

Using MobilePASS+ Desktop App (Common for Call Centers)

(updated 6/6/2024)

NOTE: This procedure is only for users unable to use their mobile device (ex. smart phone) for authentication. I recommend the new hire have this document printed out and available when they attempt to logon for the first time. The new hire will start with Step #4 once they are instructed to logon.

1. Onboarding Consultant/Supervisor/IT will need to go to My Service Desk https://mysupportdesk.service-now.com/msd?id=catalogs_page and search for **static** and choose **Mobilepass+ Static Password Request**. Search for the new hire CUID in the Requested for field and submit. An email will be sent to the requestor and end user containing a MobilePass static password and should arrive within 3 minutes
2. Once you receive the static password via email, go to https://mysupportdesk.service-now.com/msd?id=catalogs_page and search for **Single** and choose **Single Token Use Request**. Search for the new hire CUID in the requested for field and then choose MobilePass+ as Preferred Token Type. When you submit, this process will take approximately 45 minutes to complete. Both Steps 2 and 3 must be done first thing in the morning on the new hires first day as the static password in Step #2 is only good for a short period of time
3. New hire can boot up the company computer, press ctrl-alt-del and acknowledge the "LumenBusiness Use Notice"
4. Make sure the computer is connected to the home router
5. 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)
6. Next, enter the company email address provided by the sponsor/manager (ex. name.lastname@centurylink.com will soon be @lumen.com) and press Next
7. Next step is to enter in the temp password given to you by your manager, choose sign in which will display the Lumen sign in box. Choose Next
8. Next step is to enter in the static password provided by your supervisor or sponsor and login. Choose yes to stay connected
9. Here it should force you to change the temp password to your own password.
10. Next, click Back to return to the windows logon prompt. Now enter in the CUID (Current User ID) and computer password you set in step 9 and press Enter
11. Once the username is displayed on the company computer it is logging into the network
12. Wait a couple minutes after the Global Protect popup before moving onto the next step. GlobalProtect informational message(s) can be closed.
13. An additional popup for completion of the Image and/or Loadset might be displayed. – Close those
14. Launch Outlook from the start menu enter your email address (ex. first.lastname@centurylink.com will soon be @lumen.com) and if asked (select Microsoft 365) and outlook will configure
15. When prompted, enter in the static password and choose Login. Note if it doesn't take. close outlook and try again
16. On the next window, **uncheck "Setup Outlook Mobile on my phone, too"** and click Done
17. 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)
18. Next click the Download and Install it by clicking on the shield and it will start to download. Click openfile on the bottom of that window and it will begin to install MobilePass+ (Note: Do not close that Self Enrollment Window)
19. The setup Wizard will come up – choose Next and accept the terms of the license and click next
20. Choose Standard Configuration and it will run through the install. Click Finish (continued on pg 2)

21. 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)
22. Enter in that 4-digit numeric pin twice and save the PIN code and click to Close App.
23. You may now close the Self Enrollment window
24. This new software token called Thales MobilePass+ will be used (Instead of that static password) on all future connections to Global Protect VPN
25. Choose Microsoft Teams from the start menu and login with email address to configure
26. 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
27. Questions or issues? Please contact the service desk at (877) 828-4357