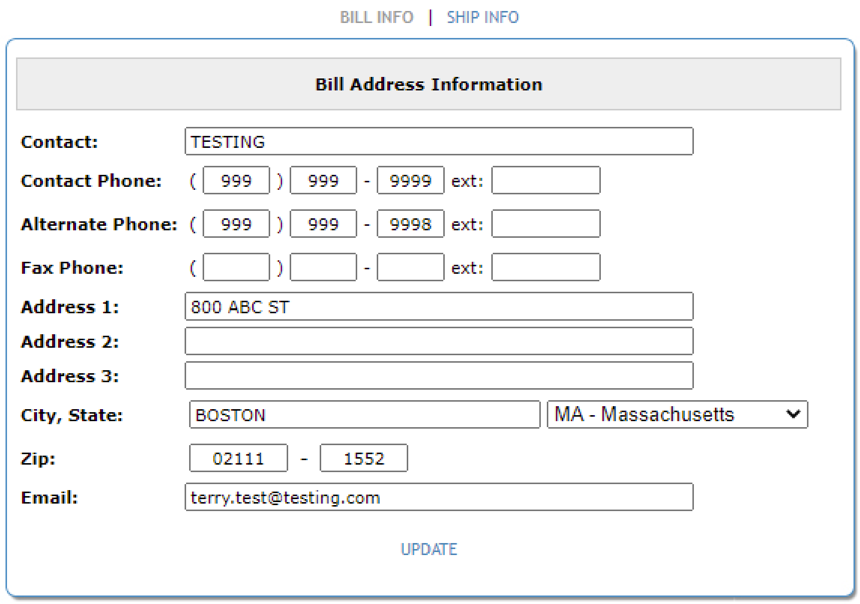
Account Maintenance

Click on the Account Maintenance button and five options will display, Manage Account, Manage Login, Manage My Paging Users, Manage My Paging Domain and Manage Message Forward Domain.

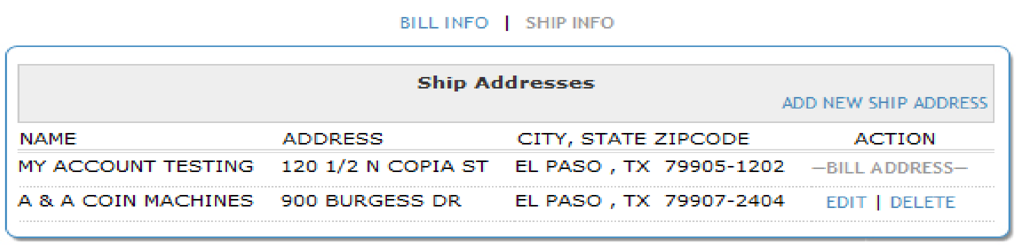


Manage Account

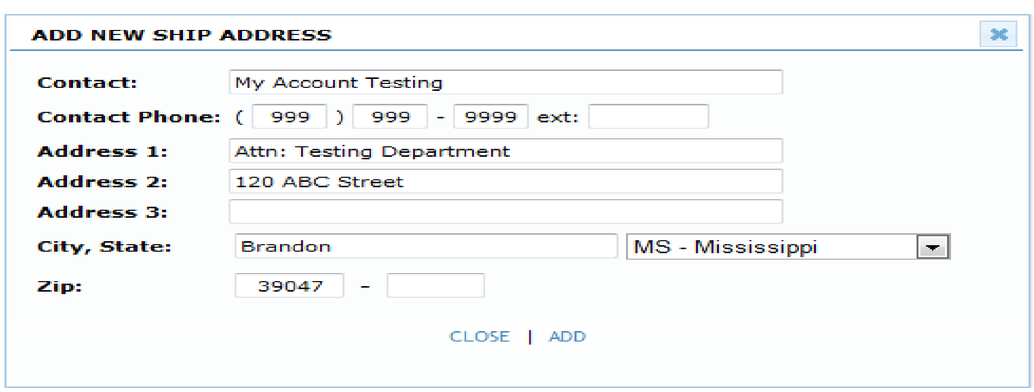
The Manage Account option will display your billing and shipping information. The Bill Info section will contain display your billing address, telephone number and email address. If you need to modify any of your billing information, input the new information and select Update.



Selecting Ship Info will display your shipping addresses currently on file. To EDIT a shipping address, select EDIT, input the new information and select Update. To DELETE a shipping address, select DELETE beside the appropriate ship address. Select DELETE on Confirm Deleting Ship Address window.

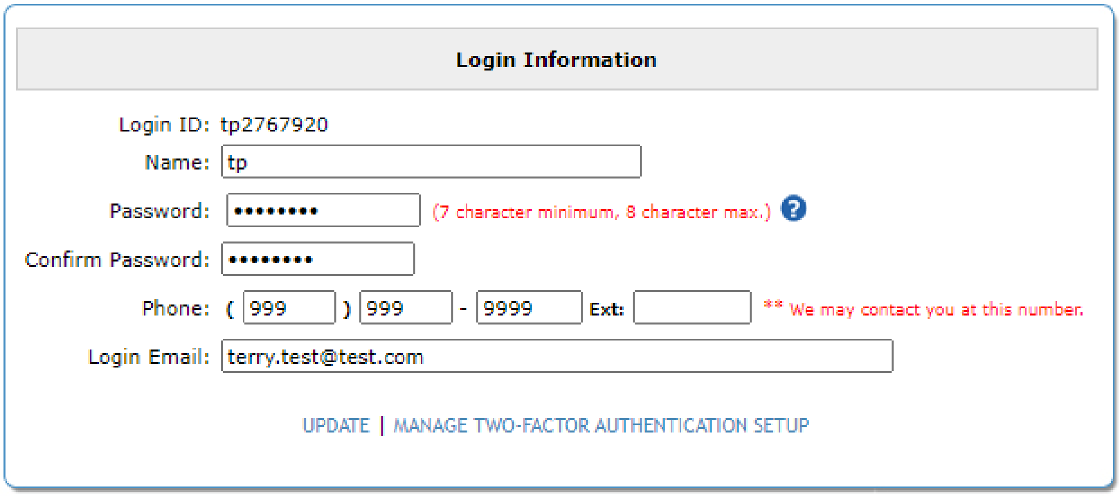


To add a new ship address, Select Add New Ship Address, input information and select ADD.

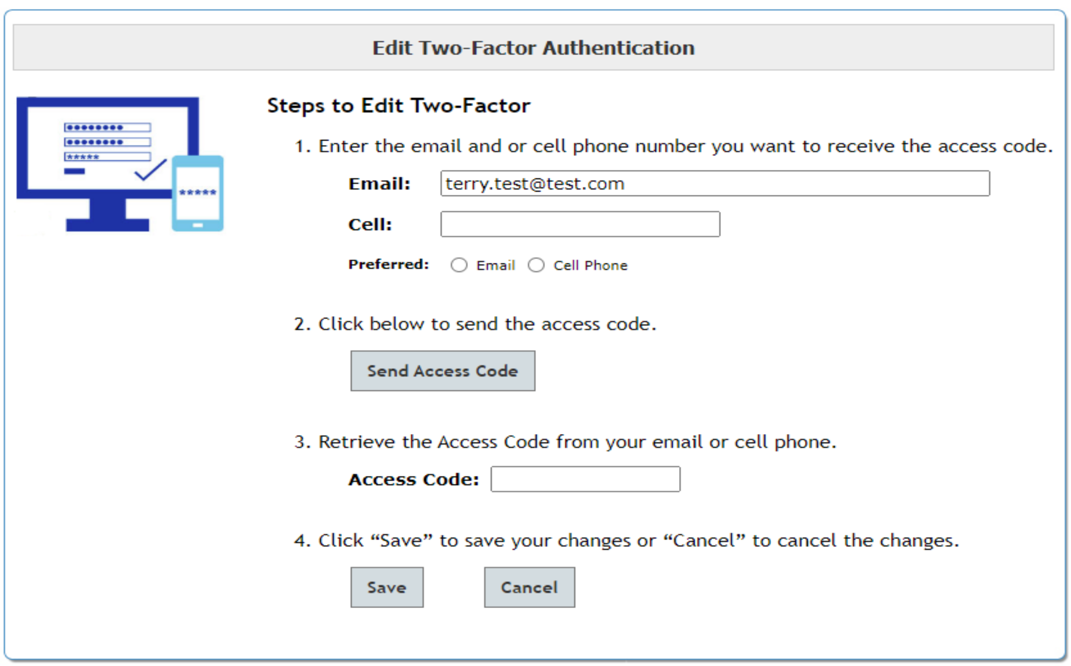


Manage Login

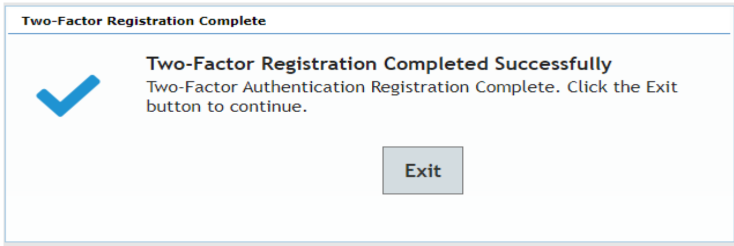
The Manage Login option will display your login and Two-Factor Authentication Setup information. The Login section will contain your name, user name, password, telephone number and email address. If you need to modify any of that information (excluding your login), input the new information and select Update.



Selecting **Manage Two-Factor Authentication Setup** will display your Two-Factor Authentication information currently on file. To modify, input the new information and complete steps 2-4.



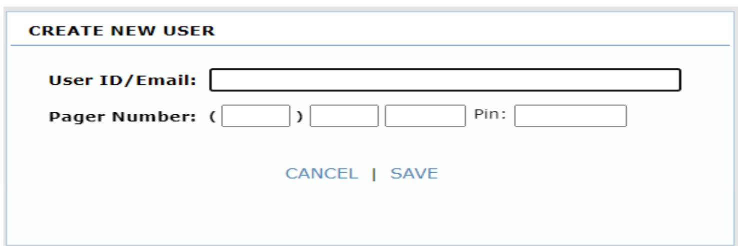
The Two-Factor Registration Complete window will display, click **Exit** to return to the Main Menu.



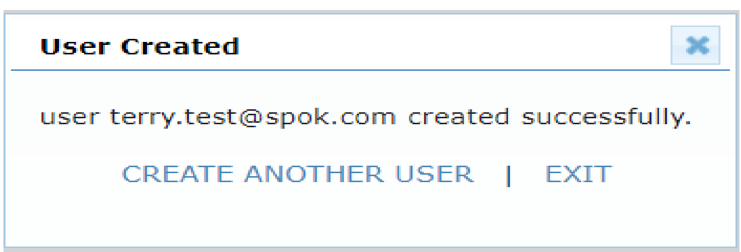
Manage My Paging Users

The **Manage My Paging Users** option will display the list of users authorized to access the My Paging Subscriber Portal.

To add a new user select the **ADD NEW USER** link. The **Create New User** page will display.



Input the User ID/Email address(User ID plus Domain) and Pager Number for the user that will be accessing the My Paging Subscriber Portal, click **SAVE**.



Once added an email with further instructions on accessing **My Paging** will be sent.

From: SPOK_NON_REPLY@spok.com
Date: May 4, 2024 at 11:14:33 PM CDT
To: spoktest@spok.com
Subject: My Paging User ID

Dear spoktest,

Welcome to My Paging. Your administrator has created My Paging User ID for you. Important details regarding this transaction are listed below:

Account Number: 2167198
Account Name: QA TEST ADDS ARE CONCESSION Y
User ID: spoktest@spok.com
Email: spoktest@spok.com

You can begin using My Paging now, at https://mypaging.spok.com?uid=spoktest@spok.com. Simply click next and an access code will be emailed to you. Retrieve it and enter the access code to Log In.

Please do not reply to this message; it was sent from an unmonitored e-mail address, and we are unable to respond to any replies.

For further assistance, Contact Us at, http://www.spok.com/contact.

Thank you.

Spok

Select the **Create Another User** link to create another new user. Select **EXIT** to return to Manage My Paging Users.

Click the Action links to Add new user or Delete or Update to manage an existing user.
SEARCH **for Users.**

<< <PREV 1 NEXT> >> **Page 1 of 1 | Page#:** GO

Domain: spok.com ADD NEW USER

USER ID/EMAIL	DOMAIN	PAGER NUMBER	PIN	ACTION
terry.test@spok.com	spok.com	(214) 786-3800		DELETE | UPDATE

<< <PREV 1 NEXT> >> **Page 1 of 1 | Page#:** GO

If only one **Domain** exists, it will display as shown above. If multiple Domains exist a drop-down box will be displayed.

Click the Action links to Add new user or Delete or Update to manage an existing user.
SEARCH **for Users.**

<< <PREV 1 NEXT> >> **Page 1 of 1 | Page#:** GO

Domain: ALL ADD NEW USER

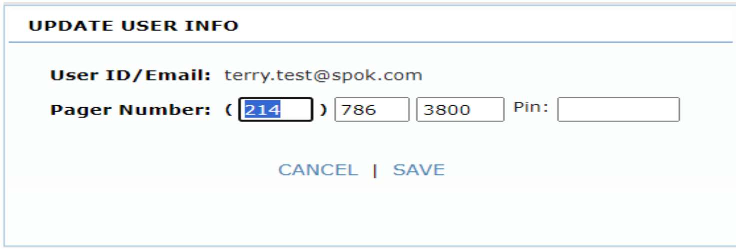
ALL
bellsouth.net
spok.com

USER ID/EM	DOMAIN	PAGER NUMBER	PIN	ACTION
terry.test@	spok.com	(214) 786-3800		DELETE | UPDATE

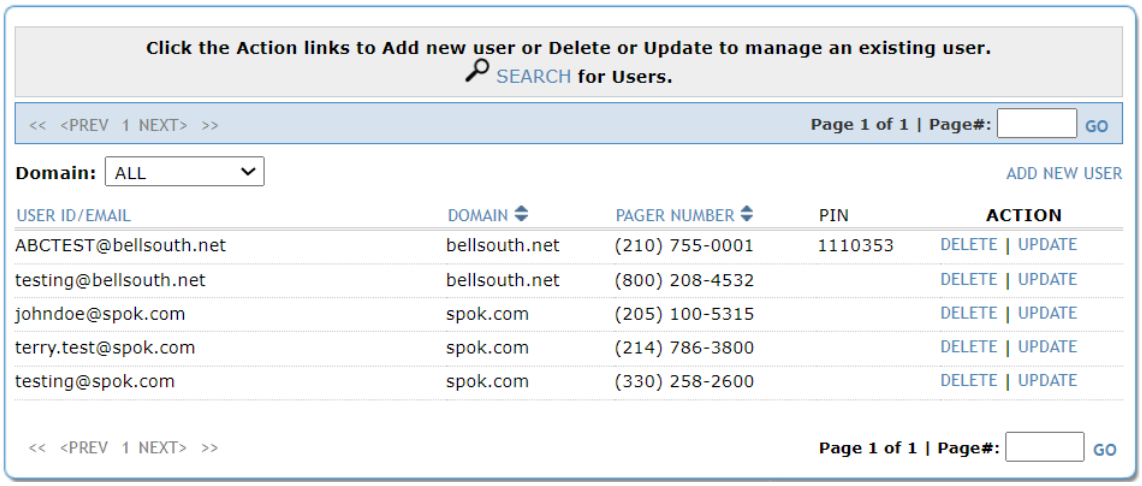
<< <PREV 1 NEXT> >> **Page 1 of 1 | Page#:** GO

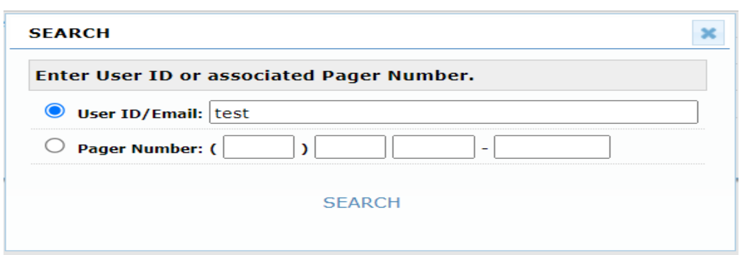
Click the **Action links** to **Add a New User, Delete** or **Update** user(s).

NOTE: Only the Pager Number is allowed to be updated.

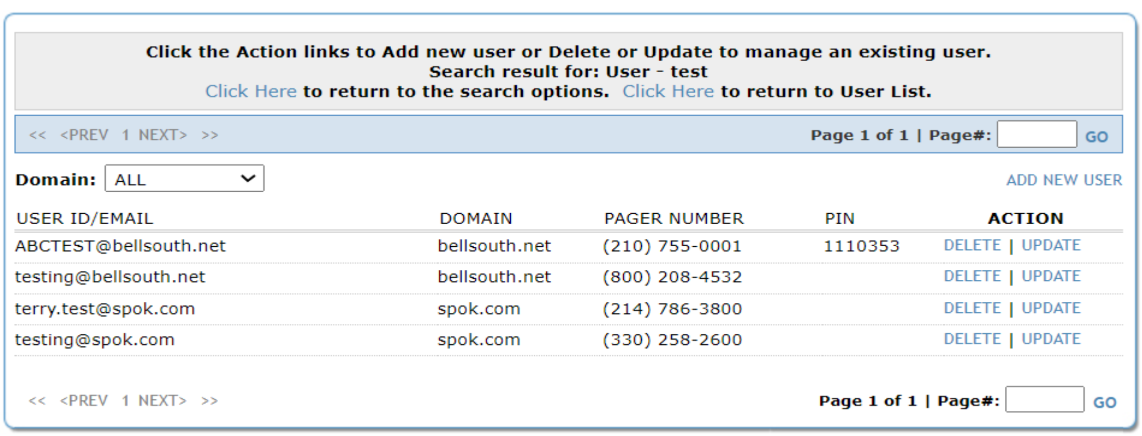


You will also have the ability to search for specific users or Pager Number(s) by clicking the **Search for Users** link. You can search for users in ALL Domains or you can search for users within a specific Domain.

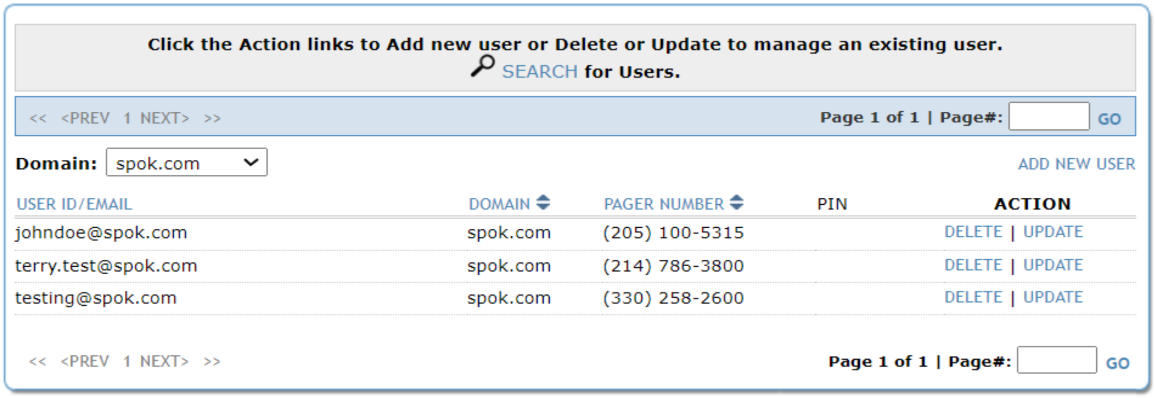


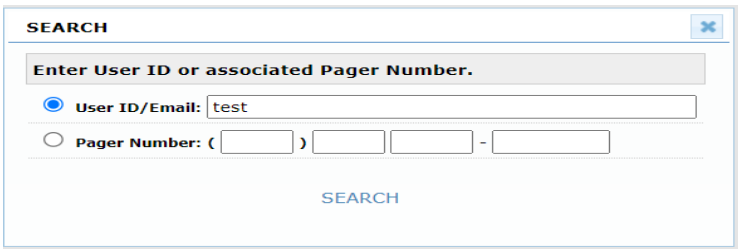


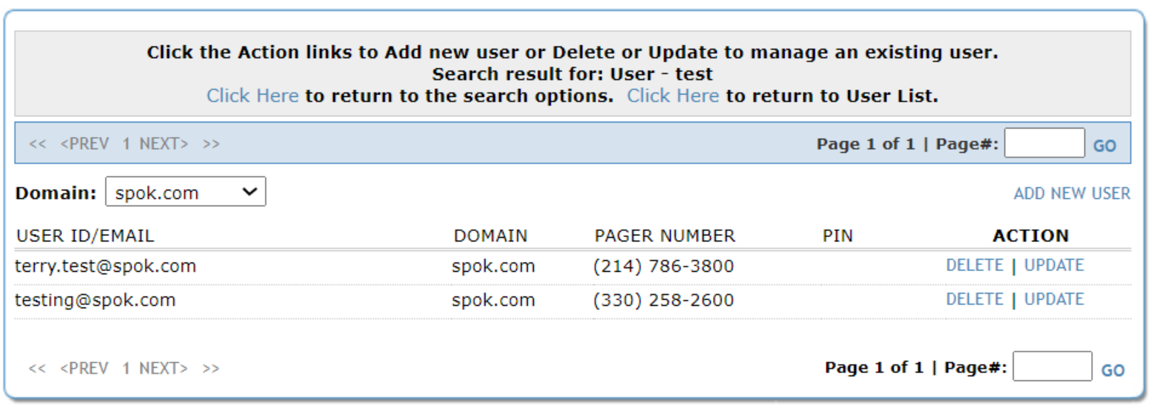
The search will be completed over all domains for the entered search criteria as shown below.



If a specific Domain is selected the search will be completed against that Domain only.

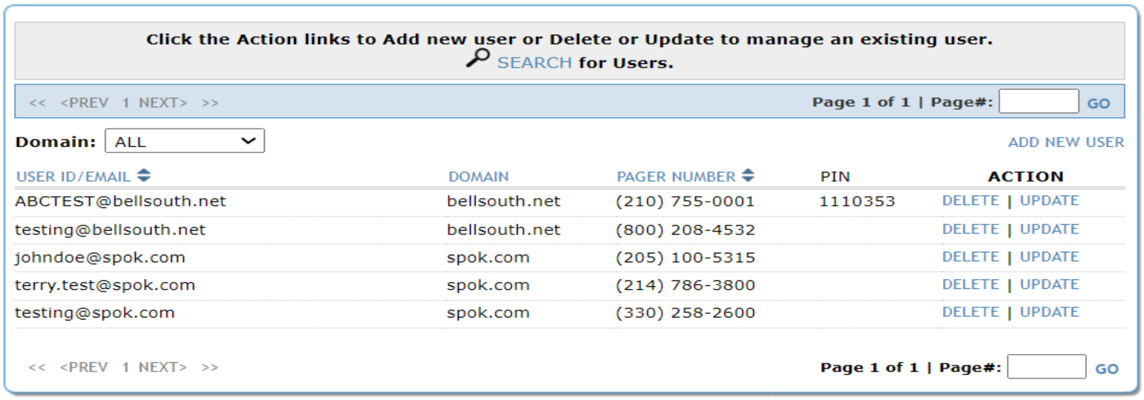






To complete a new search select **Click Here** to return to **search option**s link. To return to the User List select **Click Here** to return to **User List link**.

You also have sort options as shown below.


Click the Action links to Add new user or Delete or Update to manage an existing user.
SEARCH for Users.

<< <PREV 1 NEXT> >> Page 1 of 1 | Page#: GO

Domain: ALL ADD NEW USER

USER ID/EMAIL	DOMAIN	PAGER NUMBER	PIN	ACTION
ABCTEST@bellsouth.net	bellsouth.net	(210) 755-0001	1110353	DELETE | UPDATE
testing@bellsouth.net	bellsouth.net	(800) 208-4532		DELETE | UPDATE
johndoe@spok.com	spok.com	(205) 100-5315		DELETE | UPDATE
terry.test@spok.com	spok.com	(214) 786-3800		DELETE | UPDATE
testing@spok.com	spok.com	(330) 258-2600		DELETE | UPDATE

<< <PREV 1 NEXT> >> Page 1 of 1 | Page#: GO

Sort By Domain
Clicking on the **Domain** will sort all records by Domain.

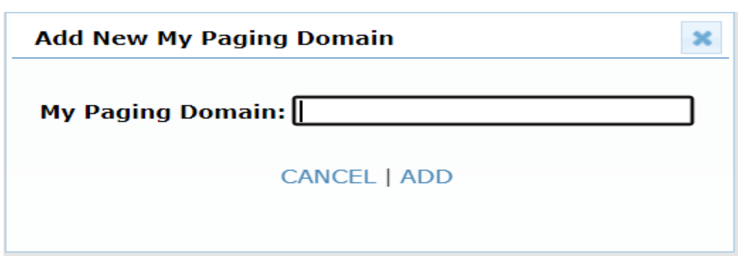
Sort By Pager Number
Clicking on **Pager Number** will sort all phone numbers in numerical order.

Sort By User ID/Email
Clicking on **User ID/Email** will sort all records by User ID/Email and Domain.

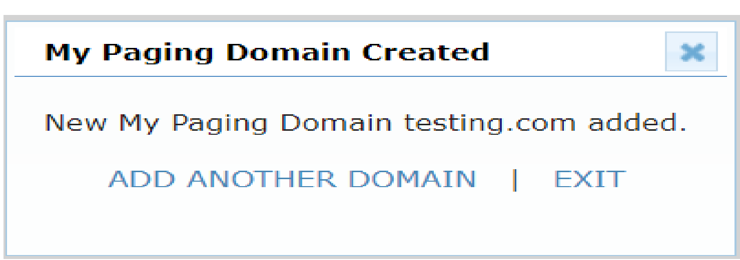
Manage My Paging Domain

The **Manage My Domain** option will display the list of customer specific domains which control access to authentication emails for MyPaging User IDs.

To add a new MyPaging domain select the **ADD NEW DOMAIN** link. The Add New My Paging Domain pop up will display.

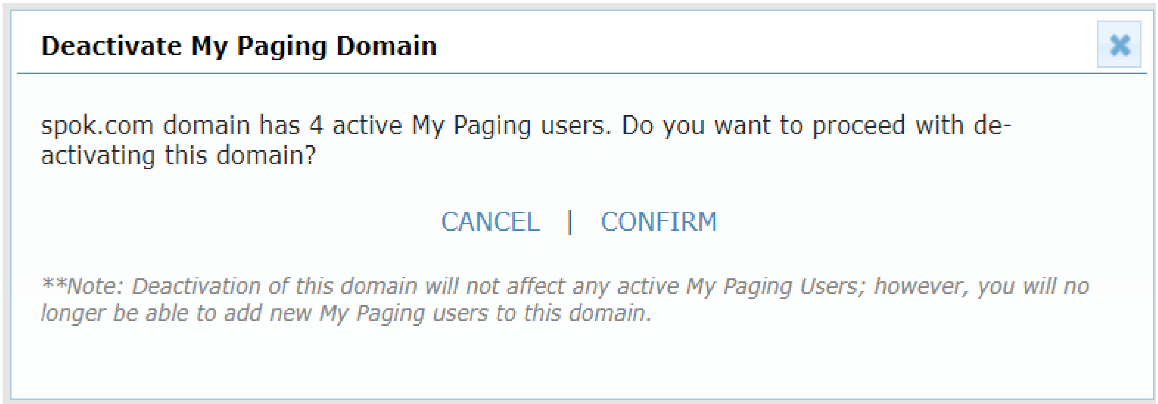


Input the **My Paging Domain**, select ADD.

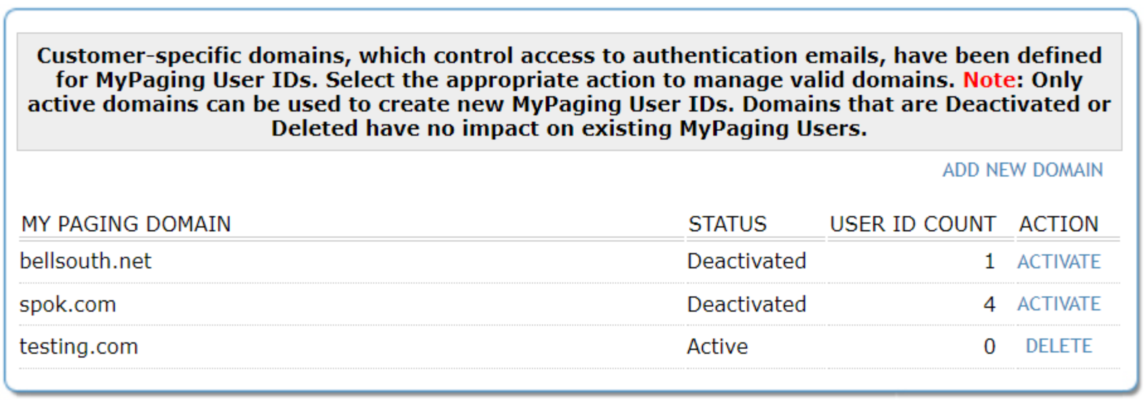


Once added **My Paging User IDs** can be created using this domain.

To Deactivate a My Paging Domain, select the **DEACTIVATE** Action Link**.**



Select **CONFIRM** to Deactivate My Paging Domain or **CANCEL** to return to the Manage My Paging Domain list.

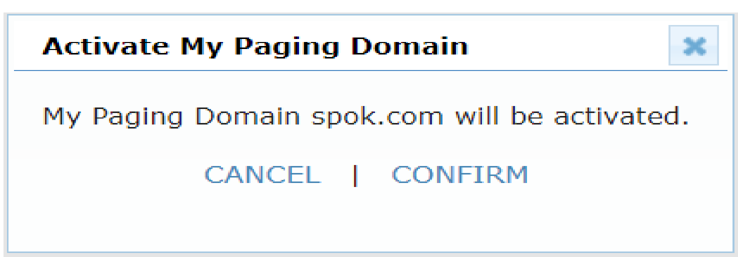


MY PAGING DOMAIN	STATUS	USER ID COUNT	ACTION
bellsouth.net	Deactivated	1	ACTIVATE
spok.com	Deactivated	4	ACTIVATE
testing.com	Active	0	DELETE

My Paging Domain will be set to **Deactivated** status.

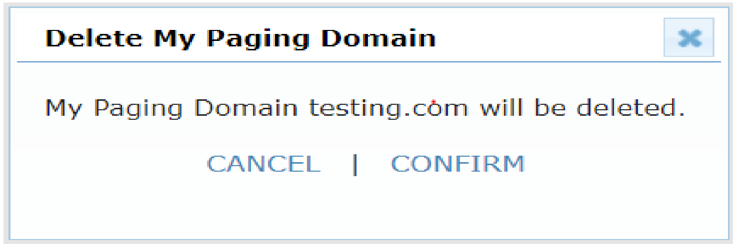
NOTE: Only active domains can be used to create new MyPaging User Ids. Domains that are Deactivated have no impact on existing MyPaging Users.

To Activate a Deactivated MyPaging Domain select **ACTIVATE** action link.



Select **CONFIRM** to **ACTIVATE** MyPaging Domain, this will allow new MyPaging User IDs to be created with this Domain. Select **CANCEL** to return to the Manage My Paging Domain list.

To Delete a My Paging Domain, select **DELETE** in the action column.



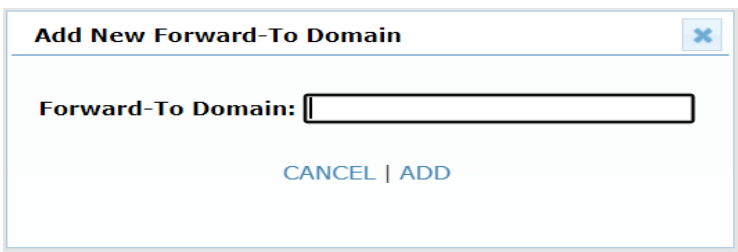
Select **CONFIRM** to Delete MyPaging Domain or **CANCEL** to return to Manage My Paging Domain list.

NOTE: My Paging Domains can only be deleted if there are no active User IDs associated with the Domain.

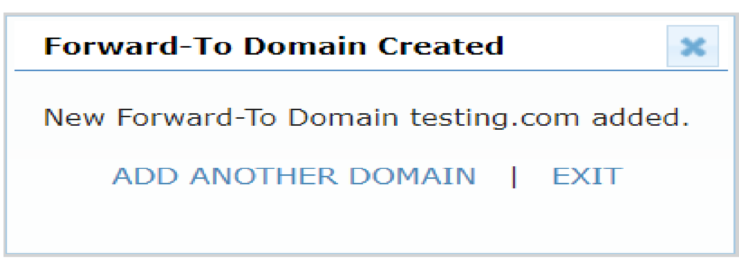
Manage Message Forward Domain

The **Manage Message Forward Domain** option displays customer specific Forward domains, which control Message Forwarding to an email address.

To add a new Message Forward Domain select **ADD NEW DOMAIN**. The Add New Forward-To Domain pop up will display.



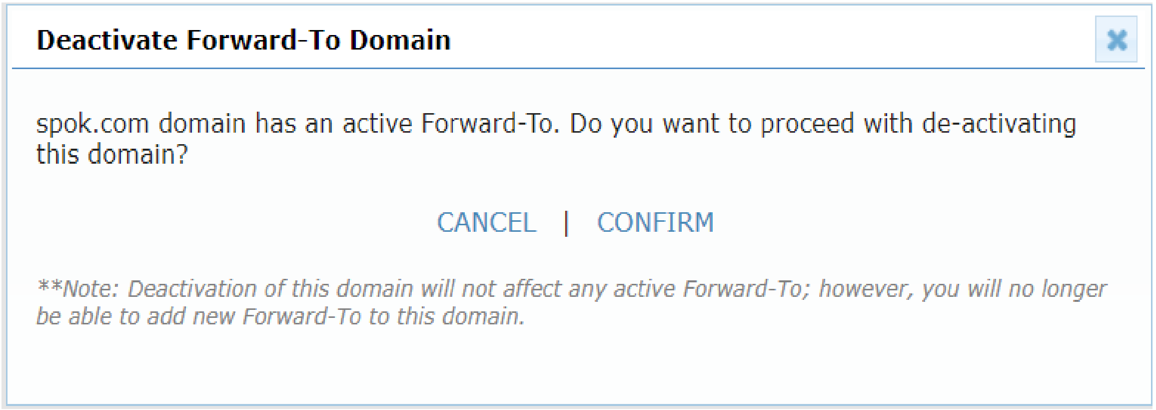
Input the Forward-To Domain, select ADD to create the new domain or CANCEL to return to the Manage Message Forward Domain list.



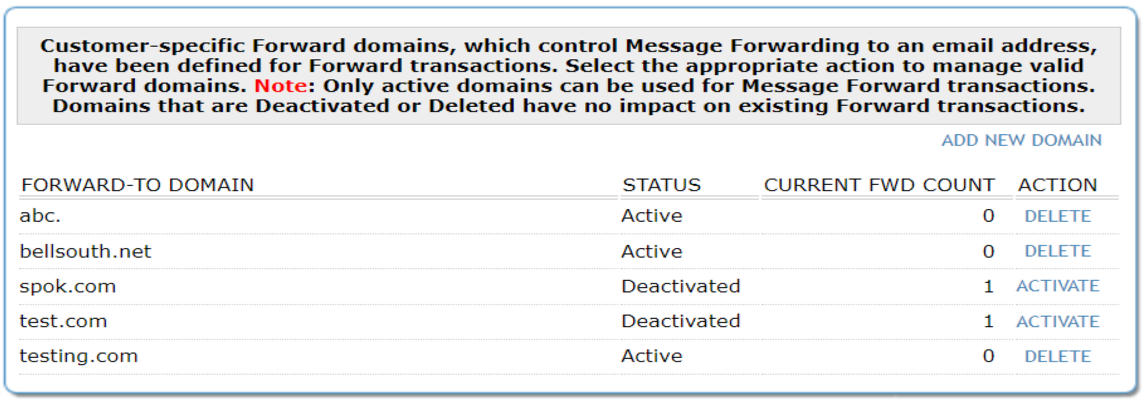
Select **Add Another Domain** link to create another Forward -To domain. Select **EXIT** to return to Manage Message Forward Domain.

NOTE: If at least one Customer Specific Forward domain exists, Message Forwarding to an email address must include the specified domain(s). If no Customer-specific Forward domain exsist, users will be permitted to forward messages to any email address domain.

To Deactivate a Message Forward Domain, select the **DEACTIVATE** Action Link**.**



Select **CONFIRM** to Deactivate Message Forward Domain or **CANCEL** to return to the Manage Message Forward Domain list.



Customer-specific Forward domains, which control Message Forwarding to an email address, have been defined for Forward transactions. Select the appropriate action to manage valid Forward domains. Note: Only active domains can be used for Message Forward transactions. Domains that are Deactivated or Deleted have no impact on existing Forward transactions.

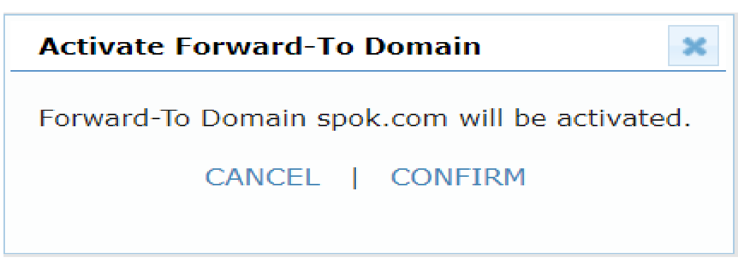
ADD NEW DOMAIN

FORWARD-TO DOMAIN	STATUS	CURRENT FWD COUNT	ACTION
abc.	Active	0	DELETE
bellsouth.net	Active	0	DELETE
spok.com	Deactivated	1	ACTIVATE
test.com	Deactivated	1	ACTIVATE
testing.com	Active	0	DELETE

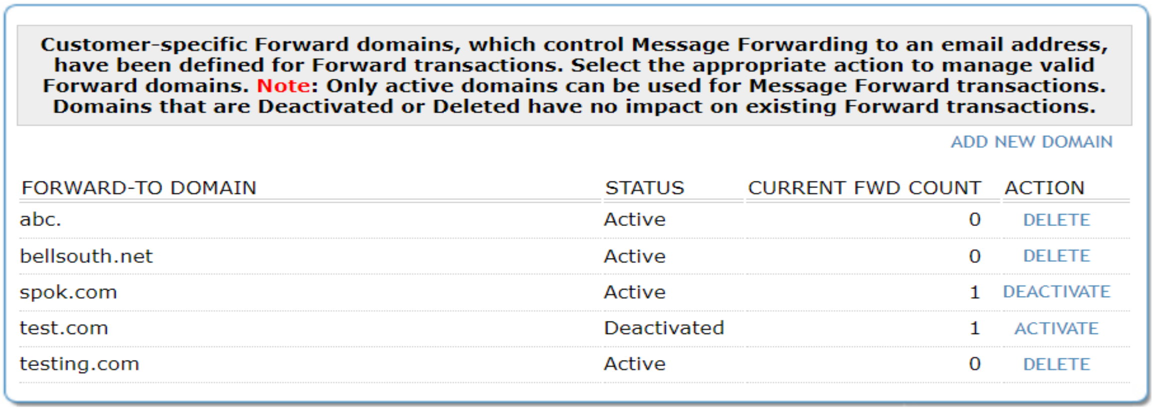
Message Forward Domain will be set to **Deactivated** status.

NOTE: Only active domains can be used for Message Forward Transactions. Domains that are Deactivated or Deleted have no impact on existing Forward transactions.

To Activate a Deactivated Message Forward Domain select **ACTIVATE** action link.



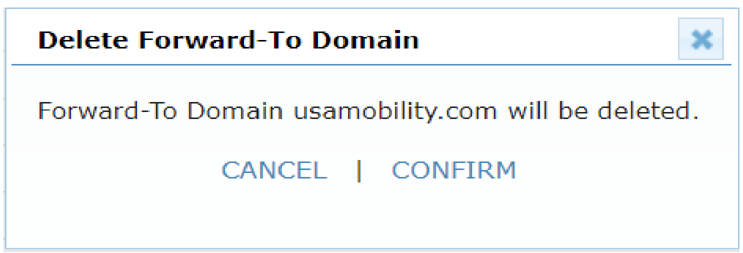
Select **CONFIRM** to Activate Message Forward, this will allow Forward To email addresses to be created with this domain. Select **CANCEL** to return to the Manage Message Forward Domain list.



FORWARD-TO DOMAIN	STATUS	CURRENT FWD COUNT	ACTION
abc.	Active	0	DELETE
bellsouth.net	Active	0	DELETE
spok.com	Active	1	DEACTIVATE
test.com	Deactivated	1	ACTIVATE
testing.com	Active	0	DELETE

Message Forward Domain will be set to **Active** status.

To Delete a Message Forward Domain, select **DELETE** in the action column.

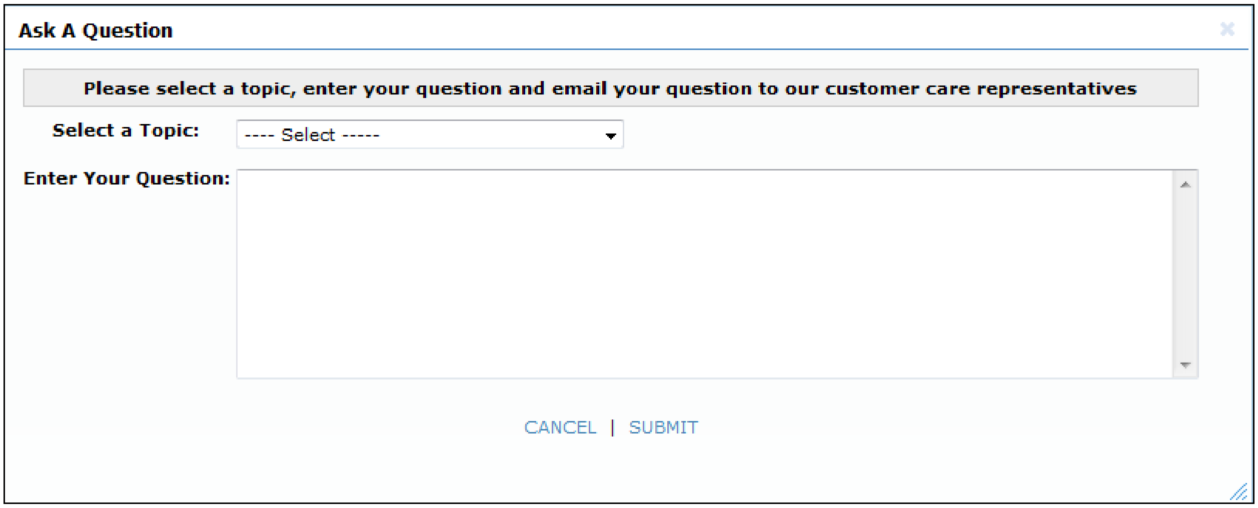


Select **CONFIRM** to Delete Message Forward Domain or **CANCEL** to return to Manage Message Forward Domain list.

NOTE: Message Forward Domains can only be deleted if there are no active Forward To email address associated with the Domain.

Ask a Question

Access this screen to email feedback, questions or comments to our My Account Customer Support team. This option is not meant to be used for time sensitive transactions that you may not be able to process via My Account. Please call or email Customer Support directly with any time-sensitive questions or concerns.



Available topics include: