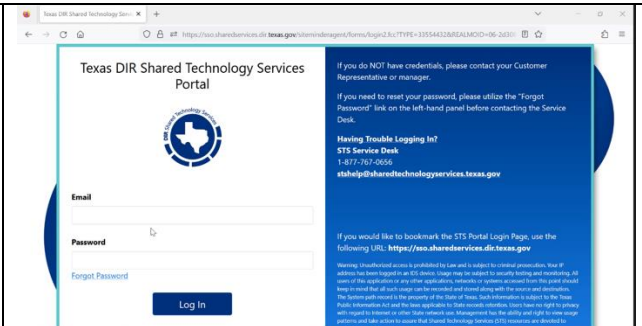# MSS Portal Log In Process

**Purpose: This document provides a "Step by Step—How To" for ordering EDR in the State of Texas DIR Shared Technology Portal. Developed for the TX K-12 Cybersecurity Initiative participants.**
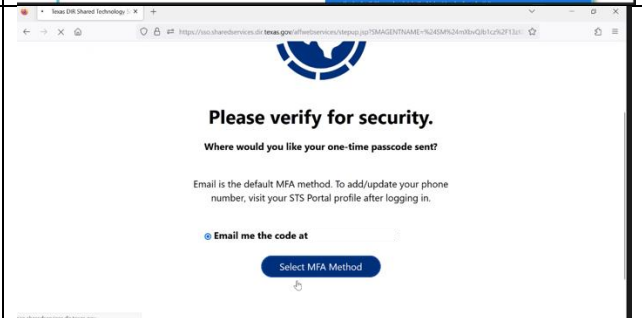
**Begin here by pasting the link below into your browser:**

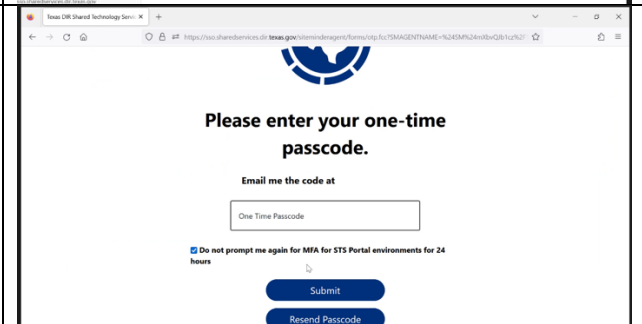**dirsharedservices.service-now.com/sp?id=index**

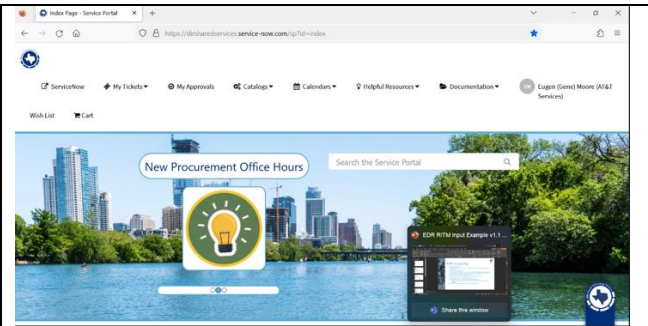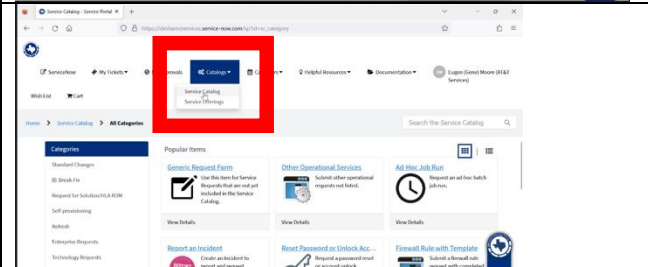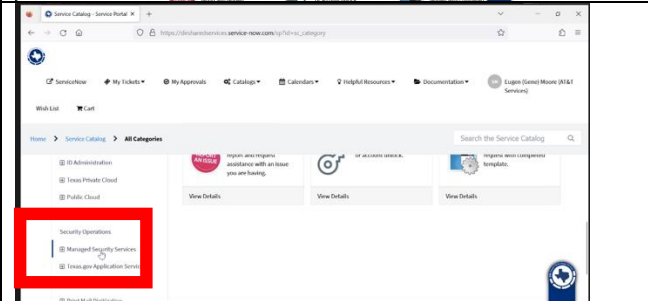| | |
|---|---|
| **Begin at the DIR MSS Login Screen. Enter your User ID and Password** |  |
| **Following the Multi Factor Authentication, select the MFA method (text to cell or email)** |  |
| **Enter the MFA passcode from text or email** |  |

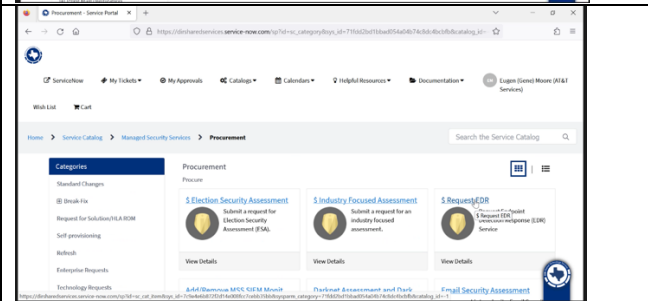| | |
|---|---|
| **This takes you to the DIR MSS landing page** |  |
| **Select "Service Catalog" from the menu** |  |
| **Scroll down the Catalog Options to Managed Security Services** |  |
| **Scroll through the Managed Security Options to find $ Request EDR**<br><br>**This will launch the EDR Order form below** |  |

**ORDER FORM:** [NOTE: Red text in brackets below explain field requirements and/or options]

**Requested For** [Select your name unless you are filling for form out for someone else. Then, select their name here]

**Provide brief 40-character summary** [Enter brief description of request, to include full name of your LEA, such as: "City ISD EDR Request]

**Requested By** [Select your name here]

**What Service are you ordering?** [Select Standard for AT&T Managed or Custom for self or Crwd/S1 managed]

**Are you the Primary Contact?** [Enter Primary Contact name, title, email, phone information here]

**Agency Secondary Point of Contact.** [Enter secondary contact name, title, phone, and email]

Name:

Title or Role:

Phone Number:

Email:

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**Specific Vendor Requested:** [From the drop-down options, select Crowdstrike or SentinelOne]

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**Select all device types included in this request:**

*Note:* *EDR is a consumption-based service. Billing is based upon active devices.* [As you check the boxes below, the form will ask you for a quantity of Workstations, Servers, Mobile OS devices]

☐ Workstations (end user laptops, desktops, tablets):
☐ Servers (web app, file, DNS, etc):
☐ Mobile OS (iPhones, iPads, Androids):

**Total Device Count Requested:** [This device count is updated automatically as you enter quantities of Workstations, Servers and Mobile OS devices.]

[Total quantity will be displayed here]

Estimated Monthly Cost: [Estimated monthly cost is calculated based on quantities entered above]

**NOTE**:  It is important to note that billed rates WILL VARY based on actual Enterprise RU consumption at the time the service is received. Please note the multi-year estimate may fall outside the current Vendor contract terms, which could impact future fiscal year pricing.

[Estimated monthly cost will be automatically updated here.]

Date Agency will begin deploying Endpoints: [IMPORTANT: enter planned start date for implementation. This allows coordination of resources to meet scheduling dates.]

**NOTE**: This date will be used for scheduling the Service Verification Meeting and Deployment Call (Kickoff and deployment of test agents).

[Date is entered here]

**Do you own and manage all endpoints to be protected?** [If no, then for form will expand to capture the name and contact of the 3rd party managing your endpoints. If yes, then continue to next question]

**Do you have a third-party vendor involved**? [If yes, then this will expand to capture name, contact, email and phone of your vendor. If no, continue to next question]

**What's Agencies existing EDR/EPP/Anti-Virus Solution?** [Enter vendor name of existing tool (Sophos, Trend Micro, McAfee, Kasperski, etc.]

**What's the current EDR Agent Deployment Method**? [Choose from drop down options the deployment method you use today]

**What's the current Mobile Device Manager (MDM)?** [Choose from the drop down list the MDM method you use today.]

Agency/LEA will be given up to four View Only EDR Console access and will be the Customer Escalation Path for EDR Services Alerts (Distribution List can be provided): [Ener name(s) of contacts authorized to access the View-Only Console]

Name:

Title or Role:

Phone Number:

Email:

**Provide Agency Business Hours:** [Enter hours of operation (8-5 Mon-Fri, for example)]

**NOTE**: This is required to access ticket handling for out of office escalation purposes.

**Provide known EDR/Anti-virus application exclusions (Interoperability exclusions to allow on the EDR agent):** [For example: If you use Microsoft Defender also, enter that here.]

**Click Submit to enter order.**