

Self-Register for Portal Access

1. Navigate to the MyLevel3 Sign In page: <https://my.level3.com>.
2. Click the **New user? Register here!** link located to the left of the Sign In button (Figure 1). The Self Registration wizard opens.
3. Enter your Billing Account Number, Customer Number, and email address (Figure 2), then click **Next**.

Note: You can obtain this information from your Level 3 account team if necessary.

4. In the next screen, enter your contact details in the Contact Information fields. Review the information on this page to verify its accuracy, then click **Register**. If the entries are accepted, a confirmation appears.
5. Check your email for the Welcome to the MyLevel3 customer portal message.
6. Follow the instructions in *First Time Sign-In* (below) to complete your portal enrollment.

Note: If self-registration fails, contact Portal Support for assistance: **877-453-8353** option 2, or PortalAccess@Level3.com.

The image shows a 'Sign In' form with fields for 'Username' and 'Password'. Below the fields are two links: 'Forgot your password?' and 'New user? Register here!'. The 'New user? Register here!' link is highlighted with a red box. To the right of these links is a blue 'Sign In' button.

Figure 1: New user? Register here! link

The image shows the 'Self Registration wizard - step 1' form. It has two main sections: 'Account Information' and 'Your Information'. Under 'Account Information', there are fields for 'Billing Account Number' and 'Customer Number'. Under 'Your Information', there is a field for 'Email Address'. All three fields are highlighted with red boxes. A note at the top states: 'All fields must match exactly. Contact your Level 3 Account Representative if you do not currently have this information.'

Figure 2: Self Registration wizard - step 1

First-Time Sign-In

After you are registered for portal access, you will receive an email with a username and temporary password that you can use to sign into the MyLevel3 customer portal.

Note: You must sign in within 2 weeks of receiving your welcome email; otherwise, your temporary credentials will expire. If this happens, contact Portal Support for assistance: **877-453-8353** option 2, or PortalAccess@Level3.com.

1. Navigate to the MyLevel3 Sign In page: <https://my.level3.com>.
2. Enter the username and temporary password that you received in your MyLevel3 Welcome email, then click **Sign In**. You are logged in and prompted to finalize your registration.
3. Select two security questions from the Security Questions drop-down boxes and enter the correct responses in the Answer boxes (Figure 3).
 - If you need to update your contact information, click **Edit Contact Info**, make the required changes, then click **Save**.
4. Read and accept the Portal Terms of Use Agreement, then click **Continue to MyLevel3**. You are taken to the Home page of the MyLevel3 customer portal.

The image shows the 'Security Questions' form. It has a title 'Security Questions' and a sub-header 'These will be used to verify your identity if you forget your password.' There are two security questions, each with a drop-down menu for the question and a text input field for the answer. The first question is 'What is your oldest cousin's first and last name?' and the second is 'What is the name of your favorite childhood friend?'. Both questions and their answer boxes are highlighted with red boxes.

Figure 3: Security Questions drop-down boxes

Switching to Different MyLevel3 Profiles

If your Single Sign-on ID includes additional profiles, they appear in a drop-down list in the upper right of the header, just above the date (Figure 4). To switch to a different profile, hover over the current profile name, then select a profile from the list.

The image shows the top header of the MyLevel3 customer portal. It includes 'Hello Amy', 'Contact Us', and 'Sign Out'. A dropdown menu is open, showing three profile options: 'TEST-SS/AMYSORGS', 'LEVEL3/sorgs.amelia', and 'TESTCUST/sorgs.amy'. The dropdown menu is highlighted with a red box.

Figure 4: Additional profiles list

Forgot Your Password?

1. On the Sign In page, click the **Forgot your password?** link (Figure 5).
2. Enter your email address, then click **Continue**.
3. Answer the security question(s), then click **Submit**. If you have supplied the correct responses to the security questions, an email containing a new temporary password is sent to your account email address.
4. Sign in using your username and the new temporary password. After entering the portal, you are prompted to change the temporary password.

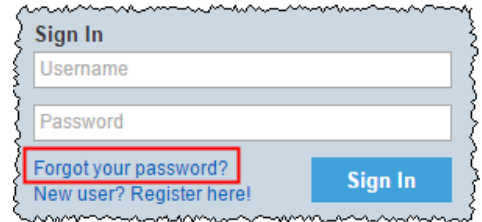


Figure 5: Forgot your password? link

Change Your Account Password

1. Navigate to the MyLevel3 Sign In page (<https://my.level3.com>) and sign in.
2. Click on your username in the upper right corner of the portal (Figure 6) to open the My Portal Information popup.
3. Scroll down to the My Security Information section, then click the **Change Password** button (Figure 7).
4. Enter your old and new passwords.
5. Click **Save**, then close the My Portal Information popup.



Figure 6: User profile link



Figure 7: Change Password button

Unlock Your Account

Your account may be locked under the following circumstances:

- You have unsuccessfully attempted to log in 5 times.
- You have not logged in for more than 9 months.

Note: If your account has been locked, contact Portal Support for assistance: **877-453-8353** option 2, or **PortalAccess@Level3.com**.

Login Troubleshooting and Best Practices

Below are suggested best practices and possible solutions to login issues:

- If you encounter login issues using a valid username and password, clear your browser's cookies and cache. (You may wish to do this occasionally as a preventative measure.)
- If you are prompted to sign in twice, you may be accessing the MyLevel3 portal using an outdated bookmark. If you are, delete or update the bookmark.
- If you use Internet Explorer, turn off Compatibility settings.
- If the following message appears "Welcome to Level(3)! Please select the portal you would like to access.", clear your browser's cookies and cache.
- At the end of each portal session, click **Sign Out** before closing your browser.