Lumen® Managed Security Services

# Requesting an RSA token to manage your Network-Based Security service

At Lumen, we are committed to providing you with the best possible service and timely information regarding changes or events that could affect your service. In order to access your management and reporting portal, you will need to have a soft RSA token.

To access your firewall policy and reporting, you need login credentials to Control Center. To get access to Control Center, contact your Lumen representative or Portal Support directly: [control.center@lumen.com](mailto:control.center@lumen.com%20) or 877-453-8353, option 2.

Each account is allotted 3 soft tokens at no charge. You can request additional tokens from your Lumen representative for an additional fee.

**Lumen needs the information below to create RSA tokens for you.** If we are missing any information, it will delay receipt of your token(s). Once we receive a completed token request and your firewall is configured, we will email your tokens. When you receive your tokens, please call MSS Operations at 800-672-8520, option 2 to activate and test your access.

**Please provide device type (Android or Apple) for each soft-token user.**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Token 1** | **Token 2** | **Token 3** |
| **First and last name** |  |  |  |
| **Mailing address** |  |  |  |
| **Contact phone number** |  |  |  |
| **Contact email address** |  |  |  |
| **Device Type** |  |  |  |