Level 3 Shared Web Hosting
FAQ

Updated October 2015

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1. General FAQ

1.1. I already have a website. Is it possible to move it to Level 3 Shared Web Hosting?

1.1.1. Yes, we are happy to help you with this. Contact your Level 3 sales representative and we will send you an email with all the information you need to access the tools and upload files off your existing website. You will also need to point your existing domain name to Level 3. You can contact us at 800.829.0420 option 1> option 1 if you'd like additional help.

1.2. I already own a domain name but it's not with Level 3. Can I continue to use my domain name if I use Level 3 hosting?

1.2.1. Yes. You will need to point your existing domain name to our name servers. Within 24 hours, your domain will be associated with your new Level 3 services. Please contact us at 800.829.0420 option 1> option 1 if you'd like us to walk you through this process.

1.3. What kind of support do you provide your customers?

1.3.1. For our customers' convenience, we provide a wide array of helpful resources. These resources are useful not only to help you get started but also for ongoing support. You can begin by accessing our user guides for information on how to leverage your online presence. You can also use our online chat feature that is available in your Portal. Need more help? Our technical support is available 24 x 7 at 800.829.0420 option 1> option 1.

1.4. Are there limits to the amount of traffic I can receive or to the files I can post online?

1.4.1. Yes. Please call us at 800.829.0420 option 1> option 1 to understand how much bandwidth is allowed with your package.

1.5. Can I sell products online with Level 3?

1.5.1. Yes. You can host an online store using the Online Presence Builder.

1.6. Do I need to know HTML and web coding to build my website?

1.6.1. No. Our tools are designed with the non-technical user in mind. Most design tools use drag and drop and functions quite similar to popular desktop applications. We've made it easy for you or your employees to fully manage a professional online business.

1.7. If I design a website with Level 3, will my customers be able to find it when searching online?

1.7.1. We provide all the tools you need to optimize your website for search engines. We also provide tools to promote your business on popular online business directories and create email newsletters to encourage repeat traffic from your customers.

1.8. I prefer to manage my mail on Outlook or via my mobile phone. Is your email compatible?

1.8.1. Yes. Our email is fully compatible with popular email software such as Outlook. Details are included in the email set up tools within the [Portal](#).

1.9. Where can I set up my email addresses?

1.9.1. Select "Apps" and then launch the "EasyMail Setup" to create a new email account or manage an existing email address.

1.10. How do I check my email?

1.10.1. There's a variety of ways you can access your mail – through Webmail on your desktop or mobile devices, through a desktop email client (like Microsoft Outlook or Mac Mail), or through an email client on your mobile devices.

1.10.2. To access Webmail, click on the envelope icon on the top right of your new Online Presence Platform. If you need detailed, step-by-step instructions on how to setup your email in an email client, open up the "EasyMailSetup" in the "Apps" section, click launch and select "Help" in the top right side of the window.

1.11. Where can I reset my login password?

1.11.1. Beginning Oct. 29, 2015, visit http://www.level3-hosting.com/forgot.php and select the "Forgot password?" option and enter your username. A hyperlink link to reset your password will be emailed to you. Once logged into the Online Presence Platform, you can edit your username, email address, password and other details under "General."

1.12. What upgrades have been made to my Control Panel and management tools?

1.12.1. The Control Panel where you manage your services has been upgraded to "Online Presence Platform." This upgrade includes a new look and feel with easier navigation to everything you need to manage your website and other services. All the essential features of your previous Control Panel have been retained but may be managed in slightly different ways. Should you have a question, do not hesitate to call us at 800.829.0420 option 1> option 1.

1.13. When will I be able to access these new applications/features?

1.13.1. You will be able to access these immediately when you log into your service.

1.14. Where can I get user guides to help me walk through the new functionality?

1.14.1. You can access the user guides [here](#).

1.15. Do I have to change my password?

1.15.1. No.

1.16. Why did you change the branding to Level 3? I purchased my service from tw telecom.

1.16.1. Level 3 purchased tw telecom last year and branding is being updated to reflect this.

1.17. Can I still use the old applications that I used before or do I have to go to the newer applications?

1.17.1. Our new applications have replaced the previous versions with better reliability and some feature enhancements.

1.18. Who can I call if I have questions?

1.18.1. You can also use our online chat feature that is available in your [Portal](#). If you want to speak with someone directly, technical support is available 24 x 7 at 800.829.0420 option 1> option 1.

2. Online Presence Builder FAQ

2.1. What are the Online Presence Portal and the Online Presence Builder?

2.1.1. The Online Presence Portal is an intuitive interface which connects you to the complete suite of business applications and services included with your Level 3 shared webhosting. Using the applications and services in the portal, you can easily build a responsive website, manage your hosting space and create business-class email accounts.

2.1.2. The Online Presence Builder is our new application for building your business's web presence. This tool is designed to help you to create a beautiful, responsive website for your business. It also enables your website to be viewed in proper format on desktop, mobile and tablet devices.

2.2. Does the Online Presence Builder cost extra or affect my billing?

2.2.1. There are no additional charges. Online Presence Builder and other updates will have no impact on your bill. They are automatically included in your current hosting package beginning Oct. 29, 2015.

2.3. Do these changes impact my current website?

2.3.1. No. Your existing website will not change or be affected. When you design and click "Publish" on a new website with Online Presence Builder, your fresh, new website will replace your existing one.

2.4. How do I use the new Online Presence Builder?

2.4.1. Online Presence Builder was built with ease of use in mind. After you log into the Online Presence Portal, choose "Websites" from the top menu. Once there, you will be presented with a selection of stylish website designs created by professionals (and remember you can change your design at any time). Customizing your site is as easy as dragging and dropping your elements onto the page. Just pick your element – for example a heading, text or image – place it on the page, and double-click to edit. What you see is what you get.

2.5. Do I need to build a separate mobile site with the Online Presence Builder?

2.5.1. Online Presence Builder automatically makes your site look great on every device: desktop, mobile or tablet. There's no need for you to spend the time developing a separate, mobile-friendly site. Your website will automatically adapt to the device your visitors are using, with the important details front and center — this is called 'responsive design.' When designing and editing your website, you can quickly preview how it looks on a desktop, tablet or mobile device by toggling the appropriate icon representing each view.

2.6. Can I change my design once I select it?

2.6.1. Yes, you can change your design at any time. Select "Design" in the tool to view the available designs. You also have the option to preview how existing content will look with the new design before making the change.

2.7. Can I transfer my existing Level 3 EasySiteWizard website to the new Online Presence Builder?

2.7.1. Not at this time. We built Online Presence Builder with fresh new designs that are more SEO-friendly and better suited to today's market. However, you can move your existing website content as you build a new design in Online Presence Builder. Learn more by accessing our user guides.