


## Alias Maintenance

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. Under User Options, select Alias Maintenance. This option is also available from the Main Menu.


DEVICE DETAILS	USER OPTIONS
 <p data-bbox="363 947 526 968">DEVICE FEATURES</p>	<p data-bbox="646 743 886 764"><b>HolderName:</b> TERRY 1</p> <p data-bbox="646 772 964 814"><b>Device Number:</b> ( 972 ) 229 - 2910</p> <p data-bbox="646 823 797 844"><b>PIN:</b> 0000000</p> <p data-bbox="646 852 919 873"><b>Svc Type:</b> Text Messaging</p> <p data-bbox="646 882 971 903"><b>Coverage:</b> StateWide Coverage</p> <p data-bbox="646 911 870 932"><b>Capcode:</b> 007333795</p> <p data-bbox="646 940 919 961"><b>Frequency:</b> 929.6125MHz</p> <p data-bbox="646 970 984 991"><b>Model:</b> Sun Telecom Titan 5 Flex</p> <p data-bbox="646 999 808 1020"><b>Email Domain:</b></p> <p data-bbox="646 1029 976 1100"><b>Features:</b> Voice Mail Feature, Encrypted Device with Passcode, MyAlias</p> <p data-bbox="646 1108 870 1129"><b>Monthly Rate:</b> \$9.70</p> <p data-bbox="646 1138 976 1192"><small>Number of included calls/characters are based upon the plan selected with your initial purchase</small></p> <ul data-bbox="1032 743 1333 1115" style="list-style-type: none"> <li>✦ SEND A MESSAGE</li> <li>✦ EXCHANGE A DEVICE</li> <li>✦ MODIFY FEATURES</li> <li>✦ MESSAGE TRACKING</li> <li>✦ SPOK MOBILE™</li> <li>✦ <b>ALIAS MAINTENANCE</b></li> <li>✦ MSG CARBON COPY/FWD</li> <li>✦ RESET ENCRYPTED PASSWORD</li> <li>✦ SEND A TEST PAGE</li> <li>✦ RESET VOICE MAIL PASSCODE</li> <li>✦ REPROGRAM DEVICE</li> <li>✦ CANCEL DEVICE</li> </ul>

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.

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

 [SEARCH](#) for a specific device.

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

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[MASS EDIT](#)



Sort By Device Number

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

Sort By Capcode

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

Sort By Holder Name.

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

Print Records

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

[CLICK HERE TO PRINT THIS PAGE](#)

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

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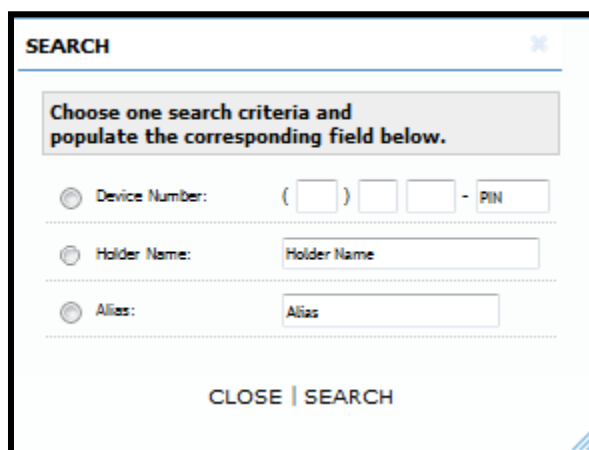
DEVICE NUMBER	PIN	CAPCODE	HOLDER NAME	ALIAS DOMAIN	ALIAS
(866) 200-3991		002192859	EMP SHEILA TEST	usamobility.net	
(201) 495-0570		9999999999	EMP KENNETH SMITH	usamobility.net	
(888) 200-8642		9999999999		usamobility.net	test45 ✓
(201) 495-0571		003348969	EMP PAMELA ROY	usamobility.net	test46 ✓
(800)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

## Search

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

Search requirements:

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



The screenshot shows a search dialog box titled "SEARCH" with a close button in the top right corner. Below the title is a grey instruction box: "Choose one search criteria and populate the corresponding field below." There are three radio button options, each with a corresponding input field:

- Device Number: (  )   - PIN
- Holder Name:
- Alias:

At the bottom of the dialog, there are two buttons: "CLOSE" and "SEARCH".

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

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

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

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

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

Edit alias name, domain and preferred alias for the selected records.					
DEVICE NUMBER	PIN	CAPCODE	HOLDER NAME	ALIAS DOMAIN	ALIAS
(888) 200-8642	9999999999	EMP KENNETH SMITH	usamobility.net		test45 ✓
					✓
					✓
					✓
(201) 495-0571	003348969	EMP PAMELA ROY	usamobility.net		test45 ✓
					✓
					✓
					✓

CANCEL | SUBMIT CHANGES

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

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

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

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

[RETURN TO LIST](#)