The MyLevel3 Mobile app is a companion to the MyLevel3 online customer portal.

Using the same convenient login you have for MyLevel3, you can instantly view up-to-the-minute trouble ticket status, escalate an issue, add notes, and perform other tasks.

Enhanced Management & Dynamic Capacity customers can also view site status, drill down into utilization details, and quickly activate Dynamic Capacity on enabled circuits.
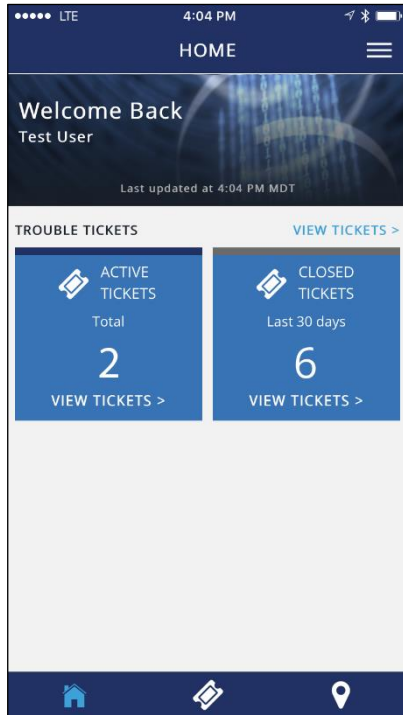
MyLevel3 Mobile app Home screen
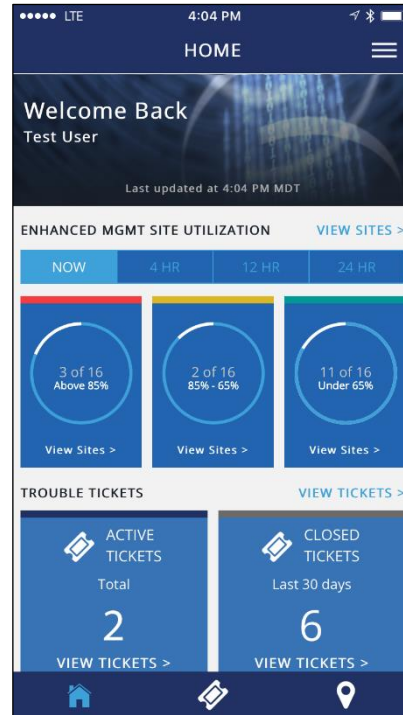
Home screen with Enhanced Management & Dynamic Capacity

Tap a blue tile to get started.

Note:	Any actions you perform on the mobile app are reflected in the MyLevel3 customer portal.

Install the App

- **Android**—open the Play Store, then locate and install the MyLevel3 Mobile app.
- **iPhone**—open the App Store, then locate and install the MyLevel3 Mobile app.

Login

Use the same single sign-on username and password that you use for the MyLevel3 customer portal.

Note:	If you have multiple MyLevel3 profiles, only data for your primary profile appears in the mobile app.

Screen Overviews

🏠 **HOME**—displays a summary of recent trouble tickets. (Enhanced Management and Dynamic Capacity customers have additional tiles displaying site utilization for Enhanced Management and Dynamic Capacity circuits.)

◈ **TROUBLE TICKETS**—displays a summary of active and recently closed trouble tickets. Tap a ticket to view details or perform one of the available functions.

📍 **SITES** (only available to Enhanced Management and Dynamic Capacity customers)—displays a summary of your Enhanced Management and Dynamic Capacity sites categorized by current percentage of utilization vs capacity. Tap a site to display circuits and circuit utilization details, and to turn Dynamic Capacity on/off for applicable circuits.

Trouble Tickets
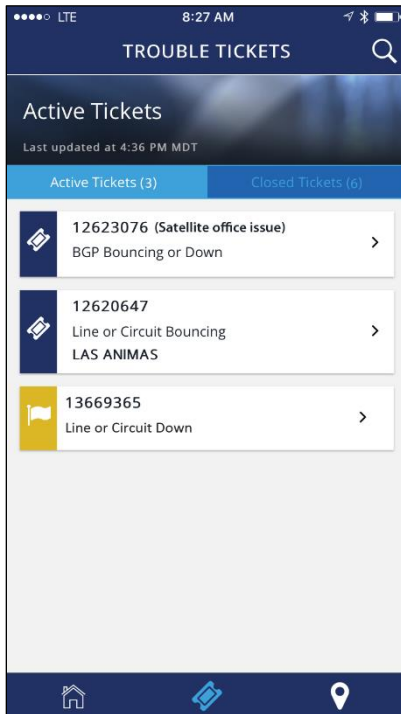
The TROUBLE TICKETS screen displays trouble tickets for your assigned accounts in the following tabs:

- **Active Tickets** (default view)—trouble tickets (denoted by a blue ticket icon) and potential trouble tickets (denoted by a yellow flag icon).
- **Closed Tickets**—tickets closed within the past 30 days.

Each ticket in the list displays the Ticket ID (Customer Internal ID), Issue, and Site Name (if available).

Tap a ticket in the list to display ticket details.

Search for a Ticket

Tap the magnifying glass icon (🔍) to search for a ticket. You can search by ticket ID (your internal ID), issue, and site name.

Ticket Details

The TICKET DETAILS screen header displays detailed ticket information, including ticket ID, creation date, date of the last update, Next Update (the estimated time/date when Level 3 expects to update the ticket), status, and escalation level.

Tap **More >** to display more ticket details, including account numbers and the ticket creator's contact information.

Scroll down to the Ticket Notes section to view the complete history of notes that have been added to the ticket.

Add a New Note to an Active Ticket

Add a note to an active ticket by tapping the **Add Note** button. Enter the note text, then tap **Save**.

To request a call back, check the **Request Call Back** option and add your contact information before saving the note.

Call Level 3 Support

To call Level 3 support, tap **Call Support**, then **Call**. (The ticket number is included, so the support team is aware of the issue that prompted your call.)

Escalate an Issue

To escalate an issue, tap **Escalate**, then enter a reason for escalation. You can also optionally edit your contact information and request a call back.

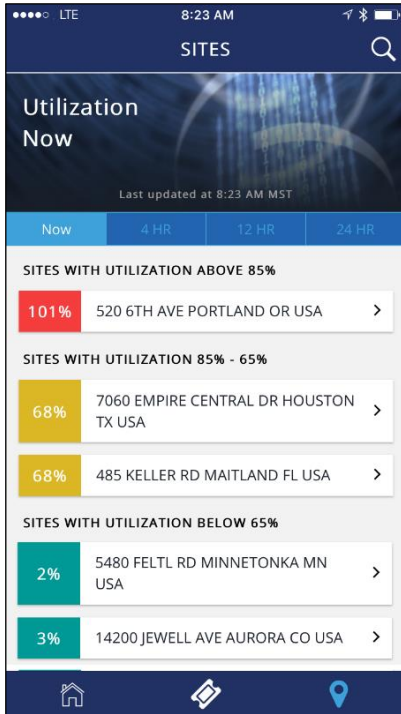> **Note:** You can escalate an issue once per hour.

Once the issue is escalated, the new escalation level appears in the screen header.

Edit Ticket Details

You can edit the Internal Customer ID and the contact information sections. Click the related link, then make your modifications.
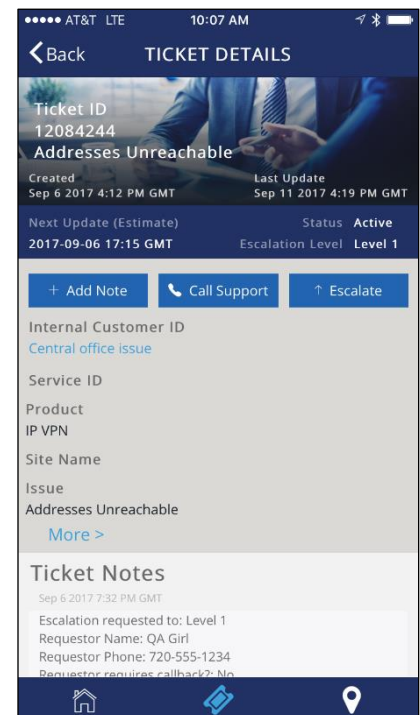
Site Utilization

The SITES screen provides a snapshot of the traffic being carried on your Level 3 Enhanced Management & Dynamic Capacity circuits.

> **Note:** Site Utilization is only available if you have Enhanced Management or Dynamic Capacity circuits.

Sites are grouped by their utilization compared to their purchased bandwidth or Committed Information Rate (CIR) over the past 30 minutes (NOW).

- **Red**—more than 85% of CIR.
- **Yellow**—between 65% and 85% of CIR.
- **Green**—less than 65% of CIR.

Tap a tab to view site utilization trends over 4 hours, 12 hours, or 24 hours. Tap a site to view more details.

High rates of utilization may cause performance issues for your network users, and may be relieved by turning on a Dynamic Capacity Event. Utilization data is provided to help you decide if traffic from your site could benefit from a Dynamic Capacity event.

Site Details

The SITE DETAILS screen displays all the circuits at the site and their current utilization. Tap the magnifying glass icon (🔍) to search for a circuit. You can search by percentage or address.

Tap a circuit to display the utilization chart.

> **Note:** Pull down on the screen to refresh the list of circuits.

Circuit Details

The CIRCUIT DETAILS screen includes address data for the circuit (A Location & Z Location when applicable), a Circuit Utilization chart for the past 24 hours, and a current Bandwidth setting. (If you have permission to manage Dynamic Capacity, a Dynamic Capacity tile also appears.)

Depending on the state of Dynamic Capacity, the Dynamic Capacity tile may appear in one of the following ways:

- **DC Active**—Dynamic Capacity is currently active. (Tap to deactivate.)
- **DC Off** —Dynamic Capacity is turned off. (Tap to activate.)
- [**Grayed out**]—Dynamic Capacity is not available on this circuit.
- [**Absent**]—you do not have the Dynamic Capacity permission.

Managed IP VPN and Converged customers may also access Application Usage data (if available). Tap the **App Usage** tile to display a pie chart showing your current Top Talkers.

> **Note:** Pull down on the screen to refresh the list of circuits.
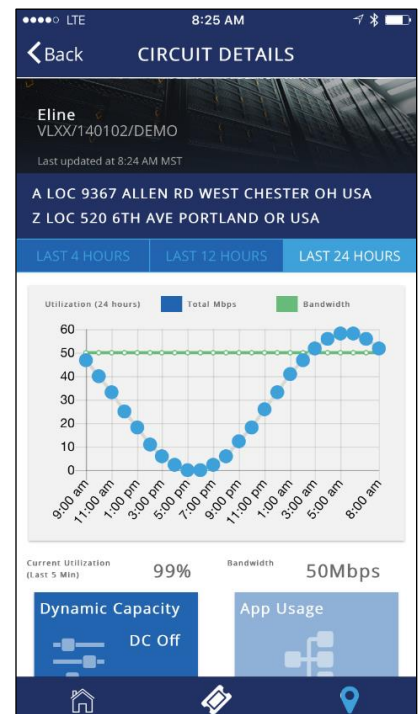
Dynamic Capacity
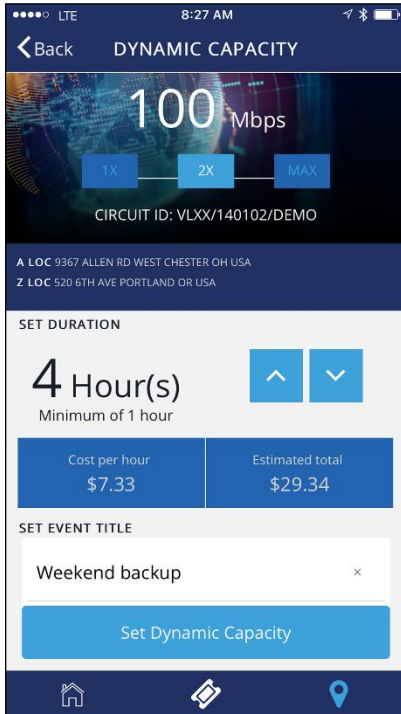
On the DYNAMIC CAPACITY page, select the new rate (2X or MAX), then use the up or down arrows to set the duration. (If you wish, you can also edit the Event Title.) Cost per hour and estimated total for the event appear once the new bandwidth and duration are set.

Once you have set the required values, tap the **Set Dynamic Capacity** button. At the confirmation message, tap **PROCEED WITH ACTIVATION**. The Dynamic Capacity event starts. You will receive an email notification that Dynamic Capacity has been activated.

> **Note:** You are billed for any event that runs longer than five minutes.

To disable Dynamic Capacity, tap the **Dynamic Capacity** tile, then tap **Turn Off**. At the confirmation message, tap **CONFIRM**. You will receive an email notification that Dynamic Capacity has been deactivated.

> **Note:** To check the history of Dynamic Capacity events, log into your MyLevel3 customer portal account and check on the Reports > MyServices > Dynamic Capacity > History page.

Help

The MyLevel3 Mobile app has a built-in help system that describes each function in greater detail.

From the HOME screen, tap the **MENU** icon (▤) in the top right corner, then tap **Help**.

For support with the MyLevel3 app, please contact us in the following ways:
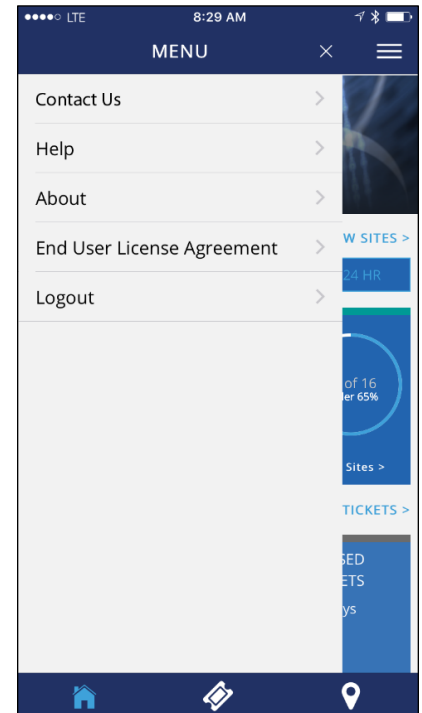
North America
PortalAccess@level3.com
1-877-453-8353, Option 2

Europe
ServiceManagementTeam@level3.com
+44 (0) 1270 727375

Latin America, Asia, Australia
PortalAccess@level3.com

Log Out

For best security practices, always log out when you finish using the app.

From the HOME screen, tap the **MENU** icon (▤) in the top right corner, then tap **Logout**.

Feedback

Tell us what you think! Submit your feedback and suggestions to MobileAppFeedback@level3.com.