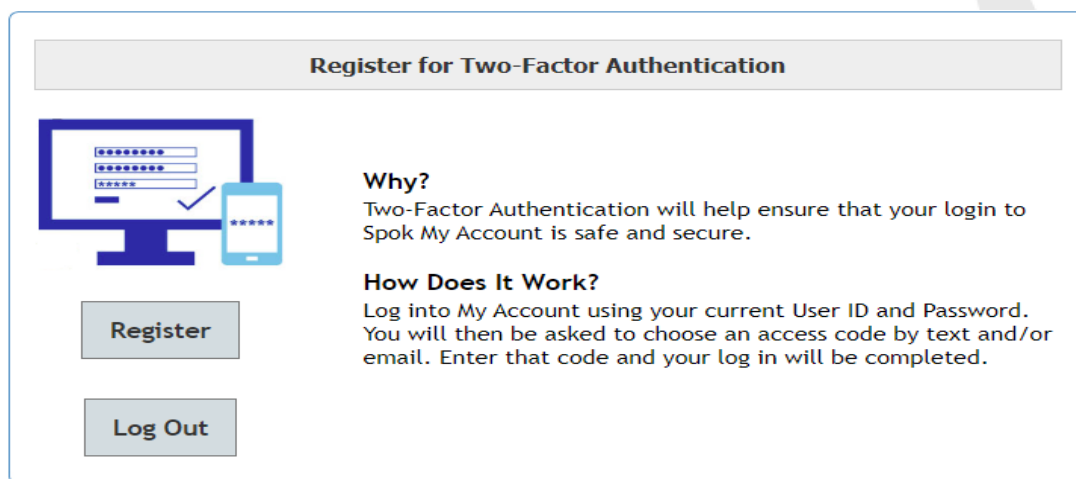# TWO-FACTOR AUTHENTICATION

Beginning Sunday, April 25, 2021, Two-Factor Authentication will be implemented for customers accessing My Account, My Send A Message and Gateway (Reseller) access. This is another step towards Spok's efforts in improving existing security policies and procedures. Users will be prompted to register for Two-Factor Authentication upon login, following this change. Please refer to the instructions required below to complete registration.

MY ACCOUNT/MY SEND A MESSAGE - TWO-FACTOR AUTHENTICATION

Two-Factor Authentication will help ensure that your login to Spok My Account is safe and secure. Upon successful login to My Account, users will be required to register for Two-Factor Authentication. Once registered, a randomly generated access code will be sent to your preferred delivery method, this access code will be necessary to complete the login process.

The following screen will display for users that have not registered for Two-Factor Authentication.

Select **Log Out** to Skip Two-Factor Registration. The Skip Two-Factor Registration warning will display, select **Log Out** to return to My Account Log In.

Skip Two-Factor Registration

⚠️ **Skip Two-Factor Registration**
To ensure that your login to Spok My Account is safe and secure Two-Factor Authentication will be required by 04/05/2021.

Log Out
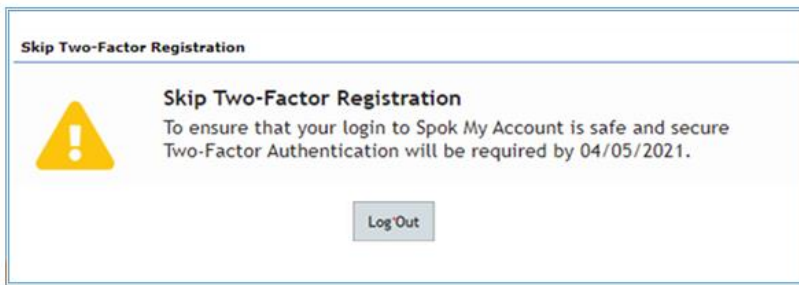
To Register for Two-Factor Authentication, click **Register.** The Register for Two-Factor Authentication screen will display.

Register for Two-Factor Authentication

Steps to Register Two-Factor

1. Enter the email and or cell phone number you want to receive the access code.

Email:

Cell:

Preferred: ○ Email ○ Cell Phone

2. Click below to send the access code.

Send Access Code

3. Retrieve the Access Code from your email or cell phone.

Access Code:

4. Click "Register" to complete the registration process or "Cancel" to cancel the request.

Register   Cancel

Step 1: Enter the email and/or cell phone number you want to receive the access code. If an email address and cell phone number are entered, select the radio button next to the **Preferred** delivery method.

Register for Two-Factor Authentication

Steps to Register Two-Factor

1. Enter the email and or cell phone number you want to receive the access code.

Email: Customer@spok.com

Cell: (601) 999-9999

Preferred: ● Email ○ Cell Phone

2. Click below to send the access code.

[Send Access Code]

3. Retrieve the Access Code from your email or cell phone.

Access Code: [   ]

4. Click "Register" to complete the registration process or "Cancel" to cancel the request.

[Register] [Cancel]

Step 2: Click, **Send Access Code**. The **Access Code Sent** window will display as shown below.

Both Email Address and Cell Phone Number:

Access Code Sent

Access Code Sent
Access Code has been sent to the email address and cell number you have provided. Enter the access code in the input box and click Register to complete the registration.
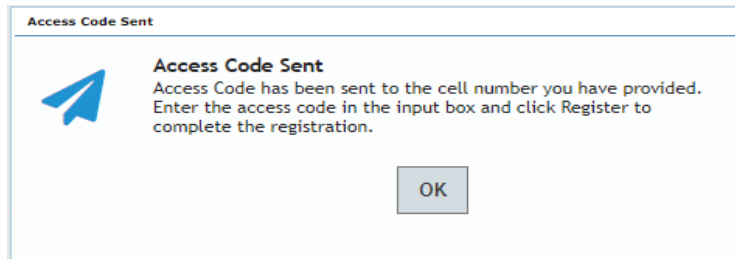
[OK]

Email Address Only:

Access Code Sent

Access Code Sent
Access Code has been sent to the email address you have provided. Enter the access code in the input box and click Register to complete the registration.
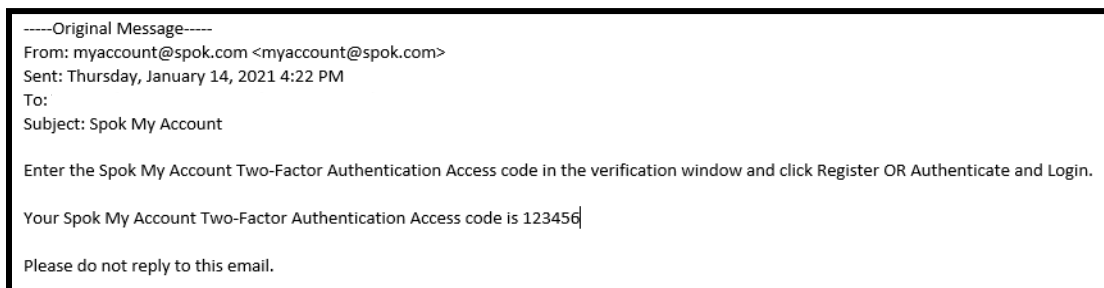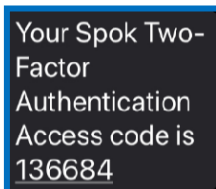
[OK]

Cell Phone Number Only:

Click **OK**, to return to the Register for Two-Factor Authentication screen.

A randomly generated access code will be sent to each delivery method listed in step 1. Upon successful registration, the access code will be sent to the Preferred delivery method only.

Email:

-----Original Message-----
From: myaccount@spok.com <myaccount@spok.com>
Sent: Thursday, January 14, 2021 4:22 PM
To:
Subject: Spok My Account

Enter the Spok My Account Two-Factor Authentication Access code in the verification window and click Register OR Authenticate and Login.

Your Spok My Account Two-Factor Authentication Access code is 123456

Please do not reply to this email.

Cell:

Your Spok Two-Factor Authentication Access code is 136684

Step 3: Retrieve the access code from your email or cell phone, enter the code in the Access Code field.

Step 4: Select **Register**, to complete registration. The Two-Factor Registration completed window will display.

Register for Two-Factor Authentication

Steps to Register Two-Factor

1. Enter the email and or cell phone number you want to receive the access code.

Email: Customer@spok.com

Cell: (601) 999-9999

Preferred: ⦿ Email ○ Cell Phone

2. Click below to send the access code.

[Send Access Code]

3. Retrieve the Access Code from your email or cell phone.

Access Code: 639013

4. Click "Register" to complete the registration process or "Cancel" to cancel the request.

[Register] [Cancel]

The Two-Factor Registration completed window will display. Click **Exit** to continue to the Main Menu.

Two-Factor Registration Complete

Two-Factor Registration Completed Successfully
Two-Factor Authentication Registration Complete. Click the Exit button to continue.

[Exit]

Upon successful registration for Two-Factor, subsequent login attempts will require Two-Factor Authentication. A randomly generated access code will be sent to your preferred delivery method entered during the registration process. Users will be required to enter this access code to continue to My Account Main Menu.

If both an Email Address and Cell Phone Number were entered during Two-Factor registration, the screen below will display.

Two-Factor Authentication

We have sent you the access code. Please enter the code and click the Authenticate and Login button to complete the login.

Access Code: [   ]

[Authenticate and Login]

If you did not receive the access code, click the button below to have it resent.

[Resend Access Code To My Email]

[Resend Access Code To My Cell]

If you did not receive the Access Code, click the **Resend Access Code To My Email or Resend Access Code to My Cell** button to have a new access code sent to your Email or Cell Phone. The previously sent access code will become obsolete once Resend Access Code is selected.

If one delivery method was entered during Two-Factor registration, only one Resend Access Code button will be displayed.

Two-Factor Authentication

We have sent you the access code. Please enter the code and click the Authenticate and Login button to complete the login.
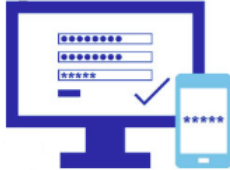
Access Code: [   ]

[Authenticate and Login]

If you did not receive the access code, click the button below to have it resent.

[Resend Access Code]

If you did not receive the Access Code, click the **Resend Access Code** button to have a new access code sent to your Email or Cell Phone. The previously sent access code will become obsolete once Resend Access Code is selected.

Retrieve the access code from your Email or Cell, input in the Access Code box and click **Authenticate and Login** to continue to the Main Menu.

My Send A Message Only users will log in to My Send a Message from the My Account login page: Two-Factor Authentication will be required to continue to My Send a Message Main Menu.

spok.com

The **Manage Login** option will display your login and Two-Factor Authentication Setup information. The Login section will contain your name, user name, password, telephone number and email address. If you need to modify any of that information (excluding your login), input the new information and select Update.

Login Information

Login ID: tp2767920
Name: tp
Password: •••••••• (7 character minimum, 8 character max.) ?
Confirm Password: ••••••••
Phone: (601) 999 - 9999 Ext: ** We may contact you at this number.
Login Email: Customer@spok.com

UPDATE | MANAGE TWO-FACTOR AUTHENTICATION SETUP

Selecting Manage **Two-Factor Authentication Setup** will display your Two-Factor Authentication information currently on file. To modify, input the new information and complete steps 2-4.

Edit Two-Factor Authentication

Steps to Edit Two-Factor

1. Enter the email and or cell phone number you want to receive the access code.
   Email: Customer@spok.com
   Cell:
   Preferred: ○ Email ○ Cell Phone

2. Click below to send the access code.
   Send Access Code

3. Retrieve the Access Code from your email or cell phone.
   Access Code:

4. Click "Save" to save your changes or "Cancel" to cancel the changes.
   Save   Cancel

The Two-Factor Registration Complete window will display, click Exit to return to the Main Menu.
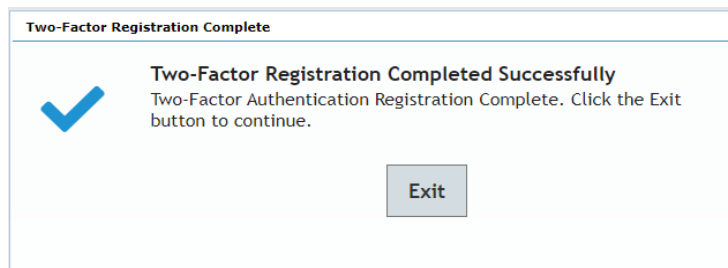
My Account Users (Quick Tips):

- Once registered, My Account users are required to authenticate every 30 days. Users will receive the Two-Factor Authentication Prompt upon logging in. Users may however have to authenticate providing a different PC or browser is utilized following initial authentication.
- Once registered, if there has not been a succesful login for 10 consecutive days, My Account users will be prompted to authenticate at next login. Users will receive the Two-Factor Authentication Prompt upon logging in.
- During the registration process the access code will be sent to all delivery methods entered. The access code will be sent to the preferred method only for subsequent logins after registration.
- Users can edit their Two-Factor Authentication information by selecting Account Maintenance, Manage Log in, Manage Two-Factor Authentication Setup **(My Account)** or Manage Log in, Manage Two-Factor Authentication Setup **(My Send A Message).**

See link below for My Account User Guide:

http://cloud.spok.com/UG-AMER-MyAccount-Client-UserGuide.pdf

GATEWAY TWO-FACTOR AUTHENTICATION

Two-Factor Authentication will help ensure that your login to Spok Gateway is safe and secure. Upon successful login to Spok Gateway, users will be required to register for Two-Factor Authentication. Once registered, a randomly generated access code will be sent to your preferred delivery method, this access code will be necessary to complete the login process.

The following screen will display for users that have not registered for Two-Factor Authentication.

```
              Register for Two-Factor Authentication

  Why?
    Two-Factor Authentication will help ensure that your login to Spok Gateway
    is safe and secure.



  How does it work?
    Log into Gateway using your current User ID and Password.  You will then be
    asked to choose to receive an access code by text and/or email.  Enter that
    code and your login will be completed.



  How to register for Two-Factor
    _  R=Register │ E=Exit
```

Enter **E to Exit,** to Skip Two-Factor Registration. The Skip Two-Factor Registration warning will display, press enter to return to the log in screen.

```
                        W A R N I N G

To ensure that your login to CISS or Spok Gateway is safe and secure Two-Factor
Authentication will be required by 04/05/21.
```

To Register for Two-Factor Authentication, Enter **R to Register.** The Register for Gateway Two-Factor Authentication screen will display.

```
              Register for Gateway Two-Factor Authentication

  Steps to Sign-up for Two-Factor:
    1. Enter the email and/or cell phone number you want to receive the access
       code.
         Email: _____
         Cell Phone Number: _____

    2. If you provided both email and cell phone number in Step 1, select which
       is the preferred way to receive the access code:
         _ (E=Email or C=Cell Phone Number)

    3.  _  S=Send/resend the access code.

    4. Retrieve and enter the access code from your email and/or cell phone.
         Access Code: _____



    _  S=Save and complete the registration
       E=Exit without saving changes
```
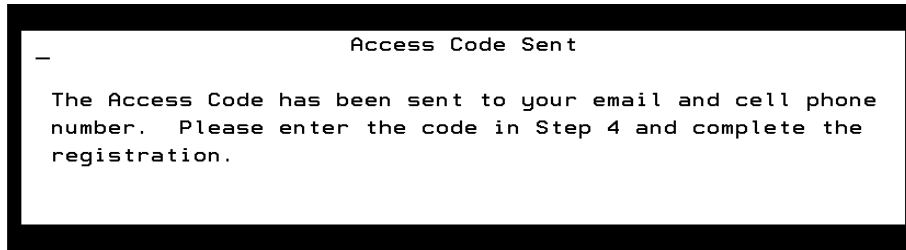
Step 1: Enter your email address and/or cell phone number you want to receive the access code.

Step 2: If an email address and cell phone number were provided in step 1, designate a preferred delivery method by entering **E** for **Email** or **C** for **Cell Phone Number**.

Step 3: Enter **S** to **Send Access Code**. The **Access Code Sent** window will display as shown below.

Both Email Address and Cell Phone Number:

```
                          Access Code Sent
  _

   The Access Code has been sent to your email and cell phone
   number.  Please enter the code in Step 4 and complete the
   registration.
```

Email Address Only:

```
                          Access Code Sent
  _

   The Access Code has been sent to your email.  Please enter
   the code in Step 4 and complete the registration.
```

Cell Phone Number Only:

```
                          Access Code Sent
  _

   The Access Code has been sent to your cell phone number.
   Please enter the code in Step 4 and complete the
   registration.
```
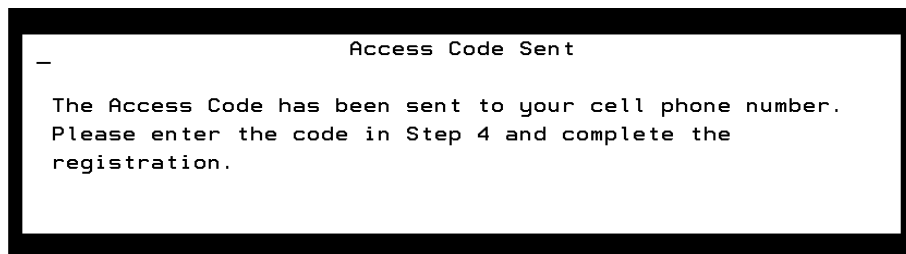
Press **Enter**, to return to the Register for Two-Factor Authentication screen.

A randomly generated access code will be sent to each delivery method listed in step 1. Upon successful registration, the access code will be sent to the Preferred delivery method only.

Email:

From: SPOK_NON_REPLY@spok.com <SPOK_NON_REPLY@spok.com>
Sent: Wednesday, January 27, 2021 3:52 PM
To:
Subject: Spok Access Code

Enter the CISS or Spok Gateway Two-Factor Authentication Access code in the field provided to complete Registration or Login.
Your Spok Two-Factor Authentication Access code is 295892

Please do not reply to this email.

Cell:

Your Spok Two-Factor Authentication Access code is 123456

Step 4: Retrieve the access code from your email or cell phone, enter the code in the Access Code field. Enter **S to Save** and complete the registration.

```
              Register for Gateway Two-Factor Authentication

Steps to Sign-up for Two-Factor:
  1. Enter the email and/or cell phone number you want to receive the access
     code.
       Email   Customer@spok.com
       Cell Phone Number: 601-999-9999

  2. If you provided both email and cell phone number in Step 1, select which
     is the preferred way to receive the access code:
       E (E=Email or C=Cell Phone Number)

  3.   S=Send/resend the access code.

  4. Retrieve and enter the access code from your email and/or cell phone.
       Access Code: 861666




   S=Save and complete the registration
    E=Exit without saving changes
```
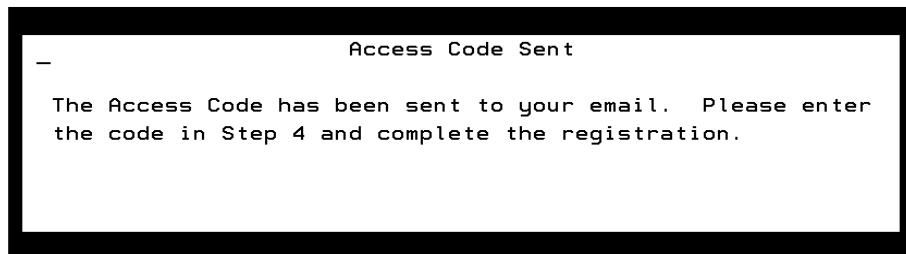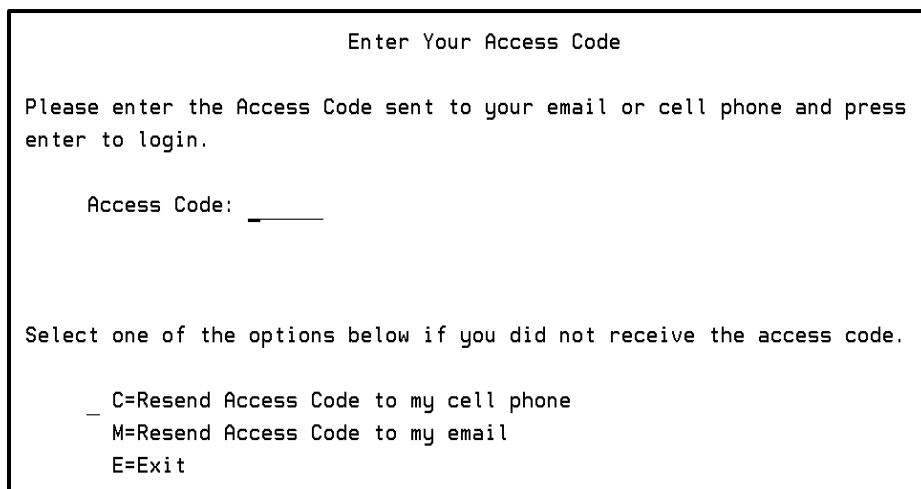
The Two-Factor Registration completed window will display. Press **Enter** to exit and continue.
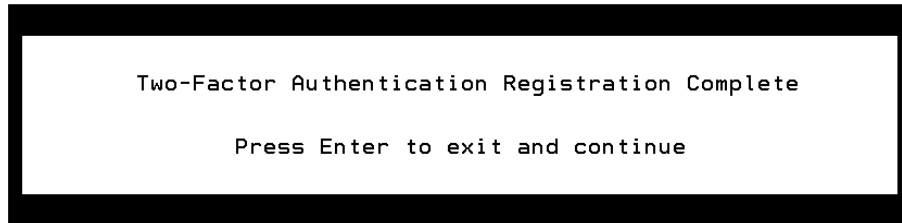
```
Two-Factor Authentication Registration Complete

    Press Enter to exit and continue
```

Upon successful registration for Two-Factor, subsequent login attempts will require Two-Factor Authentication. A randomly generated access code will be sent to your preferred delivery method entered during the registration process. Users will be required to enter this access code to complete the login process.

If both an Email Address and Cell Phone Number were entered during Two-Factor registration, the screen below will display.

```
                    Enter Your Access Code

Please enter the Access Code sent to your email or cell phone and press
enter to login.

    Access Code:  _____



Select one of the options below if you did not receive the access code.

    _ C=Resend Access Code to my cell phone
      M=Resend Access Code to my email
      E=Exit
```

If you did not receive the Access Code, Enter **C** to **Resend Access Code to My Cell** or **M** to **Resend Access Code to My Email** to have a new access code sent.

If only one delivery method was entered during Two-Factor registration, the screen below will display.

```
                       Enter Your Access Code

Please enter the Access Code sent to your email or cell phone and press
enter to login.

     Access Code:  _____




Select one of the options below if you did not receive the access code.


  _   S=Resend Access Code
      E=Exit
```

If you did not receive the Access Code, Enter **S** to **Resend Access Code.** The previously sent access code will become obsolete once Resend Access Code is requested. The Access Code Sent window will display as shown below (sent to cell or email address).

```
                        Access Code Sent
  _

   The Access Code has been resent to the cell phone
   number you have provided.
```

```
                        Access Code Sent
  _

   The Access Code has been resent to the email
   address you have provided.
```

Press **Enter** to return to the Authentication Window. Retrieve the access code from your Email or Cell, enter the Access Code, press **Ente**r to continue.

Gateway Users (Quick Tips):

- Once registered, Gateway users will be required to authenticate at each login.
- Resellers will have the ability to view/modify their Two-Factor Authentication information using the (I) Inquiry menu – Option 91 (Login Reset Email Maintenance option).

```
BL3140RP                      BOSS                    4/29/08
AGENTBAT7   MCBELL4    RESELLER PAGER MAINTENANCE          12:33:19
                   A=Activate M=Modify X=Exchange R=Reconnect V=View T=Terms
Transaction Code: █   D=Temp Disconnect  C=Cancel  P=Page  E=Exit  I=Inquiry
                   S=Submit Pager Reprogram
9892835 001 RESELLER ALTERNATE ACCESS      PO#:
-----Pager Info---------------------------------Exchange Pager Info------
Capcode...: _____               Capcode...: _____
Tel #.....: _____  Ext/PIN.: _____      Frequency.:
Frequency.:
Status....:    Service...:     Function..: ___ Baud..:      Promo..:
---Service Info-------------------------------------------------------
Holder: _____    Start Date:....:  0/00/00
Overcall Plan: ___                      Future End Serv: _
Carrier Code.: ___                      End Date.......: 0/00/00
Recurring Rate:         .00             Last Changed...:  4/29/08 12:33:18
Save Information (Y/N): _               User...........:
-----Phone Info------------------Features-----------------------------
_  S  Telephone  Ext/PIN  PgT Grp COV VM   Features
   _  _____  _____  ___  _  ___  ___  ___ ___ ___ ___ ___ ___
   _  _____  _____  ___  _  ___  ___  ___ ___ ___ ___ ___ ___
   _  _____  _____  ___  _  ___  ___  ___ ___ ___ ___ ___ ___  +
```

See link below for Gateway Instructional Manual:

http://reseller.spok.com/custsrv/SpokAccessManualHTTPS.pdf