

FastForward OnboardingSM Support Services

The two types of customer support service appointments offered include:

1. Guided Activation appointments
2. Do-It-For-Me Onboarding appointments

Below is a summary of each support appointment type and details around the services the cloud engineer will cover.

Microsoft[®] Office 365

Guided Activation

- Basic setup and onboarding for 3 Office 365 features of your choice
- Configuration of up to 5 users on those services *(Does not include batch uploads or Active Directory sync)*
- Downloads and configuration of all required software for those products
- Overview of control panels, user configuration options
- Overview of KnowledgeBase and user guides for remaining features
- Migration of existing data **some restrictions apply*

Est. Total Time: 1.5 Hrs

Do-It-For-Me Onboarding

- Full service onboarding for all Office 365 features
- Downloads and configuration of all required software
- Overview of control panels, user configuration options
- Webinar to assist customer with setup and basic functionality – will be recorded and provided to the customer
- Migration of existing data **some restrictions apply*

Est. Total Time: 6 Hrs

Microsoft[®] Hosted Exchange

Guided Activation

- Assist with creating up to five users manually *(Does not include batch uploads or Active Directory sync)*
- Install and configure **one** Outlook and mobile device
 - Deliver video setup instructions for configuring additional accounts
- Email migration for up to **one** account **some restrictions apply*

Est. Total Time: 2 Hrs

Do-It-For-Me Onboarding

- Create a detailed migration plan
- Create up to 75 users and complete email migration
- Set up and configure as many copies of Outlook as needed
 - Webinar to assist customer with setup and basic product functionality *(will be recorded and provided to customer)*

Est. Total Time: 4.5 Hrs

Microsoft[®] Hosted Lync

Guided Activation

- Create up to **two** Lync users *(no batch creation or Active Directory synchronization)*
- Install and configure up to **two** Microsoft[®] Lync clients
- Demonstrate basic Microsoft[®] Lync functionality

Est. Total Time: 1 Hr

Do-It-For-Me Onboarding

- Assist with creating as many Microsoft[®] Lync users as needed via automated upload
- Set up and configure as many copies of Microsoft[®] Lync as needed
 - Webinar to assist the customer with installing and configuring, and basic product functionality *(will be recorded and provided to customer)*

Est. Total Time: 2 Hrs

Microsoft® Hosted SharePoint

Guided Activation

- Create **one** user (*Does not include batch uploads or Active Directory sync*)
- Assist customer with selecting a site template
- Demonstrate basic Microsoft® SharePoint functionality
 - Explain how to upload and edit a document

Est. Total Time: 0.75 Hrs

Do-It-For-Me Onboarding

- Assist with creating as many users as needed via automated upload
- Configure groups and add users to them
- Configure site permissions per customers' needs
- Provide design assistance and site architecture services
- In-depth walkthrough of popular product features
- Upload key documents to populate the new site
**some restrictions apply*

Est. Total Time: 3 Hrs

McAfee Web Protection

Guided Activation

- Set up **one** user
- Provide a brief overview of account management and policies

Est. Total Time: 1 Hr

Do-It-For-Me Onboarding

- Set up all users via WDS Connector OR conduct a Webinar to assist with installing and configuring McAfee Client Proxy
- Provide an in-depth walkthrough of policies and options
 - Provide policy setup examples
 - Best practices
 - Overview of Dashboard KPIs

Est. Total Time: 2.5 Hrs

MessageSolution Email Archiving & eDiscovery

Guided Activation

- Create up to **two** users
- Provide a brief overview of CenturyLink Management Console
- Connect Journal mailbox to Message Solution *(if Microsoft Exchange is through CenturyLink)* OR OR explain how customers may connect themselves *(if Microsoft Exchange is not through CenturyLink)*.

Est. Total Time: 0.5 Hrs

Do-It-For-Me Onboarding

- Assist with creating as many users as needed *(via automated upload or Active Directory synchronization)*
- Activate and connect Journal mailbox on customer's current email system *(even if email is not with CenturyLink, i.e., it's with a local Microsoft® Exchange server, external hosted email, etc.)*
- Provide an in-depth walkthrough of the CenturyLink Management Console
 - Configure all options with customers

Est. Total Time: 2 Hrs

McAfee Endpoint Protection

Guided Activation

- Set up **one** user
- Provide a brief overview of McAfee agent controls

Est. Total Time: 1 Hr

Do-It-For-Me Onboarding

- Set up all users via "Push" install OR Webinar to ensure setup of all users
- Provide an in-depth walkthrough of the security center
 - Provide policy setup examples
 - Review best practices
 - Overview of Dashboard KPIs

Est. Total Time: 2 Hrs

Secure Online Backup

Guided Activation

- Create **one** user and install the Backup Client on **one** machine
- Assist the customer with performing first full backup
- Explain how to select files and set a backup schedule

Est. Total Time: 0.5 Hrs

Do-It-For-Me Onboarding

- Assist with creating **as many** users as needed
- Conduct a Webinar for **all** users that will cover the following:
 - Installing the backup client
 - Selecting files
 - Setting a schedule
 - Conducting the first backup

Est. Total Time: 1.5 Hrs

Using SiteBuilder to Create Site

Guided Activation

- If the customer has an existing website to transfer, work with the customer to create a migration plan *(we **will not** be transferring website for the customer)*
- Configure the DNS records to allow customer to begin using the product
- Provide a high-level walkthrough of CenturyLink SiteBuilder, Attracta and Webmail

Est. Total Time: 1 Hr

Do-It-For-Me Onboarding

- Assist the customer with creating a website plan and executing that plan using CenturyLink SiteBuilder
- Populate customer-provided copy, imagery and assets into CenturyLink SiteBuilder website template *(we **will not** be creating new website content for the customer)*
- Submit customer's site to Attracta *(if website is ready)* and cover all available options

Est. Total Time: 2.5 Hrs

StopTheHacker — Website Health & Reputation Monitoring

Guided Activation

- Provide a brief overview of the StopTheHacker Control Panel
- Assist with creating an FTP user and demonstrate where to input the FTP credentials into StopTheHacker

Est. Total Time: 0.5 Hrs

Do-It-For-Me Onboarding

- Connect StopTheHacker to the customer's FTP directory
- Configure **all** available options for the customer
- Perform the first website scan and:
 - Interpret the scan results
 - Fix issues that StopTheHacker can resolve
 - Show the customer additional available resources to fix vulnerabilities
- Provide a detailed explanation of blacklists, how to be removed from blacklists, and reputation management

Est. Total Time: 1.5 Hrs

SiteLock — Website Health & Reputation Monitoring

Guided Activation

- Provide a brief overview of the SiteLock Control Panel
- Assist with creating an FTP user and demonstrate where to input the FTP credentials into SiteLock

Est. Total Time: 0.5 Hrs

Do-It-For-Me Onboarding

- Connect SiteLock to the customer's FTP directory
- Configure **all** available options for the customer
- Perform the first website scan and:
 - Interpret the scan results
 - Fix issues that SiteLock can resolve
 - Show the customer additional available resources to fix vulnerabilities
- Provide a detailed explanation of blacklists, how to be removed from blacklists, and reputation management

Est. Total Time: 1.5 Hrs

Pinnacle Cart — eCommerce Store

Guided Activation

- Provide a brief overview of how Pinnacle Cart works
- Specify a subdomain and assist with DNS configuration for store attachment
- Assist with creating **one** sample product
- Explain payment and shipping options, and how to link the store to an existing website

Est. Total Time: 1 Hr

Do-It-For-Me Onboarding

- Connect the Payment Gateway, Shipping Gateway, and configure options and settings for payment and shipping
- Insert a hyperlink to the customer's store onto the customer's **SiteBuilder website**
- Assist with creating all products (*via CSV upload, if CSV is not prepared, manually create up to **10** products*) add images, categories and selection options
- Assist with store layout, design, uploading of a logo and provide an overview for apps (*3rd party add-ons*) and charts (*analytics*)

Est. Total Time: 2.5 Hrs



*Not all Sharepoint sites can be migrated due to their complexity. One new basic Sharepoint site setup is included, migration work or additional work is subject to additional charges. Work will be quoted and accepted by customer prior to work beginning. Email migration assumes customer has access to existing email service from another webmail, POP mail, hosted exchange or exchange provider. Other configurations may incur additional charges; work will be quoted and accepted by customer prior to work beginning.

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