



## **My Account Client User Guide**

**October 2024**

## **Table of Contents**

|  |           |
|--|-----------|
| <b>REGISTERING FOR MY ACCOUNT .....</b>      | <b>4</b>  |
| <b>LOGGING INTO MY ACCOUNT .....</b>         | <b>4</b>  |
| <b>CREATE A USER ID AND PASSWORD .....</b>   | <b>6</b>  |
| <b>EXPIRED PASSWORD .....</b>                | <b>8</b>  |
| <b>RESET PASSWORD.....</b>                   | <b>8</b>  |
| <b>TWO-FACTOR AUTHENTICATION.....</b>        | <b>9</b>  |
| <b>MY ACCOUNT MAIN MENU .....</b>            | <b>15</b> |
| <b>DEVICE SEARCH.....</b>                    | <b>17</b> |
| <b>MANAGE MY DEVICES .....</b>               | <b>18</b> |
| <b>ADD A DEVICE.....</b>                     | <b>18</b> |
| <b>EXCHANGE DEVICE.....</b>                  | <b>24</b> |
| <i>EVEN EXCHANGE .....</i>                   | <i>26</i> |
| <i>UPGRADE EXCHANGE .....</i>                | <i>28</i> |
| <i>SPARE EXCHANGE.....</i>                   | <i>29</i> |
| <b>ACTIVATE A REPLACEMENT .....</b>          | <b>32</b> |
| <b>OTA PROGRAMMING.....</b>                  | <b>34</b> |
| <b>GENA .....</b>                            | <b>34</b> |
| <b>RESET ENCRYPTED PASSWORD .....</b>        | <b>35</b> |
| <b>MANAGE GROUP CAPCODES.....</b>            | <b>37</b> |
| <b>ADD TO OTHER GROUPS .....</b>             | <b>39</b> |
| <b>TRANSACTION HISTORY .....</b>             | <b>40</b> |
| <b>SPARE EXCHANGE – GROUP CAPCODES .....</b> | <b>42</b> |
| <b>READYCALL TEXT .....</b>                  | <b>47</b> |
| <b>MANAGE SPARES.....</b>                    | <b>50</b> |
| <b>VIEW MY DEVICE(S) .....</b>               | <b>57</b> |
| <i>EDIT DEVICE INFO.....</i>                 | <i>59</i> |
| <i>DEVICE DETAIL USER OPTIONS .....</i>      | <i>61</i> |
| <i>Send a Message.....</i>                   | <i>61</i> |
| <i>Exchange a Device .....</i>               | <i>61</i> |
| <i>Modify Features.....</i>                  | <i>62</i> |
| <i>Message Tracking.....</i>                 | <i>63</i> |
| <i>Spok Mobile .....</i>                     | <i>63</i> |
| <i>Alias Maintenance.....</i>                | <i>64</i> |
| <i>MSG Carbon Copy.....</i>                  | <i>64</i> |
| <i>MSG Forwarding.....</i>                   | <i>64</i> |
| <i>Reset Encrypted Password.....</i>         | <i>65</i> |
| <i>Send a Test Page.....</i>                 | <i>65</i> |
| <i>Reset Voicemail Passcode.....</i>         | <i>65</i> |
| <i>Reprogram Device .....</i>                | <i>66</i> |
| <i>Cancel Device.....</i>                    | <i>66</i> |
| <i>Edit Screen Name.....</i>                 | <i>67</i> |
| <i>Delete Message .....</i>                  | <i>67</i> |
| <b>ALIAS MAINTENANCE.....</b>                | <b>68</b> |
| <b>REPORTS.....</b>                          | <b>72</b> |
| <b>MESSAGE ROUTING.....</b>                  | <b>75</b> |
| <b>MESSAGE CARBON COPY .....</b>             | <b>75</b> |
| <b>MESSAGE FORWARDING.....</b>               | <b>78</b> |
| <b>MULTI-MESSENGER GROUP .....</b>           | <b>84</b> |

|                                     |            |
|-------------------------------------|------------|
| CREATE NEW GROUP .....              | 84         |
| MODIFY EXISTING GROUP .....         | 86         |
| Add Group Members .....             | 86         |
| Delete Group Members .....          | 87         |
| Update Group Name.....              | 89         |
| Delete a Group.....                 | 90         |
| NOTE ABOUT ARMM .....               | 91         |
| Create New Group: .....             | 91         |
| Update Group Name: .....            | 92         |
| <b>GROUP CAPCODES .....</b>         | <b>93</b>  |
| Add Member(s):.....                 | 94         |
| Remove Member(s): .....             | 95         |
| Manage Templates:.....              | 96         |
| Create New Templates: .....         | 97         |
| Delete Templates:.....              | 99         |
| Change Template:.....               | 100        |
| <b>MESSAGE TRACKING .....</b>       | <b>100</b> |
| <b>SPOK MOBILE.....</b>             | <b>103</b> |
| <b>MY REFERENCES.....</b>           | <b>114</b> |
| <b>MY SEND A MESSAGE .....</b>      | <b>114</b> |
| ADDRESS BOOK.....                   | 116        |
| MESSAGE GROUPS.....                 | 118        |
| MY PREFERENCES.....                 | 121        |
| MANAGE LOGIN.....                   | 123        |
| SEND A MESSAGE .....                | 124        |
| MESSAGE STATUS.....                 | 131        |
| <b>MY BILLING DETAILS .....</b>     | <b>132</b> |
| <b>ACCOUNT ACTIONS .....</b>        | <b>132</b> |
| MANAGE/MAKE A PAYMENT.....          | 132        |
| INVOICES – VIEW/PRINT/DOWNLOAD..... | 133        |
| Requesting E-Files.....             | 133        |
| SIGN UP FOR E-INVOICE .....         | 138        |
| REVIEW PAYMENT HISTORY.....         | 139        |
| ACCOUNT MAINTENANCE.....            | 140        |
| Manage Account .....                | 140        |
| Manage Login.....                   | 141        |
| Manage My Paging Users.....         | 143        |
| Manage My Paging Domain.....        | 147        |
| Manage Message Forward Domain ..... | 149        |
| <b>ASK A QUESTION .....</b>         | <b>151</b> |

# **My Account Client User Guide**

## **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](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](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.

## MY ACCOUNT

My Account is the faster, more convenient way to manage your wireless messaging account. You can now enjoy the freedom of servicing your account at your own leisure. Access your account, statements, payments, update your information, and much more.

[> MY ACCOUNT LOGIN](#)

-  [My Account Client User Guide](#)
-  [My Account Datasheet](#)
-  [Phase 1 Redesign Resource Guide](#)
-  [Phase 2 Redesign Resource Guide](#)



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.

Effective July 1, 2022, Spok will no longer accept credit cards as a form of payment.



-  [Register](#)
- [Ask a Question](#)
- [Forgot your Password | User ID](#)



- [Wireless Messaging](#)
- [Solutions](#)
- [Client User Guide](#)

## 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.

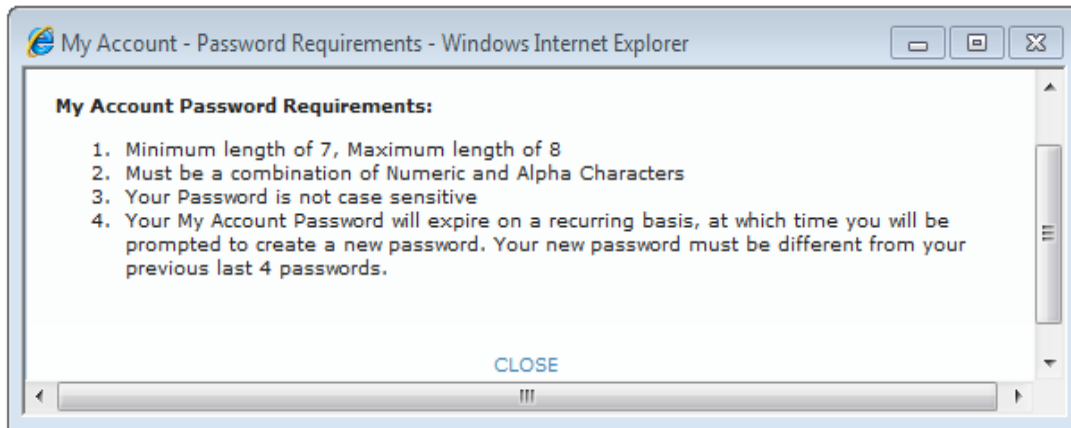
The **Login Information** screen will be displayed as seen below.

| Enter your account and user information below.  |   |
|---|---|
| Account Number:   | <input type="text"/> First 7-digits of your ACCOUNT NO. as it appears on your invoice.  |
| Billing Zip:  | <input type="text"/> 5-digit billing zip code as it appears on your invoice.  |
| User ID:  | <input type="text"/> New User ID for accessing your online account.<br>(5 character minimum, 30 character max.)                     |
| User Name:  | <input type="text"/> Name associated with your User ID.   |
| Phone Number:   | ( <input type="text"/> ) <input type="text"/> - <input type="text"/> Ext: <input type="text"/> Contact number associated with User. |
| Password:   | <input type="password"/> Password for accessing your online account.<br>(7 character minimum, 8 character max.)                     |
| Confirm Password:   | <input type="password"/> Re-enter the password for verification.  |
| Email Address:  | <input type="text"/> Primary e-mail address associated with your User ID.   |
| Your account continues to be governed by the terms and conditions agreed upon at the time of account setup.<br>The use of the My Account functionality does nothing to negate this. <a href="#">Click here</a> to view Sales and Service Agreement. |   |
| 1) <a href="#">CREATE MY ACCOUNT</a><br>with My Send a Message - OR - 2) <a href="#">CREATE MY SEND A MESSAGE ONLY</a><br>without My Account  |   |
| <a href="#">CANCEL SETUP</a>  | Which one do I choose? <a href="#">?</a>  |

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.

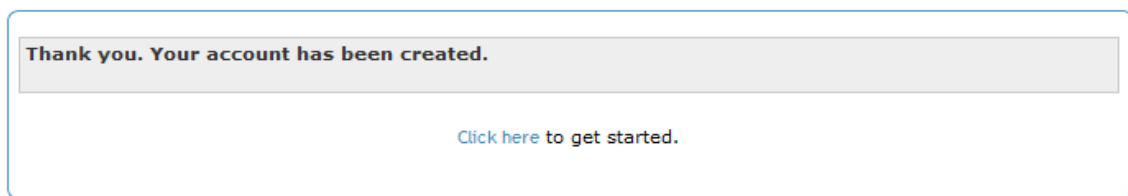


Click **“Close”** once password requirements have been read and continue with completing all field information.

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*.



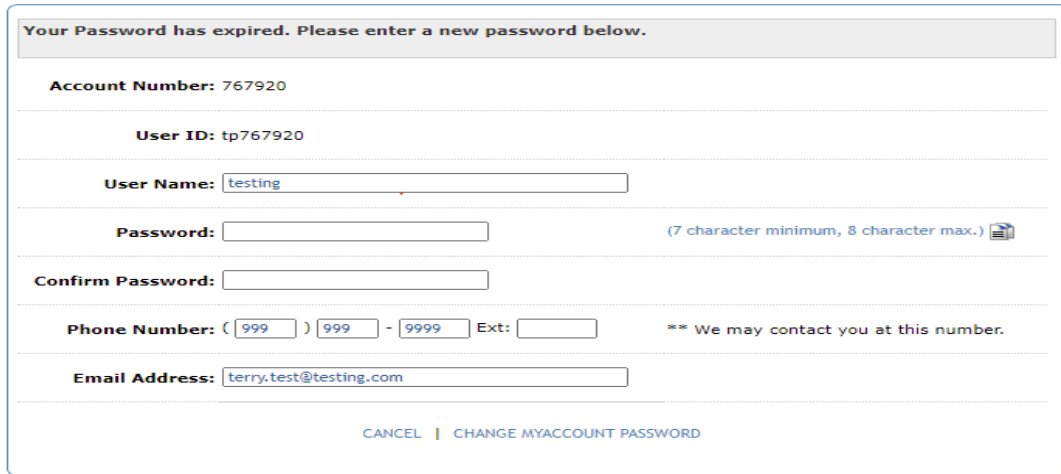
Registered users must enter their **User ID** and **Password** and then click on the login button or press the ‘Enter’ key. A successful log in will display the Main menu options screen.

## Expired Password

With the implementation of the new password requirements starting on December 13<sup>th</sup> 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.

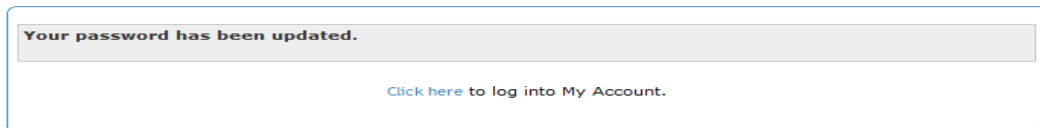


The screenshot shows a web form titled "Your Password has expired. Please enter a new password below." The form contains several fields: "Account Number" (767920), "User ID" (tp767920), "User Name" (testing), "Password" (with a note "(7 character minimum, 8 character max.)" and a help icon), "Confirm Password", "Phone Number" (with a note "\*\* We may contact you at this number."), and "Email Address" (terry.test@testing.com). At the bottom, there are two buttons: "CANCEL" and "CHANGE MYACCOUNT PASSWORD".

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.



The screenshot shows a confirmation screen titled "Your password has been updated." Below the title, there is a link that says "Click here to log into My Account."

## 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.




Your User ID has been disabled due to inactivity. Please confirm your information to reinstate your User ID.

User ID: tp696882

Email Address:

Password:

(7 character minimum, 8 character maximum)



Confirm Password:

[CANCEL](#) | [REINSTATE USER ID](#)

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*.

Your User ID has been reinstated.

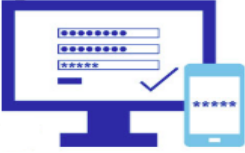
[Click here to log into My Account.](#)

## 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.

Register for Two-Factor Authentication



Register


Log Out

**Why?**  
Two-Factor Authentication will help ensure that your login to Spok My Account is safe and secure.

**How Does It Work?**  
Log into My Account using your current User ID and Password. You will then be asked to choose an access code by text and/or email. Enter that code and your log in will be completed.

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.

Skip Two-Factor Registration




**Skip Two-Factor Registration**  
To ensure that your login to Spok My Account is safe and secure Two-Factor Authentication will be required by 04/25/2021.

Skip Registration

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

Register for Two-Factor Authentication



**Steps to Register Two-Factor**

1. Enter the email and or cell phone number you want to receive the access code.  
**Email:**   
**Cell:**   
**Preferred:** ☐ Email ☐ Cell Phone
2. Click below to send the access code.  


Send Access Code
3. Retrieve the Access Code from your email or cell phone.  
**Access Code:**
4. Click "Register" to complete the registration process or "Cancel" to cancel the request.  

Register

Cancel

**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.

**Register for Two-Factor Authentication**



### Steps to Register Two-Factor

1. Enter the email and or cell phone number you want to receive the access code.

**Email:**

**Cell:**

**Preferred:** ☒ Email ☐ Cell Phone
2. Click below to send the access code.

Send Access Code
3. Retrieve the Access Code from your email or cell phone.

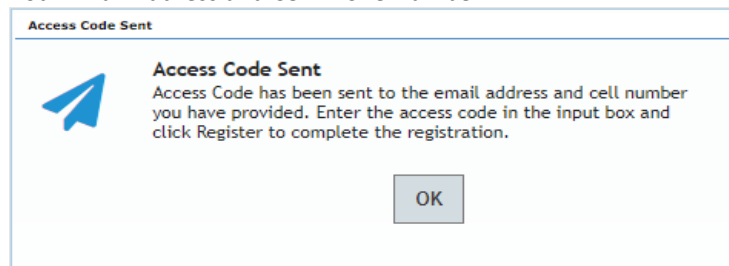
**Access Code:**
4. Click "Register" to complete the registration process or "Cancel" to cancel the request.

Register

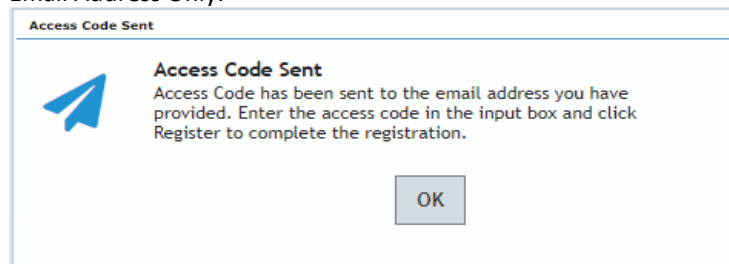
Cancel

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

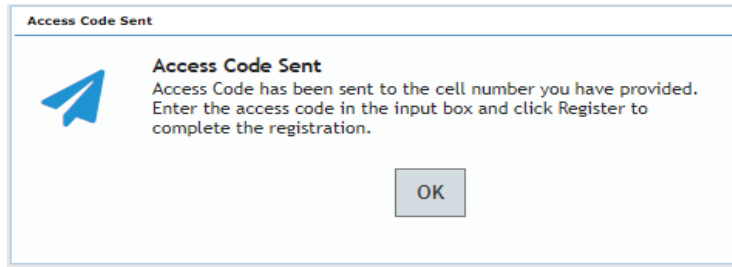
Both Email Address and Cell Phone Number:



Email Address Only:



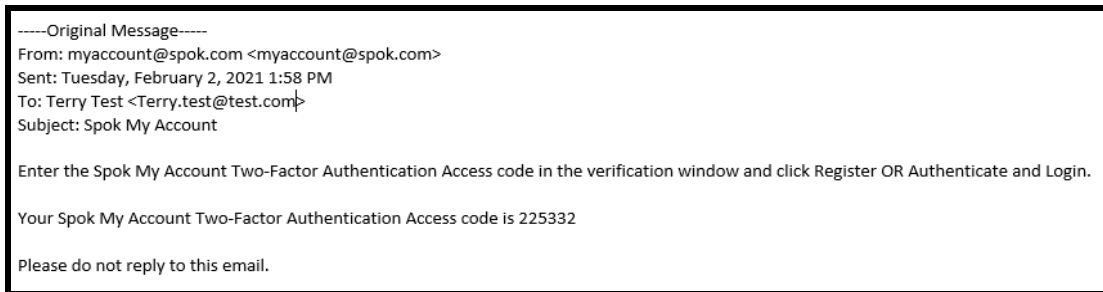
Cell Phone Number Only:



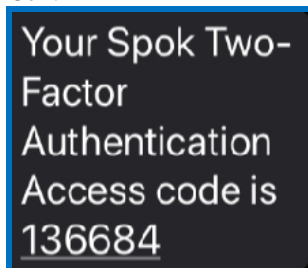
Click **OK**, to return to the Register for Two-Factor Authentication screen.

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:



Cell:

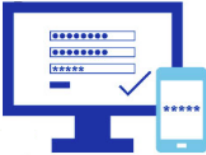


**Note:** Changes made to the registration information after selecting Send Access Code, will void the previous access code and require the user to select **Send Access Code** to receive a new access code.

**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.

Register for Two-Factor Authentication



Steps to Register Two-Factor

1. Enter the email and or cell phone number you want to receive the access code.

Email:

Cell:

Preferred: ☒ Email ☐ Cell Phone

2. Click below to send the access code.

Send Access Code

3. Retrieve the Access Code from your email or cell phone.

Access Code:


4. Click "Register" to complete the registration process or "Cancel" to cancel the request.

Register

Cancel

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

Two-Factor Registration Complete



Two-Factor Registration Completed Successfully

Two-Factor Authentication Registration Complete. Click the Exit button to continue.

Exit


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**Revised October 2024**

13

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.

Two-Factor Authentication



We have sent you the access code. Please enter the code and click the Authenticate and Login button to complete the login.

Access Code:

Authenticate and Login

If you did not receive the access code, click the button below to have it resent.


Resend Access Code To My Email

Resend Access Code To My Cell

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.

Two-Factor Authentication



We have sent you the access code. Please enter the code and click the Authenticate and Login button to complete the login.

Access Code:

Authenticate and Login

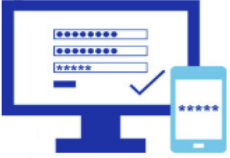
If you did not receive the access code, click the button below to have it resent.

Resend Access Code

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.

Two-Factor Authentication



We have sent you the access code. Please enter the code and click the Authenticate and Login button to complete the login.

**Access Code:**

**Authenticate and Login**


If you did not receive the access code, click the button below to have it resent.

**Resend Access Code To My Email**

**Resend Access Code To My Cell**

## My Account Main Menu

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



My Account - Main Menu

Choose one search criteria and populate the corresponding field below.

☐ Device Number: (  )  - PIN


☐ Capcode:

☐ Serial Number:

☐ Holder Name:

SEARCH

MY ACCOUNT



MANAGE MY DEVICES

ADD A DEVICE

MANAGE SPARES

MESSAGE ROUTING

EXCHANGE A DEVICE

VIEW MY DEVICE(S)

MESSAGE TRACKING

ACTIVATE A REPLACEMENT

ALIAS MAINTENANCE

SPOK MOBILE™

OTA PROGRAMMING

REPORTS

MY REFERENCES

2 WAY USER GUIDES


1 WAY TEXT USER GUIDES

1 WAY NUMERIC USER GUIDES

READYCALL DEVICES

VIEW COVERAGE MAPS

SPOK MOBILE™ REFERENCE

MY Send a Message 

MY BILLING DETAILS

Account#: 2167198

Account Name: EMP TEST EQUIP JXN & PAGERS

Name: terry palmtree

Past Due Amount: \$0.00

Current Charges: -\$13.13

Recent Activity: \$39.22

Total Balance: \$26.09

Last Payment: \$0.00

Account Actions

• [MANAGE/MAKE A PAYMENT](#)

• [INVOICES - VIEW/PRINT/DOWNLOAD](#)

• [SIGN UP FOR E-INVOICE](#)

• [REVIEW PAYMENT HISTORY](#)

• [ACCOUNT MAINTENANCE](#)

• [ASK A QUESTION](#)

Account Number: 2167198    Name: EMP TEST EQUIP JXN & PAGERS

[CLICK HERE to select a different account](#)

\* All payments are handled through our payment vendor, Billtrust. By selecting MANAGE/MAKE A PAYMENT, you will open the Billtrust website. All payment transactions on your credit card will be reflected as Spok. Effective May 17, 2023, all one-time credit card payments will be charged a 3% surcharge.

**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.

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**Revised October 2024**

15

**You have logged into a Primary account with related Secondary accounts.**  
[CLICK HERE](#) to Access your Primary Account, or Select from the list below  
[SEARCH](#) for a Secondary Account

<< <PREV 1 NEXT> >>
Page 1 of 1 | Page#:  [GO](#)

| ACCOUNT NUMBER | DEPARTMENT NAME           |
|----------------|---------------------------|
| 754234         | MY ACCOUNT PARENT ACCOUNT |
| 754237         | MY ACCOUNT CHILD ACCT #1  |
| 754240         | MY ACCOUNT CHILD ACCT #2  |
| 754243         | MY ACCOUNT CHILD ACCT #3  |

<< <PREV 1 NEXT> >>
Page 1 of 1 | Page#:  [GO](#)

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.

**Search**

**Choose one search criteria and populate the corresponding field below.**

☐
Device Number: (  )   -  PIN

☐
Holder Name

☐
Capcode:

☐
Serial Number:

☐
Cost Center:

☐
Department Name:

☐
Account Number:

[SEARCH](#)

- \* 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.


The screenshot shows the 'My Account - Main Menu' page. On the left is a search criteria form with radio buttons for 'Device Number', 'Capcode', 'Serial Number', 'Holder Name', 'Device Ref 1', and 'Device Ref 2'. Each has a corresponding input field. A 'SEARCH' button is at the bottom. The center section, titled 'MY ACCOUNT', features a 'MANAGE MY DEVICES' header with links for 'ADD A DEVICE', 'MANAGE SPARES', 'MESSAGE ROUTING', 'EXCHANGE A DEVICE', 'VIEW MY DEVICE(S)', 'MESSAGE TRACKING', 'ACTIVATE A REPLACEMENT', 'ALIAS MAINTENANCE', and 'SPOK MOBILE™'. Below this is a 'MY REFERENCES' section with links for '2 WAY USER GUIDES', '1 WAY TEXT USER GUIDES', '1 WAY NUMERIC USER GUIDES', 'READYCALL DEVICES', 'VIEW COVERAGE MAPS', and 'SPOK MOBILE™ REFERENCE'. The right section, 'MY BILLING DETAILS', shows account information: Account Number 866667, Name TERRY P TEST ACCOUNT, Past Due Amount \$0.00, Current Charges \$76,270.45, Recent Activity \$845.37, Total Balance \$77,115.82, and Last Payment \$72,628.87 on 07/08/2021. It also lists 'Account Actions' like 'MANAGE/MAKE A PAYMENT', 'INVOICES - VIEW/PRINT/DOWNLOAD', 'SIGN UP FOR E-INVOICE', 'REVIEW PAYMENT HISTORY', 'ACCOUNT MAINTENANCE', and 'ASK A QUESTION'. A 'LOG OUT' link is in the top right. A footer note states: '\* All payments are handled through our payment vendor, Billtrust. By selecting MANAGE/MAKE A PAYMENT, you will open the Billtrust website. All payment transactions on your credit card will be reflected as Spok. Effective May 17, 2021, all one-time credit card payments will be charged a 3% surcharge'.

## 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.

| DEVICE DETAILS  | USER OPTIONS   |
|---|--|
|  <p>DEVICE FEATURES</p>  | <ul style="list-style-type: none"> <li>➤ <a href="#">SEND A MESSAGE</a></li> <li>➤ <a href="#">EXCHANGE A DEVICE</a></li> <li>➤ <a href="#">MODIFY FEATURES</a></li> <li>➤ <a href="#">MESSAGE TRACKING</a></li> <li>➤ <a href="#">SPOK MOBILE™</a></li> <li>➤ <a href="#">ALIAS MAINTENANCE</a></li> <li>➤ <a href="#">MSG CARBON COPY/FWD</a></li> <li>➤ <a href="#">RESET ENCRYPTED PASSWORD</a></li> <li>➤ <a href="#">SEND A TEST PAGE</a></li> <li>➤ <a href="#">RESET VOICE MAIL PASSCODE</a></li> <li>➤ <a href="#">REPROGRAM DEVICE</a></li> <li>➤ <a href="#">CANCEL DEVICE</a></li> </ul> |
| <p><b>HolderName:</b> TERRY 1</p> <p><b>Device Number:</b> ( 972 ) 229 - 2910</p> <p><b>PIN:</b> 0000000</p> <p><b>Svc Type:</b> Text Messaging</p> <p><b>Coverage:</b> StateWide Coverage</p> <p><b>Capcode:</b> 007333795</p> <p><b>Frequency:</b> 929.6125MHz</p> <p><b>Model:</b> Sun Telecom Titan 5 Flex</p> <p><b>Email Domain:</b></p> <p><b>Features:</b> Voice Mail Feature, Encrypted Device with Passcode, MyAlias, Message CC:</p> <p><b>Monthly Rate:</b> \$14.65</p> <p><small>Number of included calls/characters are based upon the plan selected with your initial purchase</small></p> |  |

## 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 be 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.

ADD DEVICES TO YOUR ACCOUNT

[Choose a Device](#)

| SERVICE TYPE                            | MODEL                     |   |
|---|---------------------------|---|
| <input type="radio"/> Text Messaging    | Advisor Elite Flex        |    |
| <input type="radio"/> Text Messaging    | Bravo 802 Flex            |    |
| <input type="radio"/> Numeric Messaging | Bravo 502 Flex            |   |
| <input type="radio"/> 2-Way Messaging   | Sun Telecom ST902 2way RF |  |

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.

ADD DEVICES TO YOUR ACCOUNT

[Choose a Device](#)


| SERVICE TYPE                         | MODEL              |   | OWNERSHIP   |
|--------------------------------------|--------------------|---|---|
| <input type="radio"/> Text Messaging | Advisor Elite Flex |  | <div style="border: 1px solid black; padding: 2px;"> --Select--<br/> --Select--<br/> Purchase<br/> Lease </div> |
|                                      |                    |   | Monthly Charges: <span style="float: right;">\$0.00</span>  |

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

| OWNERSHIP        |         |
|------------------|---------|
| Purchase ▼       |         |
| Device Cost:     | \$25.00 |
| Monthly Charges: | \$0.00  |

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.

Choose a Device

SERVICE TYPE


Text Messaging

MODEL

Advisor Elite Flex

OWNERSHIP

Lease ▼



Monthly Charges:

\$0.00

Coverage

☐ New York Tri-State

☐ Upstate / Western NY

☐ New York Statewide

No Additional Charge

No Additional Charge

No Additional Charge

Contract Type

Monthly

Domain

usamobility.net ▼

Device Cost

Monthly Charges:

QTY:

1

UPDATE

Total Charges:

\$0.00

This amount does not include taxes, surcharges, or shipping fees.

Add/Edit Device Reference

Information Services: News, Weather, Sports, etc. are available for this device at no extra charge. ☒ Yes ☐ No



CONTINUE

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.

|                    |   |                      |   |
|--------------------|---|----------------------|---|
| Coverage           | Upstate / Western NY  | No Additional Charge |  |
| Usage Plan         | 5000 Messages Per Month   | No Additional Charge |   |
| Optional Features  | Canned Greeting/30sec   | No Additional Charge |   |
| Device Maintenance | <input type="radio"/> Device Protection  | No Additional Charge |  |
|                    | <input type="radio"/> Without Device Protection   | No Additional Charge |   |

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.

|                    |  |                      |   |
|--------------------|--|----------------------|---|
| Coverage           | New York Tri-State                           | No Additional Charge |    |
| Usage Plan         | 5000 Messages Per Month                      | No Additional Charge |   |
| Optional Features  | Canned Greeting/30sec                        | No Additional Charge |   |
| Device Maintenance | Without Device Protection                    | No Additional Charge |   |
| Pager Number Type  | <input type="radio"/> Preferred Calling Area | No Additional Charge |  |
|                    | <input type="radio"/> Personal Toll-Free     | No Additional Charge |   |

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

|                   |   |                      |   |
|-------------------|---|----------------------|---|
| Pager Number Type | Preferred Calling Area, Area Code: <input type="text"/> | No Additional Charge |  |
|-------------------|---|----------------------|---|

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.

|  |  |
|--|--|
| Preferred Calling Area, Area & Prefix: | <input type="text"/> <div> <input type="button" value="v"/> </div> <div> 215-265<br/> 215-363<br/> 215-577<br/> 215-900 </div> |
|--|--|

- 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.

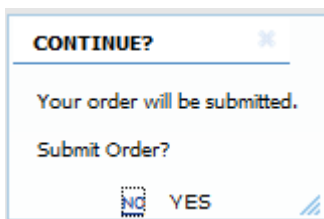
**NOTE:** Only physical addresses will be displayed, no post office boxes will be displayed.



Shipping Information 

--Select--(Mouse over for detail) ▼


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



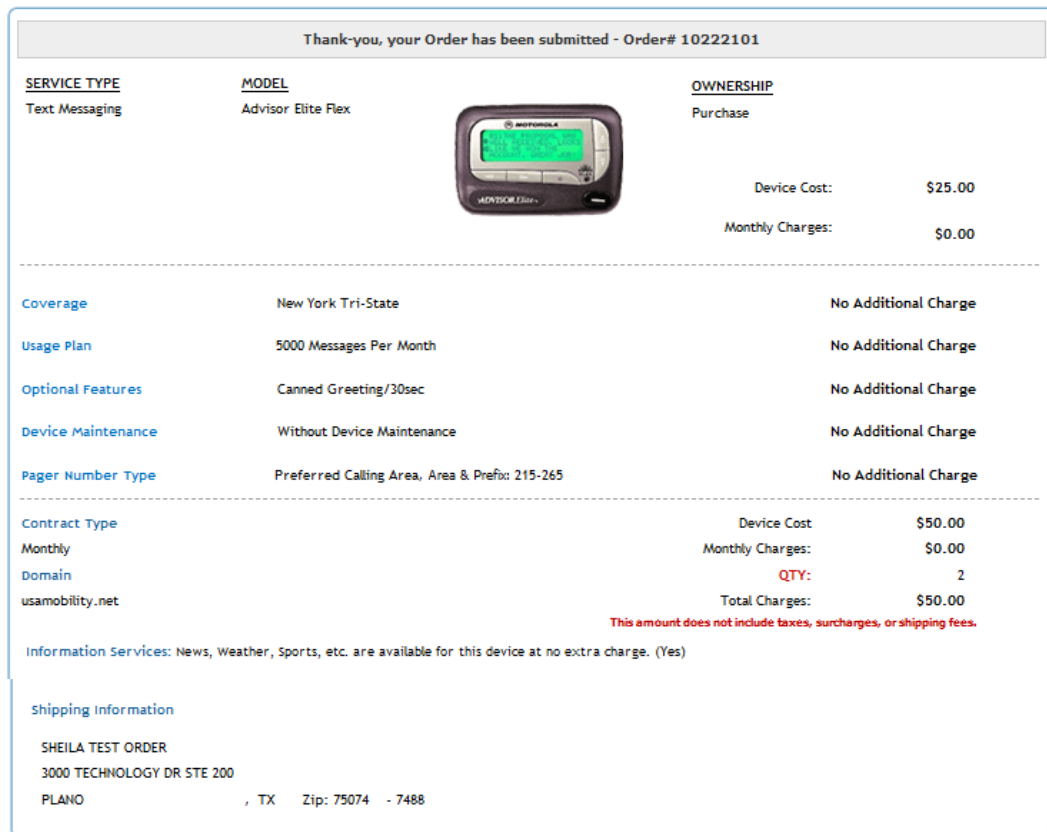
**CONTINUE?** ✕

Your order will be submitted.

Submit Order?


 YES

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



Thank-you, your Order has been submitted - Order# 10222101

| SERVICE TYPE   | MODEL              | OWNERSHIP |
|----------------|--------------------|-----------|
| Text Messaging | Advisor Elite Flex | Purchase  |



|                  |  |         |
|------------------|--|---------|
| Device Cost:     |  | \$25.00 |
| Monthly Charges: |  | \$0.00  |

---

|                    |  |                      |
|--------------------|--|----------------------|
| Coverage           | New York Tri-State                             | No Additional Charge |
| Usage Plan         | 5000 Messages Per Month                        | No Additional Charge |
| Optional Features  | Canned Greeting/30sec                          | No Additional Charge |
| Device Maintenance | Without Device Maintenance                     | No Additional Charge |
| Pager Number Type  | Preferred Calling Area, Area & Prefix: 215-265 | No Additional Charge |

---

|                 |                  |         |
|-----------------|------------------|---------|
| Contract Type   | Device Cost      | \$50.00 |
| Monthly         | Monthly Charges: | \$0.00  |
| Domain          | QTY:             | 2       |
| usamobility.net | Total Charges:   | \$50.00 |

*This amount does not include taxes, surcharges, or shipping fees.*

Information Services: News, Weather, Sports, etc. are available for this device at no extra charge. (Yes)

**Shipping Information**

SHEILA TEST ORDER  
 3000 TECHNOLOGY DR STE 200  
 PLANO, TX Zip: 75074 - 7488

Your order will be 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<br>(800) 946-4646                   | 1090401 | 002339554  | 56ABBA2HDM    | EMP PAMELA ROY           |
| (215) 265-0339<br>(888) 200-8445                   |         | 002246369  | ADMFENB998    | EMP ACCOUNT TESTING ONLY |
| (800) 200-3702                                     |         | 1075823    | 37AXXY49M7    | EMP ACCOUNT TESTING ONLY |
| (215) 265-4980<br>(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<br>(866) 864-8980<br>(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.



DEVICE FEATURES

**HolderName:** EMP ACCOUNT TESTING ONLY

**Device Number:** ( 800 ) 200 - 3702

**PIN:** 0000000

**Svc Type:** 2-Way Messaging

**Coverage:** NationWide Coverage

**Capcode:** 1075823

**Frequency:** 940.0250MHz

**Model:** Talkabout T900

**Email Domain:**

**Features:** Message CC:, Toll Free Number, Advanced Read Receipt

**Monthly Rate:** \$0.00

Number of included calls/characters are based upon the plan selected with your initial purchase

**Exchange Device: (800) 200-3702**

- EVEN EXCHANGE**  
Select this option if your current device is lost or malfunctioning and you want to order a similar replacement device. Your replacement device will provide the same functionality, however, it may be necessary to fulfill your order with a comparable model.
- UPGRADE EXCHANGE**  
Select this option if you want to order a replacement device that is different from your current device or your current service. You will be provided selection options for service types, coverages and pricing packages.
- SPARE EXCHANGE**  
Select this option if you want to transfer existing service from your current device to a spare device. If your spare device is different from the device that is being replaced, you may be prompted to make selections pertaining to available coverage, phone number, and service options.

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

[CANCEL](#) | [CONTINUE](#)

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.

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

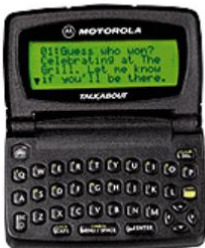
- Select ----
- Change Device Model
- Device Malfunction
- External Device Damage
- Lost/Stolen Device
- Not Receiving Or Sending Pages

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.

| ORDER LIKE REPLACEMENT (972) 206-8323                                    |                                |  |                               |
|--|--------------------------------|--|-------------------------------|
| <b>SERVICE TYPE</b><br>2-Way Messaging                                   | <b>MODEL</b><br>Talkabout T900 |  | <b>OWNERSHIP</b><br>Purchase  |
|  |                                |  | Device Cost: <b>\$99.00</b>   |
|  |                                |  | Device Cost: <b>\$99.00</b>   |
|  |                                |  | Total Charges: <b>\$99.00</b> |
| <b>This amount does not include taxes, surcharges, or shipping fees.</b> |                                |  |                               |
| <a href="#">Add/Edit Device Reference</a>                                |                                |  | <a href="#">CONTINUE</a>      |

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.

**DEVICE REFERENCE**

Device Reference for Device (800) 200-3702

Holder Name: : EMP ACCOUNT TESTING ONLY

Device Reference 1: :

Device Reference 2: :

CANCEL | UPDATE


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

Shipping Information


--Select--(Mouse over for detail)

**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**'.

**Shipping Information** 

Contact:

Phone Number: (  )  -  ext:

Address 1:

Address 2:

Address 3:

City, State:

Zip:  -

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

**CONTINUE?**

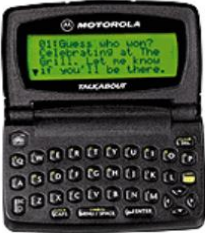
Your order will be submitted.

Submit Order?

[NO](#) [YES](#)

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

**Thank-you, your Order has been submitted - Order# 10234217**  
Click [HERE](#) to print a return label

|  |                                       |  |                                     |
|--|---------------------------------------|--|-------------------------------------|
| <b><u>SERVICE TYPE</u></b><br>2-Way Messaging                            | <b><u>MODEL</u></b><br>Talkabout T900 |  | <b><u>OWNERSHIP</u></b><br>Purchase |
|  |                                       |  | Device Cost: <b>\$99.00</b>         |
|  |                                       |  | Device Cost: <b>\$99.00</b>         |
|  |                                       |  | Total Charges: <b>\$99.00</b>       |
| <b>This amount does not include taxes, surcharges, or shipping fees.</b> |                                       |  |                                     |
| <b><u>Shipping Information</u></b>                                       |                                       |  |                                     |
| TERRY TEST<br>3000 TECHNOLOGY DR STE 200<br>PLANO, TX Zip: 75074 - 7488  |                                       |  |                                     |

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 | 36B8BN8CFT    | 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.

Like Spare Exchange

Review your exchange request

Holder Name:

EMP KATIE PIKE

Device Number:

(973) 225-6016

PIN:

Spare Service Type:

Text Messaging

Spare Capcode:

002246372

Spare Serial #:

ADMFEJA320

Reason:

Device Malfunction

Device Reference 1:

CC 9968

Device Reference 2:

44454B9

Current Monthly Rate:

\$0.00

[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.

DEVICE REFERENCE

Device Reference for Device (973) 225-6016

Holder Name:

EMP KATIE PIKE

Device Reference 1:

RADIOLOGY

Device Reference 2:

44454B9

CANCEL

UPDATE

The following confirmation screen will display upon successful activation:




INFO

- Your exchange transaction has been processed and a test page will be sent shortly.

CLOSE

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.

Swap (973) 225-6016 to Spare Device

| SERVICE TYPE  | MODEL  |   |  |
|---|--|---|--|
| 2-Way Messaging   | Sun Telecom ST902 2way RF  |  | Monthly Charges: \$0.00  |
|   |  |   |  |
| Coverage  | Nationwide All Regions   |   | No Additional Charge   |
| Usage Plan  | 25000 Character Plan   |   | \$2.99                |
| Optional Features   | Canned Greeting/30sec  |   | No Additional Charge   |
| Device Maintenance  | Device Protection  |   | No Additional Charge  |
| Pager Number Type   | <input type="radio"/> Keep My Current Number<br><input type="radio"/> Preferred Calling Area<br><input type="radio"/> Personal Toll-Free |   | No Additional Charge<br>No Additional Charge<br>No Additional Charge                                     |
|   |  |   |  |
|   |  | Monthly Charges:  | \$2.99   |
| Domain<br><div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">usamobility.net ▼</div> |  | Total Charges:  | \$2.99   |
| This amount does not include taxes, surcharges, or shipping fees.   |  |   |  |
| <a href="#">Add/Edit Device Reference</a>   |  |   |  |
| <a href="#">SUBMIT ORDER</a>  |  |   |  |

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.

DEVICE REFERENCE ✕

Device Reference for Device (973) 225-6016

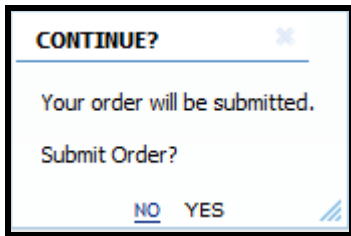
**Holder Name:** EMP KATIE PIKE

**Device Reference 1:** RADIOLOGY

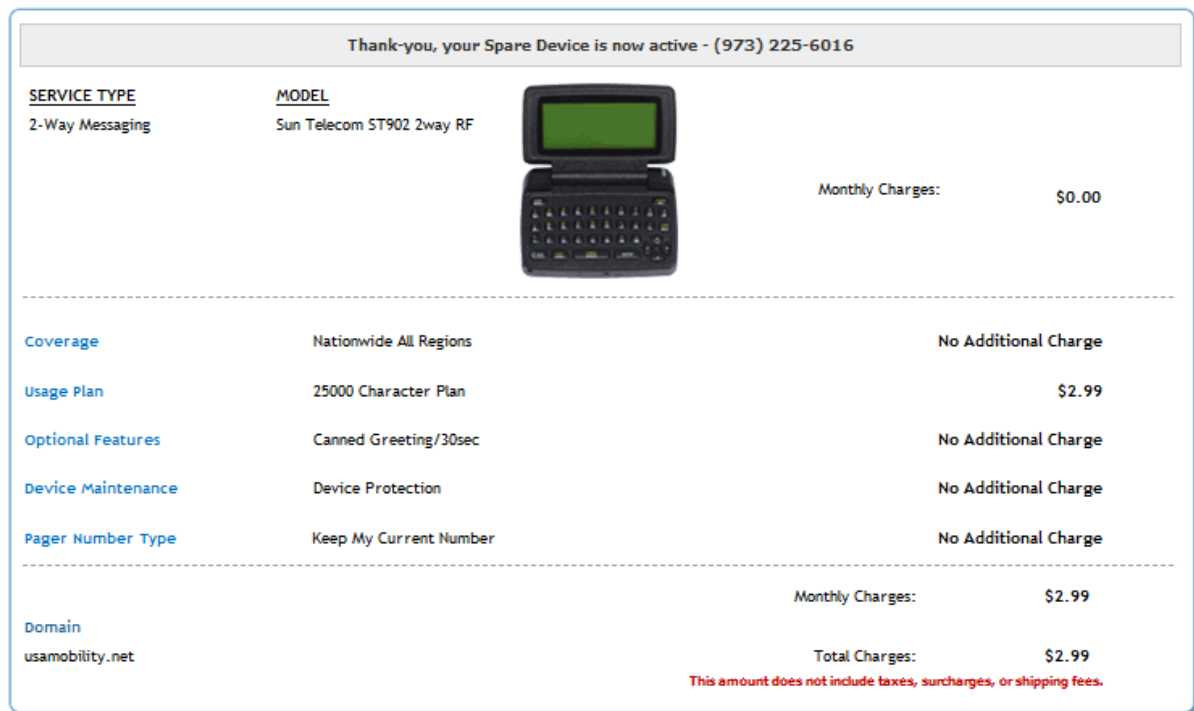
**Device Reference 2:** 44454B9

CANCEL | UPDATE

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.




| Thank-you, your Spare Device is now active - (973) 225-6016       |                           |                         |
|---|---------------------------|-------------------------|
| <b>SERVICE TYPE</b>   | <b>MODEL</b>              |                         |
| 2-Way Messaging   | Sun Telecom ST902 2way RF |                         |
|   |                           | Monthly Charges: \$0.00 |
| <b>Coverage</b>   | Nationwide All Regions    | No Additional Charge    |
| <b>Usage Plan</b>   | 25000 Character Plan      | \$2.99                  |
| <b>Optional Features</b>  | Canned Greeting/30sec     | No Additional Charge    |
| <b>Device Maintenance</b>   | Device Protection         | No Additional Charge    |
| <b>Pager Number Type</b>  | Keep My Current Number    | No Additional Charge    |
|   |                           | Monthly Charges: \$2.99 |
| <b>Domain</b>   | usamobility.net           | Total Charges: \$2.99   |
| This amount does not include taxes, surcharges, or shipping fees. |                           |                         |

## 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.




Select the device you wish to activate from the list below.  
 [SEARCH](#) for a specific order.

<< <PREV 1 NEXT> >> Page 1 of 1 | Page#:  [GO](#)

| DEVICE NUMBER  | PIN | CAPCODE | HOLDER NAME    |
|----------------|-----|---------|----------------|
| (973) 225-6016 |     | 5808607 | EMP KATIE PIKE |

<< <PREV 1 NEXT> >> Page 1 of 1 | Page#:  [GO](#)

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.



DEVICE FEATURES

**HolderName:** EMP KATIE PIKE  
**Device Number:** ( 973 ) 225 - 6016  
**PIN:** 0000000  
**Svc Type:** Text Messaging  
**Coverage:** Local Coverage  
**Capcode:** 002246372  
**Frequency:** 929.6125MHz  
**Model:** Advisor Elite - Text  
**Email Domain:**  
**Features:** Voice Mail Feature, Advanced Read Receipt, MyAlias, One Way 5000/.25  
**Monthly Rate:** \$0.00  
Number of included calls/characters are based upon the plan selected with your initial purchase

**Activate Replacement Device for: (973) 225-6016**

**Order Number:** 10228693

[CANCEL](#) | [ACTIVATE](#)

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

**Activate Replacement Device for: (973) 225-6016**

**Order Number:** 10228693

**Order Activated Successfully**




[CLOSE](#)

## 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.

**Your GenA devices are listed below.**  
To update the screen name for an individual device, click the Pencil icon   
To view other over-the-air programming options, click the Action icon   
To update multiple devices, select the checkbox for each record and click the Mass Edit link at the bottom of the page.  
 **SEARCH** for a specific device.

<< <PREV 1 NEXT> >>




Page 1 of 1 | Page#:  GO




| DEVICE NUMBER  | PIN | CAPCODE  | HOLDER NAME  | SCREEN NAME   | ACTION  | <input type="checkbox"/> |
|----------------|-----|---|---|---|---|--------------------------|
| (214) 786-2238 |     | 0022667555  | TEST DEVICE 6   | chg screen name  |  | <input type="checkbox"/> |
| (214) 786-2327 |     | 5456454   | TEST DEVICE 6   | add screen name  |  | <input type="checkbox"/> |
| (214) 786-2717 |     | 0022667570  | TEST DEVICE 2   |                  |  | <input type="checkbox"/> |
| (214) 786-2841 |     | 0022667572  | T6U   |                  |  | <input type="checkbox"/> |

<< <PREV 1 NEXT> >>

Page 1 of 1 | Page#:  GO












MASS EDIT

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.

**Your GenA devices are listed below.**  
To update the screen name for an individual device, click the Pencil icon   
To view other over-the-air programming options, click the Action icon   
To update multiple devices, select the checkbox for each record and click the Mass Edit link at the bottom of the page.  
 **SEARCH** for a specific device.

<< <PREV 1 NEXT> >>

Page 1 of 1 | Page#:  GO

| DEVICE NUMBER  | PIN | CAPCODE  | HOLDER NAME  | SCREEN NAME  | ACTION  | <input type="checkbox"/> |
|----------------|-----|---|---|--|---|--------------------------|
| (214) 786-2238 |     | 0022667555  | TEST DEVICE 6   | adding screen name   |  | <input type="checkbox"/> |
| (214) 786-2327 |     | 5456454   | TEST DEVICE 6   | add screen name   |  | <input type="checkbox"/> |
| (214) 786-2717 |     | 0022667570  | TEST DEVICE 2   |   |  | <input type="checkbox"/> |
| (214) 786-2841 |     | 0022667572  | T6U   |   |  | <input type="checkbox"/> |

<< <PREV 1 NEXT> >>

Page 1 of 1 | Page#:  GO

MASS EDIT

The following confirmation will display. Click “Close” to return to the View Device list.


INFO

×

- Your request has been submitted for processing. Please allow up to 5 min to complete the transaction.


CLOSE

**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.

Your GenA devices are listed below.

To update the screen name for an individual device, click the Pencil icon 





To view other over-the-air programming options, click the Action icon 

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

 [SEARCH](#) for a specific device.

<< <PREV 1 NEXT> >>

Page 1 of 1 | Page#:  GO

| DEVICE NUMBER  | PIN | CAPCODE    | HOLDER NAME   | SCREEN NAME  | ACTION  |                          |
|----------------|-----|------------|---------------|--|---|--------------------------|
| (214) 786-2327 |     | 5456454    | TEST DEVICE 6 | adding screen name  |  | <input type="checkbox"/> |
| (214) 786-2717 |     | 0022667570 | TEST DEVICE 2 | new screen name     |   |                          |
| (214) 786-2841 |     | 0022667572 | T6U           |                     |   |                          |

<< <PREV 1 NEXT> >>

Page 1 of 1 | Page#:  GO

MASS EDIT

MANAGE GROUP CAPCODES

RESET ENCRYPTED PW

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

Reset Encrypted Password

×

To initiate an over-the-air command to reset encrypted password for this device, click Update.

CANCEL

|

UPDATE

**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.

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

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**Revised October 2024**

35



INFO

- Your request has been submitted for processing. Please allow up to 5 min to complete the transaction.


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        | RESET ENCRYPTED PASSWORD            |
| (214) 786-2327   |     | 5456454    | TEST DEVICE 6 | adding screen name | <input checked="" type="checkbox"/> |
| (214) 786-2717   |     | 0022667570 | TEST DEVICE 2 | new screen name 2  | <input type="checkbox"/>            |
| (214) 786-2841   |     | 0022667572 | T6U           |                    | <input type="checkbox"/>            |
| RETURN TO LIST   |     |            |               |                    |                                     |


Select **RETURN TO LIST** to return to the GenA device 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.

Your GenA devices are listed below.

To update the screen name for an individual device, click the Pencil icon 

To view other over-the-air programming options, click the Action icon 







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



SEARCH for a specific device.

<< <PREV 1 NEXT> >>

Page 1 of 1 | Page#:  GO

| DEVICE NUMBER  | PIN | CAPCODE    | HOLDER NAME   | SCREEN NAME  | ACTION  |                          |
|----------------|-----|------------|---------------|--|---|--------------------------|
| (214) 786-2327 |     | 5456454    | TEST DEVICE 6 | adding screen name  |  | <input type="checkbox"/> |
| (214) 786-2717 |     | 0022667570 | TEST DEVICE 2 | new screen name 2   |  | <input type="checkbox"/> |
| (214) 786-2841 |     | 0022667572 | T6U           |                     |  | <input type="checkbox"/> |

<< <PREV 1 NEXT> >>

Page 1 of 1 | Page#:  GO

MASS EDIT

MANAGE GROUP CAPCODES

RESET ENCRYPTED PW

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

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 Revised October 2024

37

**(214) 786-2327 is a member of the Group Capcode(s) listed below.**  
**Select the appropriate checkbox followed by Submit to either Remove a Group Capcode, initiate another Add command or Update programming preferences.**  
**NOTE: Selection of Template, which sets programming preferences, is required for Update and Re-Add.**

**Group Member:** (214) 786-2327
**Member Name:** TEST DEVICE 6
[ADD TO OTHER GROUPS](#)

<< <PREV 1 NEXT> >>
Page 1 of 1 | Page#:  [GO](#)

|    | GROUP NAME | GROUP NUMBER   | PIN     | CAPCODE | REMOVE                   | UPDATE                   | RE-ADD                   | TEMPLATE   |
|----|------------|----------------|---------|---------|--------------------------|--------------------------|--------------------------|--|
| 1. | TPS AMATP  | (800) 216-3133 | 1001443 | 276070  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <div style="border: 1px solid #ccc; padding: 2px;">▼</div> |

<< <PREV 1 NEXT> >>
Page 1 of 1 | Page#:  [GO](#)

[CANCEL](#) | [SUBMIT](#)

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.

**(214) 786-2327 is a member of the Group Capcode(s) listed below.**  
**Select the appropriate checkbox followed by Submit to either Remove a Group Capcode, initiate another Add command or Update programming preferences.**  
**NOTE: Selection of Template, which sets programming preferences, is required for Update and Re-Add.**

**Group Member:** (214) 786-2327
**Member Name:** TEST DEVICE 6
[ADD TO OTHER GROUPS](#)

<< <PREV 1 NEXT> >>
Page 1 of 1 | Page#:  [GO](#)

|    | GROUP NAME                  | GROUP NUMBER   | PIN     | CAPCODE  | REMOVE                   | UPDATE                              | RE-ADD                              | TEMPLATE  |
|----|-----------------------------|----------------|---------|----------|--------------------------|-------------------------------------|-------------------------------------|---|
| 1. | EMP TEST EQUIP JXN & PAGERS | (214) 786-3936 |         | 11274955 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <div style="border: 1px solid #ccc; padding: 2px;">Default Template Title ▼</div> |
| 2. | GRP LEADER                  | (214) 786-3838 |         | 11274943 | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <div style="border: 1px solid #ccc; padding: 2px;">Test Template ▼</div>          |
| 3. | TERRYP TEST                 | (203) 279-0000 | 0111025 | 11274948 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <div style="border: 1px solid #ccc; padding: 2px;">Default Template Title ▼</div> |
| 4. | TEST                        | (214) 786-3881 |         | 11274946 | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <div style="border: 1px solid #ccc; padding: 2px;">▼</div>                        |
| 5. | TEST                        | (214) 786-3882 |         | 11274947 | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <div style="border: 1px solid #ccc; padding: 2px;">▼</div>                        |
| 6. | TEST                        | (214) 786-3888 |         | 11274949 | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <div style="border: 1px solid #ccc; padding: 2px;">▼</div>                        |
| 7. | TESTING                     | (214) 786-3898 |         | 11274956 | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <div style="border: 1px solid #ccc; padding: 2px;">▼</div>                        |
| 8. | TPS AMATP                   | (800) 216-3133 | 1001443 | 276070   | <input type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <div style="border: 1px solid #ccc; padding: 2px;">▼</div>                        |

<< <PREV 1 NEXT> >>
Page 1 of 1 | Page#:  [GO](#)

[CANCEL](#) | [SUBMIT](#)

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 **Submit**.

(214) 786-3866 is a member of the Group Capcode(s) listed below.  
Select the appropriate checkbox followed by Submit to either Remove a Group Capcode, initiate another Add command or Update programming preferences.  
**NOTE: Selection of Template, which sets programming preferences, is required for Update and Re-Add.**

Group Member: (214) 786-3866 Member Name: TEST [ADD TO OTHER GROUPS](#)

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

| GROUP NAME                     | GROUP NUMBER   | PIN     | CAPCODE  | REMOVE                   | UPDATE                              | RE-ADD                              | TEMPLATE               |
|--------------------------------|----------------|---------|----------|--------------------------|-------------------------------------|-------------------------------------|------------------------|
| 1. EMP TEST EQUIP JXN & PAGERS | (214) 786-3936 |         | 11274955 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Default Template Title |
| 2. GRP LEADER                  |                |         |          |                          |                                     |                                     | Template               |
| 3. TERRYP TEST                 |                |         |          |                          |                                     |                                     | Default Template Title |
| 4. TEST                        |                |         |          |                          |                                     |                                     | Default Template Title |
| 5. TEST                        |                |         |          |                          |                                     |                                     | Default Template Title |
| 6. TEST                        | (214) 786-3882 |         | 11274947 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Default Template Title |
| 7. TEST                        | (214) 786-3888 |         | 11274949 | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Default Template Title |
| 8. TESTING                     | (214) 786-3898 |         | 11274956 | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | Default Template Title |
| 9. TPS AMATP                   | (800) 216-3133 | 1001443 | 276070   | <input type="checkbox"/> | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | Test Template 3        |

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

[CANCEL](#) | [SUBMIT](#)

#### ERRORS

- You have exceeded the maximum number of commands that can be submitted in a single transaction. Narrow your selection to 8 or less and submit. Allow at least 5 min for the device to be updated before initiating additional commands.

[CLOSE](#)

## 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.

To add this member to other groups, select groups from the list and click Add.  
[SEARCH](#) a specific Group Leader.

Group Member: (214) 786-2327 Member Name: TEST DEVICE 6  
Member Capcode: 5456454 Encrypted? Yes

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

| DEVICE NUMBER  | PIN     | CAPCODE  | HOLDER NAME |                          |
|----------------|---------|----------|-------------|--------------------------|
| (203) 279-0000 | 0111025 | 11274948 | TERRYP TEST | <input type="checkbox"/> |
| (214) 786-3838 |         | 11274943 | GRP LEADER  | <input type="checkbox"/> |

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

[CANCEL](#) | [ADD](#)

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.

To add this member to other groups, select groups from the list and click Add.

SEARCH a specific Group Leader.

Group Member: (214) 786-2327 Member Name: TEST DEVICE 6  
Member Capcode: 5456454 Encrypted? Yes

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

| DEVICE NUMBER  | PIN     | CAPCODE  | HOLDER NAME |                                     |
|----------------|---------|----------|-------------|-------------------------------------|
| (203) 279-0000 | 0111025 | 11274948 | TERRYP TEST | <input type="checkbox"/>            |
| (214) 786-3838 |         | 11274943 | GRP LEADER  | <input checked="" type="checkbox"/> |

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

CANCEL | ADD

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

To add (214) 786-2327 with desired programming preferences, choose a Template and click Submit.

| DEVICE NUMBER  | PIN | CAPCODE  | TEMPLATE   |
|----------------|-----|----------|--|
| (214) 786-3838 |     | 11274943 | <div> <p>Template Title: Default Template Title</p> <p>Groups Folder Enable? No</p> <p>Sub-Folder name:</p> <p>Alert Selection: DEFAULT</p> <p>Alert Override? No</p> </div> <div> <p>Default Template Title</p> <p>Test Template</p> </div> |

Click on the Template from the dropdown and click SUBMIT.

To add (214) 786-2327 with desired programming preferences, choose a Template and click Submit.

| DEVICE NUMBER  | PIN | CAPCODE  | HOLDER NAME | TEMPLATE      |
|----------------|-----|----------|-------------|---------------|
| (214) 786-3838 |     | 11274943 | GRP LEADER  | Test Template |

CANCEL | 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.

**INFO**

- Your request has been submitted for processing. Please allow up to 5 minutes to complete this transaction.

CLOSE

## 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.



(214) 786-2841 is a member of the Group Capcode(s) listed below.  
Select the appropriate checkbox followed by Submit to either Remove a Group Capcode, initiate another Add command or Update programming preferences.  
**NOTE:** Selection of Template, which sets programming preferences, is required for Update and Re-Add.

Group Member: (214) 786-2841 Member Name: T6U [ADD TO OTHER GROUPS](#)

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

|    | GROUP NAME  | GROUP NUMBER   | PIN     | CAPCODE  | REMOVE                   | UPDATE                   | RE-ADD                   | TEMPLATE             |
|----|-------------|----------------|---------|----------|--------------------------|--------------------------|--------------------------|----------------------|
| 1. | TERRYP TEST | (203) 279-0000 | 0111025 | 11274948 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="text"/> |
| 2. | TEST        | (214) 786-3882 |         | 11274947 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="text"/> |
| 3. | TEST        | (214) 786-3881 |         | 11274946 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="text"/> |

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

[CANCEL](#) | [SUBMIT](#)

Select the **TRANSACTION HISTORY** link.

(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                   | <input type="checkbox"/> |
|---------|---------------------|------------|----------------|-----------|--------------------------|--------------------------|
| Removed | 2023-05-21 13:49:37 | TESTING    | (214) 786-3898 | 011274956 | <a href="#">RESUBMIT</a> | <input type="checkbox"/> |
| Added   | 2023-05-21 13:54:16 | TEST       | (214) 786-3882 | 011274947 |                          |                          |
| Removed | 2023-05-21 13:50:44 | TEST       | (214) 786-3882 | 011274947 |                          |                          |
| Added   | 2023-05-21 13:54:16 | TEST       | (214) 786-3881 | 011274946 |                          |                          |

[MASS RESUBMIT](#)

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.

**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      |

[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.

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

INFO

- Your request has been submitted for processing. Please allow up to 5 min to complete the transaction.

CLOSE

**Mass RESUBMIT** : Select the transactions to be resubmitted by clicking the check boxes to the right of each transaction OR select 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 | <input checked="" type="checkbox"/> |
| Removed | 2023-05-22 10:17:01 | TEST       | (214) 786-3882 | 011274947 | RESUBMIT | <input type="checkbox"/>            |
| 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 | <input checked="" type="checkbox"/> |
| 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.

**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<br>(800) 946-4646                   | 1090401 | 002339554  | 56ABBA2HDM    | EMP PAMELA ROY           |
| (215) 265-0339<br>(888) 200-8445                   |         | 002246369  | ADMFENB998    | EMP ACCOUNT TESTING ONLY |
| (800) 200-3702                                     |         | 1075823    | 37AXXY49M7    | EMP ACCOUNT TESTING ONLY |
| (215) 265-4980<br>(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<br>(866) 864-8980<br>(228) 208-0040 |         | 1177332    | M0036483129   | EMP MIRANDA JACKSON      |

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

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.

**DEVICE DETAILS**

**HolderName:** TEST DEVICE 6

**Device Number:** ( 214 ) 786 - 2327

**PIN:** 00000000

**Svc Type:** Text Messaging

**Coverage:** Local Coverage

**Capcode:** 5456454

**Frequency:** 929.6125MHz

**Model:** GenA Encrypted Alpha

**OTA Capable:** Yes

**Email Domain:**

**Features:** One Way 5000/.25, Encrypted Device, Over the Air Programming, Central Standard Time

**Monthly Rate:** \$14.95

Number of included calls/characters are based upon the plan selected with your initial purchase

**Additional Capcodes:**

| GROUP CAPCODE | GROUP PAGER NUMBER       | GROUP NAME                  |
|---------------|--------------------------|-----------------------------|
| 0276070       | (800) 216-3133 [1001443] | TPS AMATP                   |
| 011274943     | (214) 786-3838           | GRP LEADER                  |
| 011274948     | (203) 279-0000 [0111025] | TERRYP TEST                 |
| 011274955     | (214) 786-3936           | EMP TEST EQUIP JXN & PAGERS |

**Exchange Device: (214) 786-2327**

☐ **EVEN EXCHANGE**  
Select this option if your current device is lost or malfunctioning and you want to order a similar replacement device. Your replacement device will provide the same functionality, however, it may be necessary to fulfill your order with a comparable model.

☐ **UPGRADE EXCHANGE**  
Select this option if you want to order a replacement device that is different from your current device or your current service. You will be provided selection options for service types, coverages and pricing packages.

☐ **SPARE EXCHANGE**  
Select this option if you want to transfer existing service from your current device to a spare device. If your spare device is different from the device that is being replaced, you may be prompted to make selections pertaining to available coverage, phone number, and service options.

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

[CANCEL](#) | [CONTINUE](#)

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 Additional 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

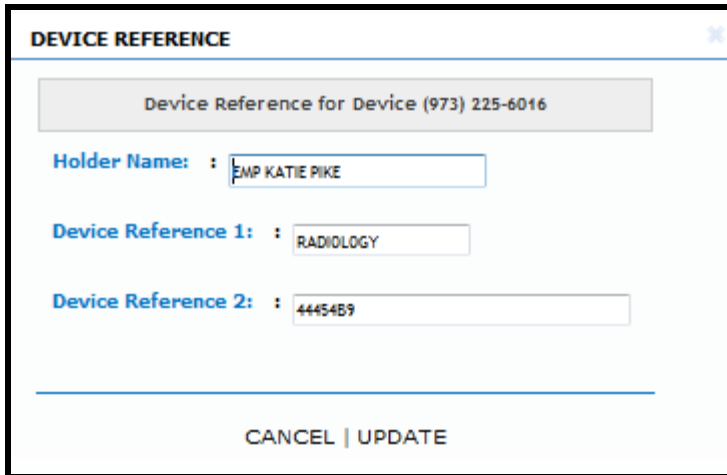
**Reason:** Change Device Model

**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.



**DEVICE REFERENCE**

Device Reference for Device (973) 225-6016

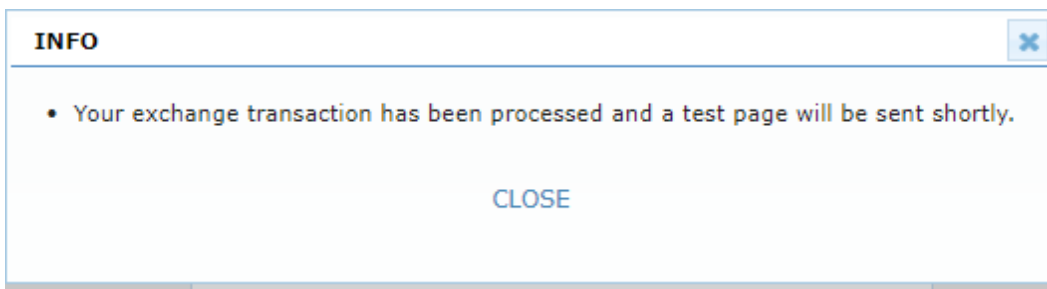
Holder Name : EMP KATIE PIKE

Device Reference 1 : RADIOLOGY

Device Reference 2 : 445459

CANCEL | UPDATE

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

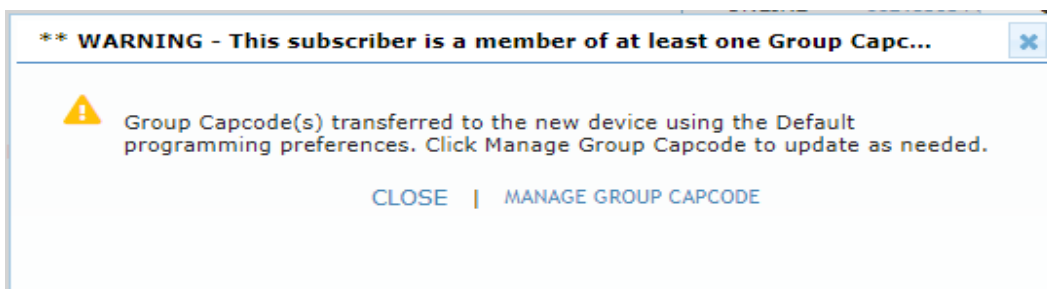


**INFO**

- Your exchange transaction has been processed and a test page will be sent shortly.

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.



**\*\* WARNING - This subscriber is a member of at least one Group Capc...**


Group Capcode(s) transferred to the new device using the Default programming preferences. Click Manage Group Capcode to update as needed.

CLOSE | MANAGE GROUP CAPCODE




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.

Swap (214) 786-2327 to Spare Device

|                            |                        |  |                                 |
|----------------------------|------------------------|--|---------------------------------|
| <b><u>SERVICE TYPE</u></b> | <b><u>MODEL</u></b>    |  |                                 |
| Text Messaging             | GenA Unencrypted Alpha |  | Monthly Charges: <b>\$11.95</b> |

---

|                           |                         |                             |   |
|---------------------------|-------------------------|-----------------------------|---|
| <b>Coverage</b>           | Houston, TX             | <b>No Additional Charge</b> |  |
| <b>Usage Plan</b>         | 5000 Messages Per Month | <b>No Additional Charge</b> |   |
| <b>Optional Features</b>  | No Optional features    | <b>\$3.00</b>               |   |
| <b>Device Maintenance</b> | Device Protection       | <b>No Additional Charge</b> |  |
| <b>Pager Number Type</b>  | Keep My Current Number  | <b>No Additional Charge</b> |  |

---

**Domain**  

usamobility.net ▼

Monthly Charges: **\$14.95**  
 Total Charges: **\$14.95**

This amount does not include taxes, surcharges, or shipping fees.

[Add/Edit Device Reference](#)

[SUBMIT ORDER](#)

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.

Device Reference for Device (973) 225-6016

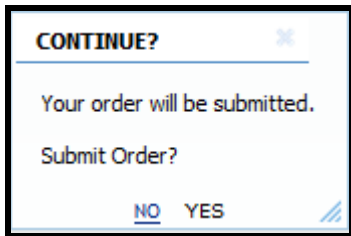
**Holder Name:** EMP KATIE PIKE

**Device Reference 1:** RADIOLOGY

**Device Reference 2:** 4454B9

[CANCEL](#) | [UPDATE](#)

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.

Thank-you, your Spare Device is now active - (214) 786-2327


| SERVICE TYPE  | MODEL                   |                                 |
|---|-------------------------|---------------------------------|
| Text Messaging  | GenA Unencrypted Alpha  | \$11.95                         |
| <div style="border: 1px solid #ccc; padding: 10px; margin: 10px auto; width: 80%; background-color: white;"> <div style="display: flex; justify-content: space-between; align-items: center;"> <div> <b>** WARNING – This subscriber is a member of at least one Group Cap...</b> </div> <div style="text-align: right;">✕</div> </div> <div style="margin-top: 10px;"> <div style="display: flex; align-items: center;"> <div style="color: orange; font-size: 20px; margin-right: 5px;">⚠</div> <div>           The Exchanged-From device is a member of capcode group(s).<br/>           Due to encryption capability differences between the exchange from and to devices, the capcode group information is not being transferred into the new device.         </div> </div> <div style="text-align: right; margin-top: 10px;"> <a href="#">CLOSE</a>   <a href="#">MANAGE GROUP CAPCODE</a> </div> </div> </div> |                         |                                 |
| <b>Coverage</b>   |                         | <b>Additional Charge</b>        |
| <b>Usage Plan</b>   | 5000 Messages Per Month | <b>No Additional Charge</b>     |
| <b>Optional Features</b>  | No Optional features    | <b>\$3.00</b>                   |
| <b>Device Maintenance</b>   | Device Protection       | <b>No Additional Charge</b>     |
| <b>Pager Number Type</b>  | Keep My Current Number  | <b>No Additional Charge</b>     |
| <b>Domain</b><br>usamobility.net  |                         | Monthly Charges: <b>\$14.95</b> |
| <b>Holder Name:</b> TEST DEVICE 6   |                         | Total Charges: <b>\$14.95</b>   |
| <b>This amount does not include taxes, surcharges, or shipping fees.</b>  |                         |                                 |


**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.











**Your ReadyCall Text devices are listed below.**

To update the screen name for an individual device, click the Pencil icon 

To view other over-the-air programming options, click the Action icon 

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




 [SEARCH](#) for a specific device.

| << <PREV 1 NEXT> >> |     |   |   |   |   | Page 1 of 1   Page#: <input type="text"/> <a href="#">GO</a> |
|---------------------|-----|---|---|---|---|--|
| DEVICE NUMBER       | PIN | CAPCODE  | HOLDER NAME  | SCREEN NAME   | ACTION  | <input type="checkbox"/>                                     |
| (214) 786-2407      |     | 0022667567  | TEST DEVICE 5   |   |   | <input type="checkbox"/>                                     |
| (214) 786-2587      |     | 1232232   | TEST DEVICE 4   |   |   | <input type="checkbox"/>                                     |


<< <PREV 1 NEXT> >>


Page 1 of 1 | Page#:  [GO](#)

[MASS EDIT](#)


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.











**Your ReadyCall Text devices are listed below.**

To update the screen name for an individual device, click the Pencil icon 

To view other over-the-air programming options, click the Action icon 

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

 [SEARCH](#) for a specific device.


| << <PREV 1 NEXT> >> |     |   |   |   |   | Page 1 of 1   Page#: <input type="text"/> <a href="#">GO</a> |
|---------------------|-----|---|---|---|---|--|
| DEVICE NUMBER       | PIN | CAPCODE  | HOLDER NAME  | SCREEN NAME   | ACTION  | <input type="checkbox"/>                                     |
| (214) 786-2407      |     | 0022667567  | TEST DEVICE 5   | screen name   |   | <input type="checkbox"/>                                     |
| (214) 786-2587      |     | 1232232   | TEST DEVICE 4   |               |   | <input type="checkbox"/>                                     |

<< <PREV 1 NEXT> >>

Page 1 of 1 | Page#:  [GO](#)

[MASS EDIT](#)

The following confirmation will display.

INFO 


- Your request has been submitted for processing. Please allow up to 5 min to complete the transaction.

[CLOSE](#)

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.

**Your ReadyCall Text devices are listed below.**

To update the screen name for an individual device, click the Pencil icon 





To view other over-the-air programming options, click the Action icon 

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

 [SEARCH](#) for a specific device.

<< <PREV 1 NEXT> >>

Page 1 of 1 | Page#:  [GO](#)

| DEVICE NUMBER  | PIN | CAPCODE    | HOLDER NAME   | SCREEN NAME   | ACTION  |                          |
|----------------|-----|------------|---------------|---|---|--------------------------|
| (214) 786-2407 |     | 0022667567 | TEST DEVICE 5 |  |  | <input type="checkbox"/> |
| (214) 786-2587 |     | 1232232    | TEST DEVICE 4 |  |  | <input type="checkbox"/> |

<< <PREV 1 NEXT> >>

Page 1 of 1 | Page#:  [GO](#)

[MASS EDIT](#)

**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.

**Update Screen Name and/or select other programming options for each record, then Submit Changes.**


| DEVICE NUMBER  | PIN | CAPCODE    | HOLDER NAME   | SCREEN NAME                                  | DELETE MESSAGES                     |
|----------------|-----|------------|---------------|--|-------------------------------------|
| (214) 786-2407 |     | 0022667567 | TEST DEVICE 5 | <input type="text" value="new screen name"/> | <input type="checkbox"/>            |
| (214) 786-2587 |     | 1232232    | TEST DEVICE 4 | <input type="text"/>                         | <input checked="" type="checkbox"/> |

[CANCEL](#) | [SUBMIT CHANGES](#)

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.

**INFO**



- Your request has been submitted for processing. Please allow up to 5 min to complete the transaction.

[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 | <input checked="" type="checkbox"/> |
| (214) 786-2587   |     | 1232232    | TEST DEVICE 4 | test        | <input type="checkbox"/>            |
| <a href="#">RETURN TO LIST</a>                                       |     |            |               |             |                                     |

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                |
|----------------------------|-----------------------------|-----------------|----------------|----------------------|
| <a href="#">002126089</a>  | <a href="#">M0041400171</a> | Text Messaging  | 929.6125       | Advisor Elite Flex   |
| <a href="#">003348969</a>  | <a href="#">M0039516345</a> | Text Messaging  | 929.6125       | Advisor Elite Flex   |
| <a href="#">0019646818</a> | <a href="#">36BBAQ4BRW</a>  | 2-Way Messaging | 940.0250       | ST902 No Ticker v. 3 |
| <a href="#">0019972106</a> | <a href="#">36BBBN8CFT</a>  | 2-Way Messaging | 940.0250       | ST902 No Ticker v. 3 |
| <a href="#">9999999999</a> | <a href="#">56ABXS5NQ5</a>  | 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.

**Capcode Information**


Locate the Capcode and Serial Number of your device, which are typically found on the back side of the wireless device.

Your device may not look exactly like the one displayed.




CLOSE

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.

**ACTIVATE YOUR SPARE DEVICE**

|                     |                          |  |                  |               |
|---------------------|--------------------------|--|------------------|---------------|
| <b>SERVICE TYPE</b> | <b>MODEL</b>             |  | Monthly Charges: | <b>\$0.00</b> |
| 2-Way Messaging     | T900 Unified Version ARC |  |                  |               |

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|                           |  |                      |   |
|---------------------------|--|----------------------|---|
| <b>Coverage</b>           | Nationwide All Regions   | No Additional Charge |  |
| <b>Usage Plan</b>         | Unlimited Characters/Disp  | No Additional Charge |   |
| <b>Optional Features</b>  | No Optional features   | No Additional Charge |   |
| <b>Device Maintenance</b> | Without Device Maintenance   | No Additional Charge |   |
| <b>Pager Number Type</b>  | Personal Toll-Free , Area Code: 800  | No Additional Charge |  |
| <b>Spok Mobile™</b>       | <input checked="" type="radio"/> yes <input type="radio"/> No <a href="#">Edit Spok Mobile™ Info</a>  | No Additional Charge |   |

---

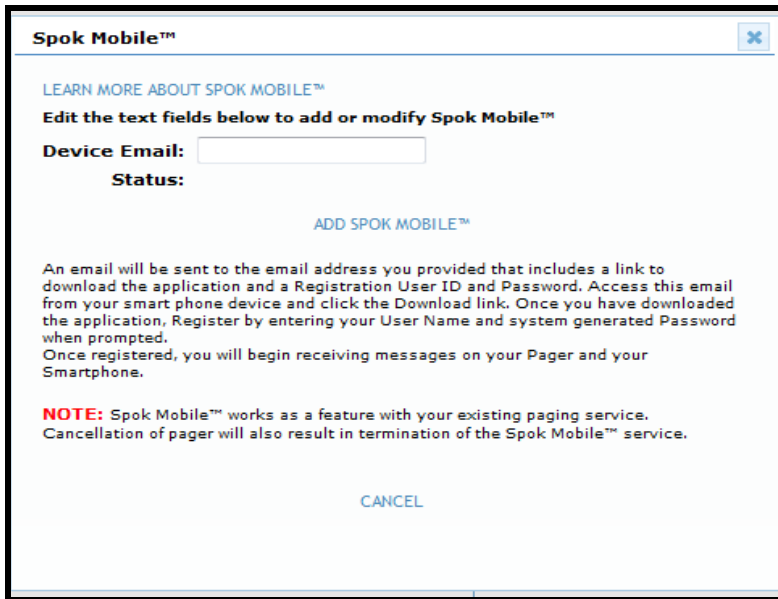
|                      |                 |                       |               |
|----------------------|-----------------|-----------------------|---------------|
| <b>Contract Type</b> | Monthly         | Monthly Charges:      | <b>\$0.00</b> |
| <b>Domain</b>        | usamobility.net | <b>Total Charges:</b> | <b>\$0.00</b> |

This amount does not include taxes, surcharges, or shipping fees.

[Add/Edit Device Reference](#)

SUBMIT ORDER

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.



**Spok Mobile™**

[LEARN MORE ABOUT SPOK MOBILE™](#)

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

**Device Email:**

**Status:**

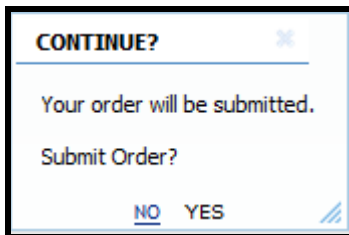
[ADD SPOK MOBILE™](#)

An email will be sent to the email address you provided that includes a link to download the application and a Registration User ID and Password. Access this email from your smart phone device and click the Download link. Once you have downloaded the application, Register by entering your User Name and system generated Password when prompted. Once registered, you will begin receiving messages on your Pager and your Smartphone.

**NOTE:** Spok Mobile™ works as a feature with your existing paging service. Cancellation of pager will also result in termination of the Spok Mobile™ service.

[CANCEL](#)

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



**CONTINUE?**


Your order will be submitted.

Submit Order?

[NO](#) [YES](#)

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.

Thank-you, your Spare Device is now active - (800) 200-3702

|  |  |   |                                |
|--|--|---|--------------------------------|
| <b>SERVICE TYPE</b><br>2-Way Messaging | <b>MODEL</b><br>T900 Unified Version ARC |  | Monthly Charges: <b>\$0.00</b> |
|--|--|---|--------------------------------|

---

|                           |   |                      |
|---------------------------|---|----------------------|
| <b>Coverage</b>           | Nationwide All Regions  | No Additional Charge |
| <b>Usage Plan</b>         | Unlimited Characters/Disp   | No Additional Charge |
| <b>Optional Features</b>  | No Optional features  | No Additional Charge |
| <b>Device Maintenance</b> | Without Device Maintenance  | No Additional Charge |
| <b>Pager Number Type</b>  | Personal Toll-Free , Area Code: 800   | No Additional Charge |
| <b>Spok Mobile™</b>       | <input checked="" type="radio"/> yes <input type="radio"/> No <a href="#">?</a> | No Additional Charge |

---

|                      |                                |
|----------------------|--------------------------------|
| <b>Contract Type</b> |                                |
| Monthly              | Monthly Charges: <b>\$0.00</b> |
| Domain               |                                |
| usamobility.net      | Total Charges: <b>\$0.00</b>   |

This amount does not include taxes, surcharges, or shipping fees.

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.

**MANAGE MY DEVICES**

[ADD A DEVICE](#)









[MANAGE SPARES](#)  
[➤ ORDER A SPARE](#)  
[➤ ACTIVATE A SPARE](#)

[MESSAGE ROUTING](#)

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:

ORDER SPARE DEVICE

Choose a Device

| SERVICE TYPE  | MODEL                     |  |
|---|---------------------------|--|
|  Text Messaging    | Advisor Elite Flex        |   |
|  Text Messaging    | Bravo 802 Flex            |   |
|  Numeric Messaging | Bravo 502 Flex            |   |
|  2-Way Messaging  | Sun Telecom ST902 2way RF |  |


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.

ORDER SPARE DEVICE


Choose a Device



| SERVICE TYPE   | MODEL              |  |
|----------------|--------------------|---|
| Text Messaging | Advisor Elite Flex |   |

---

Coverage



☐ New York Tri-State  
☐ Upstate / Western NY  
☐ New York Statewide

---

QTY:  [UPDATE](#)

Information Services: News, Weather, Sports, etc. are available for this device at no extra charge. ☒ Yes ☐ No


---

[CONTINUE](#)

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.

Shipping Information



--Select-- (Mouse over for detail) ▼


--Select-- (Mouse over for detail)

Add New Shipping Address

BARBARA DIGUGLIEMO

MY ACCOUNT PARENT ACCOUNT

Shipping Information



Contact:

Phone Number: (  )  -  ext:

Address 1:

Address 2:

Address 3:

City, State:   Zip:  -

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

| CONTINUE?   |
|---|
| <p>Your order will be submitted.</p> <p>Submit Order?</p> <p>NO YES</p> |

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

| Thank-you, your Order has been submitted - Order# 10222501  |                        |
|---|------------------------|
| <u>SERVICE TYPE</u>   | <u>MODEL</u>           |
| Text Messaging  | Advisor Elite Flex     |
|                          |                        |
| <hr/>   |                        |
| <u>Coverage</u>   | Upstate / Western NY   |
| <hr/>   |                        |
|   | <b>QTY:</b> 1          |
| Information Services: News, Weather, Sports, etc. are available for this device at no extra charge. (Yes) |                        |
| <u>Shipping Information</u>   |                        |
| SHELBA TEST ORDER   |                        |
| 3000 TECHNOLOGY DR STE 200  |                        |
| PLANO   | , TX Zip: 75074 - 7488 |





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<br>(888) 200-8642                          |         | 9999999999 | 56ABXS5NQ5    | EMP KENNETH SMITH   | 003632107          | 3632107            |
| (201) 495-0571<br>(800) 946-4646                          | 1090401 | 0003348969 | M0039516345   | EMP PAMELA ROY      | NURSING            | 44556677           |
| (215) 265-4980<br>(866) 200-3985                          |         | 0002126090 | M0041400174   | EMP KEN SMITH       | 003632107          | 3632107            |
| (973) 225-6016  |         | 0002126089 | M0041400171   | EMP KATIE PIKE      | CC 9968            | 4445489            |
| (877) 216-9475<br>(877) 216-0809                          |         | 0001075823 | 37AXXY49M7    | EMP JANET FISCHER   | DEAN OF ADMISSIONS | DALLAS             |
| (256) 433-0007<br>(866) 864-8980<br>(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.

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 |
|----------------|-----|------------|---------------|---------------------------|--------------------|--------------------|---------------|
| (866) 200-3991 |     | 002192859  | 56ABAC3359    | EMP ACCOUNT TESTING ONLY! |                    |                    | SAVE   CANCEL |
| (201) 495-0570 |     | 9999999999 | 56ABXS5NQ5    | EMP KENNETH SMITH         | 003632107          | 3632107            | EDIT          |
| (888) 200-8642 |     |            |               |                           |                    |                    |               |

- **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.

Edit reference information for the selected records.

| DEVICE NUMBER  | PIN     | CAPCODE   | SERIAL NUMBER | HOLDER NAME               | DEVICE REFERENCE 1 | DEVICE REFERENCE 2 |
|----------------|---------|-----------|---------------|---------------------------|--------------------|--------------------|
| (866) 200-3991 |         | 002192859 | 56ABAC3359    | EMP ACCOUNT TESTING ONLY! |                    |                    |
| (201) 495-0571 | 1090401 | 003348969 | M0039516345   | EMP PAMELA ROY            | NURSING            | 44556677           |
| (800) 946-4646 |         |           |               |                           |                    |                    |
| (973) 225-6016 |         | 002126089 | M0041400171   | EMP KATIE PIKE            | CC 9968            | 4445489            |

CANCEL | SUBMIT CHANGES

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.

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

| DEVICE NUMBER  | PIN     | CAPCODE   | SERIAL NUMBER | HOLDER NAME     | DEVICE REFERENCE 1 | DEVICE REFERENCE 2 |
|----------------|---------|-----------|---------------|-----------------|--------------------|--------------------|
| (866) 200-3991 |         | 002192859 | 56ABAC3359    | EMP SHEILA TEST | RADIOLOGY          | 44556789           |
| (201) 495-0571 | 1090401 | 003348969 | M0039516345   | EMP PAMELA ROY  | RADIOLOGY          | 44556677           |
| (800) 946-4646 |         |           |               |                 |                    |                    |
| (973) 225-6016 |         | 002126089 | M0041400171   | EMP KATIE PIKE  | RADIOLOGY          | 4445489            |


RETURN TO LIST

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.

| DEVICE DETAILS   |   | USER OPTIONS                               |
|--|---|--|
| <br><a href="#">DEVICE FEATURES</a> | <b>HolderName:</b> TEST DEVICE                    | ➤ <a href="#">SEND A MESSAGE</a>           |
|  | <b>Device Number:</b> ( 214 ) 786 - 4548          | ➤ <a href="#">EXCHANGE A DEVICE</a>        |
|  | <b>PIN:</b> 0000000                               | ➤ <a href="#">MESSAGE TRACKING</a>         |
|  | <b>Svc Type:</b> Text Messaging                   | ➤ <a href="#">SPOK MOBILE™</a>             |
|  | <b>Coverage:</b> StateWide Coverage               | ➤ <a href="#">ALIAS MAINTENANCE</a>        |
|  | <b>Capcode:</b> 046797794                         | ➤ <a href="#">MESSAGE CARBON COPY</a>      |
|  | <b>Frequency:</b> 929.6125MHz                     | ➤ <a href="#">MESSAGE FORWARDING</a>       |
|  | <b>Model:</b> GenA v1 Encrypted Alpha             | ➤ <a href="#">RESET ENCRYPTED PASSWORD</a> |
|  | <b>OTA Capable:</b> Yes                           | ➤ <a href="#">SEND A TEST PAGE</a>         |
|  | <b>Email Domain:</b>                              | ➤ <a href="#">REPROGRAM DEVICE</a>         |
| <b>Features:</b> One Way 500/.25, Encrypted Device, Over the Air Programming, Central Standard Time                  | ➤ <a href="#">SUSPEND SERVICE</a>                 |  |
| <b>Monthly Rate:</b> \$8.79  | ➤ <a href="#">CANCEL/ENDDATE</a>                  |  |
| <small>Number of included calls/characters are based upon the plan selected with your initial purchase</small>       |   |  |
|  | ➤ <a href="#">EDIT SCREEN NAME</a>                |  |
|  | ➤ <a href="#">DELETE MESSAGE</a>                  |  |
|  | ➤ <a href="#">MANAGE GROUP CAPCODES/TEMPLATES</a> |  |

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).

### USER OPTIONS

#### Send a Message

**Step 2**  
Please enter the message you would like sent to

9732256016


0 Characters of 240 Character Maximum

#### 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.

| MODIFY FEATURES FOR DEVICE (973) 225-6016   |   |
|---|---|
| <b>SERVICE TYPE</b><br>Text Messaging   | <b>MODEL</b><br>Sun Telecom T3 Plus   |
|  |   |
| Monthly Charges: <b>\$0.00</b>  |   |
| <hr/>   |   |
| <b>Coverage</b>   |  |
| <input type="radio"/> New York Tri-State  | <b>No Additional Charge</b>   |
| <input type="radio"/> OHS PA2   | <b>No Additional Charge</b>   |
| <hr/>   |   |
| <b>Domain</b><br>usamobility.net  | Monthly Charges: <b>\$0.00</b>  |
| Total Charges: <b>\$0.00</b>  |   |
| <b>This amount does not include taxes, surcharges, or shipping fees.</b>          |   |
| <a href="#">Add/Edit Device Reference</a>   |   |
| <div>SUBMIT</div>   |   |

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.

Spok Mobile™

[LEARN MORE ABOUT SPOK MOBILE™](#)

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

Device Email:

Status: [ADD SPOK MOBILE™](#)

An email will be sent to the email address you provided that includes a link to download the application and a Registration User ID and Password. Access this email from your smart phone device and click the Download link. Once you have downloaded the application, Register by entering your User Name and system generated Password when prompted. Once registered, you will begin receiving messages on your Pager and your Smartphone.

**NOTE:** Spok Mobile™ works as a feature with your existing paging service. Cancellation of pager will also result in termination of the Spok Mobile™ service.

[CANCEL](#)

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.

CONTINUE?


Modify Feature will be submitted.

Submit?

NO YES

## Message Tracking

[Click Here](#) to view further instructions regarding Message Tracking within this guide.



DEVICE FEATURES

HolderName: EMP KATIE PIKE

Device Number: ( 973 ) 225 - 6016

PIN: 0000000

Svc Type: Text Messaging

Coverage: Local Coverage

Capcode: 005808607

Frequency: 929.6125MHz

Model: Sun Telecom T3 Plus

Email Domain:

Features: Voice Mail Feature, Advanced Read Receipt, MyAlias, One Way 5000/.25

Monthly Rate: \$0.00

Number of included calls/characters are based upon the plan selected with your initial purchase.

Message Tracking for: (973) 225-6016

To Track Messages, specify a Date Range

Date Range:

Start Date - End Date

Time Frame:

Start Time - End Time


CANCEL

TRACK MESSAGES

| Messages for Device: (973) 225-6016 for Date Range: 10/01/2014-12:00am - 10/02/2014-12:00pm |     |                  |                   |                |                     |                |
|---|-----|------------------|-------------------|----------------|---------------------|----------------|
| Holder Name: EMP ACCOUNT TESTING ONLY   |     |                  |                   |                |                     |                |
| DEVICE NUMBER   | PIN | MESSAGE SEQUENCE | DIRECTION OF PAGE | DATE/TIME SENT | DATE/TIME DELIVERED | DATE/TIME READ |
| EXPORT  |     |                  |                   |                |                     |                |

## Spok Mobile

[Click Here](#) to view further instructions regarding Spok Mobile within this guide.



DEVICE FEATURES

HolderName: EMPLOYEE TESTING ACCOUNT ONLY

Device Number: ( 214 ) 344 - 0473

PIN: 0000000

Svc Type: Text Messaging

Coverage: StateWide Coverage

Capcode: 004697014

Frequency: 929.6125MHz

Model: Advisor Elite - Text

Email Domain:

Features: One Way 500/.25

Monthly Rate: \$13.40

Number of included calls/characters are based upon the plan selected with your initial purchase

Spok Mobile™ for: (214) 344-0473

LEARN MORE ABOUT SPOK MOBILE™

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

Device Email:

Status:

ADD SPOK MOBILE™


An email will be sent to the email address you provided that includes a link to download the application and a Registration User ID and Password. Access this email from your smart phone device and click the Download link. Once you have downloaded the application, Register by entering your User Name and system generated Password when prompted. Once registered, you will begin receiving messages on your Pager and your Smartphone.

NOTE: Spok Mobile™ works as a feature with your existing paging service. Cancellation of pager will also result in termination of the Spok Mobile™ service.

CANCEL


## Alias Maintenance

[Click Here](#) to view further instructions regarding Alias Maintenance within this guide.

| DEVICE DETAILS   |   |
|--|---|
| <br>DEVICE FEATURES   | <b>HolderName:</b> EMP KATIE PIKE<br><b>Device Number:</b> ( 973 ) 225 - 6016<br><b>PIN:</b> 0000000<br><b>Svc Type:</b> Text Messaging<br><b>Coverage:</b> Local Coverage<br><b>Capcode:</b> 005808607<br><b>Frequency:</b> 929.6125MHz<br><b>Model:</b> Sun Telecom T3 Plus<br><b>Email Domain:</b><br><b>Features:</b> Voice Mail Feature, Advanced Read Receipt, MyAlias, One Way 5000/.25<br><b>Monthly Rate:</b> \$0.00<br><small>Number of included calls/characters are based upon the plan selected with your initial purchase</small> |
| <b>Alias for: (973) 225-6016</b><br><small>Edit the fields below to add, modify or delete an Alias Address<br/>To designate a different Alias as preferred, click the check mark</small> |   |
| <b>Alias Domain:</b> <input type="text" value="usamobility.net"/>  |   |
| <b>Alias:</b> <input type="text" value="Katie"/> <input checked="" type="checkbox"/>   |   |
| <input type="text"/> <input checked="" type="checkbox"/>   |   |
| <input type="text"/> <input checked="" type="checkbox"/>   |   |
| <input type="text"/> <input checked="" type="checkbox"/>   |   |
| <a href="#">CANCEL</a>   <a href="#">UPDATE ALIAS</a>  |   |
| <small>Note: An Additional charge may be associated with the Alias feature</small>   |   |


## MSG Carbon Copy

[Click Here](#) to view further instructions regarding MSG Carbon Copy within this guide.

| DEVICE DETAILS   |   |
|--|---|
| <br>DEVICE FEATURES  | <b>HolderName:</b> TESTING<br><b>Device Number:</b> ( 214 ) 786 - 2769<br><b>PIN:</b> 0000000<br><b>Svc Type:</b> Text Messaging<br><b>Coverage:</b> Local Coverage<br><b>Capcode:</b> 0022667571<br><b>Frequency:</b> 929.6125MHz<br><b>Model:</b> Advisor Elite - Text<br><b>OTA Capable:</b> No<br><b>Email Domain:</b><br><b>Features:</b> One Way 5000/.25, Central Standard Time, Encrypted Device<br><b>Monthly Rate:</b> \$7.36<br><small>Number of included calls/characters are based upon the plan selected with your initial purchase</small> |
| <b>Carbon Copy for: (214) 786-2769</b>   |   |
| <b>Carbon Copy Address</b> <a href="#">Delete</a>  |   |
| <input type="text" value="( )"/> <input type="text" value=" )"/> <input type="text" value=" )"/> - <input type="text" value="PIN"/> <a href="#">UPDATE</a> |   |
| <input type="text" value="Carbon Copy Email"/> <a href="#">UPDATE</a>  |   |
| <input type="text" value="Carbon Copy Email"/> <a href="#">UPDATE</a>  |   |
| <a href="#">CANCEL</a>   |   |
| <small>Note: An additional charge may be applied for this service</small>  |   |

## MSG Forwarding

[Click Here](#) to view further instructions regarding Message Forwarding within this guide.

| DEVICE DETAILS  |   |
|---|---|
| <br>DEVICE FEATURES  | <b>HolderName:</b> TESTING<br><b>Device Number:</b> ( 214 ) 786 - 2769<br><b>PIN:</b> 0000000<br><b>Svc Type:</b> Text Messaging<br><b>Coverage:</b> Local Coverage<br><b>Capcode:</b> 0022667571<br><b>Frequency:</b> 929.6125MHz<br><b>Model:</b> Advisor Elite - Text<br><b>OTA Capable:</b> No<br><b>Email Domain:</b><br><b>Features:</b> One Way 5000/.25, Central Standard Time, Encrypted Device<br><b>Monthly Rate:</b> \$7.36<br><small>Number of included calls/characters are based upon the plan selected with your initial purchase</small> |
| <b>Forwarding for: (214) 786-2769</b>   |   |
| <b>Forward Address</b> <a href="#">Delete</a>   |   |
| <input type="radio"/> <input type="text" value="( )"/> <input type="text" value=" )"/> <input type="text" value=" )"/> - <input type="text" value="PIN"/> |   |
| <input type="radio"/> <input type="text" value="Fwd Email"/>  |   |
| <input type="checkbox"/> <b>Start Date - Time:</b><br><input type="text" value="Today"/> - <input type="text" value="Now"/>                               |   |
| <input type="checkbox"/> <b>End Date - Time:</b><br><input type="text" value="No End Date"/> - <input type="text" value="No End Time"/>                   |   |
| <a href="#">UPDATE</a>  |   |
| <a href="#">CANCEL</a>  |   |
| <small>Note: An additional charge may be applied for this service</small>   |   |



## Reset Encrypted Password

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

**Reset Encrypted Password**

To initiate an over-the-air command to reset encrypted password for this device, click Update.

CANCEL | UPDATE

**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.

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

**RESET ENCRYPTION PASSWORD**

- Your request has been submitted for processing. Please allow up to 5 min to complete the transaction.

CLOSE

## 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.

**TEST PAGE**

- A test Page has been sent to your wireless device.

CLOSE

## 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.

**VOICE MAIL PASSCODE**

- Your voice mail passcode was successfully reset.  
A test page including your new passcode has been sent to your wireless device.

CLOSE

### 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.

**REPROGRAM**

- The programming of your wireless device was successfully reset and a test page has been sent.

CLOSE

### 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.

**CANCEL DEVICE**

Cancel Reason:

Comments:

Account Number: 205891

Holder Name: EMP KATIE PIKE

Device Number: (973) 225-6016

Contact Name:

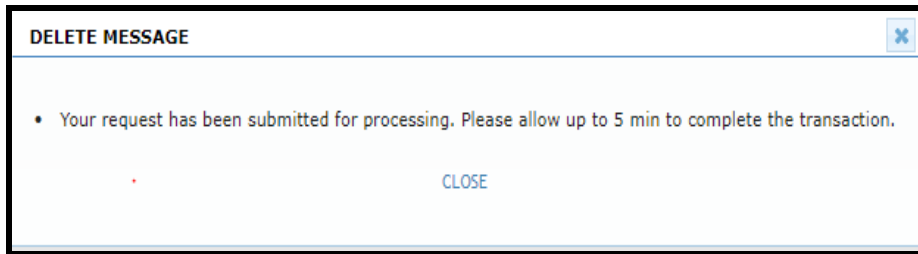
Contact Number: ( 800 ) 555 - 1234 ext:

[CANCEL](#) | [SUBMIT REQUEST](#)

A customer care representative may contact you regarding this request.

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





## Alias Maintenance

Will allow you to substitute the numeric portion of a wireless device's email (domain) address (i.e., [8005551212@archwireless.net](mailto:8005551212@archwireless.net) , [8005551212@my2way.com](mailto:8005551212@my2way.com), [8005551212@usamobility.net](mailto:8005551212@usamobility.net) or [8005551212@airmessage.net](mailto:8005551212@airmessage.net)) with text (i.e., [name@archwireless.net](mailto:name@archwireless.net), [name@my2way.com](mailto:name@my2way.com), [name@usamobility.net](mailto:name@usamobility.net) or [name@airmessage.net](mailto: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        | <input type="checkbox"/> |
|----------------|---------|------------|---------------------|-----------------|--------------|----------------------|--------------------------|
| (866) 200-3991 |         | 002192859  | EMP SHEILA TEST     | usamobility.net |              | <a href="#">EDIT</a> | <input type="checkbox"/> |
| (201) 495-0570 |         | 9999999999 | EMP KENNETH SMITH   | usamobility.net |              | <a href="#">EDIT</a> | <input type="checkbox"/> |
| (888) 200-8642 |         | 9999999999 | EMP KENNETH SMITH   | usamobility.net |              | <a href="#">EDIT</a> | <input type="checkbox"/> |
| (201) 495-0571 |         | 003348969  | EMP PAMELA ROY      | usamobility.net |              | <a href="#">EDIT</a> | <input type="checkbox"/> |
| (800) 946-4646 | 1090401 | 003348969  | EMP PAMELA ROY      | usamobility.net |              | <a href="#">EDIT</a> | <input type="checkbox"/> |
| (215) 265-4980 |         | 002126090  | EMP KEN SMITH       | usamobility.net | testing999 ✓ | <a href="#">EDIT</a> | <input type="checkbox"/> |
| (866) 200-3985 |         | 002126090  | EMP KEN SMITH       |                 |              | <a href="#">EDIT</a> | <input type="checkbox"/> |
| (973) 225-6016 |         | 002126089  | EMP KATIE PIKE      | usamobility.net | Katie ✓      | <a href="#">EDIT</a> | <input type="checkbox"/> |
| (877) 216-9475 |         | 1075823    | EMP JANET FISCHER   | usamobility.net |              | <a href="#">EDIT</a> | <input type="checkbox"/> |
| (877) 216-0809 |         | 1075823    | EMP JANET FISCHER   | usamobility.net |              | <a href="#">EDIT</a> | <input type="checkbox"/> |
| (256) 433-0007 |         | 1177332    | MYA MIRANDA JACKSON |                 |              | <a href="#">EDIT</a> | <input type="checkbox"/> |
| (866) 864-8980 |         | 1177332    | MYA MIRANDA JACKSON |                 |              | <a href="#">EDIT</a> | <input type="checkbox"/> |
| (228) 208-0040 |         | 1177332    | MYA MIRANDA JACKSON |                 |              | <a href="#">EDIT</a> | <input type="checkbox"/> |

<< <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 |         | 999999999 | EMP KENNETH SMITH   | usamobility.net |              |
| (888) 200-8642 |         | 999999999 |                     | 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.

**SEARCH** ✕

Choose one search criteria and populate the corresponding field below.

☐ Device Number: (  )  - PIN

☐ Holder Name:

☐ Alias:

CLOSE | SEARCH

**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.

|                |            |                   |                 |        |   |               |
|----------------|------------|-------------------|-----------------|--------|---|---------------|
| (888) 200-8642 | 9999999999 | EMP KENNETH SMITH | usamobility.net | test45 | ✓ | SAVE   CANCEL |
|                |            |                   |                 |        | ✓ |               |
|                |            |                   |                 |        | ✓ |               |
|                |            |                   |                 |        | ✓ |               |

- **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.

| Edit alias name, domain and preferred alias for the selected records. |            |         |                   |                 |       |   |
|---|------------|---------|-------------------|-----------------|-------|---|
| DEVICE NUMBER   | PIN        | CAPCODE | HOLDER NAME       | ALIAS DOMAIN    | ALIAS |   |
| (888) 200-8642  | 9999999999 |         | EMP KENNETH SMITH | usamobility.net |       | ✓ |
|   |            |         |                   |                 |       | ✓ |
|   |            |         |                   |                 |       | ✓ |
|   |            |         |                   |                 |       | ✓ |
| (201) 495-0571  | 003348969  |         | EMP PAMELA ROY    | usamobility.net |       | ✓ |
|   |            |         |                   |                 |       | ✓ |
|   |            |         |                   |                 |       | ✓ |
|   |            |         |                   |                 |       | ✓ |

CANCEL | SUBMIT CHANGES

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 ✓ |
| <a href="#">RETURN TO LIST</a>                                       |     |            |                   |                 |          |

## 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.

Request Reports

The following reports are available on request. Select the report(s) you need and click Continue.

Multi-Messenger and Group Capcodes

☐

Multi-Messenger Groups

☐

Group Capcodes

☐

Message Carbon Copy

☐

Spare Devices

☐

CONTINUE

### 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**.



Request Reports

The following reports are available on request. Select the report(s) you need and click Continue.

|                                    |                                     |
|------------------------------------|-------------------------------------|
| Multi-Messenger and Group Capcodes | <input checked="" type="checkbox"/> |
| Multi-Messenger Groups             | <input type="checkbox"/>            |
| Group Capcodes                     | <input type="checkbox"/>            |
| Message Carbon Copy                | <input type="checkbox"/>            |
| Spare Devices                      | <input checked="" type="checkbox"/> |

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.

Request Status

Your request is in progress. In most cases, requested reports are available within a few minutes. You will also receive an email notification when reports are ready for download.

CLOSE



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


The following reports are in progress or ready for download. Click the  to download your report. Recently requested reports typically take a few minutes to complete, click [refresh](#) to get current status. [Click here to request new reports.](#)



| REPORT NAME                        | REQUESTED ON           | STATUS      | DOWNLOAD | LAST DOWNLOADED |
|------------------------------------|------------------------|-------------|----------|-----------------|
| Multi-Messenger and Group Capcodes | 08/17/2021 09:48:27 AM | In-Progress |          |                 |

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.



| The following reports are in progress or ready for download. Click the  to download your report. Recently requested reports typically take a few minutes to complete, click <a href="#">refresh</a> to get current status.<br><a href="#">Click here to request new reports.</a> |                        |        |   |                 |
|---|------------------------|--------|---|-----------------|
| REPORT NAME   | REQUESTED ON           | STATUS | DOWNLOAD  | LAST DOWNLOADED |
| Multi-Messenger and Group Capcodes  | 08/17/2021 09:48:27 AM | Ready  |  |                 |

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.

| The following reports are in progress or ready for download. Click the  to download your report. Recently requested reports typically take a few minutes to complete, click <a href="#">refresh</a> to get current status.<br><a href="#">Click here to request new reports.</a> |                        |        |   |                        |
|---|------------------------|--------|---|------------------------|
| REPORT NAME   | REQUESTED ON           | STATUS | DOWNLOAD  | LAST DOWNLOADED        |
| Multi-Messenger and Group Capcodes  | 08/17/2021 09:48:27 AM | Ready  |  | 08/17/2021 04:09:26 PM |

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.

| The following reports are in progress or ready for download. Click the  to download your report. Recently requested reports typically take a few minutes to complete, click <a href="#">refresh</a> to get current status.<br><a href="#">Click here to request new reports.</a> |                        |        |   |                        |
|---|------------------------|--------|---|------------------------|
| REPORT NAME   | REQUESTED ON           | STATUS | DOWNLOAD  | LAST DOWNLOADED        |
| Multi-Messenger and Group Capcodes  | 08/17/2021 09:48:27 AM | Ready  |  | 08/17/2021 04:09:26 PM |

**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.

| MANAGE MY DEVICES |               |                   |
|-------------------|---------------|-------------------|
| ADD A DEVICE      | MANAGE SPARES | MESSAGE ROUTING   |
|                   |               | ✦ MSG CARBON COPY |
|                   |               | ✦ MSG FORWARDING  |
|                   |               | ✦ MULTI-MESSENGER |
|                   |               | ✦ GROUP CAPCODES  |

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

<< <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.

Search

Choose one search criteria and populate the corresponding field below.

☐ Device Number: (    )    - PIN

☐ Holder Name: Holder Name

☐ Cc Device Number: (    )    - PIN

☐ Cc E-Mail Address: Carbon Copy Email

☐ Fwd Device Number: (    )    - PIN

☐ Fwd E-Mail Address: Forward To Email

SEARCH

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.

Search Results for: Device Number - (214) 786-2769

[Click Here](#) to return to the search options. [Click Here](#) to return to Device List.

**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                      |
|----------------|-----|-------------|--------|-----------------------------|
| (214) 786-2769 |     | TESTING     | OFF    | <a href="#">VIEW/MODIFY</a> |

<< <PREV 1 NEXT> >>

Page 1 of 1 | Page#:    GO

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

Carbon Copy for: (214) 786-2769

Carbon Copy Address

Delete

(    )    - PIN

UPDATE

Carbon Copy Email

UPDATE

Carbon Copy Email

UPDATE

CANCEL

Note: An additional charge may be applied for this service

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> >> <span style="float: right;">Page 1 of 1   Page#: <input type="text"/> GO</span> |         |                             |           |                             |
|---|---------|-----------------------------|-----------|-----------------------------|
| DEVICE NUMBER   | PIN     | HOLDER NAME                 | MSG FWD   | ACTION                      |
| (205) 100-1241  |         | TEST HOLDER AGAIN           | OFF       | <a href="#">VIEW/MODIFY</a> |
| (205) 100-5315  |         | USA WITH ALI                | OFF       | <a href="#">VIEW/MODIFY</a> |
| (205) 320-3700  |         | ALP COA T36 MODEL NO MNT    | OFF       | <a href="#">VIEW/MODIFY</a> |
| (210) 755-0001  | 1110353 | ALP JOHN TEST SPARE SWAP    | OFF       | <a href="#">VIEW/MODIFY</a> |
| (214) 786-2327  |         | TEST DEVICE 6               | ON        | <a href="#">VIEW/MODIFY</a> |
| (214) 786-2407  |         | TEST DEVICE 5               | OFF       | <a href="#">VIEW/MODIFY</a> |
| (214) 786-2587  |         | TEST DEVICE 4               | OFF       | <a href="#">VIEW/MODIFY</a> |
| (214) 786-2717  |         | TEST DEVICE 2               | ON        | <a href="#">VIEW/MODIFY</a> |
| (214) 786-2769  |         | TESTING                     | OFF       | <a href="#">VIEW/MODIFY</a> |
| (214) 786-2841  |         | T6U                         | ON        | <a href="#">VIEW/MODIFY</a> |
| (214) 786-3800  |         | NON GENA                    | ON        | <a href="#">VIEW/MODIFY</a> |
| (214) 786-3838  |         | GRP LEADER                  | OFF       | <a href="#">VIEW/MODIFY</a> |
| (214) 786-3866  |         | TEST                        | OFF       | <a href="#">VIEW/MODIFY</a> |
| (214) 786-3873  |         | TEST                        | Scheduled | <a href="#">VIEW/MODIFY</a> |
| (214) 786-3881  |         | TEST                        | ON        | <a href="#">VIEW/MODIFY</a> |
| (214) 786-3882  |         | TEST                        | ON        | <a href="#">VIEW/MODIFY</a> |
| (214) 786-3888  |         | TEST                        | OFF       | <a href="#">VIEW/MODIFY</a> |
| (214) 786-3898  |         | TESTING                     | OFF       | <a href="#">VIEW/MODIFY</a> |
| (214) 786-3936  |         | EMP TEST EQUIP JXN & PAGERS | OFF       | <a href="#">VIEW/MODIFY</a> |
| (330) 258-2600  |         | JOHN DOE                    | OFF       | <a href="#">VIEW/MODIFY</a> |
| (330) 438-9192  |         | MODIFY DEVICE FEATURE T     | OFF       | <a href="#">VIEW/MODIFY</a> |
| (504) 268-0294  |         | USA W MCR                   | OFF       | <a href="#">VIEW/MODIFY</a> |
| (601) 328-0022  |         | MDF - ALP W PIN COAM        | OFF       | <a href="#">VIEW/MODIFY</a> |
| (800) 206-2055  |         | USA W ALI AND MCC           | OFF       | <a href="#">VIEW/MODIFY</a> |
| (800) 216-3133  | 1001443 | TPS AMATP                   | OFF       | <a href="#">VIEW/MODIFY</a> |
| (866) 200-3935  |         | USA T9X MESSAGE TRACKING    | OFF       | <a href="#">VIEW/MODIFY</a> |

<< <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.

**Search Results for: Device Number - (214) 786-3838**  
[Click Here](#) to return to the search options. [Click Here](#) to return to Device List.

**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                      |
|----------------|-----|-------------|---------|-----------------------------|
| (214) 786-3838 |     | GRP LEADER  | OFF     | <a href="#">VIEW/MODIFY</a> |

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

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.

Forwarding for: (214) 786-2769

Forward Address Delete

☒ (  )   -

☐ Fwd Email

☐ Start Date - Time:  
 -

☐ End Date - Time:  
 -

[UPDATE](#)

[CANCEL](#)

Note: An additional charge may be applied for this service

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

INFO

- Forward Address for this device number has been updated.

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:**

Forwarding for: (214) 786-2769

Forward Address

Delete

Forwarded to (214) 786-3866

☒

( 214 )

786

3866

-

☐

Fwd Email

☐

Start Date - Time:

Today

-

Now

☐

End Date - Time:

No End Date

-

No End Time

UPDATE

CANCEL

Note: An additional charge may be applied for this service

**Forward to Email Address:**

Forwarding for: (214) 786-3888

Forward Address

Delete

Forwarded to Testing@SPOK.COM

☐

( )

- PIN

☒

Testing@SPOK.COM

☐

Start Date - Time:

Today

-

Now

☐

End Date - Time:

No End Date

-

No End Time

UPDATE

CANCEL

Note: An additional charge may be applied for this service



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

The screenshot shows the 'Forwarding for: (214) 786-3888' interface. Under 'Forward Address', there is a radio button selected for '( 214 ) 786 2769 - ' and an unselected radio button for 'Fwd Email'. The 'Start Date - Time:' checkbox is checked. The date field shows '10/14/2024' and the time field is empty. A calendar for October 2024 is displayed, with the 14th highlighted. An 'UPDATE' link is visible on the right. A note at the bottom states: 'Note: An additional charge may be applied for this service'.

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.

This screenshot shows the same interface as the previous one, but with the time dropdown menu open. The date field now shows '10/14/2024'. The time dropdown lists options from 12:00am to 3:30am in 30-minute increments. The 'End Date - Time:' checkbox is unselected, and the 'No End Date' option is visible. The 'UPDATE' link remains on the right. The note at the bottom is the same: 'Note: An additional charge may be applied for this service'.

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.

Forwarding for: (214) 786-3888

Forward Address Delete

☒ ( 214 ) 786 2769 -

☐ Fwd Email

☒ Start Date - Time: 
 10/14/2024 - 5:00pm

☒ End Date - Time: 
 - Time

October 2024

|    |    |    |    |    |    |    |
|----|----|----|----|----|----|----|
| Su | Mo | Tu | We | Th | Fr | Sa |
|    |    | 1  | 2  | 3  | 4  | 5  |
| 6  | 7  | 8  | 9  | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 | 26 |
| 27 | 28 | 29 | 30 | 31 |    |    |

UPDATE

Note: An additional charge may apply for service

Forwarding for: (214) 786-3888

Forward Address Delete

☒ ( 214 ) 786 2769 -

☐ Fwd Email

☒ Start Date - Time: 
 10/14/2024 - 5:00pm

☒ End Date - Time: 
 10/15/2024 - 
 

4:30pm  
 5:00pm  
 5:30pm  
 6:00pm  
 6:30pm  
 7:00pm  
 7:30pm  
 8:00pm

UPDATE

Note: An additional charge may apply for service

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.

Forwarding for: (214) 786-3888

Forward Address

Delete

Number will be forwarded to (214) 786-2769

☒ ( 214 ) 786 2769 -

☐ Fwd Email

☒ Start Date - Time:

10/14/2024 - 5:00pm

☒ End Date - Time:

10/15/2024 - 5:00pm

UPDATE

CANCEL

Note: An additional charge may be applied for this service

**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.

Forwarding for: (214) 786-3866

Forward Status: Forward Recipient

This pager number is enabled to receive messages forwarded from the below user(s).  
As a Forward Recipient, the option to Forward messages is disabled.

| FROM           | FORWARD START/END                            | STATUS |
|----------------|--|--------|
| (214) 786-2717 | Start: 10/09/2024 4:15PM<br>End: No End Time | ON     |
| (214) 786-3800 | Start: 10/09/2024 4:17PM<br>End: No End Time | ON     |
| (214) 786-3881 | Start: 10/14/2024 2:19PM<br>End: No End Time | ON     |
| (214) 786-3882 | Start: 10/14/2024 2:19PM<br>End: No End Time | ON     |

CANCEL

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

Forwarding for: (214) 786-2841

Forward Address Delete

Forwarded to (214) 786-3838

☒ ( 214 ) 786 3838 - ☐

☐ Fwd Email

☒ Start Date - Time:
 

06/25/2024 - 2:14pm

☐ End Date - Time:
 

No End Date - No End Time

UPDATE

CANCEL

Note: An additional charge may be applied for this service

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

### Create New Group

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

**Your existing Groups are listed below**  
[SEARCH](#) for a specific device.
 [ADD NEW GROUP](#)

<< <PREV 1 NEXT> >>
 Page 1 of 1 | Page#:  [GO](#)

| DEVICE NUMBER  | PIN | HOLDER NAME | ACTION                      |
|----------------|-----|-------------|-----------------------------|
| (888) 200-8447 |     | TRAINING    | <a href="#">VIEW/MODIFY</a> |

<< <PREV 1 NEXT> >>
 Page 1 of 1 | Page#:  [GO](#)

**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.

**Follow the simple steps below to Create a New Group**

- 1 Select the Contract or corresponding Bill Frequency: Monthly

---

- 2 Select a number type for this new Group Leader:
 

☐ Preferred Calling Area  
☐ Personal Toll-Free

---

- 3 Add group member #1: (  )  -  **PIN:**  or [BY EMAIL](#)

---

- 4 Add group member #2:  or [BY PAGER](#)

---

- 5 [Add Edit Device References](#)

---

[CREATE NEW GROUP](#)

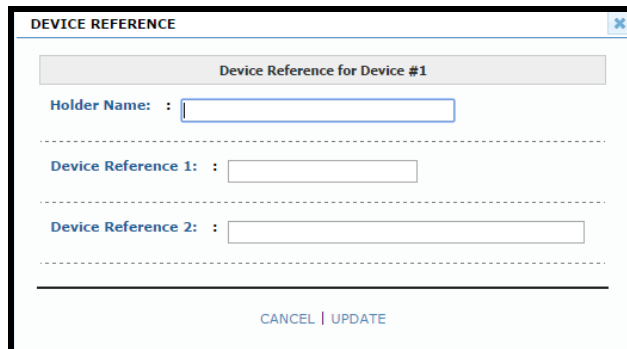
**Step 3:** Item 1: Select the Contract and/or Billing Frequency from the drop down menu. In this example, no other options exist.

**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 two 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.)



DEVICE REFERENCE

Device Reference for Device #1

Holder Name: :

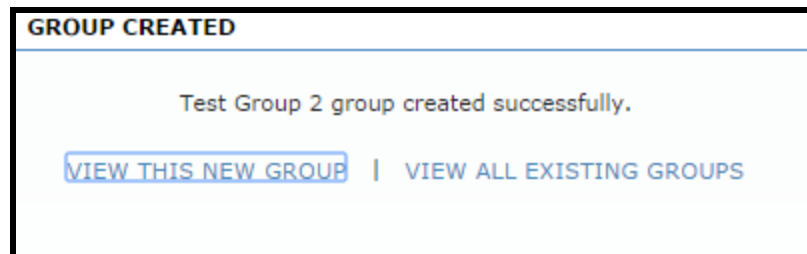
Device Reference 1: :

Device Reference 2: :

CANCEL | UPDATE

**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.



GROUP CREATED

Test Group 2 group created successfully.

[VIEW THIS NEW GROUP](#) | [VIEW ALL EXISTING GROUPS](#)

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.

**Your existing Groups are listed below**  
[SEARCH](#) for a specific device. [ADD NEW GROUP](#)

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

| DEVICE NUMBER  | PIN | HOLDER NAME  | ACTION                      |
|----------------|-----|--------------|-----------------------------|
| (866) 200-4088 |     | TEST GROUP 2 | <a href="#">VIEW/MODIFY</a> |
| (888) 200-8447 |     | TRAINING     | <a href="#">VIEW/MODIFY</a> |

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

**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.

**Modify group name, view/delete existing members or add new members**

**Group Leader:** (866) 200-4088 **Group Name:** TEST GROUP 2 [UPDATE GROUP REFERENCE](#)

Add group member: Device #: ( 973 )  - 6016 PIN:  + or [BY EMAIL](#)

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

| MEMBER ADDRESS      | HOLDER NAME     | ADDRESS TYPE  | ACTION                 |
|---------------------|-----------------|---------------|------------------------|
| (888) 395-7878      | SHEILA PHILLIPS | Pager Number  | <a href="#">DELETE</a> |
| testemail@gmail.com |                 | Email Address | <a href="#">DELETE</a> |

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

X [DELETE GROUP](#)

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.

**Your existing Groups are listed below**  
[SEARCH](#) for a specific device. [ADD NEW GROUP](#)

<< <PREV 1 NEXT> >> Page 1 of 1 | Page#:  [GO](#)

| DEVICE NUMBER  | PIN | HOLDER NAME  | ACTION                      |
|----------------|-----|--------------|-----------------------------|
| (866) 200-4088 |     | TEST GROUP 2 | <a href="#">VIEW/MODIFY</a> |
| (888) 200-8447 |     | TRAINING     | <a href="#">VIEW/MODIFY</a> |

<< <PREV 1 NEXT> >> Page 1 of 1 | Page#:  [GO](#)

**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.

**Modify group name, view/delete existing members or add new members**

**Group Leader:** (866) 200-4088 **Group Name:** TEST GROUP 2 [UPDATE GROUP REFERENCE](#)

---

Add group member: Device #: (  )  -  **PIN:**  + or [BY EMAIL](#)

<< <PREV 1 NEXT> >> Page 1 of 1 | Page#:  [GO](#)

| MEMBER ADDRESS      | HOLDER NAME     | ADDRESS TYPE  | ACTION                 |
|---------------------|-----------------|---------------|------------------------|
| (888) 395-7878      | SHEILA PHILLIPS | Pager Number  | <a href="#">DELETE</a> |
| testemail@gmail.com |                 | Email Address | <a href="#">DELETE</a> |
| (973) 225-6016      | EMP KATIE PIKE  | Pager Number  | <a href="#">DELETE</a> |

<< <PREV 1 NEXT> >> Page 1 of 1 | Page#:  [GO](#)

✖ [DELETE GROUP](#)

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





**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.

**Your existing Groups are listed below**  
[SEARCH](#) for a specific device. [ADD NEW GROUP](#)

<< <PREV 1 NEXT> >>
Page 1 of 1 | Page#:  [GO](#)

| DEVICE NUMBER  | PIN | HOLDER NAME  | ACTION                      |
|----------------|-----|--------------|-----------------------------|
| (866) 200-4088 |     | TEST GROUP 2 | <a href="#">VIEW/MODIFY</a> |
| (888) 200-8447 |     | TRAINING     | <a href="#">VIEW/MODIFY</a> |

<< <PREV 1 NEXT> >>
Page 1 of 1 | Page#:  [GO](#)

**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 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.

**Modify group name, view/delete existing members or add new members**

**Group Leader:** (866) 200-4088 **Group Name:** TEST GROUP 2
[UPDATE GROUP REFERENCE](#)

Add group member: Device #: (  )  -  PIN:  or [BY EMAIL](#)

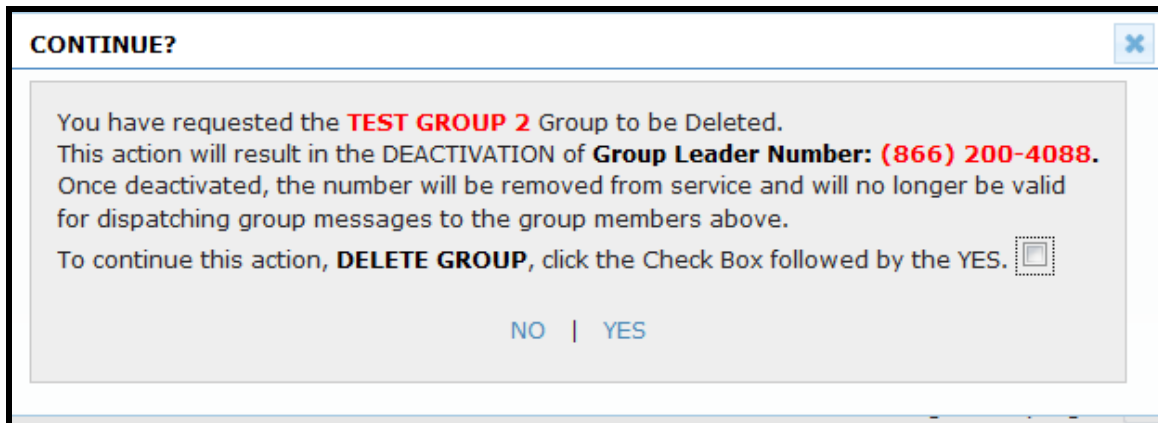
<< <PREV 1 NEXT> >>
Page 1 of 1 | Page#:  [GO](#)

| MEMBER ADDRESS      | HOLDER NAME    | ADDRESS TYPE  | ACTION                 |
|---------------------|----------------|---------------|------------------------|
| testemail@gmail.com |                | Email Address | <a href="#">DELETE</a> |
| (973) 225-6016      | EMP KATIE PIKE | Pager Number  | <a href="#">DELETE</a> |

<< <PREV 1 NEXT> >>
Page 1 of 1 | Page#:  [GO](#)

[DELETE GROUP](#)

**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**.



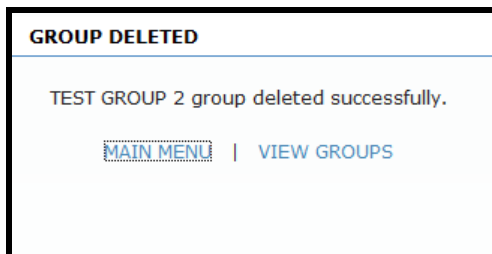
**CONTINUE?**

You have requested the **TEST GROUP 2** Group to be Deleted.  
This action will result in the DEACTIVATION of **Group Leader Number: (866) 200-4088**.  
Once deactivated, the number will be removed from service and will no longer be valid  
for dispatching group messages to the group members above.

To continue this action, **DELETE GROUP**, click the Check Box followed by the YES. ☐

[NO](#) | [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.



**GROUP DELETED**

TEST GROUP 2 group deleted successfully.

[MAIN MENU](#) | [VIEW GROUPS](#)

## 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:

Follow the simple steps below to Create a New Group

- 1 Select the Contract or corresponding Bill Frequency: Monthly

---

- 2 Select a number type for this new Group Leader:
 

☐ Preferred Calling Area
 ☐ Personal Toll-Free

---

- 3 Add group member #1: (  )  -     PIN:     or [BY EMAIL](#)

---

- 4 Add group member #2:     or [BY PAGER](#)

---

- 5 [Add Edit Device References](#)

---

[CREATE NEW GROUP](#)

DEVICE REFERENCE
 ✕

Device Reference for Device #1

**Holder Name:** :

---

**Device Reference 1:** :

---

**Device Reference 2:** :

---

[CANCEL](#) | [UPDATE](#)

#### 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:

Modify group name, view/delete existing members or add new members

Group Leader: (866) 200-4901    Group Name: TEST 2

[UPDATE GROUP REFERENCE](#)

Add group member: Device #: (  )  -  PIN:  + or [BY EMAIL](#)

<< <PREV 1 NEXT> >>

Page 1 of 1 | Page#:  [GO](#)

| MEMBER ADDRESS      | HOLDER NAME     | ADDRESS TYPE  | ACTION                 |
|---------------------|-----------------|---------------|------------------------|
| (888) 395-7878      | SHEILA PHILLIPS | Pager Number  | <a href="#">DELETE</a> |
| testemail@gmail.com |                 | Email Address | <a href="#">DELETE</a> |

<< <PREV 1 NEXT> >>

Page 1 of 1 | Page#:  [GO](#)

✖ [DELETE GROUP](#)

DEVICE REFERENCE

Device Reference for Device (866) 200-4901

Holder Name: :

Device Reference 1: :

Device Reference 2: :

[CANCEL](#) | [UPDATE](#)

## 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.

Group Capcode Leaders are listed below. Click View/Modify to manage the Group.

[SEARCH](#) for a specific device.

<< <PREV 1 NEXT> >>

Page 1 of 1 | Page#:  [GO](#)



| GROUP NAME | GROUP NUMBER   | PIN     | CAPCODE | ACTION                      |
|------------|----------------|---------|---------|-----------------------------|
| TPS AMATP  | (800) 216-3133 | 1001443 | 276070  | <a href="#">VIEW/MODIFY</a> |


<< <PREV 1 NEXT> >>

Page 1 of 1 | Page#:  [GO](#)


[CANCEL](#) | [UPDATE](#)

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

Group Leader attributes and group members are displayed below. Click the  to edit group leader attributes. Click the desired action to manage members. Click  for additional info about this page.

 **SEARCH** for a specific group member.

Group Leader: (800) 216-3133 [1001443] Group Name: TPS AMATP [MANAGE TEMPLATES](#) | [ADD MEMBERS](#)  
 Group Capcode: 0276070 Encrypted? No



Capcode Name: Name Defit Group Purpose: Default Purpose 


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

| MEMBER NAME   | MEMBER NUMBER  | PIN | MEMBER CAPCODE | CAPCODE TYPE | ACTION  |
|---------------|----------------|-----|----------------|--------------|---|
| TEST DEVICE 6 | (214) 786-2238 |     | 22667555       | OTA          | <a href="#">CHANGE TEMPLATE</a>   <a href="#">REMOVE MEMBER</a> |
| TEST DEVICE 6 | (214) 786-2327 |     | 5456454        | OTA          | <a href="#">CHANGE TEMPLATE</a>   <a href="#">REMOVE MEMBER</a> |



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

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

Group Leader attributes and group members are displayed below. Click the  to edit group leader attributes. Click the desired action to manage members. Click  for additional info about this page.

 **SEARCH** for a specific group member.

Group Leader: (800) 216-3133 [1001443] Group Name: TPS AMATP [MANAGE TEMPLATES](#) | [ADD MEMBERS](#)  
 Group Capcode: 0276070 Encrypted? No

Capcode Name:  Group Purpose:   | 

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



| MEMBER NAME   | MEMBER NUMBER  | PIN | MEMBER CAPCODE | CAPCODE TYPE | ACTION  |
|---------------|----------------|-----|----------------|--------------|---|
| TEST DEVICE 6 | (214) 786-2238 |     | 22667555       | OTA          | <a href="#">CHANGE TEMPLATE</a>   <a href="#">REMOVE MEMBER</a> |
| TEST DEVICE 6 | (214) 786-2327 |     | 5456454        | OTA          | <a href="#">CHANGE TEMPLATE</a>   <a href="#">REMOVE MEMBER</a> |


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

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


### Add Member(s):

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

Group Leader attributes and group members are displayed below. Click the  to edit group leader attributes. Click the desired action to manage members. Click  for additional info about this page.

 **SEARCH** for a specific group member.

Group Leader: (800) 216-3133 [1001443] Group Name: TPS AMATP [MANAGE TEMPLATES](#) | [ADD MEMBERS](#)  
 Group Capcode: 0276070 Encrypted? No

Capcode Name: CC Test Group Purpose: Group Purpose Test 

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

| MEMBER NAME   | MEMBER NUMBER  | PIN | MEMBER CAPCODE | CAPCODE TYPE | ACTION  |
|---------------|----------------|-----|----------------|--------------|---|
| TEST DEVICE 6 | (214) 786-2238 |     | 22667555       | OTA          | <a href="#">CHANGE TEMPLATE</a>   <a href="#">REMOVE MEMBER</a> |
| TEST DEVICE 6 | (214) 786-2327 |     | 5456454        | OTA          | <a href="#">CHANGE TEMPLATE</a>   <a href="#">REMOVE MEMBER</a> |

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

Eligible devices for Group Capcodes will display.

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

Eligible devices for Group Capcode are listed below.  
Select the device(s) to be added as group members and click Add at the bottom of the page.

SEARCH for a specific device.

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

Capcode Name: CC Test Group Purpose: Group Purpose Test

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

| DEVICE NUMBER  | PIN | CAPCODE    | HOLDER NAME   |                          |
|----------------|-----|------------|---------------|--------------------------|
| (214) 786-2703 |     | 0022667569 | TEST DEVICE 3 | <input type="checkbox"/> |
| (214) 786-2717 |     | 0022667570 | TEST DEVICE 2 | <input type="checkbox"/> |
| (214) 786-2841 |     | 0022667572 | T6U           | <input type="checkbox"/> |

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

CANCEL | ADD

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

Eligible devices for Group Capcode are listed below.  
Select the device(s) to be added as group members and click Add at the bottom of the page.

SEARCH for a specific device.

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

Capcode Name: CC Test Group Purpose: Group Purpose Test

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

| DEVICE NUMBER  | PIN | CAPCODE    | HOLDER NAME   |                                     |
|----------------|-----|------------|---------------|-------------------------------------|
| (214) 786-2703 |     | 0022667569 | TEST DEVICE 3 | <input checked="" type="checkbox"/> |
| (214) 786-2717 |     | 0022667570 | TEST DEVICE 2 | <input type="checkbox"/>            |
| (214) 786-2841 |     | 0022667572 | T6U           | <input checked="" type="checkbox"/> |

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

CANCEL | ADD

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

Select a template for each member to establish programming guidelines and click Submit  
To program with the same template for all new members, select the ▼ in the Template column.

| DEVICE NUMBER  | PIN | CAPCODE    | HOLDER NAME   | TEMPLATE             |
|----------------|-----|------------|---------------|----------------------|
| (214) 786-2703 |     | 0022667569 | TEST DEVICE 3 | <input type="text"/> |
| (214) 786-2841 |     | 0022667572 | T6U           | <input type="text"/> |




CANCEL | SUBMIT

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 **SUBMIT** 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.



Group Leader attributes and group members are displayed below. Click the  to edit group leader attributes. Click the desired action to manage members. Click  for additional info about this page.  
 [SEARCH](#) for a specific group member.

Group Leader: (800) 216-3133 [1001443]    Group Name: TPS AMATP    [MANAGE TEMPLATES](#) | [ADD MEMBERS](#)

Group Capcode: 0276070    Encrypted? No

Capcode Name: CC Test    Group Purpose: Group Purpose Test 


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

| MEMBER NAME  | MEMBER NUMBER  | PIN | MEMBER CAPCODE  | CAPCODE TYPE | ACTION  |
|---|----------------|-----|--|--------------|---|
| TEST DEVICE 6   | (214) 786-2238 |     | 22667555   | OTA          | Remove this Member? YES   NO                                    |
| TEST DEVICE 6   | (214) 786-2327 |     | 5456454  | OTA          | <a href="#">CHANGE TEMPLATE</a>   <a href="#">REMOVE MEMBER</a> |

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

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.

INFO 

- Remove Member
- Your request has been submitted for processing. Please allow up to 5 min to complete the transaction.

CLOSE

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

INFO 

- Remove Member
- Group Leader (800) 216-3133 [1001443] has been removed from (214) 786-2769 in Spok's database.
- To maintain sync between device and Spok database, ensure the group capcode has been manually removed using the pager programming cradle.

CLOSE

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

**Manage Templates:**

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.



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

**Group Leader:** (800) 216-3133 [1001443]  
**Group Capcode:** 0276070

**Group Name:** TPS AMATP  
**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   | <input type="checkbox"/>            |                 | Audio           | <input checked="" type="checkbox"/> | <a href="#">EDIT</a>   <a href="#">DELETE</a> |
| test template 2 | <input checked="" type="checkbox"/> | testing         | Default         | <input checked="" type="checkbox"/> | <a href="#">EDIT</a>   <a href="#">DELETE</a> |

**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.

New Template - Programming Preferences

Template Title:

Test Template 3

Groups Folder Enable:

☒

Sub-Folder name:

Test

Alert Selection:

Default

Alert Override:

☒

CANCEL

SUBMIT

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

INFO

New template has been created and is available for use when programming group members.

CLOSE

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 Capcode:** 0276070  
**Capcode Name:** CC Test

**Group Name:** TPS AMATP  
**Encrypted?** No  
**Group Purpose:** Group Purpose Test

[CREATE NEW TEMPLATE](#)

| TEMPLATE TITLE  | GROUPS FOLDER ENABLE                | SUB-FOLDER NAME | ALERT SELECTION | ALERT OVERRIDE                      | ACTION  |
|-----------------|-------------------------------------|-----------------|-----------------|-------------------------------------|---|
| test template   | <input type="checkbox"/>            |                 | Audio           | <input checked="" type="checkbox"/> | <a href="#">EDIT</a>   <a href="#">DELETE</a> |
| test template 2 | <input checked="" type="checkbox"/> | testing         | Default         | <input checked="" type="checkbox"/> | <a href="#">EDIT</a>   <a href="#">DELETE</a> |
| Test Template 3 | <input checked="" type="checkbox"/> | Test            | Default         | <input checked="" type="checkbox"/> | <a href="#">EDIT</a>   <a href="#">DELETE</a> |

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 Capcode:** 0276070  
**Capcode Name:** CC Test

**Group Name:** TPS AMATP  
**Encrypted?** No  
**Group Purpose:** Group Purpose Test

[CREATE NEW TEMPLATE](#)

| TEMPLATE TITLE                             | GROUPS FOLDER ENABLE                | SUB-FOLDER NAME      | ALERT SELECTION                                  | ALERT OVERRIDE                      | ACTION  |
|--|-------------------------------------|----------------------|--|-------------------------------------|---|
| <input type="text" value="test template"/> | <input type="checkbox"/>            | <input type="text"/> | Default <span style="font-size: 0.8em;">▼</span> | <input checked="" type="checkbox"/> | <a href="#">EDIT</a>   <a href="#">DELETE</a> |
| test template 2                            | <input checked="" type="checkbox"/> | testing              | Default  | <input checked="" type="checkbox"/> | <a href="#">EDIT</a>   <a href="#">DELETE</a> |
| Test Template 3                            | <input checked="" type="checkbox"/> | Test                 | Default  | <input checked="" type="checkbox"/> | <a href="#">EDIT</a>   <a href="#">DELETE</a> |

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 Capcode:** 0276070  
**Capcode Name:** CC Test

**Group Name:** TPS AMATP  
**Encrypted?** No  
**Group Purpose:** Group Purpose Test

[CREATE NEW TEMPLATE](#)

| TEMPLATE TITLE                             | GROUPS FOLDER ENABLE                | SUB-FOLDER NAME                   | ALERT SELECTION                                  | ALERT OVERRIDE                      | ACTION  |
|--|-------------------------------------|-----------------------------------|--|-------------------------------------|---|
| <input type="text" value="test template"/> | <input checked="" type="checkbox"/> | <input type="text" value="test"/> | Default <span style="font-size: 0.8em;">▼</span> | <input checked="" type="checkbox"/> | <a href="#">EDIT</a>   <a href="#">DELETE</a> |
| test template 2                            | <input checked="" type="checkbox"/> | testing                           | Default  | <input checked="" type="checkbox"/> | <a href="#">EDIT</a>   <a href="#">DELETE</a> |
| Test Template 3                            | <input checked="" type="checkbox"/> | Test                              | Default  | <input checked="" type="checkbox"/> | <a href="#">EDIT</a>   <a href="#">DELETE</a> |

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.





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.

**NOTE:** 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.  
**NOTE:** *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 | <input type="checkbox"/> |
|----------------|-----|-----------|----------------------|--------------------------|-------------------|--------------------------|
| (201) 495-0571 |     | 002339554 | Spok Mobile w/Device | EMP PAMELA ROY           | @                 | <input type="checkbox"/> |
| (215) 265-0339 |     | 002246369 | Spok Mobile w/Device | EMP ACCOUNT TESTING ONLY | @usamobility.net  | <input type="checkbox"/> |
| (800) 200-3702 |     | 1075823   | 2-Way Messaging      | EMP ACCOUNT TESTING ONLY | @usamobility.net  | <input type="checkbox"/> |
| (215) 265-4980 |     | 002126090 | Spok Mobile w/Device | EMP KEN SMITH            | @usamobility.net  | <input type="checkbox"/> |
| (215) 265-0365 |     | 006390308 | Spok Mobile w/Device | EMP ACCOUNT TESTING ONLY | @usamobility.net  | <input type="checkbox"/> |
| (215) 265-0266 |     | 003401204 | Spok Mobile w/Device | EMP ACCOUNT TESTING ONLY | @usamobility.net  | <input type="checkbox"/> |

<< <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.

Search

Choose one search criteria and populate the corresponding field below.

☒ Device Number: (    )    - PIN

☐ Holder Name: Holder Name

☐ Alias: Alias

SEARCH

- Specify the date or date/time range combination. **NOTE:** 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 |

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.

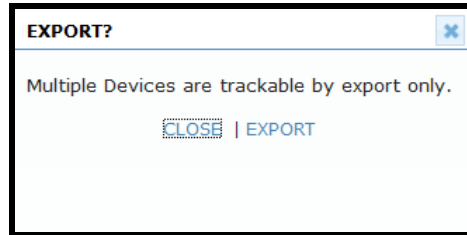
**Date / Time Sent** – Applies to the date and time stamp that the message was sent **FROM** the device.

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

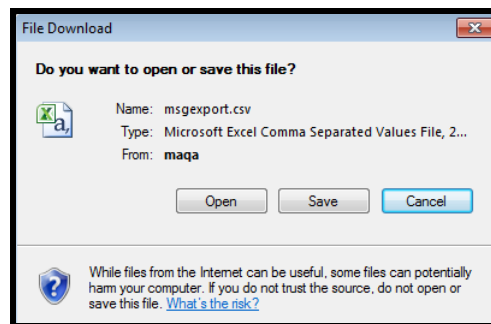
**NOTE:** Messages **FROM** the device will not display a Message Sequence number for a Date/Time Delivered. The message sequence only applies ‘To Date/Time Sent’.

## 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.

#### **Add New Spok Mobile Device**

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.

**Follow the simple steps below to Create a New Spok Mobile™ Device**

1 Select the Contract or corresponding Bill Frequency: Monthly

---

2 Select a number type for this new Spok Mobile™ device:

☐ Enter a pre-assigned phone number

☐ Preferred Calling Area

---

3 Device Email:

---

4 [Add Edit Device References](#)

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CREATE NEW SPOK MOBILE™ DEVICE

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.

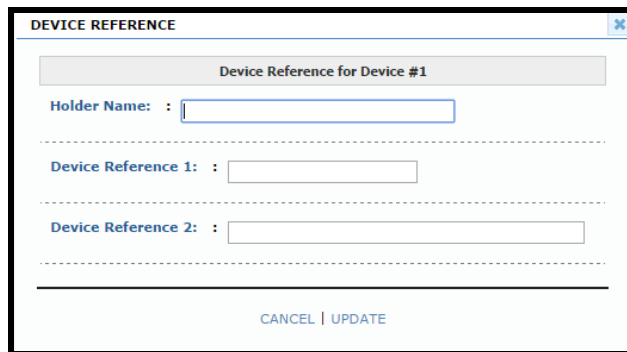
- Selection of Enter a Pre-assigned phone number will then display fields to enter the number
- Selection of Preferred Calling Area will then prompt you to enter a preferred area code and then display the selection of available prefixes for that area code.
- Selection of a Personal Toll-Free will display a drop down menu of available toll free area codes.

**NOTE:** Prefix selection is not available for personal toll-free numbers.



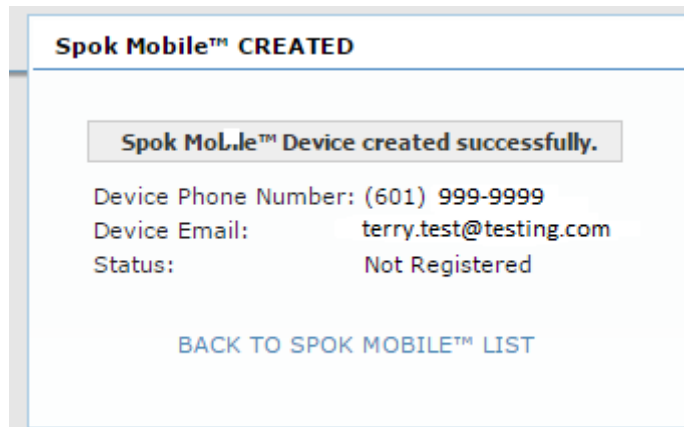
Items 3: Enter the email address for the user's Smartphone in order for the user to receive the registration email with the link to download the app.

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.



#### View/Modify Existing Devices

**NOTE:** 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 |         | 9999999999 | 56ABXS5NQ5    | EMP KENNETH SMITH        | REGISTERED     | <a href="#">VIEW/MODIFY</a> |
| (888) 200-8642 |         |            |               |                          | OFF            | <a href="#">VIEW/MODIFY</a> |
| (201) 495-0357 |         | 0002269912 | 51FDDK2WDK    | EMP ACCOUNT TESTING ONLY | NOT REGISTERED | <a href="#">VIEW/MODIFY</a> |
| (201) 495-0571 | 1090401 | 0003348969 | M0039516345   | EMP PAMELA ROY           | NOT REGISTERED | <a href="#">VIEW/MODIFY</a> |
| (800) 946-4646 |         |            |               |                          | OFF            | <a href="#">VIEW/MODIFY</a> |
| (256) 433-0007 |         |            |               |                          | OFF            | <a href="#">VIEW/MODIFY</a> |
| (866) 864-8980 |         | 0001177332 | M0036483129   | EMP MIRANDA JACKSON      | OFF            | <a href="#">VIEW/MODIFY</a> |
| (228) 208-0040 |         |            |               |                          | OFF            | <a href="#">VIEW/MODIFY</a> |

<< <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

**NOTE:** 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.

**Search** ✕

Choose one search criteria and populate the corresponding field below.

☐ Device Number: (  )  - PIN

☐ Capcode:

☐ Serial Number:

☐ Holder Name:

[SEARCH](#)

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.

| Search Results for: Device Number - (214) 344-0473                               |     |            |               |                               |              |  |
|--|-----|------------|---------------|-------------------------------|--------------|--|
| Click Here to return to the search options. Click Here to return to Device List. |     |            |               |                               |              |  |
| << <PREV 1 NEXT> >>  |     |            |               |                               |              | Page 1 of 1   Page#: <input type="text"/> GO |
| DEVICE NUMBER  | PIN | CAPCODE    | SERIAL NUMBER | HOLDER NAME                   | SPOK MOBILE™ | ACTION                                       |
| (214) 344-0473   |     | 0004697014 | C100603752    | EMPLOYEE TESTING ACCOUNT ONLY | OFF          | <a href="#">VIEW/MODIFY</a>                  |
| << <PREV 1 NEXT> >>  |     |            |               |                               |              | Page 1 of 1   Page#: <input type="text"/> GO |

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.

Spok Mobile™ for: (201) 495-0357

[LEARN MORE ABOUT SPOK MOBILE™](#)  
Edit the text fields below to add or modify Spok Mobile™

Device Email:   
Status:  
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](#)

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.

**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:**

**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](#)

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     | <a href="#">VIEW/MODIFY</a> |
| (888) 200-8642 |     |            |               |                          | OFF            | <a href="#">VIEW/MODIFY</a> |
| (201) 495-0357 |     | 0002269912 | 51FDDK2WDK    | EMP ACCOUNT TESTING ONLY | NOT REGISTERED | <a href="#">VIEW/MODIFY</a> |

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:**

**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 - <a href="#">LEARN MORE</a><br>or to Update your Smartphone information for existing Spok Mobile™ Service<br><a href="#">SEARCH</a>  for a specific device. |         |   |   |   |  |                             |
|--|---------|---|---|---|--|-----------------------------|
| << <PREV 1 NEXT> >>  |         |   |   |   | Page 1 of 1   Page#: <input type="text"/> GO |                             |
| DEVICE NUMBER   | PIN     | CAPCODE  | SERIAL NUMBER  | HOLDER NAME  | SPOK MOBILE™                                 | ACTION                      |
| (205) 280-9137   |         | 0002809059  | 64ABYU2T9Q  | ALP COA T36 MODEL NO MNT  | OFF  | <a href="#">VIEW/MODIFY</a> |
| (614) 721-0020   |         |   |   |   | OFF  | <a href="#">VIEW/MODIFY</a> |
| (614) 721-0021   |         | 0002116335  | T3F040217136  | ALP W PIN FOR MCC   | OFF  | <a href="#">VIEW/MODIFY</a> |
| (614) 721-0030   |         |   |   |   | OFF  | <a href="#">VIEW/MODIFY</a> |
| (614) 721-0033   |         |   |   |   | OFF  | <a href="#">VIEW/MODIFY</a> |
| (601) 328-0022   |         | 0001000669  | 82FBJE25BV  | MDF - ALP W PIN COAM  | NOT REGISTERED                               | <a href="#">VIEW/MODIFY</a> |
| (800) 208-4532   |         | 0021556544  | M0042993348   | USA T9X MESSAGE TRACKING  | NOT REGISTERED                               | <a href="#">VIEW/MODIFY</a> |
| (800) 216-3133   | 1001443 | 0021321116  | COA43850988   | ADD ALI 2WAY W PIN  | OFF  | <a href="#">VIEW/MODIFY</a> |
| (504) 268-0294   |         | 0012112321  | AMD43851687   | EMP TEST EQUIP JXN & PAGERS   | OFF  | <a href="#">VIEW/MODIFY</a> |
| (123) 100-0054   |         | 0590044829  | SN0045676776  | MDF-ALP HAS COV CODE W NO PACK  | NOT REGISTERED                               | <a href="#">VIEW/MODIFY</a> |
| << <PREV 1 NEXT> >>  |         |   |   |   | Page 1 of 1   Page#: <input type="text"/> 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.

| DEVICE DETAILS   | USER OPTIONS   |
|--|--|
| <b>HolderName:</b> TERRY P<br><b>Device Number:</b> ( 817 ) 213 - 0541<br><b>PIN:</b> 0000000<br><b>Svc Type:</b> Spok Mobile<br><b>Coverage:</b> NationWide Coverage<br><b>Capcode:</b> 0590070400<br><b>Frequency:</b> 552.0000MHz<br><b>Model:</b> Description Not Available<br><b>Email Domain:</b><br><b>Features:</b> Spok Mobile, Advanced Read Receipt, One Way 5000/.25<br><b>Monthly Rate:</b> \$12.99<br><small>Number of included calls/characters are based upon the plan selected with your initial purchase</small> | <ul style="list-style-type: none"> <li>✦ <a href="#">SEND A MESSAGE</a></li> <li>✦ <a href="#">EXCHANGE A DEVICE</a></li> <li>✦ <a href="#">MESSAGE TRACKING</a></li> <li>✦ <a href="#">SPOK MOBILE™</a></li> <li>✦ <a href="#">ALIAS MAINTENANCE</a></li> <li>✦ <a href="#">MSG CARBON COPY/FWD</a></li> <li>✦ <a href="#">RESET ENCRYPTED PASSWORD</a></li> <li>✦ <a href="#">SEND A TEST PAGE</a></li> <li>✦ <a href="#">REPROGRAM DEVICE</a></li> <li>✦ <a href="#">CANCEL DEVICE</a></li> </ul> |

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

| DEVICE DETAILS   | Exchange Device: (817) 213-0541   |
|--|---|
| <div style="display: flex; align-items: center;"> <div style="text-align: center; margin-right: 10px;"> <br/>           Image Not Available         </div> <div> <b>HolderName:</b> TERRY P<br/> <b>Device Number:</b> ( 817 ) 213 - 0541<br/> <b>PIN:</b> 0000000<br/> <b>Svc Type:</b> Spok Mobile<br/> <b>Coverage:</b> NationWide Coverage<br/> <b>Capcode:</b> 0590070400<br/> <b>Frequency:</b> 552.0000MHz<br/> <b>Model:</b> Description Not Available<br/> <b>Email Domain:</b><br/> <b>Features:</b> Spok Mobile, Advanced Read Receipt, One Way 5000/.25<br/> <b>Monthly Rate:</b> \$12.99<br/> <small>Number of included calls/characters are based upon the plan selected with your initial purchase</small> </div> </div> | <div style="border: 1px solid #ccc; padding: 10px;"> <div style="display: flex; align-items: center;"> <input checked="" type="radio"/> <b>SPARE EXCHANGE</b><br/> <small>Select this option if you want to transfer existing service from your current device to a spare device. If your spare device is different from the device that is being replaced, you may be prompted to make selections pertaining to available coverage, phone number, and service options.</small> </div> <div style="margin-top: 10px;"> <b>EXCHANGE REASON:</b> <span style="border: 1px solid #ccc; padding: 2px 10px;">---- Select ----</span> </div> <div style="text-align: right; margin-top: 10px;"> <a href="#">CANCEL</a>   <a href="#">CONTINUE</a> </div> </div> |

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

**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 spares will appear as shown below.

**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          |
|----------|----------------------------|----------------------------|-------------------|----------------|----------------|
| UNLIKE   | <a href="#">007378202</a>  | <a href="#">82FBKC2LHH</a> | Text Messaging    | 929.6125       | Bravo 802 Flex |
| UNLIKE   | <a href="#">1543671</a>    | <a href="#">52CCGJ2FCS</a> | Numeric Messaging | 929.6125       | Bravo 502 Flex |
| UNLIKE   | <a href="#">0022581739</a> | <a href="#">22ADCE2C2K</a> | 2-Way Messaging   | 940.0250       | P935           |

<< <PREV 1 NEXT> >> Page 1 of 1 | Page#:  [GO](#)


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.

**Swap (817) 213-0541 to Spare Device**





**SERVICE TYPE**  
Text Messaging

**MODEL**  
Bravo 802 Flex



Monthly Charges: **\$11.95**

---

|                           |                         |                      |   |
|---------------------------|-------------------------|----------------------|---|
| <b>Coverage</b>           | Gulf Coast              | No Additional Charge |  |
| <b>Usage Plan</b>         | 5000 Messages Per Month | No Additional Charge |  |
| <b>Optional Features</b>  | Canned Greeting/30sec   | No Additional Charge |  |
| <b>Device Maintenance</b> | Device Protection       | No Additional Charge |  |

---

**Pager Number Type**  
  
**Domain**

Monthly Charges: **\$11.95**  
  
 Total Charges: **\$11.95**

This amount does not include taxes, surcharges, or shipping fees.

[Add/Edit Device Reference](#)
[SUBMIT ORDER](#)

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.



DEVICE REFERENCE

Device Reference for Device (973) 225-6016

Holder Name: : EMP KATIE PIKE

Device Reference 1: : RADIOLOGY

Device Reference 2: : 445469

CANCEL | UPDATE

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

CONTINUE?

Your order will be submitted.

Submit Order?

NO YES

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.


Thank-you, your Spare Device is now active - (817) 213-0541

SERVICE TYPE

Text Messaging

MODEL

Bravo 802 Flex



Monthly Charges:

\$11.95

---

|                    |                         |                      |
|--------------------|-------------------------|----------------------|
| Coverage           | Texas Statewide         | No Additional Charge |
| Usage Plan         | 5000 Messages Per Month | No Additional Charge |
| Optional Features  | Canned Greeting/30sec   | No Additional Charge |
| Device Maintenance | Device Protection       | No Additional Charge |
| Pager Number Type  | Keep My Current Number  | No Additional Charge |

---

Domain

usamobility.net

Holder Name:

TERRY P

Monthly Charges:

\$11.95

Total Charges:

\$11.95

This amount does not include taxes, surcharges, or shipping fees.

*Spok My Account Client User Guide*  
 CONFIDENTIAL AND PROPRIETARY TO SPOK  
*Revised October 2024*

113

## 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.

**NOTE:** 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. **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.**

## 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!

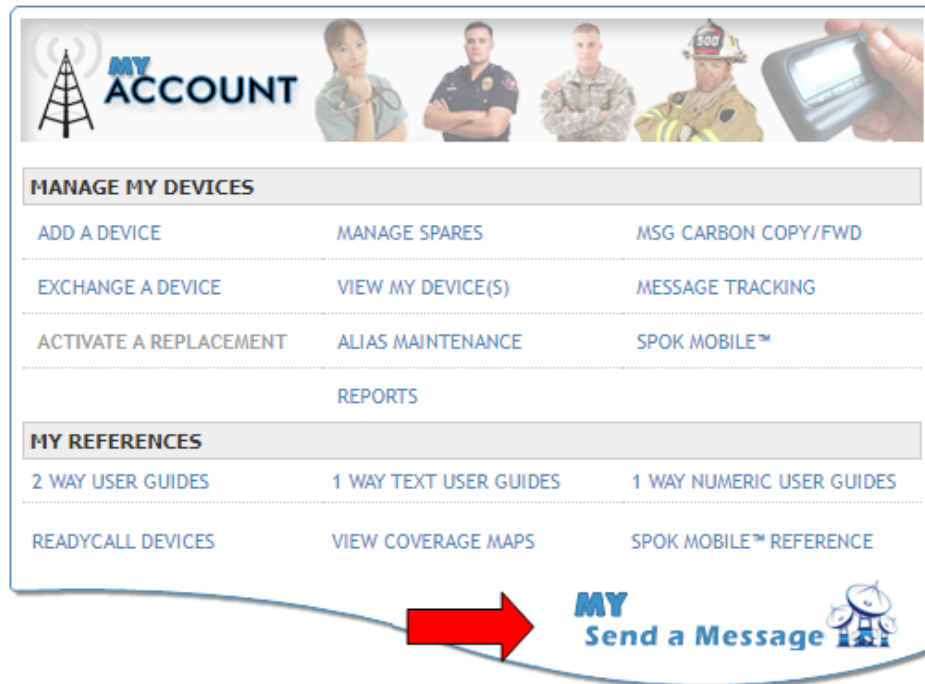
| MY REFERENCES     |                        |                           |
|-------------------|------------------------|---------------------------|
| 2 WAY USER GUIDES | 1 WAY TEXT USER GUIDES | 1 WAY NUMERIC USER GUIDES |
| READYCALL DEVICES | VIEW COVERAGE MAPS     | SPOK MOBILE™ REFERENCE    |

## My Send a Message

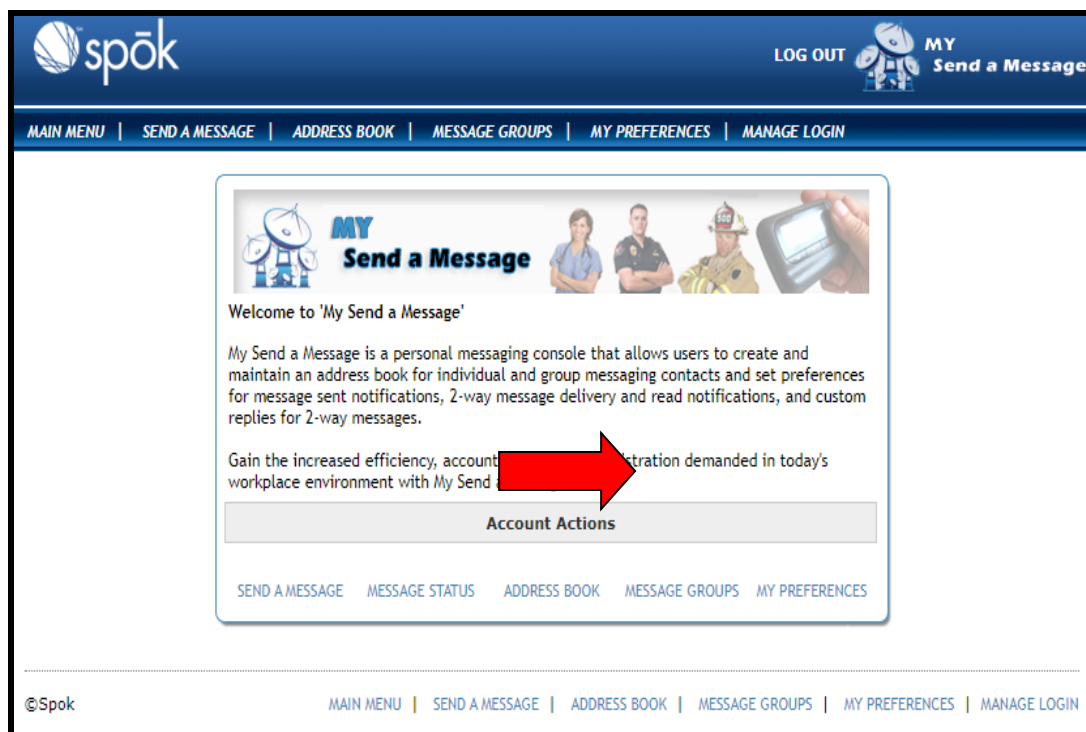
My Send a Message is a personal messaging console providing access to SPOK’s Send a Message application from within My Account with the added ability to create and maintain an address book for individual and group contacts comprised of valid SPOK paging subscribers. The My Send a Message console also 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


**There are no entries in your Address Book.**  
Click Add New Contact to create your Address Book.


ADD NEW CONTACT 

| Contact Name               | Address Type | Address | Action |
|----------------------------|--------------|---------|--------|
| <div>Previous Screen</div> |              |         |        |

- Click **ADD NEW CONTACT**.


Enter required contact information below, then Save.

ADD NEW CONTACT 

| CONTACT NAME             | ADDRESS TYPE  | ADDRESS  | ACTION        |
|--------------------------|---|--|---------------|
| <input type="text"/>     | Device Number  | ( <input type="text"/> ) <input type="text"/> - <input type="text"/> | SAVE   CANCEL |
| <div>PREVIOUS PAGE</div> |   |  |               |

- 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.

Error: Address is not a valid subscriber.

**Enter required contact information below, then Save.** [ADD NEW CONTACT](#) 


| Contact Name                      | Address Type                            | Address                              | Action  |
|-----------------------------------|---|--------------------------------------|---|
| <input type="text" value="Barb"/> | <input type="text" value="PIN Number"/> | <input type="text" value="1234567"/> | <a href="#">SAVE</a>   <a href="#">CANCEL</a> |
| Test User                         | Device Number                           | (888) 395-7878                       |   |

[Previous Screen](#)

- 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.

**My Address Book** [ADD NEW CONTACT](#) 

| Contact Name | Address Type  | Address        | Action  |
|--------------|---------------|----------------|---|
| Barb         | PIN Number    | 1090401        | <a href="#">EDIT</a>   <a href="#">DELETE</a> |
| Sheila       | Alias         | testuser       | <a href="#">EDIT</a>   <a href="#">DELETE</a> |
| Test User    | Device Number | (888) 395-7878 | <a href="#">EDIT</a>   <a href="#">DELETE</a> |

[Previous Screen](#)

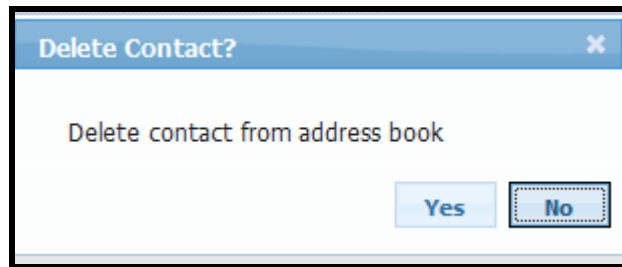
- Select **EDIT** next to the entry to be changed. You may change the contact name, address type and/or address. Click **SAVE** to save the changes or **CANCEL** to undo changes and keep the original entry. If the subscriber is no longer valid (not in service, pager number changed, etc.) an error message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

**Update the contact information below, then Save.** [ADD NEW CONTACT](#) 

| Contact Name                        | Address Type                       | Address                               | Action  |
|-------------------------------------|------------------------------------|---------------------------------------|---|
| Barb                                | PIN Number                         | 1090401                               | <a href="#">EDIT</a>   <a href="#">DELETE</a> |
| <input type="text" value="Sheila"/> | <input type="text" value="Alias"/> | <input type="text" value="testuser"/> | <a href="#">SAVE</a>   <a href="#">CANCEL</a> |
| Test User                           | Device Number                      | (888) 395-7878                        | <a href="#">EDIT</a>   <a href="#">DELETE</a> |

[Previous Screen](#)

- 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**

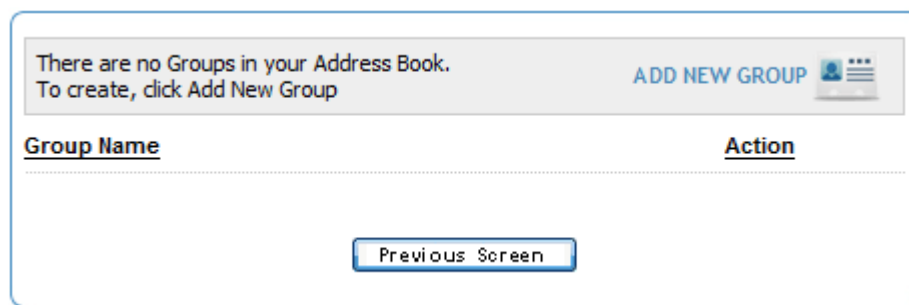
Users may elect to create messaging groups comprised of existing address book members within My Send a Message. This feature allows users to create and manage lists of subscribers so that multiple recipients can be selected more quickly as a single group when sending messages.

**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 a name for your new group

Group Name: 
[CREATE](#)

Previous Screen

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

"Green Group" has been successfully created.

Select Add for each contact that is not already a member of this Group.

Group Name: **Green Group**
[RETURN TO GROUP](#)

Add Group Members:

| Contact Name | Address Type  | Address        | Action              |
|--------------|---------------|----------------|---------------------|
| Barb         | PIN Number    | 1090401        | <a href="#">ADD</a> |
| Sheila       | Alias         | testuser       | <a href="#">ADD</a> |
| Test User    | Device Number | (888) 395-7878 | <a href="#">ADD</a> |

Previous Screen

- 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.

"Test User" has been successfully added to the group.

Select Add for each contact that is not already a member of this Group.

Group Name: **Green Group**
[RETURN TO GROUP](#)

Add Group Members:

| Contact Name | Address Type  | Address        | Action              |
|--------------|---------------|----------------|---------------------|
| Barb         | PIN Number    | 1090401        | <a href="#">ADD</a> |
| Sheila       | Alias         | testuser       |                     |
| Test User    | Device Number | (888) 395-7878 |                     |

Previous Screen

- 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.

| Group Name  | Action      |
|-------------|-------------|
| Blue Group  | VIEW/MODIFY |
| Green Group | VIEW/MODIFY |
| Red Group   | VIEW/MODIFY |

Previous Screen

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

Modify group name or view/delete existing members from this group.

Group Name:  [UPDATE](#) [ADD GROUP MEMBERS](#) | [DELETE GROUP](#)

Existing Group Members:

| Contact Name | Address Type  | Address        | Action |
|--------------|---------------|----------------|--------|
| Sheila       | Alias         | testuser       | DELETE |
| Test User    | Device Number | (888) 395-7878 | DELETE |

Previous Screen

- **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.



**Select Add for each contact that is not already a member of this Group.**

Group Name: **Green Group**
RETURN TO GROUP

---

**Add Group Members:**

| <u>Contact Name</u> | <u>Address Type</u> | <u>Address</u> | <u>Action</u>       |
|---------------------|---------------------|----------------|---------------------|
| Barb                | PIN Number          | 1090401        | <a href="#">ADD</a> |
| Sheila              | Alias               | testuser       |                     |
| Test User           | Device Number       | (888) 395-7878 |                     |

- 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 Contact
✕

Delete?

- 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 your 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.

Delete Group
✕

Group will no longer be available for  
messaging associated members. Proceed?

### My Preferences

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.

My Preferences

I want to receive the following Notification Emails (check all that apply):

☐ Message SENT: Notice is sent to advise you of Success or Fail status.

☐ Include the Message Content in my SENT Notification
☒ Do not Include the Message Content in my SENT Notification

☐ Message DELIVERED / READ: Available only for message sent to 2way subscribers. Notice is sent when a message has been successfully delivered and when read.

I want the FROM field to be populated with my Display Name for messages I send to 2way subscribers:

Display Name:

I want to include standard Custom Responses when I send messages to 2way subscribers:

Custom Responses:

Notification/Response Email Address:

Save Changes

- **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.

Login Information

Login ID: tp2767920

Name:

Password:  (7 character minimum, 8 character max.) ?

Confirm Password:

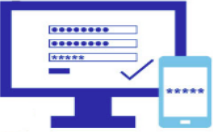
Phone: (  )  -  Ext:  \*\* We may contact you at this number.

Login Email:

UPDATE | MANAGE TWO-FACTOR AUTHENTICATION SETUP

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.

Edit Two-Factor Authentication



Steps to Edit Two-Factor

1. Enter the email and or cell phone number you want to receive the access code.

Email:

Cell:

Preferred: ☐ Email ☐ Cell Phone

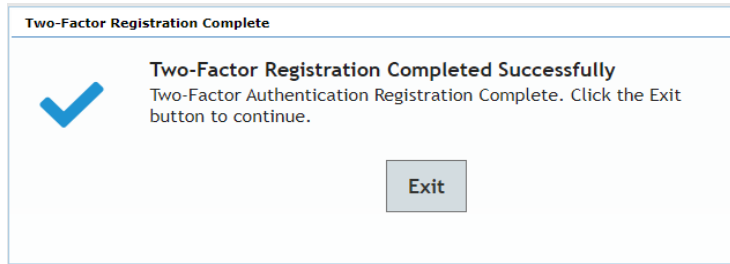
2. Click below to send the access code.

3. Retrieve the Access Code from your email or cell phone.

Access Code:

4. Click "Save" to save your changes or "Cancel" to cancel the changes.

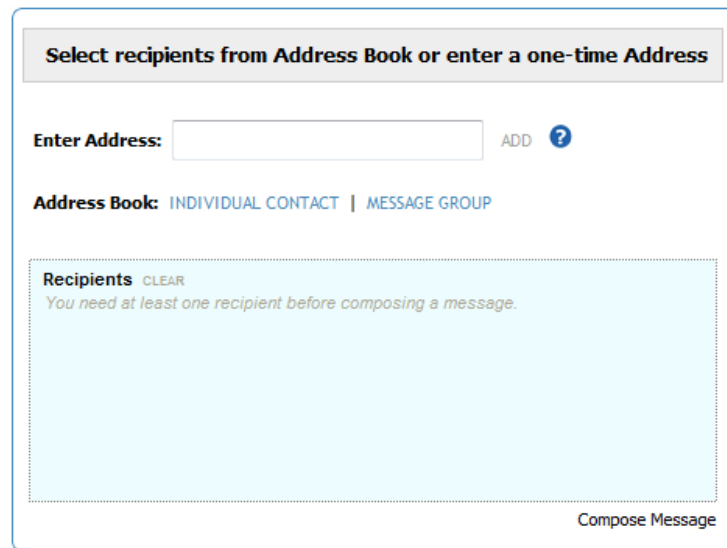
The Two-Factor Registration Complete window will display, click Exit to return to the Main Menu.



### **Send a Message**

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

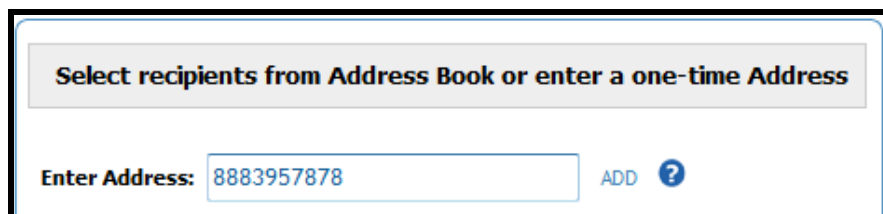
The Address Book links for Individual Contacts and Message Groups will only appear if entries have been added to those options within My Send a Message console.

A screenshot of the "Send a Message" console. At the top, a grey header bar contains the text "Select recipients from Address Book or enter a one-time Address". Below this is a section labeled "Enter Address:" followed by a text input field and an "ADD" button with a question mark icon. Underneath, there are two links: "Address Book: INDIVIDUAL CONTACT | MESSAGE GROUP". A large light blue rectangular area below is labeled "Recipients" with a "CLEAR" link and contains the text "You need at least one recipient before composing a message." At the bottom right of this area is a "Compose Message" button.

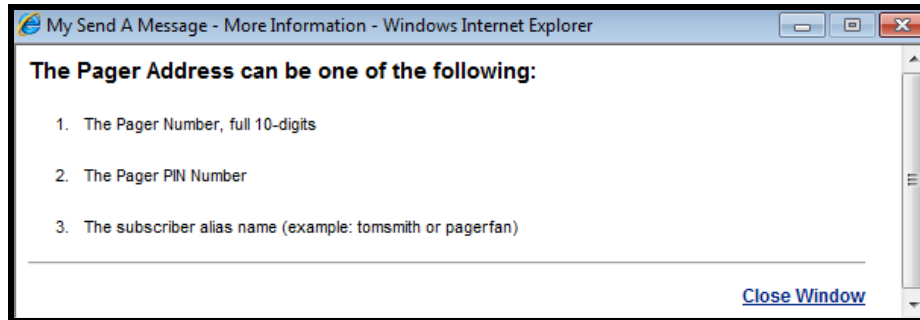
### **Selecting Recipients**

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.

A screenshot of the "Send a Message" console, similar to the previous one, but with the text "8883957878" entered into the "Enter Address:" input field. The "ADD" button and the rest of the interface are the same.

- 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.

Select recipients from Address Book or enter a one-time Address

Enter Address:

ADD ?

Address Book:

INDIVIDUAL CONTACT | MESSAGE GROUP

| Contact Name  | Address        |
|---------------|----------------|
| Barb          | 1090401        |
| ✓ Sheila      | testuser       |
| ✓ Test Number | (888) 200-8617 |
| ✓ Test User   | (888) 395-7878 |

Recipients CLEAR

REMOVE Test Number

REMOVE Test User

REMOVE Sheila

COMPOSE MESSAGE

- 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.

The screenshot shows a web interface for selecting recipients. At the top, a header reads "Select recipients from Address Book or enter a one-time Address". Below this is a form with an "Enter Address:" label, a text input field, an "ADD" button, and a help icon. Underneath, the "Address Book:" section has two tabs: "INDIVIDUAL CONTACT" and "MESSAGE GROUP". The "MESSAGE GROUP" tab is active, showing a list of groups: "Blue Group" (checked), "Page All Group", and "Red Group" (checked). Below the groups, a "Recipients" section with a "CLEAR" link lists the selected recipients: "Test Number", "Test User", "Sheila", "Blue Group", and "Red Group", each with a "REMOVE" link. A "COMPOSE MESSAGE" button is located at the bottom right of the interface.

- 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 if needed / Enter your message / Review your Notification Options**

**Message Recipient(s):** [ADD](#) | [CANCEL MESSAGE](#)

All valid subscribers are text capable. To remove all recipients for a given Service Type, click on the link. To remove individual recipient(s) from the list, click on the address. Invalid subscriber(s) exist, message will not be sent to these subscribers.

[1-Way Alpha](#)

- ✓ Barb
- ✓ Sheila
- ✓ Test User

**Invalid Subscribers:** Test Number

**Enter your message in the field below:**

240 characters remaining.

☒ Message SENT: Notice is sent to advise you of Success or Fail status.

☒ Include the Message Content in my SENT Notification.

☐ Message DELIVERED / READ: Available only for message sent to 2way subscribers.

**Notification/Response Email Address:**  ?

[SEND MESSAGE](#)



### ***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.

A screenshot of a message composition area. It features a light blue header with the text 'Enter your message in the field below:'. Below the header is a large text input field containing the text 'Test message checking character counter.' in blue. To the right of the input field is a vertical scrollbar. At the bottom right of the composition area, the text '200 characters remaining.' is displayed.

### ***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:

- ☒ Message SENT: Notice is sent to advise you of Success or Fail status.
- ☒ Include the Message Content in my SENT Notification.
- ☐ Message DELIVERED / READ: Available only for message sent to 2way subscribers.

**Notification/Response Email Address:**  

- 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.

**From:\***

**Subject:\***

**Custom Response(s):\***

|   |  |  |
|---|--|--|
| <input type="text" value="Yes"/>          | <input type="text" value="No"/>            | <input type="text" value="At Lunch"/>    |
| <input type="text" value="Acknowledged"/> | <input type="text" value="Out of Office"/> | <input type="text" value="Unavailable"/> |

- ☐ Message DELIVERED / READ: Available only for message sent to 2way subscribers.

*\* Applies to 2-way subscribers only*

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

**Thank You, your message has been sent.**

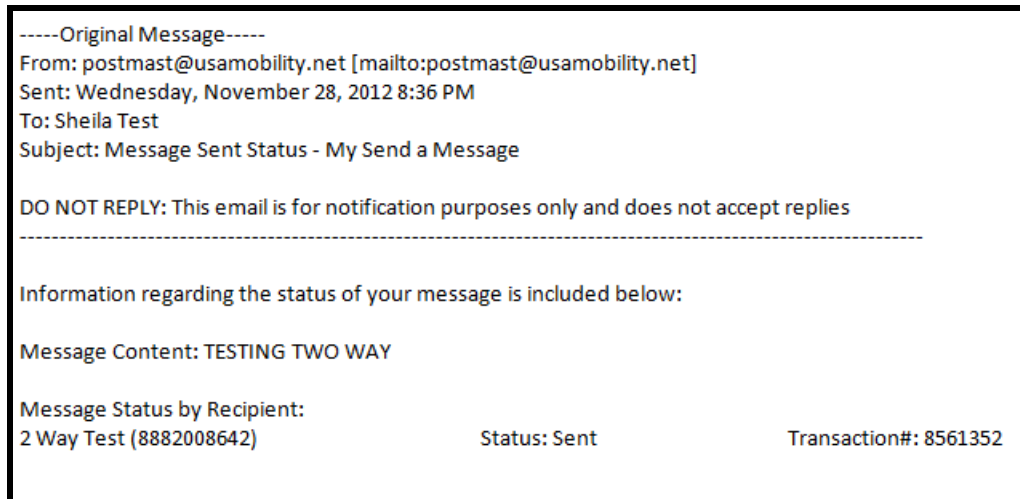
**Recipient(s):** 2 Way Test

---

**Message:** TESTING TWO WAY

---

Example of Message SENT email notification that contains message content:



### **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.

**For Msg. Status, complete both fields**

Subscriber ID: 8882008642

Transaction #: 8561352

Get Status X

- 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.

**For Msg. Status, complete both fields**

Subscriber ID: 8882008642

Transaction #: 8561352

Get Status X

is in progress

- 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.



Open

Closed

Payment History

Settings

tp205891 0205891

Total Balance: \$0.00

Pay Invoices

Print

Download

Move to Closed

| <input type="checkbox"/> | PDF | Note | Invoice Number | Bill Date | Due Date | Invoice Total | Paid Online | Total Balance | Drld |
|--------------------------|-----|------|----------------|-----------|----------|---------------|-------------|---------------|------|
| <input type="checkbox"/> |     | 0    | E0205891Q      | 04/30/20  | 05/21/20 | 0.00          | 0.00        | 0.00          | N    |
| <input type="checkbox"/> |     | 0    | E0205891Q      | 04/30/20  | 05/21/20 | 0.00          | 0.00        | 0.00          | N    |
| <input type="checkbox"/> |     | 0    | E0205891Q      | 04/30/20  | 05/21/20 | 0.00          | 0.00        | 0.00          | N    |
| <input type="checkbox"/> |     | 0    | E0205891P      | 03/31/20  | 04/21/20 | 0.00          | 0.00        | 0.00          | N    |

### 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 | —             | —               | <input checked="" type="checkbox"/> |
| 11/11/2014   | X3235391K | \$19.57       | N/A | —             | —               | <input checked="" type="checkbox"/> |
| 10/11/2014   | X3235391J | \$19.57       | N/A | —             | —               | <input type="checkbox"/>            |
| 09/11/2014   | X3235391I | \$19.57       | N/A | —             | —               | <input type="checkbox"/>            |
| 08/11/2014   | X3235391H | \$19.57       | N/A | —             | —               | <input type="checkbox"/>            |
| 07/11/2014   | X3235391G | \$19.57       | N/A | —             | —               | <input type="checkbox"/>            |
| 06/11/2014   | X3235391F | \$19.58       | N/A | —             | —               | <input type="checkbox"/>            |
| 05/11/2014   | X3235391E | \$19.58       | N/A | —             | —               | <input type="checkbox"/>            |
| 04/11/2014   | X3235391D | \$19.58       | N/A | —             | —               | <input type="checkbox"/>            |
| 03/11/2014   | X3235391C | \$19.58       | N/A | —             | —               | <input type="checkbox"/>            |
| 02/11/2014   | X3235391B | \$19.58       | N/A | —             | —               | <input type="checkbox"/>            |

[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   | terry.test@testing.com | <input style="width: 150px;" type="text"/> |
| X3235391K   |                        |  |

☐ 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**

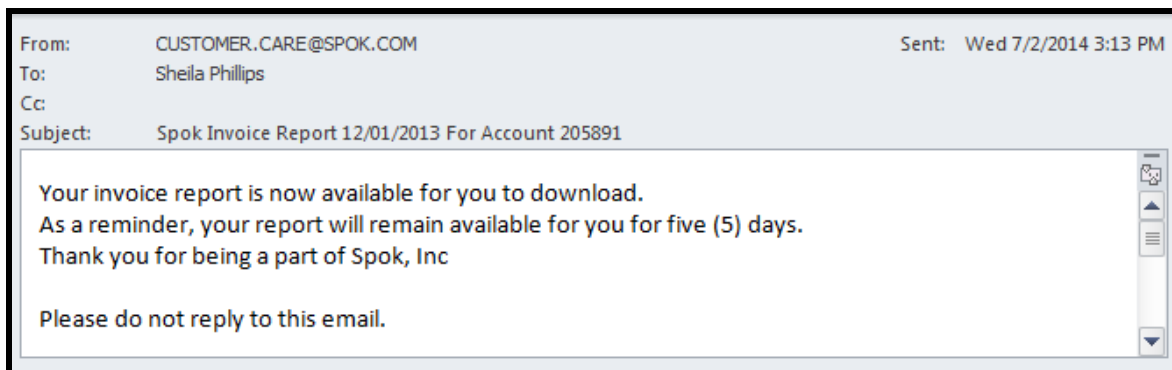
**YOUR REQUEST IS BEING PROCESSED**

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.



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

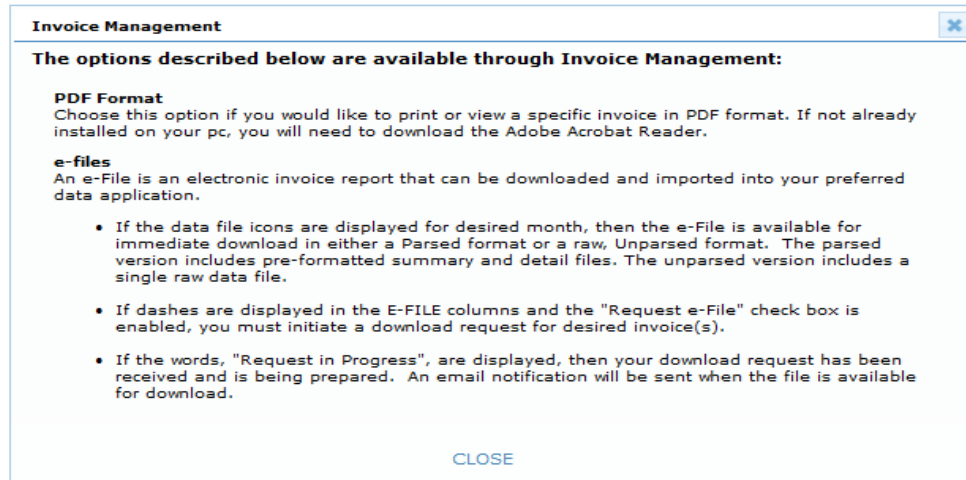
The sample below depicts multiple invoices are available via the E-file format. The user will have a choice to download either *Parsed* or *Unparsed* files.

| View an invoice by selecting the PDF icon or available e-Files icon.<br>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 |  |  | <input type="checkbox"/> |
| 11/11/2014   | X3235391K | \$19.57       | N/A |  |  | <input type="checkbox"/> |
| 10/11/2014   | X3235391J | \$19.57       | N/A |  |  | <input type="checkbox"/> |
| 09/11/2014   | X3235391I | \$19.57       | N/A |  |  | <input type="checkbox"/> |
| 08/11/2014   | X3235391H | \$19.57       | N/A |  |  | <input type="checkbox"/> |
| 07/11/2014   | X3235391G | \$19.57       | N/A |  |  | <input type="checkbox"/> |
| 06/11/2014   | X3235391F | \$19.58       | N/A |  |  | <input type="checkbox"/> |
| 05/11/2014   | X3235391E | \$19.58       | N/A |  |  | <input type="checkbox"/> |
| 04/11/2014   | X3235391D | \$19.58       | N/A |  |  | <input type="checkbox"/> |
| 03/11/2014   | X3235391C | \$19.58       | N/A |  |  | <input type="checkbox"/> |
| 02/11/2014   | X3235391B | \$19.58       | N/A |  |  | <input type="checkbox"/> |
| <a href="#">CLICK HERE</a> to download Adobe Acrobat.<br>Balance information and amount due displayed on the PDF Invoice may not reflect your current account status.<br><br><a href="#">Sign up for our e-invoice program</a> |           |               |     |   |   |                          |

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

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. ?

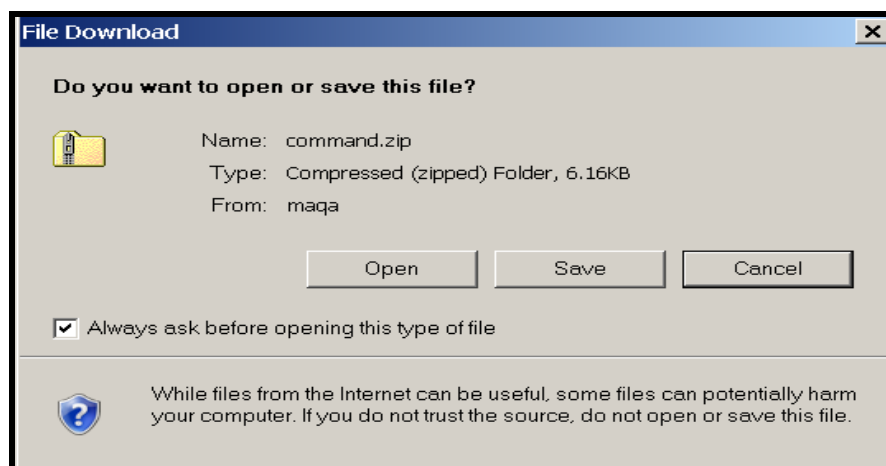
A pop-up information window regarding the applicable options through Invoice Management will display as seen in the sample below.



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

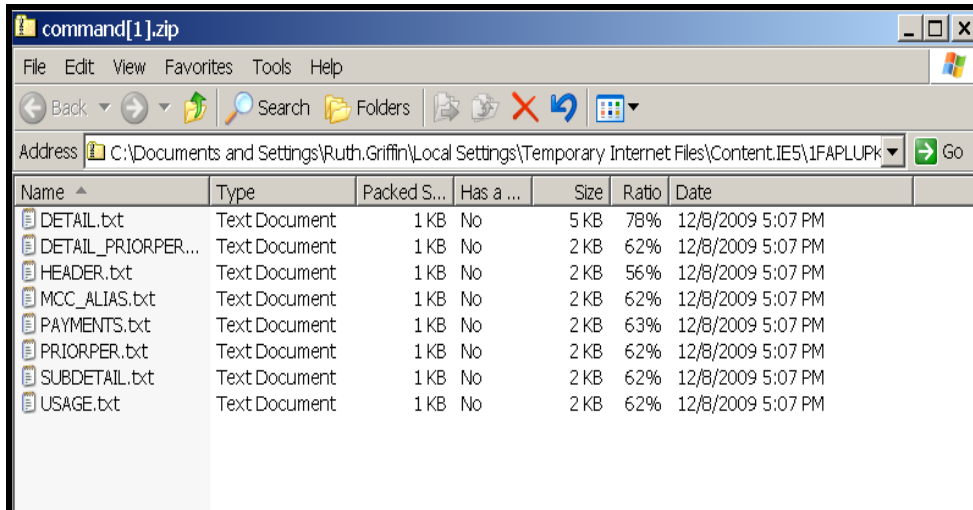
The **Electronic Invoice Program** is designed for customers that wish to receive their billing data electronically. You will have the option to choose between a Parsed or Un-Parsed file. The Parsed option will download a file that has already been parsed and formatted by Spok. (This will eliminate the 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.

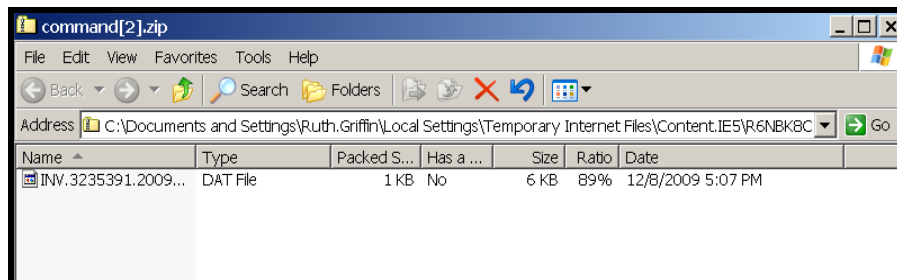




Click **Open** to display the **Parsed / Un-Parsed** file(s) ~Or~ click **Save** to save in a designated folder. **Parsed files** are already formatted by Spok and will display for the user to download as seen in the sample below. **NOTE; This will eliminate the need for the E-Parse software as used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

Sign up for our new e-invoice program below and help us stop the presses!  
Update your Statement Delivery Preference and Email Address below.

**Please select your Statement Delivery preference:**

☒ **Electronic Statement Only**  
I would like to stop receiving paper statements in the mail and view my statement online via My Account.

☐ **Print/U.S. Mail**  
I would like to receive a paper statement in the mail and understand this service may be subject to a fee.

---

**If you selected the Electronic Statement Only option, it is necessary to maintain a valid e-mail address so that Spok, Inc may notify you once your invoice is available for retrieval and payment.**

---

**I authorize Spok, Inc to send me an e-mail alert when my invoice is available to be viewed on-line.**

**Spok Inc is not responsible for delays in the transmission of e-mail alerts.**  
In the event you do not receive an anticipated e-mail notice, it is your responsibility to log on to retrieve your invoice and arrange for payment on your account. If your e-mail address changes and you wish to continue the Electronic Statement Only delivery option, you are required to notify Spok, Inc's Customer Care group.

☒ **I accept these Terms & Conditions**

CANCEL | SUBMIT

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.

Sign up for our new e-invoice program below and help us stop the presses!  
Update your Statement Delivery Preference and Email Address below.

**Please select your Statement Delivery preference:**

☐ **Electronic Statement Only**  
I would like to stop receiving paper statements in the mail and view my statement online via My Account.

☒ **Print/U.S. Mail**  
I would like to receive a paper statement in the mail and understand this service may be subject to a fee.

---

**If you selected the Electronic Statement Only option, it is necessary to maintain a valid e-mail address so that Spok, Inc may notify you once your invoice is available for retrieval and payment.**

---

**I authorize Spok, Inc to send me an e-mail alert when my invoice is available to be viewed on-line.**

**Spok Inc is not responsible for delays in the transmission of e-mail alerts.**  
In the event you do not receive an anticipated e-mail notice, it is your responsibility to log on to retrieve your invoice and arrange for payment on your account. If your e-mail address changes and you wish to continue the Electronic Statement Only delivery option, you are required to notify Spok, Inc's Customer Care group.

☒ **I accept these Terms & Conditions**

CANCEL | SUBMIT

## 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).

**Payment History**

**ACCOUNT BALANCE**

|                            |              |
|----------------------------|--------------|
| <b>TOTAL DUE:</b>          | \$129,021.79 |
| <b>Since last invoice:</b> | \$90.00      |
| <b>Current charge:</b>     | \$128,931.79 |
| <b>30 days past due:</b>   | \$0.00       |
| <b>60 days past due:</b>   | \$0.00       |
| <b>90 days past due:</b>   | \$0.00       |

**PAYMENT HISTORY**

| DATE              | AMOUNT       |
|-------------------|--------------|
| January 23, 2015  | \$5.00       |
| January 23, 2015  | \$5.00       |
| January 23, 2015  | \$5.01       |
| January 15, 2015  | \$5.01       |
| December 04, 2014 | \$258,891.03 |

CLOSE

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.

**MY BILLING DETAILS**  
**Account#:** 2167198  
**Account Name:** EMP TEST EQUIP JXN & PAGERS  
**Name:** TERRY PALMERTREE  
  
**Past Due Amount:** \$0.00  
**Current Charges:** -\$13.13  
**Recent Activity:** \$2,033.38  
**Total Balance:** \$2,020.25  
**Last Payment:** \$0.00  
  
**Account Actions**

- \* [MANAGE/MAKE A PAYMENT](#)
- \* [INVOICES - VIEW/PRINT/DOWNLOAD](#)
- \* [SIGN UP FOR E-INVOICE](#)
- \* [REVIEW PAYMENT HISTORY](#)
- \* [ACCOUNT MAINTENANCE](#)
  - ✦ [MANAGE ACCOUNT](#)
  - ✦ [MANAGE MY LOGIN](#)
  - ✦ [MANAGE MY PAGING USERS](#)
  - ✦ [MANAGE MY PAGING DOMAIN](#)
  - ✦ [MANAGE MESSAGE FORWARD DOMAIN](#)
- \* [ASK A QUESTION](#)

## 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.

BILL INFO | SHIP INFO

**Bill Address Information**

**Contact:**

**Contact Phone:** (  )  -  ext:

**Alternate Phone:** (  )  -  ext:

**Fax Phone:** (  )  -  ext:

**Address 1:**

**Address 2:**

**Address 3:**

**City, State:**

**Zip:**  -

**Email:**

[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.

BILL INFO | SHIP INFO

| Ship Addresses      |                    |              |            |   | <a href="#">ADD NEW SHIP ADDRESS</a> |
|---------------------|--------------------|--------------|------------|---|--------------------------------------|
| NAME                | ADDRESS            | CITY, STATE  | ZIPCODE    | ACTION  |                                      |
| MY ACCOUNT TESTING  | 120 1/2 N COPIA ST | EL PASO , TX | 79905-1202 | -BILL ADDRESS-                                |                                      |
| A & A COIN MACHINES | 900 BURGESS DR     | EL PASO , TX | 79907-2404 | <a href="#">EDIT</a>   <a href="#">DELETE</a> |                                      |

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

**ADD NEW SHIP ADDRESS** ✕

**Contact:**

**Contact Phone:** (  )  -  ext:

**Address 1:**

**Address 2:**

**Address 3:**

**City, State:**

**Zip:**  -

[CLOSE](#) | [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.

Login Information

Login ID: tp2767920

Name:

Password:  (7 character minimum, 8 character max.) ?

Confirm Password:

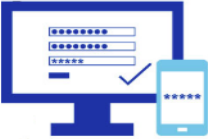
Phone: (  )  -  Ext:  \*\* We may contact you at this number.

Login Email:

[UPDATE](#) | [MANAGE TWO-FACTOR AUTHENTICATION SETUP](#)

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.

Edit Two-Factor Authentication



Steps to Edit Two-Factor

1. Enter the email and or cell phone number you want to receive the access code.

Email:

Cell:

Preferred: ☐ Email ☐ Cell Phone

2. Click below to send the access code.

[Send Access Code](#)

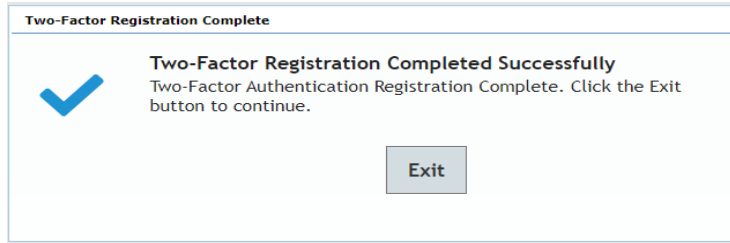
3. Retrieve the Access Code from your email or cell phone.

Access Code:

4. Click "Save" to save your changes or "Cancel" to cancel the changes.

[Save](#) [Cancel](#)

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



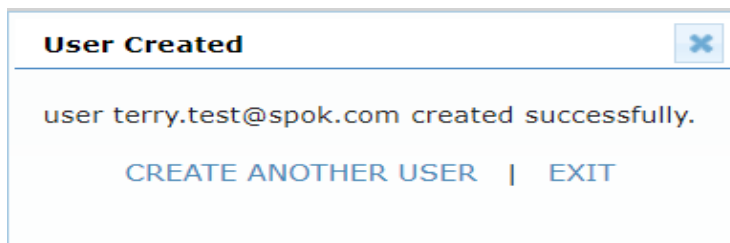
## Manage My Paging Users

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

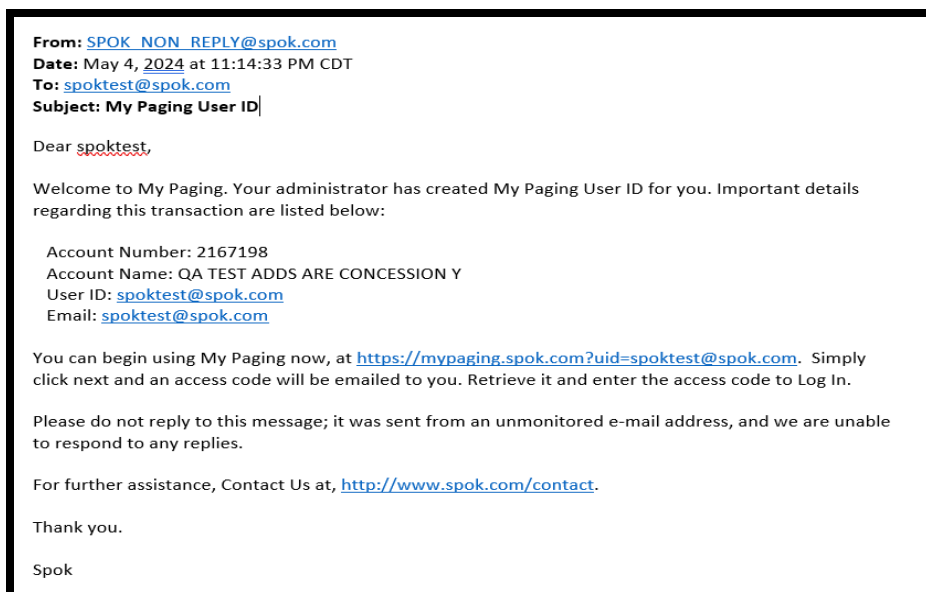
To add a new user select the **ADD NEW USER** link. The **Create New User** page will display.

A form titled "CREATE NEW USER". It has two input fields: "User ID/Email:" and "Pager Number: ( ) Pin:". Below the fields are two links: "CANCEL" and "SAVE".

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.



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 |     | <a href="#">DELETE</a>   <a href="#">UPDATE</a> |

<< <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  
 ALL  
 bellsouth.net  
 spok.com

[ADD NEW USER](#)

| USER ID/EMAIL       | DOMAIN   | PAGER NUMBER   | PIN | ACTION  |
|---------------------|----------|----------------|-----|---|
| terry.test@spok.com | spok.com | (214) 786-3800 |     | <a href="#">DELETE</a>   <a href="#">UPDATE</a> |

<< <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.



UPDATE USER INFO

User ID/Email: terry.test@spok.com

Pager Number: ( 214 )

786

3800

Pin:

CANCEL

SAVE

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.

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

SEARCH

Enter User ID or associated Pager Number.

User ID/Email: test

Pager Number: ( ) -

SEARCH

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

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

Search result for: User - test

Click Here to return to the search options. Click Here to return to User List.

<< <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 |
| 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

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

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          |
|---------------------|----------|----------------|-----|-----------------|
| 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

SEARCH

Enter User ID or associated Pager Number.

☒ User ID/Email:  test

☐ Pager Number: (  )   -

SEARCH

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

Search result for: User - test

[Click Here](#) to return to the search options. [Click Here](#) to return to User List.

<< <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 |
| testing@spok.com    | spok.com | (330) 258-2600 |     | DELETE   UPDATE |

<< <PREV 1 NEXT> >>

Page 1 of 1 | Page#:  GO

To complete a new search select **Click Here** to return to **search options** 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:  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.

Add New My Paging Domain

My Paging Domain:

CANCEL | ADD

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

My Paging Domain Created

New My Paging Domain testing.com added.

ADD ANOTHER DOMAIN | EXIT

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

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

Deactivate My Paging Domain

spok.com domain has 4 active My Paging users. Do you want to proceed with de-activating this domain?

CANCEL | CONFIRM

**\*\*Note:** Deactivation of this domain will not affect any active My Paging Users; however, you will no longer be able to add new My Paging users to this domain.

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

Customer-specific domains, which control access to authentication emails, have been defined for MyPaging User IDs. Select the appropriate action to manage valid domains. **Note:** Only active domains can be used to create new MyPaging User IDs. Domains that are Deactivated or Deleted have no impact on existing MyPaging Users.

ADD NEW DOMAIN

| 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.

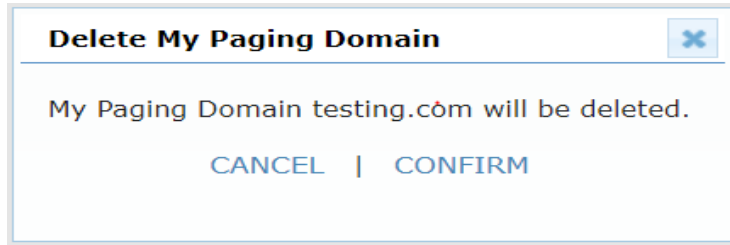
Activate My Paging Domain

My Paging Domain spok.com will be activated.

CANCEL | CONFIRM

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.



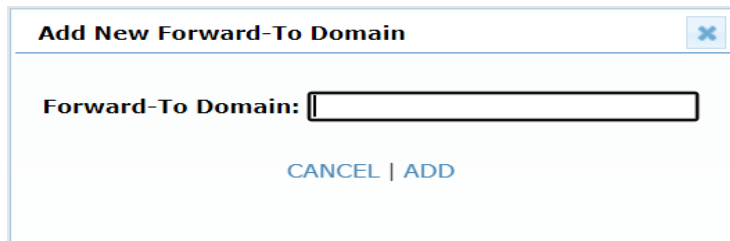
Select **CONFIRM** to Delete MyPaging Domain or **CANCEL** to return to Manage My Paging Domain list.

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

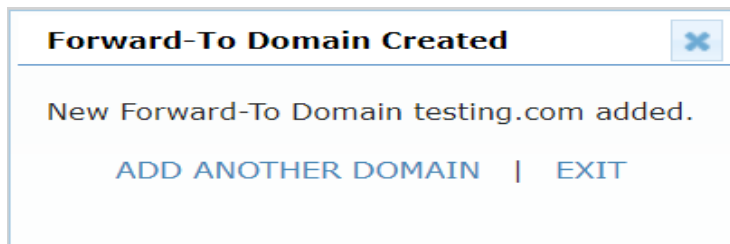
### Manage Message Forward Domain

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 exist, users will be permitted to forward messages to any email address domain.

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

Deactivate Forward-To Domain

spok.com domain has an active Forward-To. Do you want to proceed with de-activating this domain?

CANCEL | CONFIRM

*\*\*Note: Deactivation of this domain will not affect any active Forward-To; however, you will no longer be able to add new Forward-To to this domain.*

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.

Activate Forward-To Domain

Forward-To Domain spok.com will be activated.

CANCEL | CONFIRM

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.

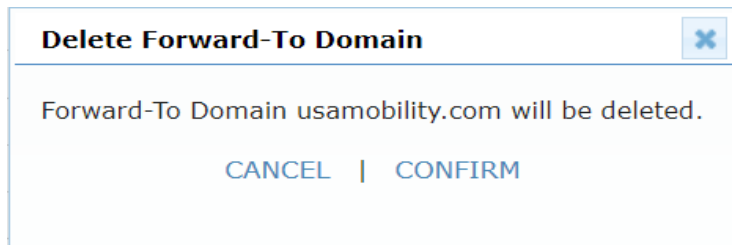
Customer-specific Forward domains, which control Message Forwarding to an email address, have been defined for Forward transactions. Select the appropriate action to manage valid Forward domains. **Note:** Only active domains can be used for Message Forward transactions. Domains that are Deactivated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

[ADD NEW DOMAIN](#)

| FORWARD-TO DOMAIN | STATUS      | CURRENT FWD COUNT | ACTION                     |
|-------------------|-------------|-------------------|----------------------------|
| abc.              | Active      | 0                 | <a href="#">DELETE</a>     |
| bellsouth.net     | Active      | 0                 | <a href="#">DELETE</a>     |
| spok.com          | Active      | 1                 | <a href="#">DEACTIVATE</a> |
| test.com          | Deactivated | 1                 | <a href="#">ACTIVATE</a>   |
| testing.com       | Active      | 0                 | <a href="#">DELETE</a>     |

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.

Ask A Question

Please select a topic, enter your question and email your question to our customer care representatives

Select a Topic: 

---- Select ----

Enter Your Question:

CANCEL | SUBMIT

Available topics include:

---- Select ----

---- Select ----

Order Additional Wireless Device

Exchange Wireless Device

Add/Modify Wireless Device Features

Update/change Account Information

Billing/Payments/Collection

Call Count/Usage Inquiry

Wireless Device Alias Information

Wireless Device Reference Information

Sub Account Information

Discontinue Service

Technical Assistance

Sending Messages

Product Information

Reset my voicemail passcode

Help with My Account Logon

Other