

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**.

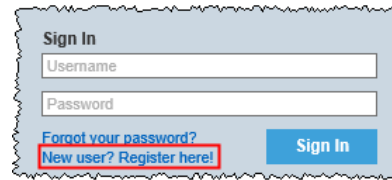


Figure 1: New user? Register here! link

Note: You can obtain this information from your CenturyLink 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.

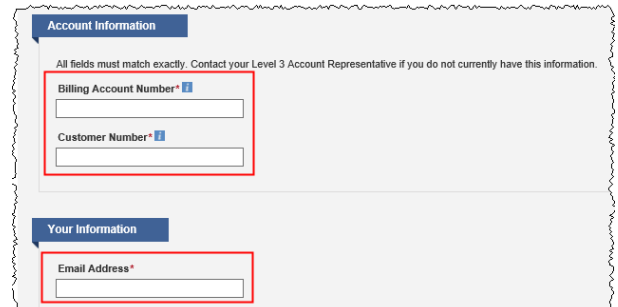


Figure 2: Self Registration wizard - step 1

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

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@CenturyLink.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.



Figure 3: Security Questions drop-down boxes

Switching to a Different MyLevel3 Profile

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.

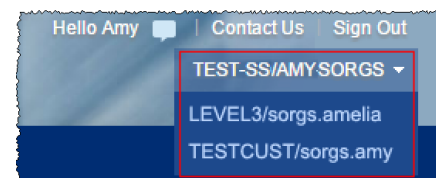


Figure 4: Additional profiles list

Forgot Your Password?

1. Navigate to the MyLevel3 Sign In page (<https://my.level3.com>) and 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 create a new password.

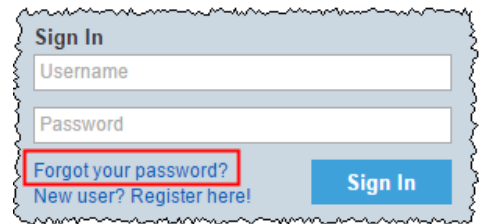


Figure 5: Forgot your password? link

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 over 9 months.

To unlock your account, contact your delegated administrator or Portal Support for assistance: **877-453-8353** option 2, or PortalAccess@CenturyLink.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 "If you have arrived at this page by mistake, 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.