

SPOK Procedures

Add a New User/ Cell Phone to SPOK System.

After activating a new phone for a new user, the SPOK should be modified with the new mobile number. This procedure can also be followed to add a new user only.

1. Spok paging system: <https://spokapp.uhmc.sbu.stonybrook.edu/amcom/amcomweb/>
2. Log in to **SPOK** using the credential below:

Username:	Help
Password:	desk

3. Click the **Admin** tab

4. Search for the user...then click **Edit**
Help Desk can add users if they do not have an entry.

5. MODIFY OR CHECK THE FOLLOWING ENTRIES.
6. **Gen1** tab: **Last Name, First Name, Department, Title, Record Type, Directory Group, E-mail address and User ID (SBU ID)**. This information should be located in the **Active Directory, People Master or People Soft**.

7. **Gen2 Tab: *Account ID Number (SBU ID), Web U/N (UHMC Username); Web PW** – Delete the characters in the text field.

spok Directory OnCall Patients Admin Personal Setup

Welcome: Information Technology Help Desk

Administration Search For Person (Last Name)
 Add Edit Enzinger Search
 LN FN Dept

Gen1 Gen2 **Msg Devices** Phones Alerts 1 Alerts 2 OnCall Speech 1 Speech 2 Notes History

Status In Hospital - On Page Non-Expiring

Account 108446807

Web U/N aenzinger

Web PW ***** Confirm Web PW

Web Picture Path

8. **Phones tab** (update with the Hosp Cell Phone if applicable. No dots or dashes, just the numerical)

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Administration Search For Person (Last Name) Select Person
 Add Edit Enzinger Search Enzinger, Adam (Client Support) v
 LN FN Dept

Gen1 Gen2 **Msg Devices** **Phones** Alerts 1 Alerts 2 OnCall Speech 1 Speech 2 Notes History

Extension
 Alt Ext
 Ext from AD
 Connect
 Do No Use 108446807
 Voice Mail
 VM Alt Ext 0
 VM Access #

Cell Phone ###-###-####
 Office
 Home
 Alternate Phone
 MID
 Pager Backup
 FAC

9. Click **Save** when done.
10. If user need to add Spok mobile device. Click the **edit** button.

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11. Under **Msg Devices**, click on + button.

spok Directory OnCall Patients Admin Personal Setup

Welcome: Information Technology Help Desk

Administration Save Delete Cancel Edit
 Add Edit Enzinger Search Enzinger, Adam (Client Support) v
 LN FN Dept

Gen1 Gen2 **Msg Devices** Phones Alerts 1 Alerts 2 OnCall Speech 1 Speech 2 Notes Hist

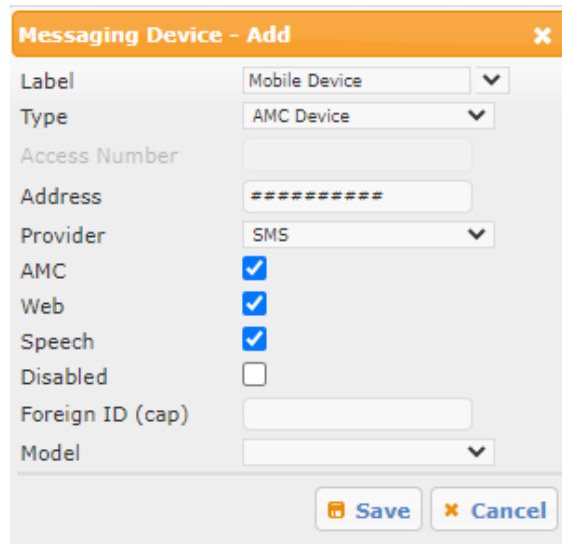
Messaging Device List

Order	Label	Address	Type	Access Number	Provider	AMC	Web	Speech	Disab
1	Mobile Device		AMC Device		Mobile	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

+ - Refresh Up Down Page 1 of 1 View 1 - 1 of 1

Pager Reassignment Reassign Pager

12. **Messaging Device – Add** should pop up. Please fill **Label** as “Mobile Devices”, **Type** as “AMC Device”, **Address** as Phone Number, **Provider** as “SMS” and make sure **AMC**, **Web** and **Speech** is checked off. Next hit **Save**.



Messaging Device - Add

Label: Mobile Device

Type: AMC Device

Access Number:

Address: *****

Provider: SMS

AMC:

Web:

Speech:

Disabled:

Foreign ID (cap):

Model:

Save Cancel

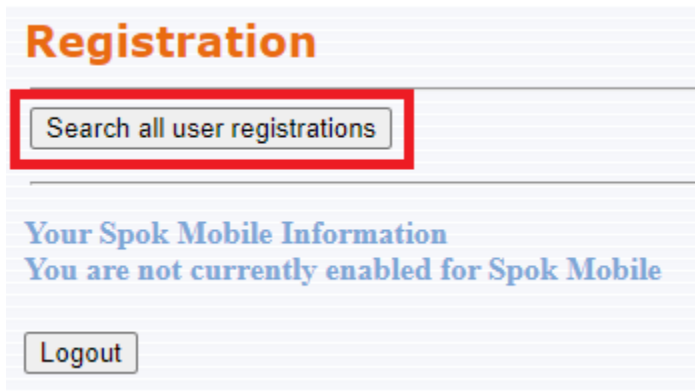
13. Click **Save** on top left corner when done.

Registering SPOK Mobile

1. Go to the SPOK Mobile Registration Page:
<https://spokapp.uhmc.sbu.stonybrook.edu/amcom/amcwebregistration/default.aspx>
2. Log in with these credentials:

Username:	Help
Password:	desk

3. Click on **Search all user registrations**



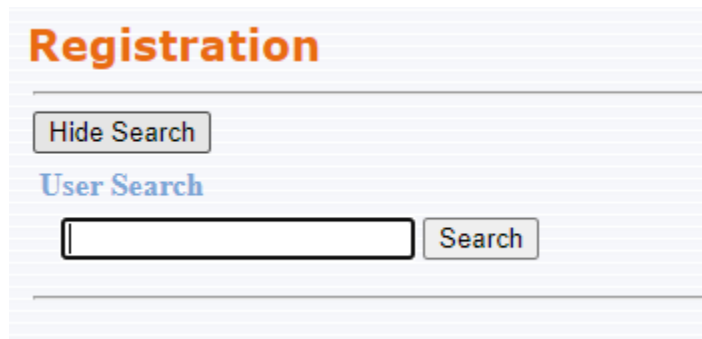
Registration

Search all user registrations

Your Spok Mobile Information
You are not currently enabled for Spok Mobile

Logout

4. User Search should pop up. Under User Search, enter users LAST NAME.



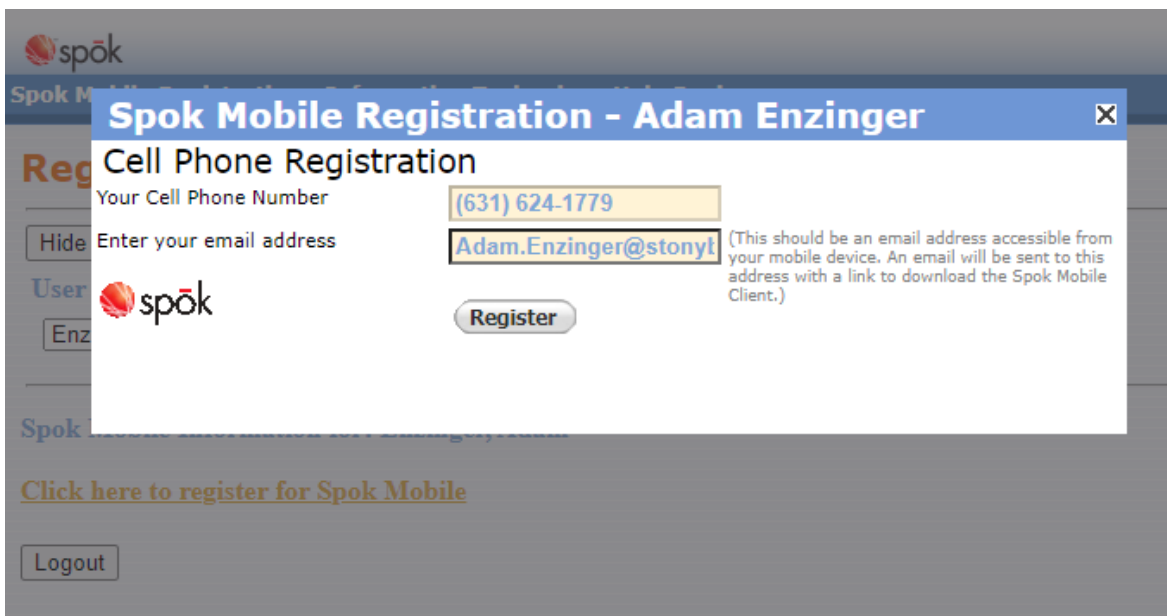
The screenshot shows the 'Registration' page with a 'Hide Search' button. Below it is the 'User Search' section, which includes an empty text input field and a 'Search' button.

5. Once you search user by last name, search for user in the drop-down box. Next click on **Click here to register for Spok Mobile**




The screenshot shows the 'Registration' page with search results for 'Adam Enzinger'. The 'User Search' section now displays a dropdown menu with 'Enzinger, Adam' selected, followed by 'Enzinger' and a 'Search' button. Below this, the text 'Spok Mobile Information for: Enzinger, Adam' is shown, along with a highlighted link that says 'Click here to register for Spok Mobile' and a 'Logout' button.

6. Once clicked, Cell Phone Registration should appear. Fill in relevant information. Then click **Register**



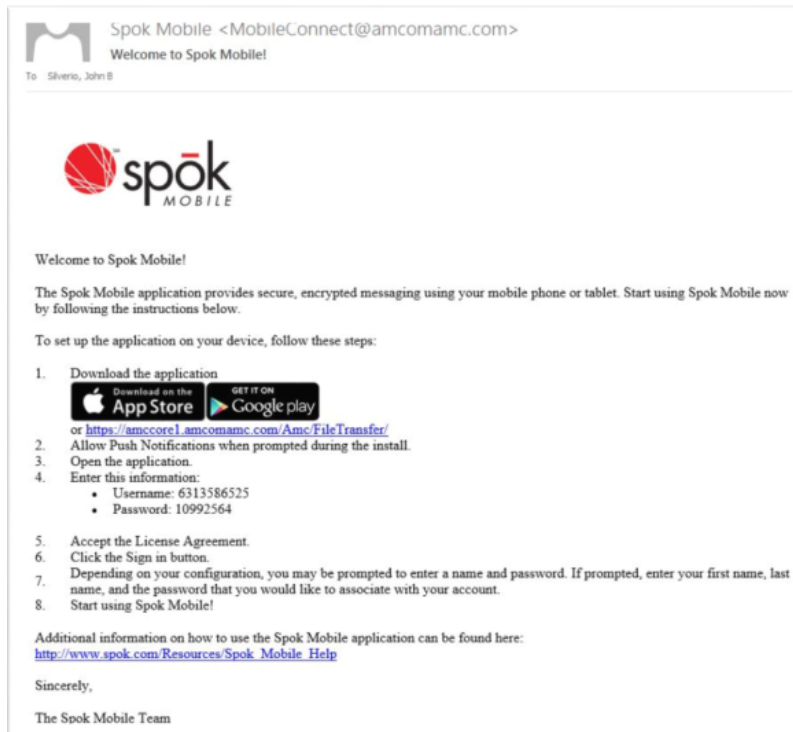
The screenshot shows a dialog box titled 'Spok Mobile Registration - Adam Enzinger' with a close button. The dialog contains the following fields and elements:

- Cell Phone Registration** (Section Header)
- Your Cell Phone Number:
- Enter your email address:
- 
-
- (This should be an email address accessible from your mobile device. An email will be sent to this address with a link to download the Spok Mobile Client.)

The background of the page is dimmed, showing the 'Click here to register for Spok Mobile' link and the 'Logout' button.

7. In the case of re-registering SPOK mobile, click **unRegister**, then follow from step 5.

8. User should receive this email:



9. Once user logs in with there credential. It should state that it **Has Been Activated**.



Notes:

- It may take a few minutes for the registration e-mail to appear.
- It is advisable to open the e-mail on the cellphone that will use the Spok Mobile app. A link to download the app is included in the e-mail.
- If not, search for Spok Mobile on the Self Service Application or the App Store (iOS)
- Every time the phone is re-registered, a different password will be generated. Make sure the user is not viewing an old Spok Mobile e-mail.