

Using Phone Authentication Application (Feb 6, 2025)

This procedure is only for the users that use their mobile device (ex. smart phone) for authentication. In most cases this will be Microsoft Authenticator but could be MobilePass+ on the mobile device. If you need to use MobilePass+ installed on the computer, this procedure is not for you. Those employees need to follow the Call Center Computer Swap Procedure instead. If you have any issues, please contact the Service Desk at (877) 828-4357

1. Boot up the company computer, press **ctrl-alt-del** and acknowledge the “Lumen Business Use Notice”
2. Make sure the computer is connected to the home router with an Ethernet cord or via wireless
3. If choosing wireless, locate the icon on the bottom right corner of the display (**looks like a globe**) and connect to your home Wi-Fi
4. Next, choose the network sign-in option on the bottom right corner of the display (**looks like a padlock**) and connect to roc.centurylink.com (click arrow to right to submit)
5. Next, enter the company email address (ex. first.lastname@centurylink.com or eventually @lumen.com) and press next.
6. Next step is to enter in computer password, choose sign in which will display the Lumen sign in box. Choose Next
7. Grab your smart phone and acknowledge the Microsoft Authenticator connection attempt
8. Next, click the **Back Button** to return to the windows logon prompt. Now enter in the CUID (Current User ID) and computer password and press Enter
9. Once the username is displayed on the company computer it is logging into the network
10. Wait a couple minutes after the Global Protect popup before moving onto the next step. GlobalProtect informational message(s) can be closed
11. An additional popup for completion of the Image and/or Loadset might be displayed. – Click ok to close those popups
12. Launch Outlook from the start menu enter your email address (ex. first.lastname@centurylink.com or eventually it will be @lumen.com) and if asked (select Microsoft 365) and outlook will configure
13. If prompted, approve the connection on your smart phone. Note if it doesn't take, close Outlook and try again
14. On the next window, uncheck “Setup Outlook Mobile on my phone, too” and click Done
15. Choose Microsoft Teams from the start menu and login with email address to configure
16. Verify computer time. If incorrect, Time zone can be changed by **RIGHT Clicking** the clock on task bar – select **Adjust Date and Time** and choose the correct time zone
17. Questions or issues? Please contact the service desk at (877) 828-4357