

## Using MobilePASS+ Desktop App (Common for Call Centers) (updated 7/26/2021)

This procedure is only for the users unable to use their mobile device (ex. smart phone) for authentication. If you have any issues, please contact the Service Desk at (877) 828-4357

1. The Manager/Coordinator or IT should go to MSD [https://mysupportdesk.service-now.com/msd?id=catalogs\\_page](https://mysupportdesk.service-now.com/msd?id=catalogs_page) and search on “Mobile” and select “MobilePass+ Static Password Request” link that comes up in the search. Enter in the CUID of the user and click Submit. In approximately, 2 -3 minutes the requestor and the end user will receive an email containing the new static password. The requestor should share this password with the employee so they can login. It is a temp token that will be needed a couple times until the user can reinstall and configure Thales (MobilePass+) on the replacement computer
2. Steps 2-24 to be completed by the user. Boot up the company computer, press ctrl-alt-del and acknowledge the “Lumen Business Use Notice”
3. Make sure the computer is connected to the home router
4. Next, choose the network sign-in option on the bottom right corner of the display (looks like 2 computer screens) and connect to roc.centurylink.com (click arrow to right to submit)
5. Next, enter the company email address (ex. [name.lastname@centurylink.com](mailto:name.lastname@centurylink.com) or [eventually @lumen.com](mailto: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. Next step is to enter in the static password provided by your supervisor or sponsor and login. Choose yes to stay connected
8. Next, click Back 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. Global Protect 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](mailto:first.lastname@centurylink.com) or [eventually it will be @lumen.com](mailto:eventually it will be @lumen.com)) and if asked (select Microsoft 365) and outlook will configure
13. Next, enter in the static password and choose Login. 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. Once outlook comes up, locate the MFA email and follow the steps to download and install MobilePass+ onto the computer (enroll (setup) the token on your device – click the URL) - (Note: If MFA email does not enroll or is greater than 30 days old, the supervisor would need to request a new token to be provisioned. They would need to go to [https://mysupportdesk.service-now.com/msd?id=catalogs\\_page](https://mysupportdesk.service-now.com/msd?id=catalogs_page) and search for “Token Access Request”. Fill out the request to provision a Replacement Software Token. That will trigger a new MFA email to be sent to the user)
16. Next on the click the “Download and Install” by clicking on the shield and it will start to download. Click open file on the bottom of that window and it will begin to install MobilePass+ (Note: Do not close that Self Enrollment Window)
17. The setup Wizard will come up – choose Next and accept the terms of the license and click next
18. Choose Standard Configuration and it will run through the install. Click Finish
19. Go into the start menu and launch MobilePASS+, Click the Enroll your MobilePASS+ link on the Self Enrollment page and choose open – next choose start and create your one time passcode (A 4-digit numeric pin). Enter in that 4-digit numeric pin twice and save the PIN code and click to Close App
20. You may now close the Self Enrollment window
21. This new software token called Thales MobilePass+ will be used (Instead of that static password) on all future connections to Global Protect VPN
22. Choose Microsoft Teams from the start menu and login with email address to configure
23. Verify computer time. If incorrect, Timezone can be changed by clicking the clock on task bar – select Date and time settings and choose the correct timezone
24. Questions or issues? Please contact the service desk at (877) 828-4357