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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) or you may require customer service support. Please contact Customer Support with any questions or concerns. (Typically our larger clients and medical community will require Customer Support assistance to be set up and you will receive an email with your user name and password once your access has been established.)

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

Logging into My Account

Visit http://www.spok.com/solutions/paging/my_account to display the My Account Introduction screen and click on the MY ACCOUNT LOGIN button as shown below. You can also bookmark the login page in your Internet browser for simpler access in the future.
The following screen will display and you will be prompted to log into the system with your User ID and Password. Selecting the Stay Signed In? checkbox will allow users to remain signed in until they sign out. Once all requested information has been typed into the applicable fields click Sign In. A successful log in will display the Main menu options screen.

Create a User ID and Password

First time users accessing My Account to set up an account must select the link to ‘Register’.
At this time, only individual and small business customers will have the functionality to enroll in My Account. All other Spok customers are required to contact the customer service number listed on their invoice for registration assistance.

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

The Login Information screen will be displayed as seen below.

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

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

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

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

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

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

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

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

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

**Expired Password**

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

The following screen will display with the prompt that the password has expired and a new password must be created.
All fields will require an entry.

![Password requirements screen]

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.

![Password updated screen]

**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.

![User ID disabled screen]
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**.

![Confirmation Screen](image-url)
My Account Main Menu

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

NOTE: If you have multiple account numbers to access, you will see a list of the accounts as illustrated below. You can select an individual account by clicking on the account name or view your primary account by clicking on the “Click Here to Access Your Primary Account” link. You may also Sort the list by the Department Name.
You also will have the ability to search for a specific account by clicking **Search** for a Secondary Account. The following screen will display with search options to choose from for entry.

* Only one search option can be utilized at one time.

* You can enter search information into a specific field. Click on “**Search**” to begin the search process.
Main Menu

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

Device Search

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

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

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

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

Add a Device

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

Once “Add a Device” is selected from the main menu, you will be offered a selection of messaging device products from a screen similar to the one in the example below. Select the radio button next to the device type you wish to order.
The next step as illustrated below is to indicate your choice to purchase or lease the new device(s) if allowed per your contract with Spok. Select the appropriate option from the drop down menu.
If the Purchase option is selected, the device cost will display directly above the Monthly Charges.

![Image of Ownership Options]

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.

![Image of Device Selection with Coverage Options]

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

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

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

The display will then change to a drop down menu of available area code and prefix combinations for the entered area code. In this example: 215 area code has 4 prefixes available. Select the area code/prefix combination from the drop down menu to continue. If no numbers are available for the entered area code, you will be prompted to select another area code.
• Selection of a Personal Toll-Free will display a drop down menu of available toll free area codes as shown below. Note: Prefix selection is not available for personal toll-free numbers.

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

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

• **Contract Type** – if your account has established cost center or departmental billing, a drop down menu of available cost centers/departments will display as shown above. If no selection is made, an error message indicating contract selection is required will display when trying to submit the order.

• **Domain** - Select preferred domain for text messaging devices from drop down menu or leave as is for default domain of ‘usamobility.net’.

• **Add/Edit Device Reference** - includes holder name and/or device reference fields 1 and 2 for accounts that elect to utilize these reference fields. If quantity ordered is greater than 1, separate reference fields will display for each device as shown below:
• Information Services – available for text messaging and two way devices only.
Click **CONTINUE** at the bottom right corner. The Shipping/Payment Information fields will display to allow selection of a saved shipping address or to enter a new address and to enter a payment method if one is required at the time of order. If your account has an existing credit card on file, you will be offered the Quick Pay option.

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

Once the Shipping address and payment information (if required) has been entered, click the **SUBMIT ORDER** link at the bottom right corner. You will be prompted to **Continue**:

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

<table>
<thead>
<tr>
<th>Device Number</th>
<th>PIN</th>
<th>Capcode</th>
<th>Serial Number</th>
<th>Holder Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>(201) 495-0571</td>
<td>1090401</td>
<td>002339554</td>
<td>S6AB8A2HDM</td>
<td>EMP PAMELA ROY</td>
</tr>
<tr>
<td>(800) 946-4646</td>
<td>002246309</td>
<td>ADFMEND990</td>
<td>EMP ACCOUNT TESTING ONLY</td>
<td></td>
</tr>
<tr>
<td>(215) 265-0339</td>
<td>1075823</td>
<td>37AXXY49M7</td>
<td>EMP ACCOUNT TESTING ONLY</td>
<td></td>
</tr>
<tr>
<td>(888) 200-8448</td>
<td>002126090</td>
<td>M0041400174</td>
<td>EMP KEN SMITH</td>
<td></td>
</tr>
<tr>
<td>(215) 265-980</td>
<td>006390306</td>
<td>T3120703973</td>
<td>EMP ACCOUNT TESTING ONLY</td>
<td></td>
</tr>
<tr>
<td>(215) 265-0266</td>
<td>003401204</td>
<td>S6ABAV2FNS</td>
<td>EMP ACCOUNT TESTING ONLY</td>
<td></td>
</tr>
<tr>
<td>(973) 225-6016</td>
<td>0590024042</td>
<td>SN0044581956</td>
<td>TRAINING</td>
<td></td>
</tr>
<tr>
<td>(256) 433-0007</td>
<td>002126089</td>
<td>M0041400171</td>
<td>EMP KATIE PIKE</td>
<td></td>
</tr>
<tr>
<td>(228) 208-0040</td>
<td>1177332</td>
<td>M0036483129</td>
<td>EMP MIRANDA JACKSON</td>
<td></td>
</tr>
</tbody>
</table>

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

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

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

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

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

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

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

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

- Even Exchange
- Upgrade Exchange
- Spare Exchange

Even Exchange

For an Even Exchange, the following window will be displayed to indicate device cost, if applicable, and any existing device reference information. A similar device will be delivered with the same pager phone number and options as the existing device.
You may click the Add/Edit Device Reference link to update the device reference details for the new device at this time then click Continue to proceed.

The Shipping/Payment Information fields will display to allow selection of a saved shipping address or to enter a new address and to enter a payment method if one is required at the time of order. If your account has an existing credit card on file, you will be offered the Quick Pay option.
**NOTE**: Only physical addresses will be displayed, no post office boxes will be displayed.

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

Once the Shipping address and payment information (if required) has been entered, click the SUBMIT ORDER link at the bottom right corner. You will be prompted to Continue:

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

![Shipping Information]

![Shipping Information]

**NOTE**: This amount does not include taxes, surcharges, or shipping fees.
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.
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](image)

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](image)

The following confirmation screen will display upon successful activation:

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

The last section of the screen may allow for additional selection/modification of Domain (for text messaging devices), Device Reference (holder and up to 2 device reference fields may be available as shown below) and Information Services for the new device.
Once all available selections have been made, click SUBMIT ORDER to continue. You will be prompted to confirm the exchange to the spare device:

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

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

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

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

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

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.

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

If Spok Mobile management is enabled for your account, the Spok Mobile selection option will display once the Pager Number has been selected. Click the Edit Spok Mobile Info link Device Email address for the user’s Smart phone as shown below. Click Add Spok Mobile to continue or Cancel to return to the Activate Your Spare Device page.
Once all available selections have been made, click **SUBMIT ORDER** to continue. You will be prompted to confirm activation of the device:

Select **NO** to remain on the activate spare device screen. Select **YES** to activate and send a test page to the device. The following confirmation screen will display the new pager phone number assigned to the device.
If Spok Mobile was selected for the new device, the user will receive an email with further instructions to download and register the Spok Mobile application on their Smartphone.

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

Select the messaging type/device model for the spare devices you intend to order. Depending on your contract with Spok, your options for spare devices may differ from those shown below:
In this example, we will order spare text messaging devices. Once the messaging type/device model is selected, a screen similar to the following will display.

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

Enter the Quantity of units you wish to order and indicate whether you wish the devices to be programmed with Information Services.
Click **CONTINUE** to proceed to Shipping Information. You may select from any previous shipping addresses saved to your account from the drop down menu or you may add a new shipping address for this order.

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

Once the Shipping address has been entered, click the **SUBMIT ORDER** link at the bottom right corner. You will be prompted to **Continue:**
Click **YES** to submit the order. A confirmation screen will display with the Order # as shown below:
View My Device(s)

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

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

Sort By Device Number
Clicking on Device Number will sort all records by area code. (If multiple numbers exist per device, records will sort using primary pager number.)
Sort By Capcode
Clicking on Capcode will sort all records in numerical order.

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

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

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

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

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

Click the prompt SEARCH to locate a specific device using the following search window.
This feature will allow you to search for a specific device by Device number, PIN number, Capcode, Serial Number or Holder Name.

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

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

Edit Device Info

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

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

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

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

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

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

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

Device Detail User Options

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

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

NOTE: Any option for which the specific device or account/login is not eligible will appear as inactive (grayed out). In this example, the device is currently eligible for all User Options.

USER OPTIONS

Send a Message

Exchange a Device

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

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

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

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

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

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

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

Click Here to view further instructions regarding Alias Maintenance within this guide.
MSG Carbon Copy/Fwd

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

Reset Encrypted Password

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

Select Confirm to submit the reset password request.
Send a Test Page

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

**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.

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, 8005551212@my2way.com, 8005551212@usamobility.net or 8005551212@airmessage.net) with text (i.e., name@archwireless.net, name@my2way.com, name@usamobility.net or name@airmessage.net). The phone number portion is still active but the text email address may be easier to remember.

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

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

Select the Alias Maintenance menu option

The screen will display up to 100 device numbers.
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.
Search

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

Search requirements:

- Select and enter only one criterion for each search.
- When searching by the device number, the number must be a complete (10 digit) device number.
- When searching by the device number plus PIN, the number must be a complete (10 digit) number plus PIN.
NOTE: During Alias Edit, a warning message prompt will appear when the current My Account session is about to expire. Select Y to reset the session timer for an additional 30 minutes. Not responding or selecting N will allow session to expire; you will need to log back in and rekey any changes.

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

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

![Single Update Illustration](image1.png)

- **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.

![Mass Edit Illustration](image2.png)

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.
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 Forward and Multi-Messenger group management options as shown below.

Message Carbon Copy/Message Forward

This option will allow you to have practically any of your wireless device’s messages copied or forwarded 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/Fwd will display a listing of all devices that are eligible for this service.

NOTE: Selecting a Spok Mobile service record will display the edit fields for Message Forward only since Spok Mobile service is not eligible for Message Carbon Copy.
**Note:** "ON" indicates that messages are currently being Carbon Copied or Forwarded 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 and/or Forwarding does not exist.

<table>
<thead>
<tr>
<th>DEVICE NUMBER</th>
<th>HOLDER NAME</th>
<th>MSG Cc</th>
<th>MSG FWD</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>(201) 495-0570</td>
<td>EMP KENNETH SMITH</td>
<td>OFF</td>
<td>OFF</td>
<td>VIEW/MODIFY</td>
</tr>
<tr>
<td>(201) 495-0571</td>
<td>EMP PAMELA ROY</td>
<td>OFF</td>
<td>OFF</td>
<td>VIEW/MODIFY</td>
</tr>
<tr>
<td>(800) 946-4646</td>
<td>EMP PAMELA ROY [1090401]</td>
<td>OFF</td>
<td>OFF</td>
<td>VIEW/MODIFY</td>
</tr>
<tr>
<td>(215) 265-0266</td>
<td>EMP ACCOUNT TESTING ONLY</td>
<td>OFF</td>
<td>OFF</td>
<td>VIEW/MODIFY</td>
</tr>
<tr>
<td>(215) 265-0339</td>
<td>EMP ACCOUNT TESTING ONLY</td>
<td>OFF</td>
<td>OFF</td>
<td>VIEW/MODIFY</td>
</tr>
<tr>
<td>(888) 200-8445</td>
<td>EMP ACCOUNT TESTING ONLY</td>
<td>OFF</td>
<td>OFF</td>
<td>VIEW/MODIFY</td>
</tr>
<tr>
<td>(215) 265-0365</td>
<td>EMP ACCOUNT TESTING ONLY</td>
<td>OFF</td>
<td>OFF</td>
<td>VIEW/MODIFY</td>
</tr>
<tr>
<td>(215) 265-1853</td>
<td>EMP KEN SMITH</td>
<td>OFF</td>
<td>OFF</td>
<td>VIEW/MODIFY</td>
</tr>
<tr>
<td>(215) 265-4980</td>
<td>EMP KEN SMITH</td>
<td>OFF</td>
<td>OFF</td>
<td>VIEW/MODIFY</td>
</tr>
<tr>
<td>(256) 433-0007</td>
<td>EMP MIRANDA JACKSON</td>
<td>OFF</td>
<td>OFF</td>
<td>VIEW/MODIFY</td>
</tr>
<tr>
<td>(800) 200-3702</td>
<td>EMP ACCOUNT TESTING ONLY</td>
<td>OFF</td>
<td>OFF</td>
<td>VIEW/MODIFY</td>
</tr>
<tr>
<td>(877) 216-0809</td>
<td>EMP JANET FISCHER</td>
<td>OFF</td>
<td>OFF</td>
<td>VIEW/MODIFY</td>
</tr>
<tr>
<td>(973) 225-6016</td>
<td>EMP KATIE PIKE</td>
<td>OFF</td>
<td>OFF</td>
<td>VIEW/MODIFY</td>
</tr>
</tbody>
</table>

**NOTE:** For more search options, within the header of the screen select ‘Click here’ to search for a specific device and the screen will display additional search fields to choose from as shown below.
Only one search option can be selected at a time. Enter the applicable search information and click ‘Search’ to display the search results as shown in the sample below.

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

Click the **Update** link to the right of the added or modified address to save changes. A single device can have up to 3 carbon copy recipients (one wireless device and 2 email addresses). Message forwarding allows for only recipient, but can be a wireless device or email address. Please note that if you copy one device’s messages to another device, both devices will be responsible for the monthly call/message counts. With Message Forwarding, only the recipient device receives the messages. Messages will no longer be received on the primary device.

Check the **Delete** box next to a carbon copy or forwarding address you wish to remove from the device and click UPDATE.
If the transaction is successful the Message Carbon Copy/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 Message Carbon Copy and Forwarding are both active on the device, Message Carbon Copy will be suspended until Forwarding is removed. The status will indicate “inactive” in the MSG Cc status column.

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

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

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

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

Step 5: Items 3 & 4: Enter the Pager Number or Email address for each follower. Please note that 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](image)

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](image)

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

**Modify Existing Group**

**Add Group Members**

Step 1: From the Manage Devices menu, select **MESSAGE ROUTING**, then **MULTI-MESSENGER** to view the group list.
Note: If multiple groups exist, the SEARCH GROUPS function can be used to search for a specific group by Group Leader Number, Group Leader Name, Member Device Number or Member Email Address. You may also sort the list by Device Number or Group Name by clicking the applicable column name.

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

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

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

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

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

**Delete Group Members**

**Step 1:** From the Manage Devices menu, select MESSAGE ROUTING, then MULTI-MESSENGER to view the group list.
**Note:** If multiple groups exist, the SEARCH GROUPS function can be used to search for a specific group by Group Pager Number, Group Name, Member Pager Number or Member Email Address. You may also sort the list by Group Leader or Group Name by clicking the applicable column name.

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

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

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

You may delete as many group members as you wish from the group; however, if only one member remains, an indicator will appear at the top of the Group Edit View and the Delete link will be disabled.
Deletion of the last member of a group requires use of the **DELETE GROUP** function.

**Update Group Name**

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

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

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

**Delete a Group**

**Step 1:** From the Manage Devices menu, select **MESSAGE ROUTING**, then **MULTI-MESSENGER** to view the group list.
Note: If multiple groups exist, the SEARCH GROUPS function can be used to search for a specific group by Group Pager Number, Group Name, Member Pager Number or Member Email Address. You may also sort the list by Group Leader or Group Name by 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.

Step 4: If you DO NOT want to delete this group, then click NO to cancel the request and exit the Group Edit View. You must confirm your intention to delete the entire group by checking the box on the last line and clicking YES.
Confirmation of the group deletion will appear as shown below. You may go to the main menu or return to the Group View page.

**Note about ARMM**

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

**Create New Group:**

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

The following is an example only. Device reference details will vary by account:
**Update Group Name:**

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

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

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

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

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

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

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.

The user will have the ability to sort by Device Number, Capcode or Service Type within this screen. If needed, multiple devices may be selected for export.
NOTE: To narrow down the search for a specific device phone number use the Search prompt as seen in the header portion of the screen. The Search Option screen will display as seen in the following screen illustration. Search options include: Device number/Pin, Holder Name or Alias.

- Specify the date or date/time range combination. **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.

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

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

<table>
<thead>
<tr>
<th>Device Number</th>
<th>Pin</th>
<th>Holder Name</th>
<th>Message Sequence</th>
<th>Direction of Page</th>
<th>Date/Time Sent</th>
<th>Date/Time Delivered</th>
<th>Date/Time Read</th>
</tr>
</thead>
<tbody>
<tr>
<td>(677) 792-7796</td>
<td>0</td>
<td>No messages found</td>
<td>25</td>
<td>To Device</td>
<td>09/15/2014-03:57:44pm</td>
<td>09/15/2014-03:58:08pm</td>
<td>09/15/2014-04:15:53pm</td>
</tr>
<tr>
<td>(614) 721-0905</td>
<td>0</td>
<td>No messages found</td>
<td>16</td>
<td>To Device</td>
<td>09/16/2014-02:36:46pm</td>
<td>09/16/2014-02:36:46pm</td>
<td><strong>//</strong>**<strong>-</strong>**<strong>-</strong>*</td>
</tr>
<tr>
<td>(614) 721-0029</td>
<td>0</td>
<td>No messages found</td>
<td>23</td>
<td>To Device</td>
<td>09/18/2014-04:19:59pm</td>
<td>09/18/2014-04:19:59pm</td>
<td><strong>//</strong>**<strong>-</strong>**<strong>-</strong>*</td>
</tr>
<tr>
<td>(614) 721-0037</td>
<td>0</td>
<td>MOSES FRITZ</td>
<td>22</td>
<td>To Device</td>
<td>09/22/2014-09:24:45am</td>
<td>09/22/2014-09:24:45am</td>
<td><strong>//</strong>**<strong>-</strong>**<strong>-</strong>*</td>
</tr>
<tr>
<td>(614) 721-0057</td>
<td>0</td>
<td>MOSES FRITZ</td>
<td>20</td>
<td>To Device</td>
<td>09/22/2014-12:29:52pm</td>
<td>09/24/2014-02:30:59pm</td>
<td><strong>//</strong>**<strong>-</strong>**<strong>-</strong>*</td>
</tr>
<tr>
<td>(800) 945-4666</td>
<td>0</td>
<td>1440009</td>
<td>19</td>
<td>To Device</td>
<td>09/27/2014-09:21:29pm</td>
<td>09/29/2014-02:28:15pm</td>
<td><strong>//</strong>**<strong>-</strong>**<strong>-</strong>*</td>
</tr>
</tbody>
</table>
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

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.)
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.

Only one search option can be selected at a time. Enter the applicable search information and click ‘Search’ to display the search results as shown in the sample below.
Click the **VIEW/MODIFY** link in the ACTION column for the corresponding pager number to add or modify the Spok Mobile information. In this sample, the Spok Mobile feature has not yet been added for this device.

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

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

In this sample, the Spok Mobile feature has been added for this device.
- Retain Paging Device No may be selected if you no longer want to retain your paging device and want to continue with Spok Mobile Service.

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

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

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

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

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

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

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

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

You can select a specific device by clicking on the device telephone number to display the device detail screen as illustrated below with specifics for that device.
Select Exchange a Device - Spare Exchange will display if your organization qualifies and participates in the spare device program.

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

A list of your available spares will appear as shown below.
To select one, click on its capcode or serial number. Only devices that are Unlike will display.

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

![Device Detail Screen Screenshot]

Coverage
- Gulf Coast
- 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

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 Screenshot]

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.

**SERVICE TYPE** | **MODEL** | **Coverage** | **Usage Plan** | **Optional Features** | **Device Maintenance** | **Pager Number Type** |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Text Messaging</td>
<td>Brave 802 Flax</td>
<td>Texas Statewide</td>
<td>5000 Messages Per Month</td>
<td>Canned Greeting/30sec</td>
<td>Device Protection</td>
<td>Keep My Current Number</td>
</tr>
</tbody>
</table>

**Monthly Charges:** $11.95

**Domain**
usamobility.net

**Total Charges:** $11.95

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

**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.**
Network Performance

The Network Performance function in My Account will provide an interface to view the monthly Delay graphs as this is Spok’s internal monitoring system to view system performance. Only authorized My Account customers will have the link to access and view the selected system performance/specific frequency graphs.

Once the Network Performance option has been selected the paging frequency records for that specific account will display with a link(s) for each specific graph zone as seen in the following sample illustration.

The following sample depicts multiple paging frequency networks available for viewing.

![View Network Performance](image)

Clicking on the desired link will open the Delay Graph as seen in the sample illustration below. Multiple links if needed, can be accessed and the graphs will display in order.
Delivery time for the messages as seen in the selected Delay graph above is determined by seconds.

The graph per the sample above depicts messages with a current delivery time of 29 seconds, the minimum is 22, the average is 28 and maximum delivery time is 38 seconds.

The dates along the bottom of the graph will display so that the user can see network performance for that specific day / time-line if needed.

**My References**

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

**My Send a Message**

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

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

My Account users will access My Send a Message from the main My Account menu:
My Send Message Only users will log in to My Send a Message from the My Account login page: https://myaccount.usamobility.com/ to access the My Send a Message Main Menu:
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

  ![Address Book](image)

- Click ADD NEW CONTACT.

  ![Add New Contact](image)

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

Once all of the contacts have been added to the Address Book, click the Previous Screen button to return to the My Send a Message main menu.

**Manage Address Book Entries**

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

- Select EDIT next to the entry to be changed. You may change the contact name, address type and/or address. Click SAVE to save the changes or CANCEL to undo changes and keep the original entry. If the subscriber is no longer valid (not in service, pager number changed, etc.) an error message will be indicated in red.
• Select **DELETE** next to the entry to be removed from the address book. A confirmation prompt will display asking you to confirm the delete request. Click **Yes** to delete, or **No** to cancel the request.

![Delete Contact?](image)

**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

![Message Groups](image)

• Click the **ADD NEW GROUP** link
**Enter a name for your new group**

<table>
<thead>
<tr>
<th>Group Name:</th>
<th>Create</th>
</tr>
</thead>
</table>

- 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.**

<table>
<thead>
<tr>
<th>Group Name: Green Group</th>
<th>Return to Group</th>
</tr>
</thead>
</table>

**Add Group Members:**

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Address Type</th>
<th>Address</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barb</td>
<td>PIN Number</td>
<td>1090401</td>
<td>ADD</td>
</tr>
<tr>
<td>Sheila</td>
<td>Alias</td>
<td>tester</td>
<td>ADD</td>
</tr>
<tr>
<td>Test User</td>
<td>Device Number</td>
<td>(888) 305-7878</td>
<td>ADD</td>
</tr>
</tbody>
</table>

- 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 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.

```
My Groups

<table>
<thead>
<tr>
<th>Group Name</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue Group</td>
<td>VIEW/MODIFY</td>
</tr>
<tr>
<td>Green Group</td>
<td>VIEW/MODIFY</td>
</tr>
<tr>
<td>Red Group</td>
<td>VIEW/MODIFY</td>
</tr>
</tbody>
</table>

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: Green Group

Existing Group Members:

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Address Type</th>
<th>Address</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sheila</td>
<td>Alias</td>
<td>testuser</td>
<td>DELETE</td>
</tr>
<tr>
<td>Test User</td>
<td>Device Number</td>
<td>(888) 365-7678</td>
<td>DELETE</td>
</tr>
</tbody>
</table>

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

• **Delete Group** – Click the DELETE GROUP link in the upper right corner to dismantle and delete the entire group. The following confirmation prompt will appear to confirm 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.

**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: [input field]

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

Custom Responses:

[Input fields for custom responses]

Notification/Response Email Address: [input field]

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 2way 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 2way devices.

- Display Name – enter the default FROM name you wish to appear when sending messages to 2way 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 messages.
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.

**Send a Message**

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

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

**Selecting Recipients**

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

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

- Click the more info (?) symbol next to the ADD link to review valid messaging address formats as shown below:
• If the recipient is a valid SPOK subscriber, the address will be added to the recipient list. Recipients added as one-time addresses will NOT be added to the Address Book.

• If the address is not a valid SPOK subscriber, an error message will be indicated in red. Verify the address or contact Customer Support for assistance.
You may also select recipients from your existing Address Book or Message Groups.

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

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

NOTE: A maximum of 100 recipients may be selected for a single message. The 100 recipient maximum includes the count of all one-time addresses, individual contacts and individual group members. For example: Selection of a single group with 98 members will leave only TWO available slots open. You may select two individual contacts or a second group with just two members.
• Click REMOVE next to a contact or group name to delete from the recipient list or CLEAR to remove ALL recipients.

Compose Message

• Once recipients have been selected for a message, click COMPOSE MESSAGE.

• Each individual and group member recipient will be validated against the SPOK messaging server.

• All group members will display as individual recipients and duplicates will be removed from the recipient list.

• The list of recipients will be grouped as 1 way Alpha, 1 way Numeric and/or 2 Way. The allowable message length depends on the recipient with the lowest messaging capability.
  
  o 2-way – 500 characters (including subject, custom responses, and from/to address fields)
  o 1 way Alpha – 240 characters
  o 1 way Numeric – 40 digits (numeric entry only)
For example, if the recipient list included a 2 way and a 1 way Numeric, the message length would be limited to 40 numeric digits, since the numeric device has the lowest messaging capability. If recipient list included a 2 way and a 1 way Alpha, the message length would be limited to 240 alphanumeric characters, the messaging capability of the 1 way Alpha.

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

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

![Recipient List Example]

- 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.

![Message Composition Example]

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:

![Notification Options Example]
• 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.

<table>
<thead>
<tr>
<th>Custom Response(s):*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>At Lunch</td>
</tr>
<tr>
<td>Acknowledged</td>
</tr>
<tr>
<td>Out of Office</td>
</tr>
<tr>
<td>Available</td>
</tr>
</tbody>
</table>

- **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.

Example of Message SENT email notification that contains message content:

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

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

Information regarding the status of your message is included below:

Message Content: TESTING TWO WAY

Message Status by Recipient:
2 Way Test (8682088642) Status: Sent Transaction #: 8561352
```
Message Status

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

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

  ![Message Status Form]

- 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.

  ![Message Status Form with status]

- 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

Make a Payment

Click on Make a Payment and the next window will display the Make a Payment window which allows you to make a payment By Credit Card or By Bank Account. If no payment information exists the By Credit Card tab will default. To make a payment using your bank account, select By Bank Account.

Sign up for our e-invoice program
Click here to view further instructions regarding signing up for our e-inverse program within this guide.

By Credit Card
To make a one-time payment using your credit card, enter your credit card number, C.V.V number, expiration date, credit card type, billing address, and zip code. Select Make Payment.

Note: The Payment Amount field located in the top center of the page will be pre-populated with the balance due on the account. This amount can be changed; a minimum payment of $5.00 is required.

Note: The Send Receipt To field located at the bottom of the page will be pre-populated with the email address associated with the account login. To send the Credit Card Payment Receipt to an alternate email address input that address.

Payment Amount: 112.74 ($5.00 minimum)

BY CREDIT CARD  |  BY BANK ACCOUNT

Card Number: [ ] CVV: [ ]
Exp: [ ] / 2020 [ ]
Card Type: [ ]
Billing Street Address: [ ]
City, State: [ ] [ ] AK - Alaska [ ]
Zip: [ ] - [ ]
Send Receipt To: terry.palmer@spok.com

☐ Setup this Credit Card for Auto Charge
☐ Setup this Credit Card for Quick Pay

MAKE PAYMENT

Sign up for our e-inverse program
Click the information icon next to the C.V.V field to display the CVV Details screen as seen in the sample below.

Select **Make Payment** to complete the transaction.

The Confirm Post Payment screen will display, select **YES** to post your payment. Select **No** to return to Make a Payment.

**NOTE:** Payments are always posted towards your oldest existing balance first.
If the payment transaction is successful you will receive a confirmation number. Print this screen for your records.

**PAYMENT PROCESSED**

Thank you. Your payment has been processed.

- **Credit Card Type:** Visa
- **Credit Card Number:** xxxxxxxxxxxx0026
- **Payment Amount:** 5.00
- **Confirmation #:** TAS247

RETURN TO MAIN MENU

**Auto Charge**

To select Auto Charge for the credit card entered, select the checkbox beside the *Set up this card for Auto charge* option.

- **Payment Amount:** $5.00 ($5.00 minimum)

**BY CREDIT CARD | BY BANK ACCOUNT**

- **Card Number:** 401200003330026
- **CVV:** 999
- **Exp.:** 1/2021
- **Card Type:** Visa
- **Billing Street Address:** 1800 E County Line Rd
- **City, State:** Ridgeland, MS - Mississippi
- **Zip:** 39157
- **Send Receipt To:** terry.palmetree@spok.com

- **Setup this Credit Card for Auto Charge**
- **Setup this Credit Card for Quick Pay**

MAKE PAYMENT

Sign up for our e-invoice program

Select **Make Payment** to complete the transaction.
The Confirm Post Payment screen will display, select **YES** to post your payment. Select **No** to return to Make a Payment.

**NOTE:** Payments are always posted towards your oldest existing balance first.

If the payment transaction is successful you will receive a confirmation number. Print this screen for your records.

Quick Pay
To select Quick Pay for the credit card entered, select the checkbox beside the *Setup this credit card for Quick Pay.*

The Confirm Post Payment screen will display, select **YES** to post your payment. Select **No** to return to Make a Payment.
NOTE: Payments are always posted towards your oldest existing balance first.

If the payment transaction is successful you will receive a confirmation number. Print this screen for your records.

![PAYMENT PROCESSED]

**Payment Amount:** 122.74 ($5.00 minimum)

**By Bank Account**

If you would prefer to process payment via banking account (only available on personal banking accounts as this time, not business), click By Bank Account. You will be prompted to enter bank account number, routing number, check number, first and last name of primary account holder, account address and payment address. Click **Make Payment** to complete the transaction.

The Confirm Post Payment screen will display, select **YES** to post your payment. Select **No** to return to Make a Payment.

NOTE: Payments are always posted towards your oldest existing balance first.
If the payment transaction is successful you will receive a confirmation number. Print this screen for your records.

![PAYMENT PROCESSED]

**PAYMENT PROCESSED**

Thank you. Your payment has been processed.

Bank Account: xxxxx9999
Bank Routing: 999999992
Payment Amount: 5.00

RETURN TO MAIN MENU

Auto Debit

To select Auto Debit for the bank account information entered, select the checkbox beside the *Set up this card for Auto Debit* option. Click on **Make Payment** to complete the transaction.

![Auto Debit Screen]

The Confirm Post Payment screen will display, select **YES** to post your payment. Select **No** to return to Make a Payment.

**NOTE:** Payments are always posted towards your oldest existing balance first.
If the payment transaction is successful you will receive a confirmation number. Print this screen for your records.

![Payment Processed Screen]

To return to the main menu, click on the Return to Main Menu link.
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.

![Screen Sample](image)
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.

<table>
<thead>
<tr>
<th>REPORT NAME</th>
<th>LOGIN EMAIL ADDRESS</th>
<th>ALTERNATE EMAIL ADDRESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>X3235391L</td>
<td><a href="mailto:terry.palmertree@spok.com">terry.palmertree@spok.com</a></td>
<td></td>
</tr>
<tr>
<td>X3235391K</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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.

Click the more info (?) symbol located at the top of the Invoice Selection screen to display additional information.
A pop-up information window regarding the applicable options through Invoice Management will display as seen in the sample below.

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

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

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

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

*Note; This will eliminate the need for the E-Parse software as used in the past.*

Un-Parsed files are in .DAT file type as seen below and must be formatted as it contains raw data.
Sign up for E-Invoice
Click Sign up for E-Invoice and the next window will display the E-Invoice Login Information. To stop receiving paper statements in the mail and view your statements online via My Account, select the radio button in front of Electronic Statement Only. Input your email address, Contact Name, click the checkbox beside “I accept these Terms & Conditions, select SUBMIT. Your invoice delivery preference will be updated.

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

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

To return to the main menu, click “Close” at the bottom of the My Account window.
Account Maintenance

Click on the Account Maintenance button and three options will display; Manage Payment Option, Manage Account and Manage Login.
Manage Payment

The Manage Payment Option enables you to establish automatic payment options for your invoices. You can select to make auto payments on a credit card or from a banking account. If at any time after establishing auto pay, you would like to deactivate it and return to making manual payments (checks via mail), re-visit this menu option and deactivate the auto pay feature by selecting Manage Payment Option and selecting “Remove my current credit card payment method and information completely”.

Sign up for our e-invoice program

Click here to view further instructions regarding signing up for our e-invoice program within this guide.

Manage Account

The Manage Account option will display your billing and shipping information. The Bill Info section will contain display your billing address, telephone number and email address. If you need to modify any of your billing information, input the new information and select Update.
Selecting Ship Info will display your shipping addresses currently on file. To EDIT a shipping address, select EDIT, input the new information and select Update. To DELETE a shipping address, select DELETE beside the appropriate ship address. Select DELETE on Confirm Deleting Ship Address window.

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

Manage Login

The Manage Login option will display your name, user name, password, telephone number and email address. If you need to modify any of that information (excluding your login), click on Manage Login and you will be able to update those fields. Once they’re updated in My Account, within minutes it’s also updated in our national back office software system as well. Although Customer Support will continue to support you, there’s no need to place a follow up call to them – once you’ve done the transaction in My Account, it’s done in both places.

To return to the main menu, click on the Main Menu button in the Login Updated window.
Ask a Question

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

Available topics include:

Select a Topic:

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