

Q. What is the URL for the IMA system?

A. The URL for internet users is <https://ima.centurylink.com/ima>.

This will open a pop up window to choose a certificate for accessing IMA. Please select the appropriate Client Digital Certificate from pop up window to work with IMA.

The URL for the CenturyLink Wholesale web site is

<http://www.CenturyLink.com/wholesale>.

This will take you to the CenturyLink Wholesale Website.

The URL for the CenturyLink Wholesale IMA Documentation Website is

<http://www.CenturyLink.com/wholesale/ima>.

This will take you to the CenturyLink Wholesale Documentation Website for IMA-GUI and IMA-XML.

Q. Where can I get the software I need to access IMA?

A. This version of IMA is certified on Internet Explorer 10.0/11.0 and the Java Desktop Runtime Environment 1.8.0_u51. Please contact your Desktop support for the Java Desktop Runtime Environment. You can also download it from <http://java.com/en>.

R. What Internet Browser Version should I be using?

A. Internet Explorer versions 10.0 and 11.0 are supported by CenturyLink. You may download these free versions from the Internet Explorer home pages.

B. HTML5 compliant browsers such as Firefox, Safari, and Chrome have been tested with the Java applet. These browsers will require plugins to support Java applets – see https://java.com/en/download/help/enable_browser.xml.

S. Where can I get the software I need to view the documentation on the Wholesale web site?

A. To view the documents at this site, whether on the website or from your workstation, you must have a web browser of your choice and Acrobat Reader 3.01 or a later version. Note that because of IMA security, however, you must first exit IMA before accessing other Internet sites.

To download Acrobat Reader, go to the Adobe web site at

<http://www.adobe.com/products/acrobat/readstep.html>. From this web page, follow the instructions for downloading and installing Acrobat Reader.

T. Can I use the Internet to access IMA?

A. Yes, the two preferred methods of accessing IMA are through the Internet or through a dedicated T1 line. You must have a digital certificate to access IMA through the Internet. You can obtain a digital certificate by accessing the <http://www.CenturyLink.com/wholesale/systems/generalinfo.html> web page and following the process described there. For a T1 connection, you must coordinate this access with IMA. See [Electronic Access](http://www.CenturyLink.com/wholesale/clecs/electronicaccess.html) (<http://www.CenturyLink.com/wholesale/clecs/electronicaccess.html>) for more information about establishing a T1 connection to IMA.

IMA GUI Frequently Asked Questions

Q. Who do I call if I forget my IMA password?

A. Contact your local site administrator for assistance with logons and passwords after you have connected to the IMA system.

Q. Who do I call if I have a question about the status of an order?

A. Call the Customer Service Inquiry and Education Center (CSIE) at 1-866-434-2555 for questions regarding order activity.

Q. Who do I contact if I do not receive my Daily Usage Reports?

A. Contact the Wholesale Systems Helpdesk at 1-888-796-9102. They will forward your call to the appropriate group.

Q. Who do I call if I need help with my digital certificate or access to IMA?

A. Call the Wholesale Systems Helpdesk at 1-888-796-9102. They can help you with questions related to system access as well as direct your application-related questions to the appropriate group.

Q. Who do I call if we are a Facility Based Provider wanting to place Directory Listings, and do not have a "fb" System Administration Log in?

A. Contact your Wholesale Service Manager and let them know you are ready to begin sending directory listing orders. They will determine which Listing Account Manager handles your account and ask them to contact you.

Q. Who do I call if our Company has questions about our own T1 dedicated access to IMA?

A. Information can be obtained from [Electronic Access](http://www.CenturyLink.com/wholesale/clecs/electronicaccess.html) - <http://www.CenturyLink.com/wholesale/clecs/electronicaccess.html>