

## Getting Started

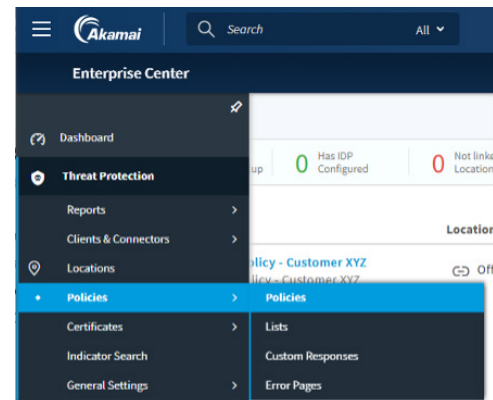
- Upon activation of your service, the solution administrator will receive an email from the Akamai Control Center.
- Instructions will provide how to create a new password. Follow the 3-step instructions.  
**NOTE:** The use of a two-factor authentication is required.
- Once a password is set, users will be brought to Akamai Control Center.  
**TIP:** Save the address <https://control.akamai.com/apps/auth/#/login> in your browser favorites for easy access.

## Creating Policies & Lists

Edit security levels, add/remove specific content from users access etc.

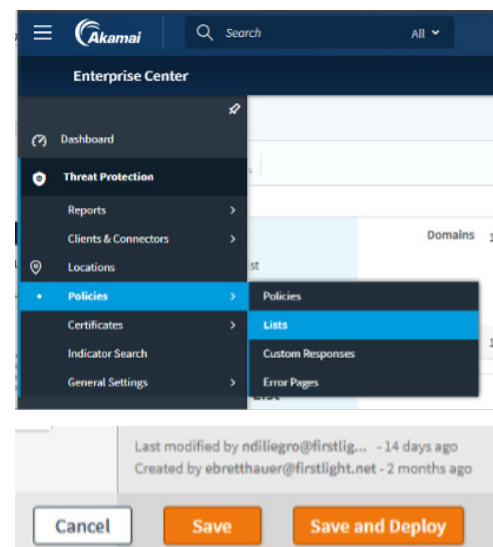
### Policies

- Pre-configured policies are already setup. You may choose to leave it as is or use these steps to make changes.
- To set policies, hover cursor over the toolbar on the left side of the Enterprise Center.
- Select “Policies” to view the standard policies set for you.
- Select the link to view and block additional categories. Control content/threats/and other custom restrictions to control user access.



### Lists

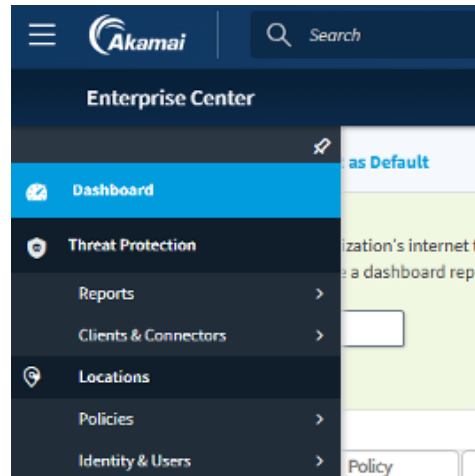
- Policies are broad in nature but lists provide you the opportunity to carve out specific URLs that should be blocked (or allowed). Think of these as exceptions to your policies.
- To set “Lists,” hover cursor over toolbar in the Enterprise Center to select “Lists”
- Under the Lists tabs, customers can edit individual websites. By blocking or allowing, specific websites will or will not be filtered.
- After any change to lists or policies, always select “Save and Deploy” or changes will not be implemented.



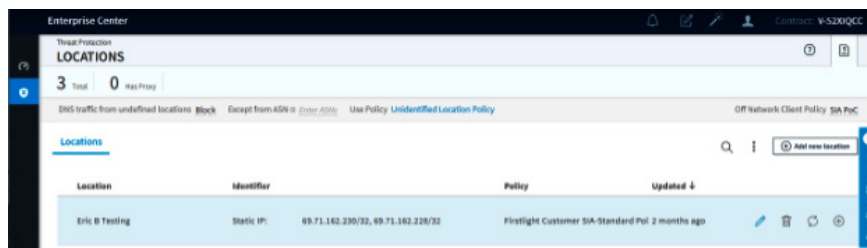
## Setting Locations

Administrators with multiple branches or offices may add each location to set consistent policies organization-wide.

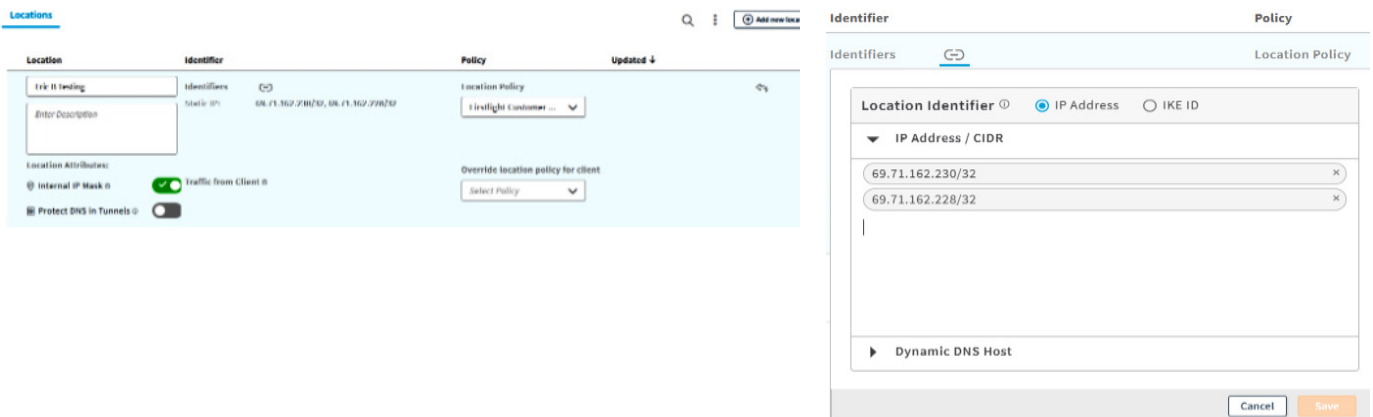
- To do so, select "Locations" in the Enterprise Center



- Select "Add new location"



- Name the location, provide a description, and add the IP address. Upon completion, select "Save."

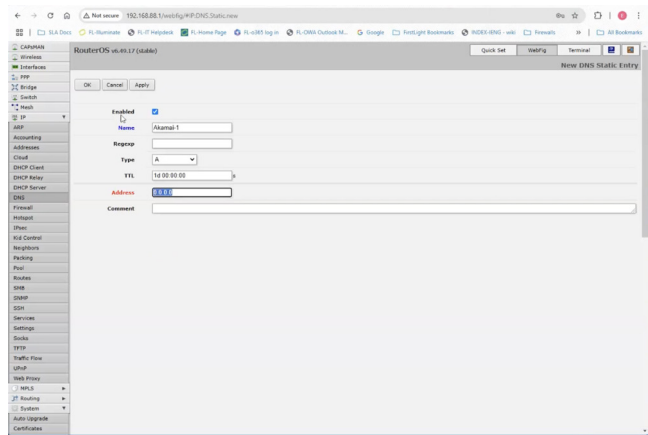
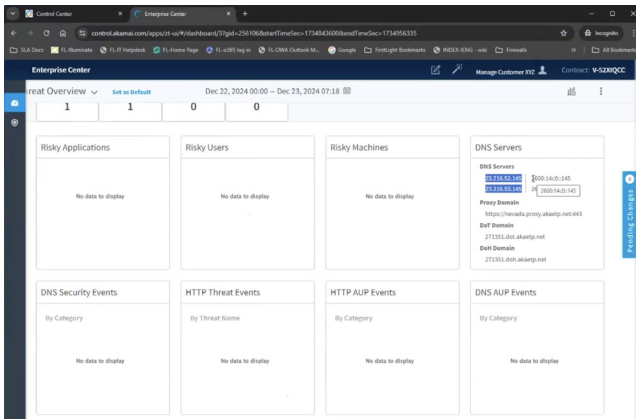


## Changing DNS Servers

Once a new location(s) is added, changing DNS servers will be needed on any/all networks that will utilize the content filtering services. To do this, start by viewing the Akamai Enterprise Center. The IP addresses for the DNS servers will be visible in the upper right corner of the Enterprise Center. Changing the DNS servers can be done two different ways:

### DNS Change to a Router

- Access the router and find its DNS settings
- Select "Add New" and name it Akamai.
- Add IP addresses to it. Include both IPV4 and IPV6 addresses.

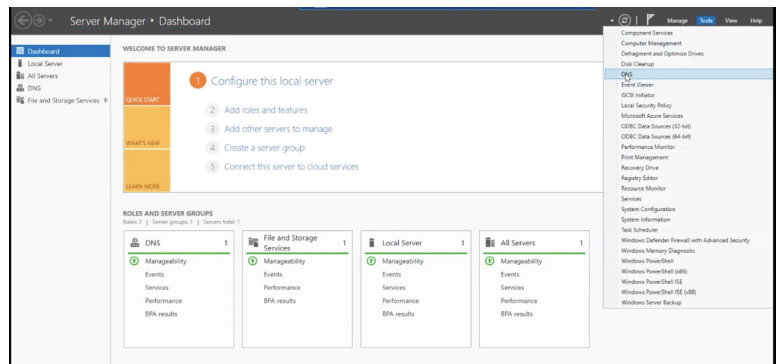


### DNS Change to a Windows Server Environment

- Access Server Manager and find DNS Manager window.
- Under "Tools" at the top right of the server manager, select DNS to open the DNS Manager.
- Right click on DNS server and go to "properties."

- Go to the "Forwarders" tab, select "Edit" and add the IP addresses found in the Enterprise Center and select "OK."

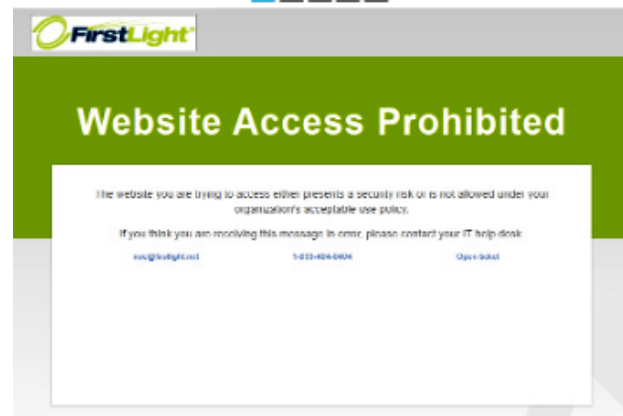
- Be sure the two IP addresses added are at the top of the list as the primary IP addresses.  
**NOTE:** you may remove all original IP addresses unless it is company policy to keep them.



- Hit "Apply" and "OK"  
**NOTE:** if you have multiple DNS servers in your "Forwarders" list, repeat the above steps for each server
- Lastly, clear your cache by right clicking on your server and selecting "Clear Cache."

## Testing Changes

- Once changes have been made to the DNS servers, testing may begin.
- To test, type a blocked website into Internet browser. If settings are correct, the site will slow down and then re-redirect to a website that states "Website Access Prohibited."

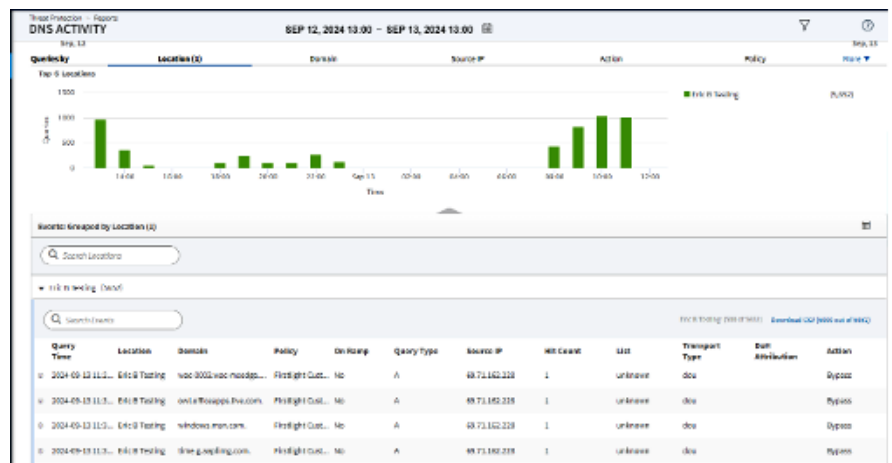
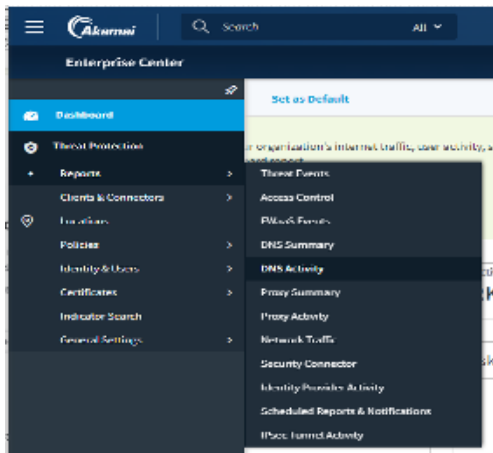


## Reporting Capabilities

- To see a record of prohibited activity, access the Akamai Enterprise Center.
- Select "Dashboard." View DNS Summary and DNS Activity.

## Reports/DNS Activity:

- NOTE:** These reports will track queried domains, blocked websites and other statistics. Activity will populate over time.



## Additional Assistance

For assistance, contact the Firstlight’s DNS Content Filtering team at 1-833-484-0404.

You will find additional documentation via Akamai TechDocs here:

<https://techdocs.akamai.com/etp/docs/welcome-etp>

**Note:** To add other Tenant Admins/Users, please contact FirstLight at 1-833-484-0404.

Users can only be added by the Firstlight DNS Content Filtering Admins.