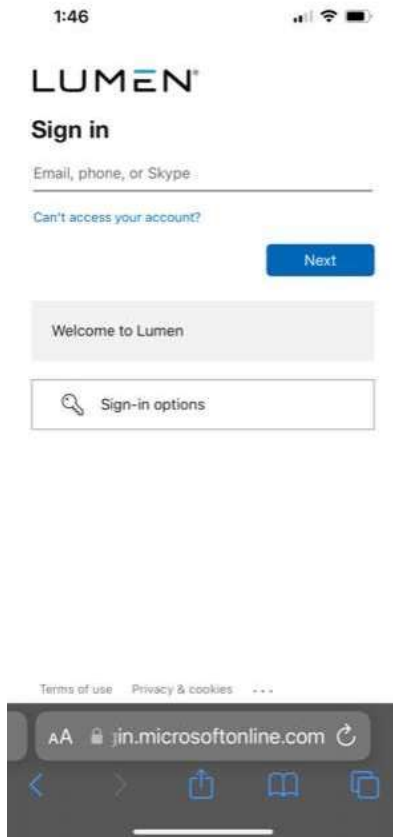


Configuring Lumen VPN and Lumen Computer For Initial Logon

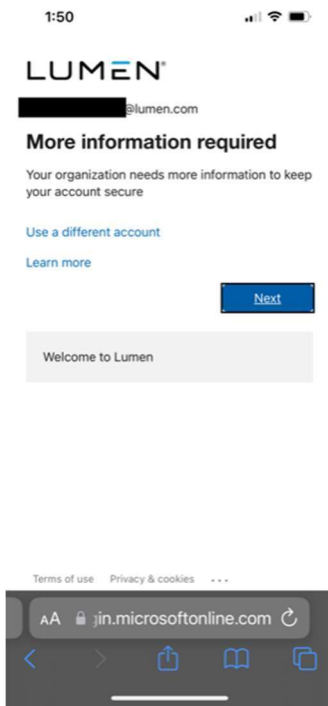
(updated August 15, 2023)

1. Go to Change AD <https://ctlchangead.centurylink.com> from any internet device and change the temporary password provided by the sponsor/manager to a permanent password. Follow the prompts to change the CUID (Current User ID) initial computer password with one not easy to guess (minimum 8 character using a Cap, Lower Case letter, number or special character – Need 3 of the four). Ignore the “Set Expiration Reminder”. Close Browser
2. Go to your cellphone’s Appstore and download the Microsoft Authenticator App. Make sure the Developer is Microsoft and not a third-party app. (ie. must say Microsoft Authenticator)
3. Open a web browser on your cellphone and go to www.aka.ms/setupsecurityinfo
4. Sign in with Lumen credentials.



5.

You will receive a “More information required” screen, click next.



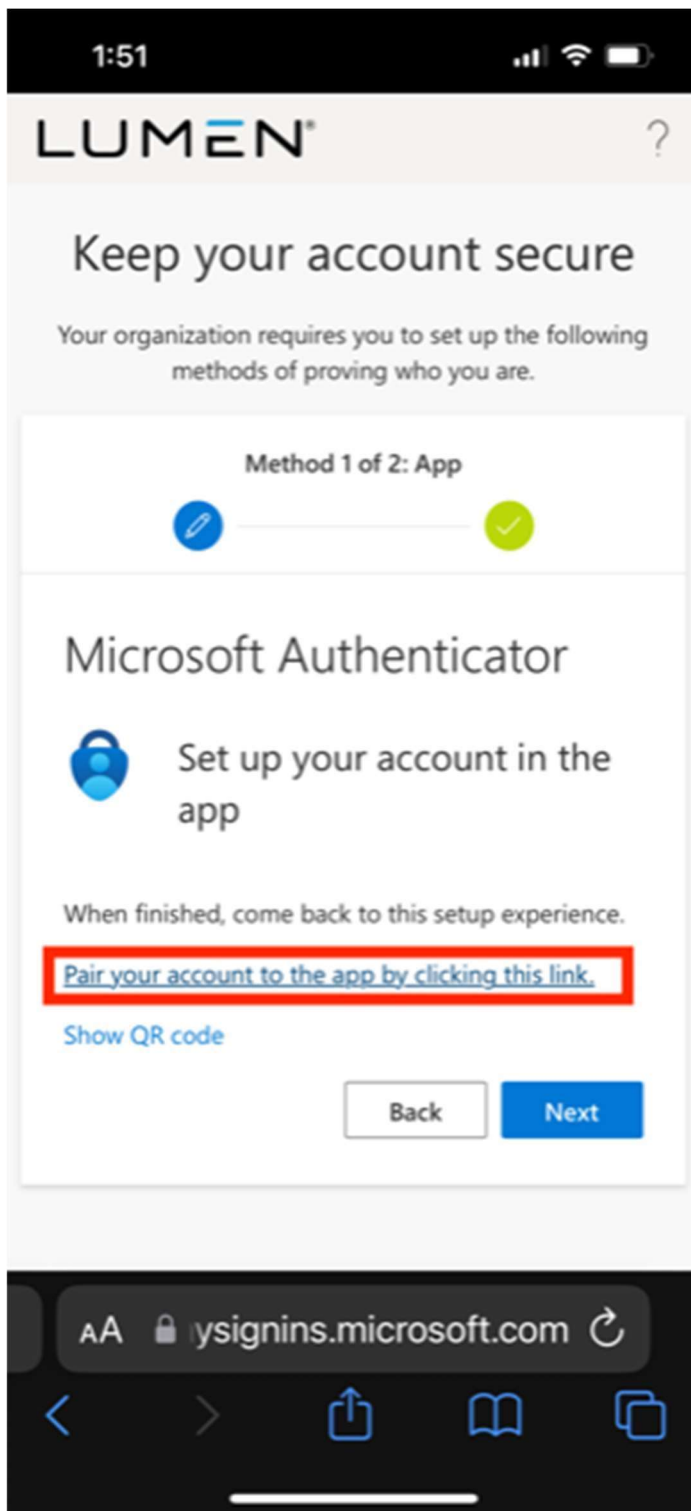
6.

You'll be taken to the next screen. Please download Microsoft Authenticator if you haven't already from your cellphone app store. Once downloaded click "Next"



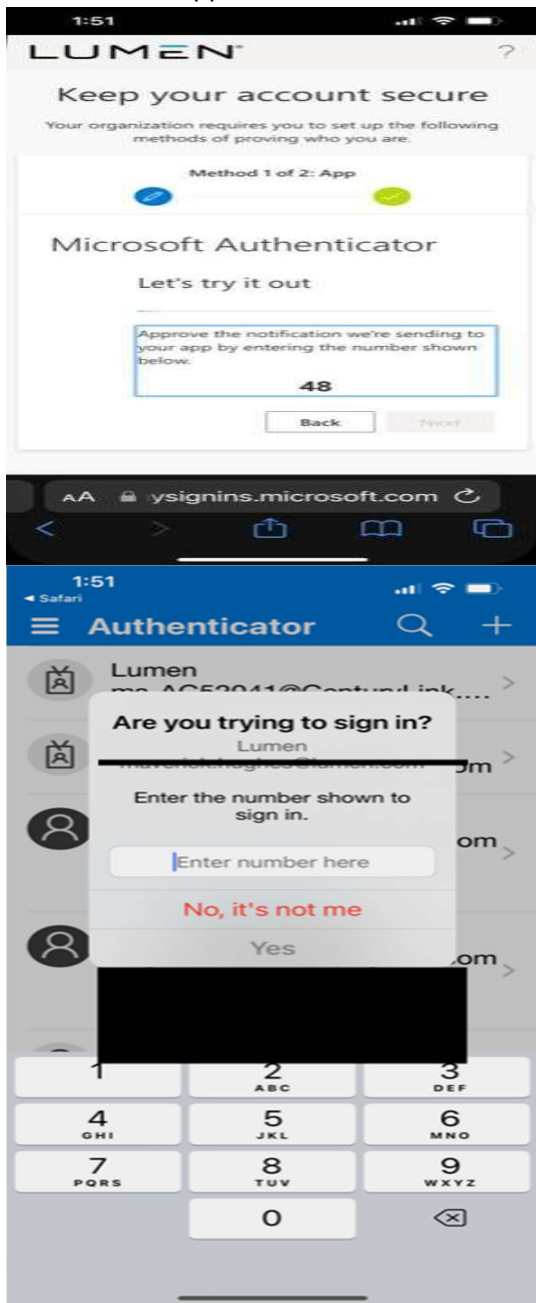
7.

On the next screen, click the option that says “Pair your authenticator by clicking this link” see below.



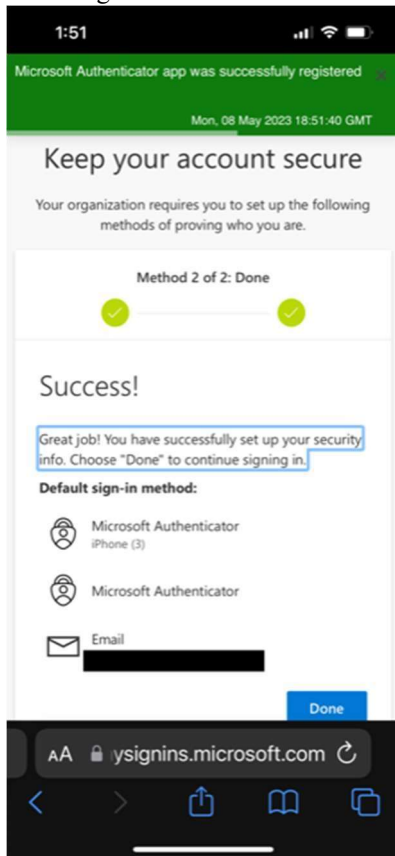
8. Your phone will open the Microsoft Authenticator app and you will see your new token installed.

9. Go back to the web browser on your cell phone and click next. You will receive a test notification. You'll be given a 2-digit number and asked to type that number into the Microsoft Authenticator app and choose Yes.



10. Once you complete the number matching step, return to your cellphone's web browser and click next to confirm and complete the token setup.

11. You will be asked to enter in your **personal email** (not your company email). An alphanumeric verification code will be sent to your personal email. You will have to enter that verification code on the next screen. Once you enter in that 6 digit alphanumeric number, you will be presented with the following screen. Click Done



12. Now it is time to login on the company supplied computer
13. Boot up the company computer, press ctrl-alt-del and acknowledge the "Lumen Business Use Notice"
14. If connecting to home wireless, click the wireless icon on the bottom right of the display and connect to the wireless network.
15. Next, choose the network sign-in option on the bottom right corner of the display (padlock with a key).
16. You may be asked to connect to portal address roc.centurylink.com (click arrow to right to submit), if not, continue to next step
17. Enter the company email address provided by the sponsor/manager (ex.firstname.lastname@lumen.com) and press next.
18. Enter in your computer password, choose sign in.
19. Now open the Microsoft Authenticator Application on your mobile device and enter in the 2 digit number.
20. The company computer should log you into VPN and you may be asked to stay signed in - Yes
21. If you see a popup for download on a slow connection, choose yes or check the box
22. Next, click Back to return to the windows logon prompt. Now enter in the CUID (Current User ID ex. AD#####) and your computer password and press Enter or the arrow to the right.
23. Once your name is displayed on the company computer it is logging into the network. The initial login may take longer than expected as it is building your account on the computer. Please be patient.

24. Wait a couple minutes after the icons appear. If the GlobalProtect informational message(s) appear they can be closed. (If you receive a defender needing to be updated that program is under the ^ on the task bar to the left of the clock, right click defender and check for protection updates)
25. An additional popup for completion of the Image and/or Loadset might be displayed. – Click ok to close those popups.
26. A popup for PC Validation will come up. If this is your primary computer, please fill out the form to take ownership of the computer as your primary asset.
27. Launch Outlook from the start menu and if prompted enter your login information.
28. Office 365 will be used, verify account successfully added then uncheck “Setup Outlook Mobile on my phone, too” and click Done.
29. Note: If Outlook comes up in view only mode, close Outlook and reopen. This may take a few attempts while the computer registers with Microsoft Azure and the Microsoft License makes it to the computer
30. Search for the application called Teams. We use Microsoft Teams for messaging and meetings. Follow the steps to configure Microsoft Teams
31. Verify computer time. Timezone might need to be changed. If necessary, right-click the clock on task bar – select your timezone from the drop-down list and close the settings window.
32. Questions or issues? Please contact your manager or the Lumen Help Desk.