

GSA EIS Training

Customer Training

Equip administrators and users with the knowledge, skills, and abilities they need to fulfill their EIS roles. Our modular-based EIS Learning Management System (LMS) covers the required functionality within the EIS Portal or Business Support System (BSS). Built using a non-linear training format, users can access modules as needed and in any order. Instructor-led training is also supported. Training modules include:

- ❖ Use of the Lumen EIS Customer Portal
- ❖ Ordering services
- ❖ Billing and disputes
- ❖ Inventory management
- ❖ Reporting
- ❖ Trouble tickets
- ❖ Resources

If you already have login credentials for the LMS, use this link to Launch and Login: [Lumen-EIS-Training](#)

New users can request login credentials by sending an email request to EIS LMS Access Request@lumen.com

To request instructor-led training, access the LMS or email EIS LMS Access Request@lumen.com