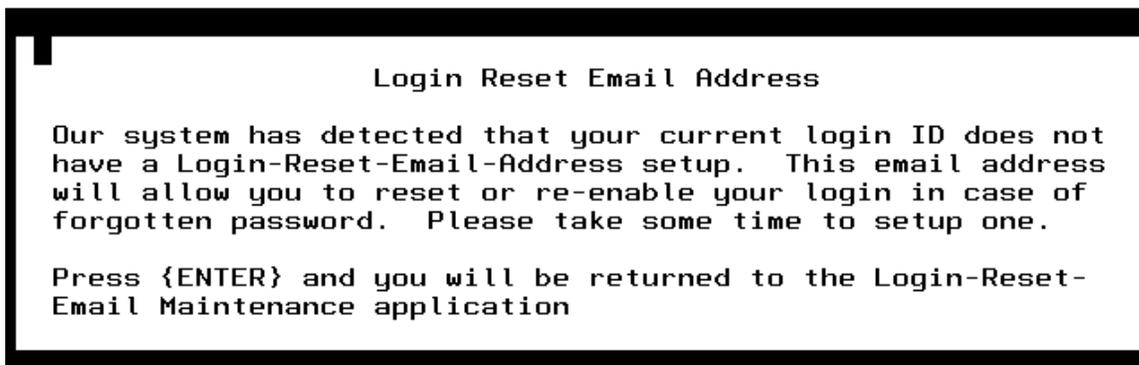# SPOK ACCOUNT ACCESS PASSWORD RESET INSTRUCTIONS

SPOK ACCOUNT ACCESS – PASSWORD RESET OPTION

The password reset option will allow you to reset your own password and re-enable your login id, eliminating the need to submit a technical assistance service request to Spok.

In order to utilize the new password reset function, at least one email address must be associated with your login id.

New users and existing users that do not have an email address on record will be prompted to set up an email address upon initial login as shown below. This process may be skipped up to a maximum of 3 times (prompt only occurs once per day or until an address is added).

```
                    Login Reset Email Address

  Our system has detected that your current login ID does not
  have a Login-Reset-Email-Address setup.  This email address
  will allow you to reset or re-enable your login in case of
  forgotten password.  Please take some time to setup one.

  Press {ENTER} and you will be returned to the Login-Reset-
  Email Maintenance application
```
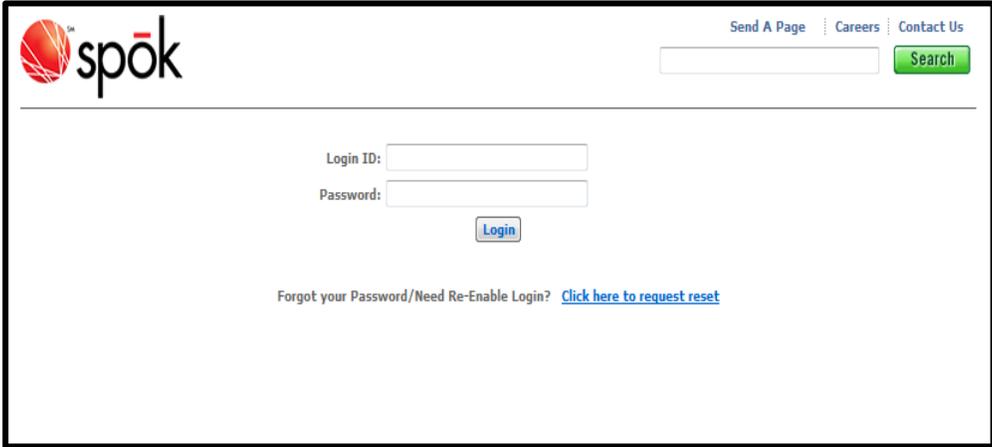
LOGIN RESET EMAIL MAINTENANCE

The **Login Reset Email Maintenance** option is accessible from the **(I) Inquiry menu – Option 91**. You may add up to 10 email addresses to be used with the password reset option.   You may access this option at any time to manage the login reset email addresses associated with your login id.

Revised 01/2015

spok.com

/ Spoktweets

```
BLLREMDF              Add/Change Reset Login Info              7/05/12
                                                              16:02:51
Please enter up to 10 email addresses that you would like to use
to request reset of your current login:
   █ (E=EXIT)
   Reset Login Email Address
 1  _____
 2  _____
 3  _____
 4  _____
 5  _____
 6  _____
 7  _____
 8  _____
 9  _____
10  _____
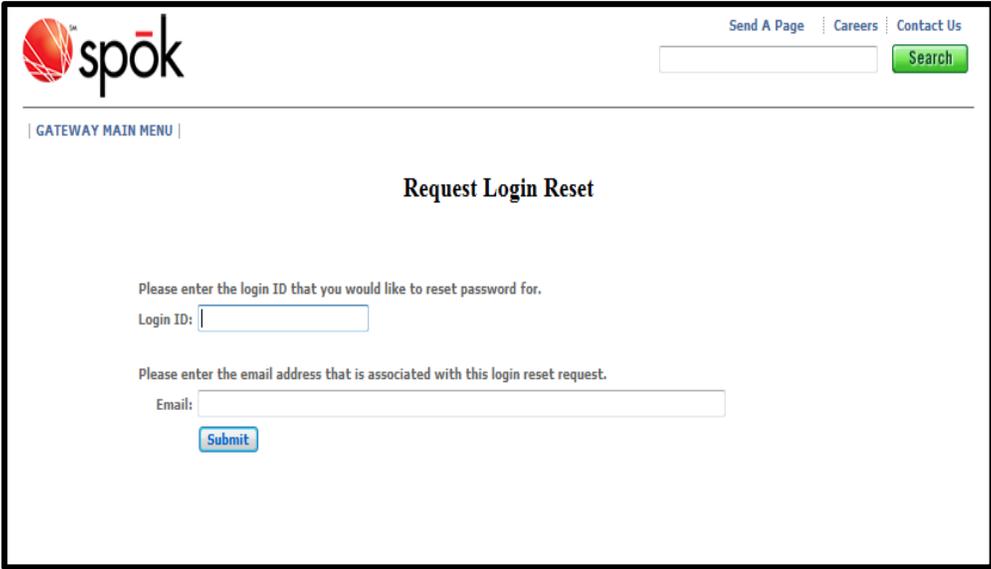```

## HOW TO RESET PASSWORD/RE-ENABLE LOGIN

STEP 1          Click the link at bottom of login page **Click here to request reset**
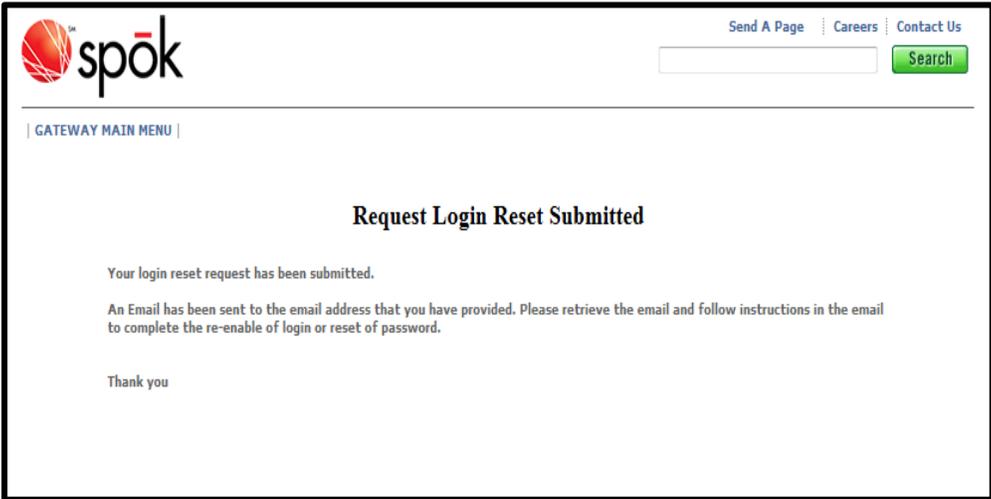


STEP 2          Enter **your customer specific password** and one of the **login reset email addresses** associated with your login id then click SUBMIT.
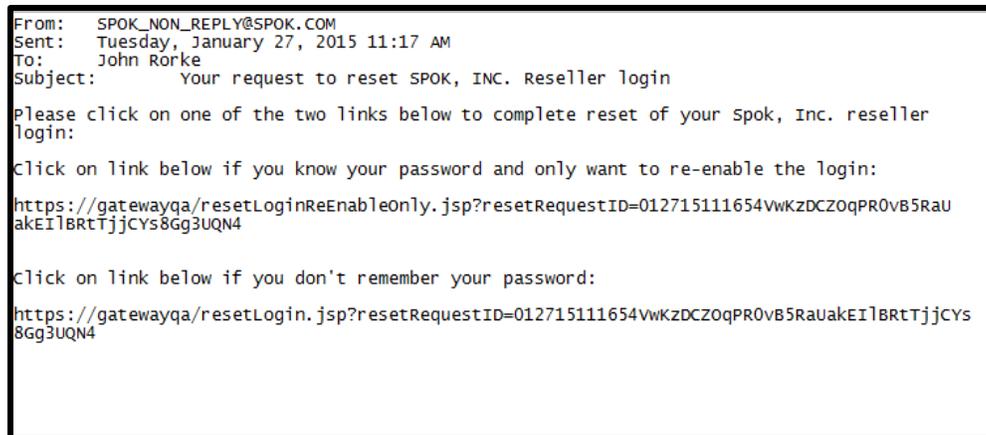
Revised 01/2015

**STEP 3** The following Confirmation message will appear indicating that password reset has been requested. Retrieve the reset password email sent to the address indicated in step 2.
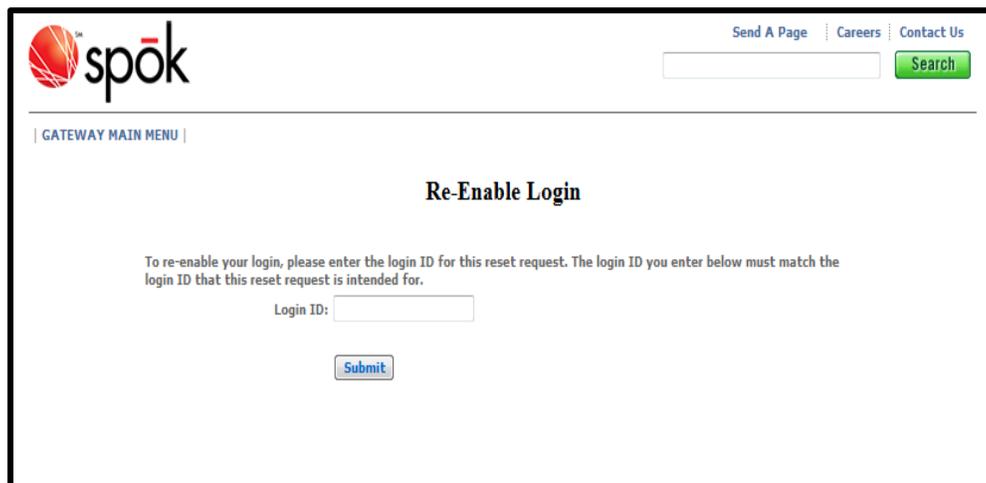


Revised 01/2015

STEP 4    There will be TWO options indicated on the email.  The first option will re-enable your login WITHOUT changing your existing password.  The second option will re-enable your login id AND reset your password, allowing you to select a new password.

```
From: SPOK_NON_REPLY@SPOK.COM
Sent: Tuesday, January 27, 2015 11:17 AM
To: John Rorke
Subject: Your request to reset SPOK, INC. Reseller login

Please click on one of the two links below to complete reset of your Spok, Inc. reseller
login:

click on link below if you know your password and only want to re-enable the login:

https://gatewayqa/resetLoginReEnableOnly.jsp?resetRequestID=012715111654VwKzDCZOqPROvB5RaU
akEIlBRtTjjCYs8Gg3UQN4

click on link below if you don't remember your password:

https://gatewayqa/resetLogin.jsp?resetRequestID=012715111654VwKzDCZOqPROvB5RaUakEIlBRtTjjCYs
8Gg3UQN4
```

STEP 5    **Option 1** – If you are re-enabling your login, you will need to enter the applicable login id as shown below then click SUBMIT.

![Re-Enable Login screenshot]

**spōk**                                              Send A Page  |  Careers  |  Contact Us

                                                                                    Search

| GATEWAY MAIN MENU |

**Re-Enable Login**

To re-enable your login, please enter the login ID for this reset request. The login ID you enter below must match the login ID that this reset request is intended for.
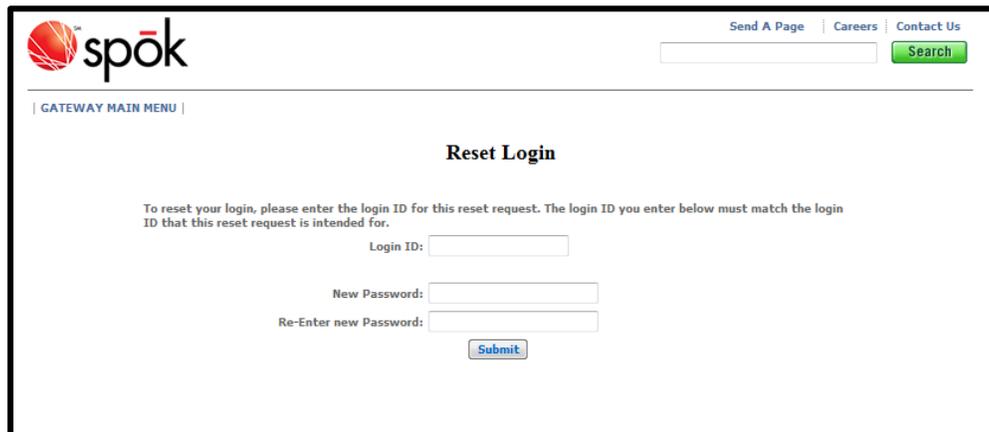
Login ID:  [            ]

Submit

Revised 01/2015

After clicking Submit, a confirmation page will be displayed indicating that Re-Enable is complete.  Click GATEWAY MAIN MENU link to continue log in.
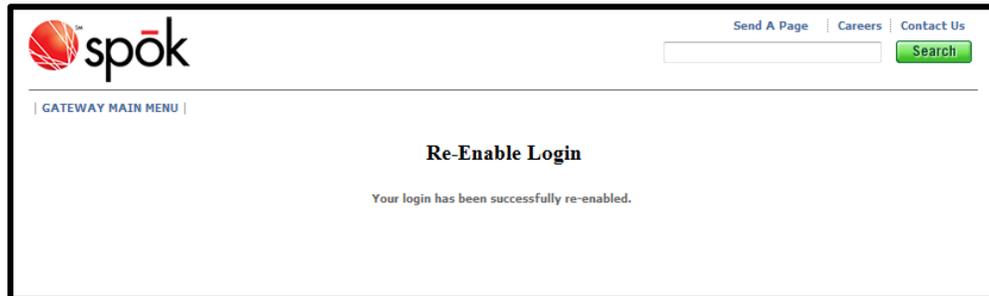


STEP 6      **Option 2** – If you are resetting your password and re-enabling your login, you will need to enter the applicable login id and your new password as shown below then click SUBMIT.



Revised 01/2015

After clicking Submit, a confirmation page will be displayed indicating that Reset is complete.  Click GATEWAY MAIN MENU link to continue log in.



Revised 01/2015

spok.com