



MY ACCOUNT

ONLINE ACCOUNT MANAGEMENT AT YOUR FINGERTIPS

Convenience You Can Count On

With My Account from Arch Wireless, you can securely view and manage all aspects of your account from the convenience of your desktop. Simply click on the My Account icon from the Arch.com web site and you are in control of your account. Whether you simply want to view your account balance or perform more complex transactions, My Account allows you to do so with ease.

It's just one more way Arch Wireless is working to serve you better.



Our Customers Agree...

"I was very impressed with My Account right away. It is very clear and easy to use. My Account helps me stay organized and gives me more control. It saves me time and makes my work much easier."

— New York City Police Department

"Regarding My Account, I LOVE IT! It is the next best thing to having my own personal rep on hand 24-7. I love having the ability to program replacements from home. I can change user-names as staff changes, and tracking cap codes is done by a mere click of a mouse. I highly recommend this service to any manager handling large pager accounts."

— Fox Chase Cancer Center

"Using My Account enables me to manage my account better. It saves me time when requesting and activating replacement pagers. The site is very easy to use."

— Standard Parking Inc.

"Registering my account and activating a replacement pager was incredibly easy!"

"Love the online access!!"

- Maintain Accounts
 - Manage Devices
 - Make Payments
- ...and more!*

ALL FROM THE DESKTOP

MY ACCOUNT FEATURES

My Account allows you to manage your account and so much more. Devices can be easily and conveniently managed from your desktop. The following information outlines all of the features and functions available to you as a My Account user.

MANAGE YOUR DEVICES

Add Devices

Order a new device and select a corresponding service plan.

View Device Details

Search for specific devices using device number, PIN or user name.

Sort and view device lists by parameters such as number or capcode. Edit device information.

Troubleshoot

Send a test page to ensure that your device is working properly.

Add and Maintain Features

Reset your voicemail passcode. Modify or add Alias names for your active device numbers.

Create and maintain Message Carbon Copy for text capable devices.

Exchange Devices

Process an exchange to replace your current device. Use this option to exchange for a similar device or an upgrade.

Activate the replacement device online.

Manage Spares

Order a spare device or activate a spare that you already have on hand.

MAINTAIN YOUR ACCOUNT

Check Your Balance

View the total amount due on your account as well as activity since the last invoice.

Find out if you have a past due balance.

Make Payments and View Payment History

Review the last 5 payments applied to your account.

Make a payment with your credit card or bank account via a secure interface.

Manage Your Invoices

Request that we mail a reprint of a recent bill or provide you with an electronic report.

You can also view and print transaction details online.

Maintain Your Account

Review and update account and billing information. Set up automatic payment from your credit card or bank account,

or store payment information for quick one-time payments. Ask a question or request service modification via email.

GET ADDITIONAL INFORMATION

Online Coverage Maps

View National, Regional and Local coverage maps for one-way and two-way service. Enter zip code for custom viewing.

See coverage in Canada and Mexico.

Get Information

Access frequently asked questions and online user guides.



SIGN UP TODAY!

Interested in simplifying your account management process?

Sign up for My Account today. Simply provide some basic account and contact information, and you'll be on your way to fast, effortless account management.

Contact Arch Wireless for More Information

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