Stanford | UNIVERSITY IT
PAGING SERVICES

Spok Mobile Setup

Step 1: (Required) Order a Messaging ID/Pager ID

A Messaging ID (Pager ID) is a unique five-digit or seven-digit numeric ID that each user must have to use any of the messaging delivery method services (similar to a username or login ID). Once a Messaging ID is created, messaging delivery services can be added to the Messaging ID profile.

To order a Messaging ID/Pager ID, go to the Messaging ID Request webpage at https://web.stanford.edu/dept/uit/message-id-request.fb.

Forgot your Messaging ID? Go to Smart Page at https://smartpage.stanford.edu and search for your name in the global search directory.

For more information, go to the Paging and Messaging Services webpage at https://uit.stanford.edu/service/paging/serviceplans.

Step 2: (Required) Install Mobile Device Management (MDM)

Go to one of these webpages to install MDM:

- Stanford Health Care: https://portal.stanfordmed.org/depts/it/MDM/SitePages/Home.aspx
- Stanford Children's Health: http://intranet.lpch.org/mobile
- Stanford University: https://mdm.stanford.edu

Step 3: Complete Spok Mobile Registration

To register Spok Mobile:

1. Go to https://mypager.stanford.edu/app/f?p=201:1 and click **Enroll in Spok Mobile**.
2. Complete the online form. You will receive a welcome email from Spok Mobile within an hour that includes registration instructions.
3. Complete the registration instructions to start sending and receiving messages.

   Note: During the registration process, you must allow notifications when promoted on the mobile device.

For more Information, go to https://uit.stanford.edu/service/paging/spokmobile.

## Step 4: Enable Health Check in Spok Mobile App

When Health Check is enabled, the app automatically notifies the user if they do not have a valid network connection. The notification appears at the top of the Spok Mobile application screen.

For more information, go to Health Check for iOS (https://knowledge.spok.com/all/products%2F%2FSpok_Mobile/Spok_Mobile_Version_4.2/User_Guide_Spok_Mobile_4.2_for_iOS/Troubleshooting) and Health Check for Android (https://knowledge.spok.com/all/products%2F%2FSpok_Mobile/Spok_Mobile_Version_4.2/User_Guide_Spok_Mobile_4.2_for_Android/Troubleshooting).

Step 5: Review Spok Mobile App Introduction
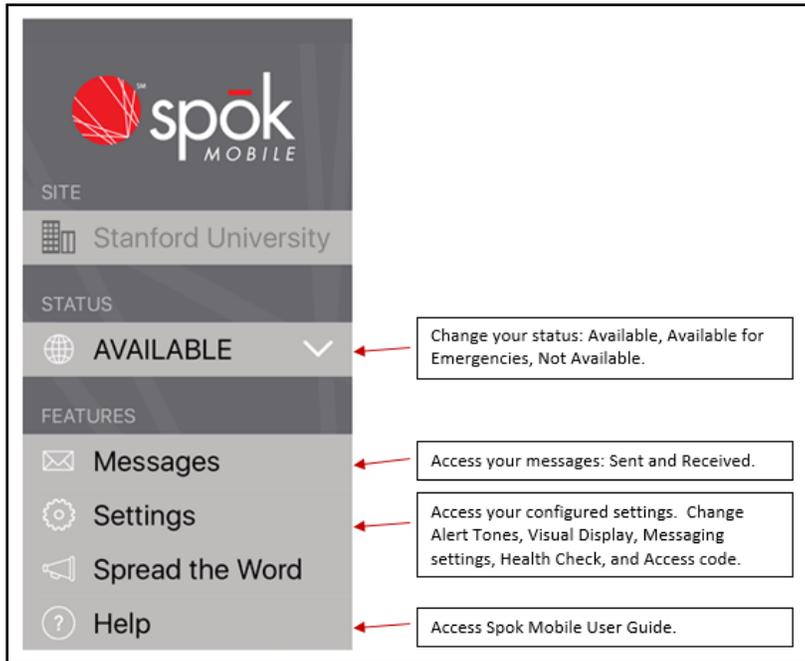
For more Information, go to the Stanford Spok Mobile Quick Reference Guide at
https://uit.stanford.edu/sites/default/files/2014/12/15/SpokMobileQuickStart_1.pdf.

FAQs for Spok Mobile

Can I change the default app settings?

Do not change any of the default device and app settings when installing Spok Mobile. The default settings are designed to provide the best available network connectivity and app effectiveness. These settings include Wi-Fi Assist ON, Low Power Mode OFF, and Do Not Disturb OFF.

I accidently changed my Wi-Fi Assist setting to OFF, how do I change it back?

Follow the appropriate link for your device. For iOS, go to https://support.apple.com/en-us/HT205296. For Android, go to https://www.howtogeek.com/275474/how-to-use-androids-wi-fi-assistant-to-keep-your-phone-safe-on-public-networks/.

I accidently changed my Low Power Mode setting to ON, how do I change it back?

Follow the appropriate link for your device. For iOS, go to https://support.apple.com/en-us/HT205234. For Android, change the settings on your device to disable power saving mode.

I accidently changed my Do Not Disturb to ON, how do I change it back?

Follow the appropriate link for your device. For iOS, go to https://support.apple.com/en-us/HT204321. For Android, go to https://support.google.com/nexus/answer/6111295?hl=en.

Which Wi-Fi networks should I avoid?

Do not use any networks that require a periodic login through a browser. The device will lose access to the Internet when the time period expires but it will not disconnect, making it unable to send and receive messages.

Networks to avoid:
- Stanford Children's Health (SCH): Surf Central
- Stanford University: Stanford Visitor
- Other: VA Wi-Fi Network

What is Health Check?

Health Check is a feature that helps identify potential connection issues. It is available on the Settings menu in the Spok Mobile app. For Health Check iOS instructions, go to https://knowledge.spok.com/all/products%2F%2FSpok_Mobile/Spok_Mobile_Version_4.2/User_Guide_Spok_Mobile_4.2_for_iOS/Troubleshooting.

For Health Check Android instructions, go to https://knowledge.spok.com/all/products%2F%2FSpok_Mobile/Spok_Mobile_Version_4.2/User_Guide_Spok_Mobile_4.2_for_Android/Troubleshooting.

How often should I run Health Check?

Run Health Check any time a user joins a new Wi-Fi network or any time a user is uncertain about their message delivery.

Normal Health Check | Health Check with Errors
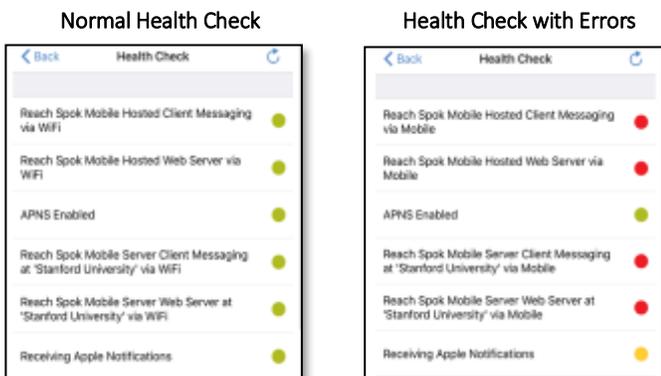
If the Health Check shows any errors, report the results to Paging Services immediately. Send an email to pageradmin@stanford.edu with a screenshot of the result, the name of the Wi-Fi network or cellular carrier, and the physical location of the Wi-Fi network (building and room number).

How do I adjust my Audible Alert Settings?

In most cases, the volume/vibrate setting on the device overrides the Spok Mobile app setting. To adjust the alert tone, change the alert tones for all Priority levels (High, Medium, and Low). Currently, individual Spok Mobile users cannot change the sent message priority level.

How do I update my status in the Spok Mobile app?

The Spok Mobile app currently has three status options: Available, Available for Emergencies, and Not Available. Your status must be set to Available in order to receive pages.

How do I change my visual display settings in the Spok Mobile app?

You can change the font size in the app.

For more information on visual display settings on iOS, go to
https://knowledge.spok.com/all/products%2F%2FSpok_Mobile/Spok_Mobile_Version_4.2/User_Guide_Spok_Mobile_4.2_for_iOS/Visual_Display_Settings

For more information on visual display settings on Android, go to
https://knowledge.spok.com/all/products%2F%2FSpok_Mobile/Spok_Mobile_Version_4.2/User_Guide_Spok_Mobile_4.2_for_Android/Visual_Display_Settings

What is an Access Code?

An Access (Unlock) Code for Spok Mobile provides additional security beyond your device passcode, although the Access Code is not necessary.

Caution: If you create an Access Code and forget it, you must delete and reinstall the app on the device.

To remove an existing Access Code, you must enter the Old Code, leave the New Code and Confirm Code boxes blank, and click **Save**.

How do I create message templates in the Spok Mobile app?

Go to **Spok Mobile App>Settings>Messages** to create standard reply messages.

For iOS message template instructions, go to
https://knowledge.spok.com/all/products%2F%2FSpok_Mobile/Spok_Mobile_Version_4.2/User_Guide_Spok_Mobile_4.2_for_iOS/Message_Templates

For Android message template instructions, go to
https://knowledge.spok.com/Spok_Products/Spok_Mobile/Spok_Mobile_Version_4.2/User_Guide_Spok_Mobile_4.2_for_Android/Message_Templates

How do I reset My Spok Mobile Registration Password?

Reset your Spok Mobile registration password by going to **Settings>Registration** and populate your username with your 10 digit mobile number. Click the **Forgot Password** link in the app and an email will be sent to you containing the password.

How do I reset my Spok Mobile Directory Authentication Password?

The Directory Authentication password allows a user to access the Stanford directory and send/reply to messages within the Spoke Mobile app. This password is the user's Smart Page password. To reset this password, go to https://mypager.stanford.edu/app/f?p=201:1.

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Support and Escalation

If you have an issue with your Spok Mobile app, report the problem immediately so we can fix it as quickly as possible.

Support Resources

View an Online Knowledgebase	Request Help or Report a Problem By Phone	Submit a Help Ticket
https://uit.stanford.edu/paging	SU and SCH: (650) 725-4357 option 2 SHC: (650) 724-4357 option 1	https://stanford.service-now.com/services?id=get_help

Additional Resources

Smart Page:

Smart Page is a Stanford paging website that allows users to view and send messages; manage personal paging profile; and set, edit, and view on-call schedules. For more information, go to https://uit.stanford.edu/service/pagingservices/smartpageupgrade.

My Pager:

My Pager is a Stanford self-help website that allows a user to enroll in Spok Mobile, reset a Smart Page Password, change their paging status, and manage their delivery destination. For more information, go to https://mypager.stanford.edu/app/f?p=201:1.

The following table shows what functionalities are provided by each resource.

Functionality	Spok Mobile	Smart Page	My Pager	Phone System (222) (650) 723-8222	Operator (288) (650) 723-6661	ServiceNow Request
Send a Page	✓	✓		✓		
Change Status (ie. Available, Not Available)	✓	✓	✓	✓	✓	
Reset Password	✓		✓		✓	✓
View Paging History	✓	✓				
Set a Covering Exception: (call forwarding) for current/future date		✓		✓	✓	
Set a Referral Exception: (Instruction to call phone number rather than page) for current/future date		✓		✓	✓	
Manage Delivery Destinations			✓		✓	
View/Edit On-Call Schedules		✓			✓	