

Configuring Lumen VPN and Lumen Computer for Initial Logon

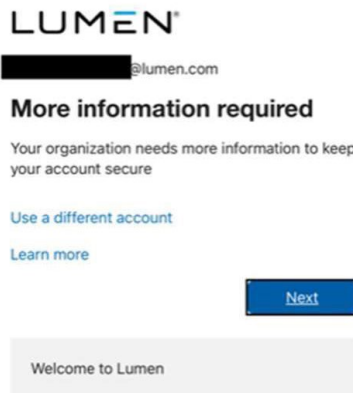
(updated May 21, 2024)

1. Go to Office.com <https://www.office.com/> from any internet device to change the temporary password provided by the sponsor/manager to a permanent password.
2. Click the link in the top right to sign in using your lumen email address, and temporary password provided to you from your sponsor/manager.



The screenshot shows the Lumen sign-in interface. At the top is the LUMEN logo. Below it is the heading "Sign in". There is a text input field labeled "Email, phone, or Skype". Below the input field is a link that says "Can't access your account?". To the right of the input field is a blue "Next" button. Below the input field is a grey box containing the text "Welcome to Lumen". At the bottom is a search bar with a magnifying glass icon and the text "Sign-in options".

3. You will receive a "More information required" screen, click next.



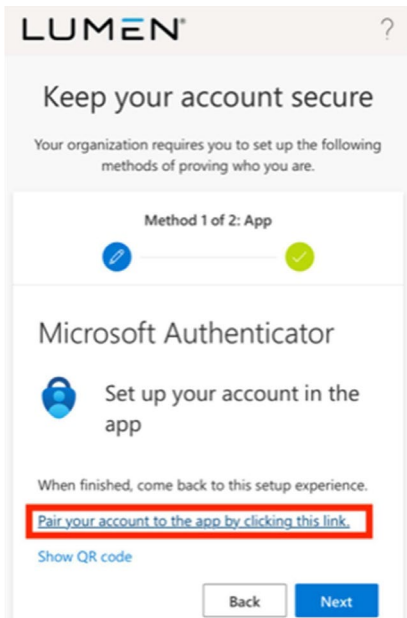
The screenshot shows the Lumen "More information required" screen. At the top is the LUMEN logo. Below it is a redacted email address followed by "@lumen.com". The heading is "More information required". Below the heading is the text "Your organization needs more information to keep your account secure". There are two links: "Use a different account" and "Learn more". To the right is a blue "Next" button. Below the "Next" button is a grey box containing the text "Welcome to Lumen".

- You will be taken to the next screen. Please download Microsoft Authenticator from your cellphone app store if you have not already. Once downloaded click "Next"

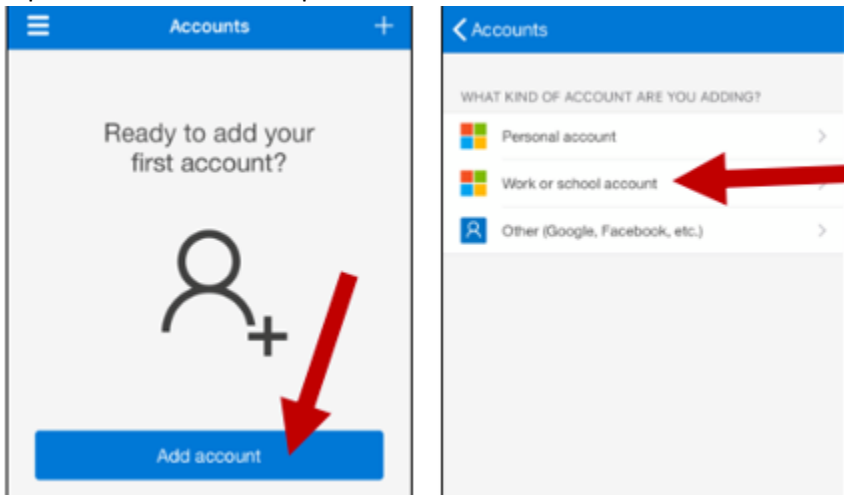


- If using a computer, click Next to get the QR code for the app setup.
- If setting your password from a smartphone on the next screen, click the option that says "Pair your authenticator by clicking this link" see below.

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



7. If using a computer Open the Microsoft Authenticator app on your smartphone, hit add account or tap the + icon in the top right to add a new account. Select “work or school account”. Tap the Scan a QR code option.



Add work or school account

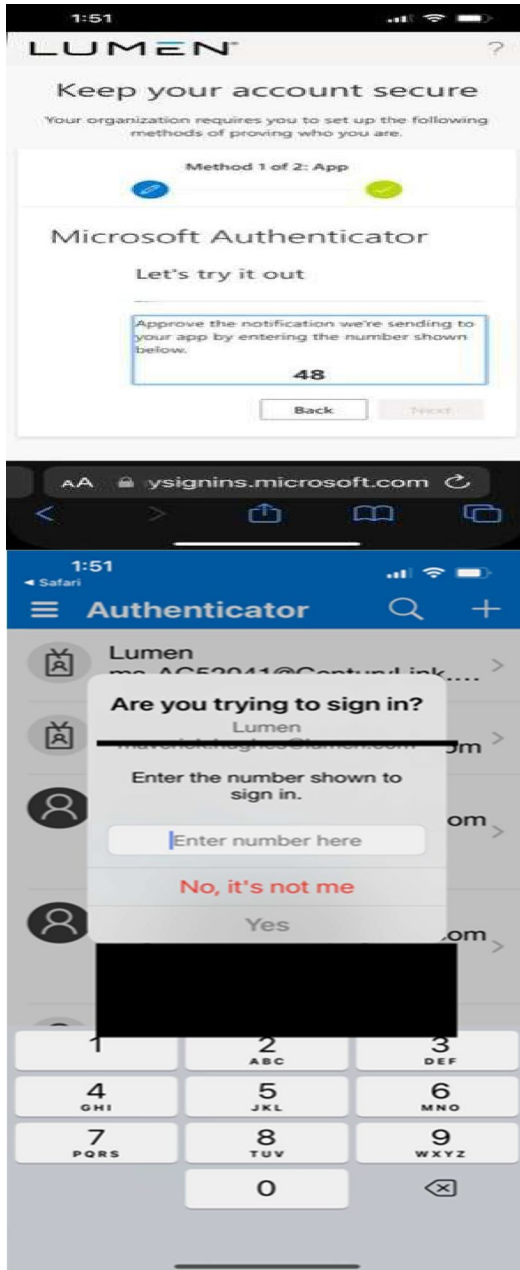
Scan a QR code

Sign in

For passwordless enabled users only.

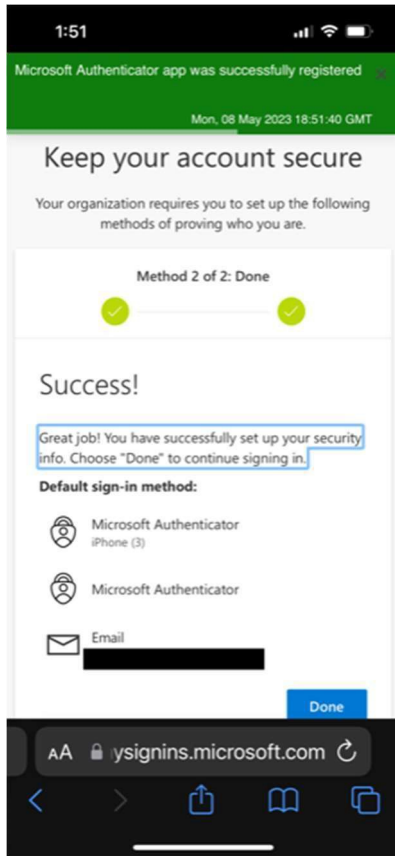
CANCEL

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

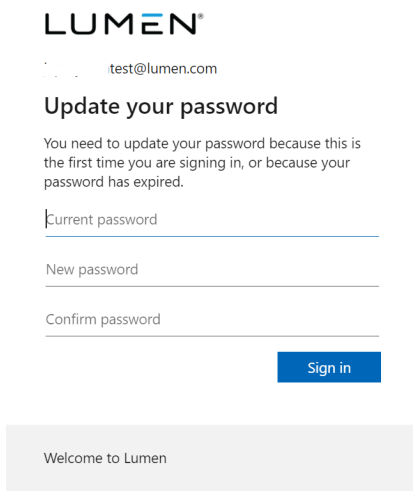


9. Once you complete the number matching step, return to your cellphone's web browser, and click next to confirm and complete the token setup.


10. 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



11. You will now be able to set your initial password to a permanent one to allow further access. Set your 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).



12. Now it is time to login to 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 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  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. Time zone might need to be changed. If necessary, right-click the clock on the task bar – select your time zone from the drop-down list and close the settings window.
32. Questions or issues? Please contact your manager or the Lumen Help Desk.