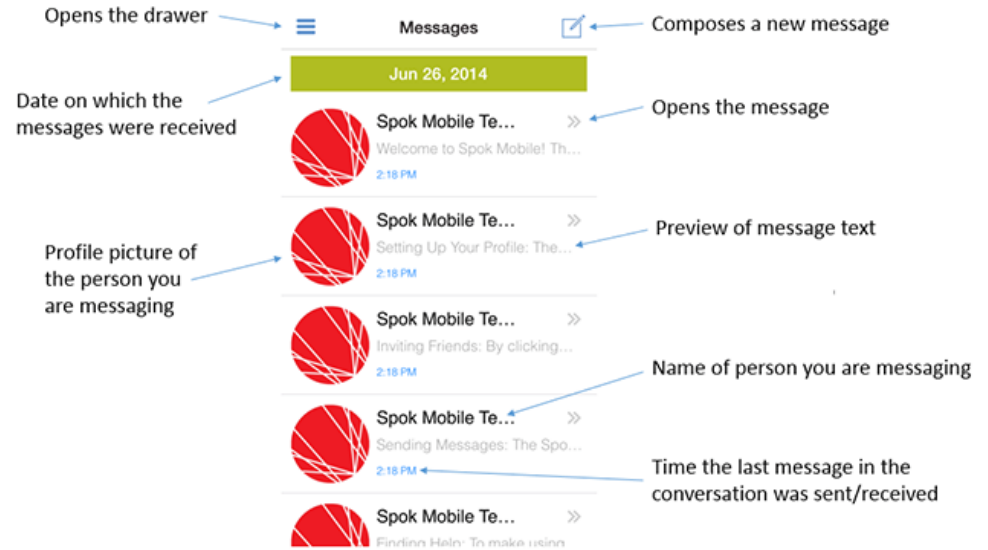# Spok Mobile
QUICK REFERENCE GUIDE

Spok Mobile is a secure two-way messaging app for iOS and Android devices that is fully integrated with Stanford's paging and messaging service. It offers directory search, picture and video attachments, full encryption, message tracking, voice and video call integration, and remote wipe capabilities.

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PAGING SERVICES

paging.stanford.edu
mypager.stanford.edu

Messages Screen

Spok Mobile lists all messages like an inbox layout, similar to email and text message applications.

Opens the drawer

Composes a new message

Date on which the messages were received

Opens the message

Preview of message text

Profile picture of the person you are messaging

Name of person you are messaging

Time the last message in the conversation was sent/received

Download & Register Spok Mobile

To start the registration process, go to mypager.stanford.edu from your mobile device.

Follow the detailed instructions and once you complete the registration form, you will receive an enrollment email within 60 minutes.

The registration email contains the Spok Mobile username, password and link to the app. Follow the link to install Spok Mobile (Apple ID required).
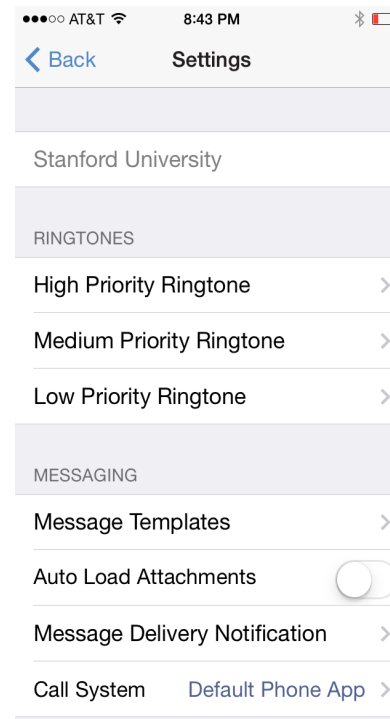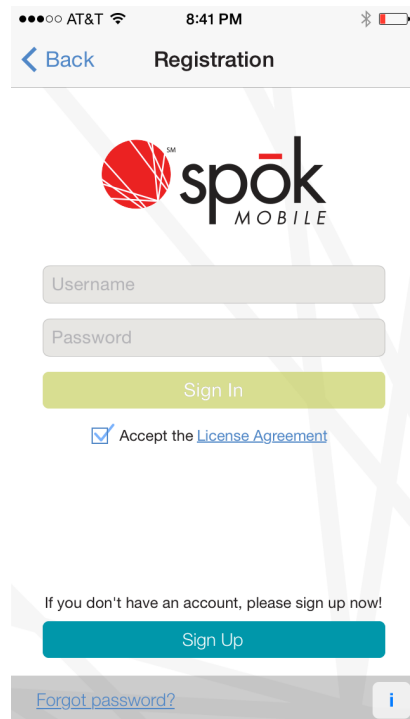
-Open Spok Mobile app.
-Click Allow Push Notifications.
-Enter in the Username and Password from the email and touch the Register button.

If the password is lost, enter the 10-digit mobile number and touch Forgot Password. The password cannot be changed at this time.

Touch the Health Check button to verify connectivity if registration is unsuccessful.

IMPORTANT: Future Spok Mobile updates might require re-registering. Open the app and touch the Register button again to re-register.

Manage Your Settings

Choose Sound, Interval and Number of Repeats for high / medium / low priorities.

Set up Templates for routine responses or a signature with name, ID or phone.

Auto Load Attachments to automatically download photos and videos when they arrive.
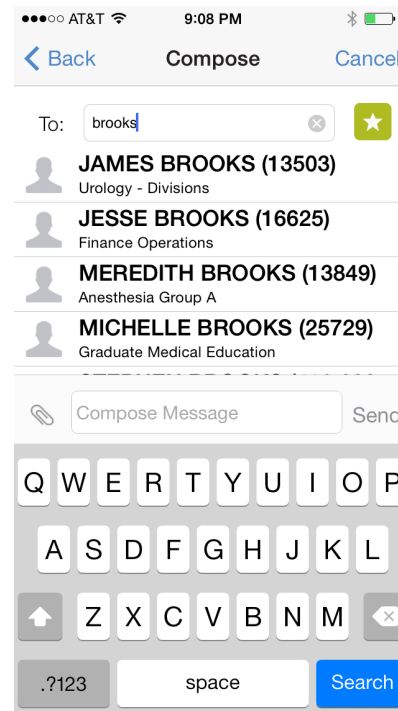
IMPORTANT: Run Health Check the first time Spok Mobile is used on each wifi network. Re-verify connectivity any time there is uncertainty about message delivery.

Enable Health Check to receive a visual notification whenever connectivity is lost.

IMPORTANT: An Access (Unlock) Code for Spok Mobile is required for PHI compliance if the device doesn't already have a passcode.

Compose a Message

Spok Mobile can send a message to any ID in the Stanford paging and messaging system, including traditional pagers and SMS.

Accesses recent contacts

Message recipient

Message text

Attaches pictures/videos

Sends message text

Attached picture/video

Search the Directory

Search the entire Stanford Paging directory by typing any part of a name, role, schedule, group or ID number in the To box. Choose the desired recipient from the list and repeat as needed.

IDs that are unavailable or covered by another ID are annotated accordingly (including ghost pagers).
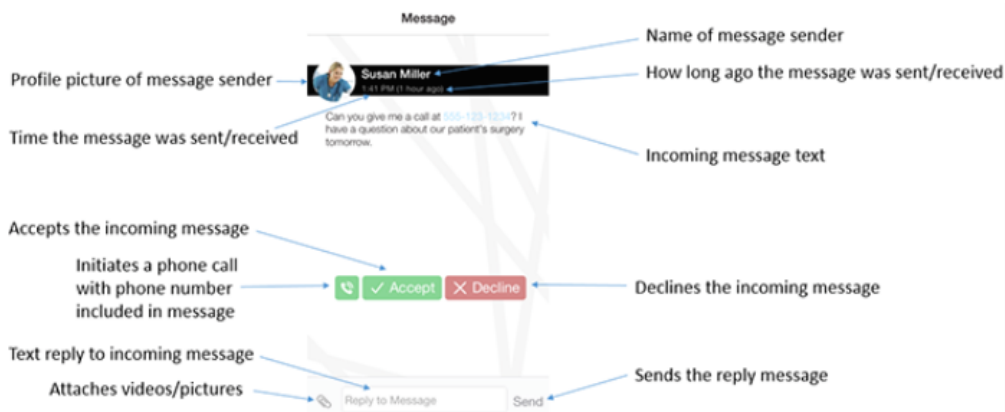
IMPORTANT: The first search after installing the app will prompt for a username and password. This is NOT the registration username and password received via email.

Instead, enter the ID and Smart Page password and touch the Sign In button. If the ID or Smart Page password are not known, go to mypager.stanford.edu to reset it.

Incoming Message Screen

Each new message has an audible alert, or a vibrating alert if your iPhone is switched to silent. Push the iPhone's volume button to temporarily silence an audible alert.

PHI compliance does not permit the message to be displayed on the lock screen.

Name of message sender

Profile picture of message sender

How long ago the message was sent/received

Time the message was sent/received

Incoming message text

Accepts the incoming message

Initiates a phone call with phone number included in message

Declines the incoming message

Text reply to incoming message

Attaches videos/pictures

Sends the reply message

Responding to Messages

Each new message has an audible alert, or a vibrating alert if your iPhone is switched to silent. Push the iPhone's volume button to temporarily silence an audible alert.

PHI compliance does not permit the message to be displayed on the lock screen.

Text of the outgoing message

Name of person you are messaging

Message receiver information and how the message receiver responded

Your profile picture

Opens/closes the chat bubble

How many message receivers responded and how

Incoming message response text

Time a message response was chosen

Available responses to incoming messages

How you responded to the message