

One Portal and Multi-Factor Authentication/ E-Rate Productivity Center (EPC)

One Portal – Multi-Factor Authentication (MFA)

In order to complete online E-Rate forms, the user must have an account and be set up in the USAC master online system, One Portal, with multi-factor authentication (MFA). MFA is required to comply with federal security requirements. After entering One Portal, the user may access the E-Rate Productivity Center (EPC) Portal.

The One Portal MFA requires the user to enter two or more separate pieces of information, such as a user password and a validation code that is e-mailed or texted to the user, in order to gain access to the USAC online filing systems.

The set-up process requires several steps that are illustrated in the One Portal/MFA Set Up Guide that is part of this Resource Manual.

Notes:

- **Technical Hints:** Before you begin:
 - ✓ Be sure to use a Chrome or Firefox browser
 - ✓ Disable all privacy features (such as EFF Privacy Badger)

If you are not currently an EPC or BEAR authorized user (meaning your e-mail address isn't in the USAC system), or if you experience problems setting up your One Portal account, call CSB at 888-203-8100.

E-Rate Productivity Center (EPC)

The E-Rate Productivity Center (EPC) is the account and application management portal for the Schools and Libraries (E-Rate) Program that was introduced in FY 2016. Applicants, consultants, and service providers participating in the E-Rate Program must use this system to submit forms, manage program processes and to submit questions via customer service cases.

The Form 470, Form 471, Form 486, Form 472, Form 500 and Form 498, and all post-commitment functions such as SPIN changes, service substitutions and appeals, are submitted within each applicant's EPC portal.

Each applicant's portal is managed by their School or Library's Account Administrator (AA). Only the AA can create new users for the school or library, reassign the AA responsibility to another user within the organization, and set up user permissions to file and/or certify various forms.

If you are not sure whether your organization's EPC portal has been set up, contact the Customer Support Center at 888-203-8100 to ask. The following documents in this Resource Manual contain the specific instructions for how to set up your EPC portal, including the following tasks:

- One Portal – MFA Set Up Guide
- How to Log-In to EPC

- How to Reset your EPC Password
- How to Change Account Administrators (only AA can do)
- How to Create New EPC Users and Change User Permissions (only AA can do)
- How to Link to a Consortium
- How to Add a Consulting Firm (only AA can do)
- How to Update Building Entity Data

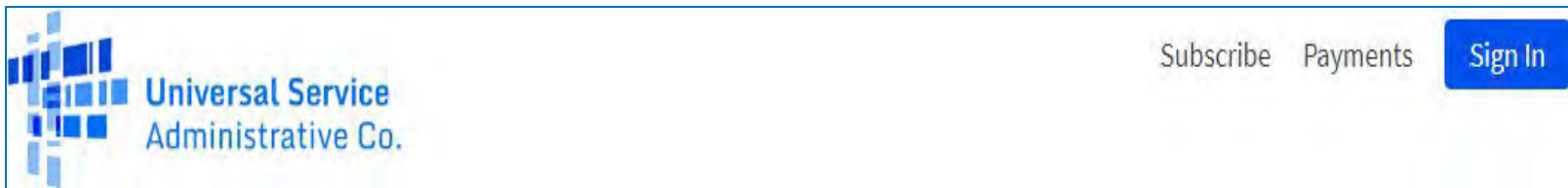
One Portal MultiFactor Authentication Set Up Guide



September 2025

One Portal Basics

- USAC has created One Portal, a log-in system to create better security with multi-factor authentication (MFA).
- All users will log in to One Portal to enter EPC, accessible by clicking on the blue **Sign In** button at the top of the main page of the USAC website.



- MFA is required to comply with federal electronic security requirements.
- Two forms of authentication are required before you can access EPC.

One Portal Set-Up

- A multi-step process is required to initially set up your One Portal account and establish your MFA validation options.
- Before you begin:
 - Be sure to use Chrome or Firefox browsers
 - Disable all privacy features
- If you are not currently an EPC or BEAR authorized user (meaning your e-mail address isn't in the USAC system), or if you experience problems setting up your One Portal account, call the E-rate Customer Service Center at 888-203-8100.

Logging in to One Portal (1P)



Subscribe Payment

Sign In



About

E-rate

Rural Health Care

Lifeline

High Cost

Service Providers

E-rate

Ensuring that schools and libraries across the U.S. are connected to information and resources through the internet



- This screen will appear each time you log in to One Portal.
- Click **Continue**:

EPC users and BEAR Form Filers: If this is your first time logging in to One Portal, please read this information carefully.

USAC has added multifactor authentication (MFA) to increase the security of our Universal Service Fund (USF) IT applications. The first time you sign into an application, the system will prompt you to set up MFA for your account. To do this:

1. Click the blue **Continue** button below.
2. Click the **Forgot Password** link.
3. Enter your Username (your email address) and click **Reset via Email**.
4. When you receive the email, click the link to create a password. Your password must be at least eight characters long and include one lowercase letter, one uppercase letter, one number, and one special character.
5. Accept the system's terms of use and click **Sign In**.
6. On the next page, confirm the email associated with your account and click **Send Email**.
7. Check your email for a verification code.
8. Enter the code and click **Verify**.

After logging in, you will see USAC's new single portal application dashboard if you have access to more than one application. On this page you can access all of the USF applications associated with your log in. This means users no longer have to sign into multiple applications to interact with different USF programs.

From the dashboard, you can visit the "Settings" page to add a cell phone number to your account. This will allow you to receive verification codes via either email or text message when you log in in the future.

To learn more about USAC's MFA and to find a list of all USF IT applications included in the single portal, visit [USAC's website](#). If you cannot access the email associated with your account and need to set up a new log in, please contact your organization's USF administrator. If you need to reset your password, click the "forgot password" link. More detailed instructions are available in [this video](#).

Continue

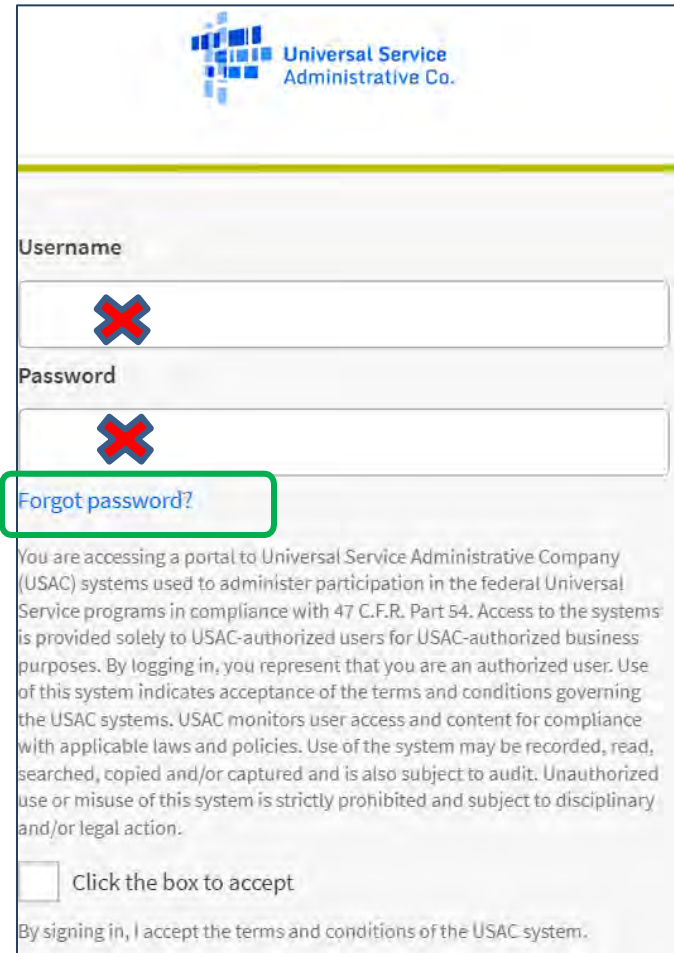
Initial Set-Up

Fall 2025 South Dakota E-Rate Manual

Tab 6 EPC Portal, p. 8

Click **Forgot Password** –

Do not enter
Username/Password



Universal Service
Administrative Co.

Username

Password

[Forgot password?](#)

You are accessing a portal to Universal Service Administrative Company (USAC) systems used to administer participation in the federal Universal Service programs in compliance with 47 C.F.R. Part 54. Access to the systems is provided solely to USAC-authorized users for USAC-authorized business purposes. By logging in, you represent that you are an authorized user. Use of this system indicates acceptance of the terms and conditions governing the USAC systems. USAC monitors user access and content for compliance with applicable laws and policies. Use of the system may be recorded, read, searched, copied and/or captured and is also subject to audit. Unauthorized use or misuse of this system is strictly prohibited and subject to disciplinary and/or legal action.

☐ Click the box to accept

By signing in, I accept the terms and conditions of the USAC system.

Initial Set-Up

Fall 2025 South Dakota E-Rate Manual

Enter EPC Username which is the e-mail address you normally use to log into EPC (and the BEAR system).

Universal Service Administrative Co.

Tab 6 EPC Portal, p. 9

Reset Password

Username

dmkriete@comcast.net

Reset via Email

Universal Service Administrative Co.

Email sent!

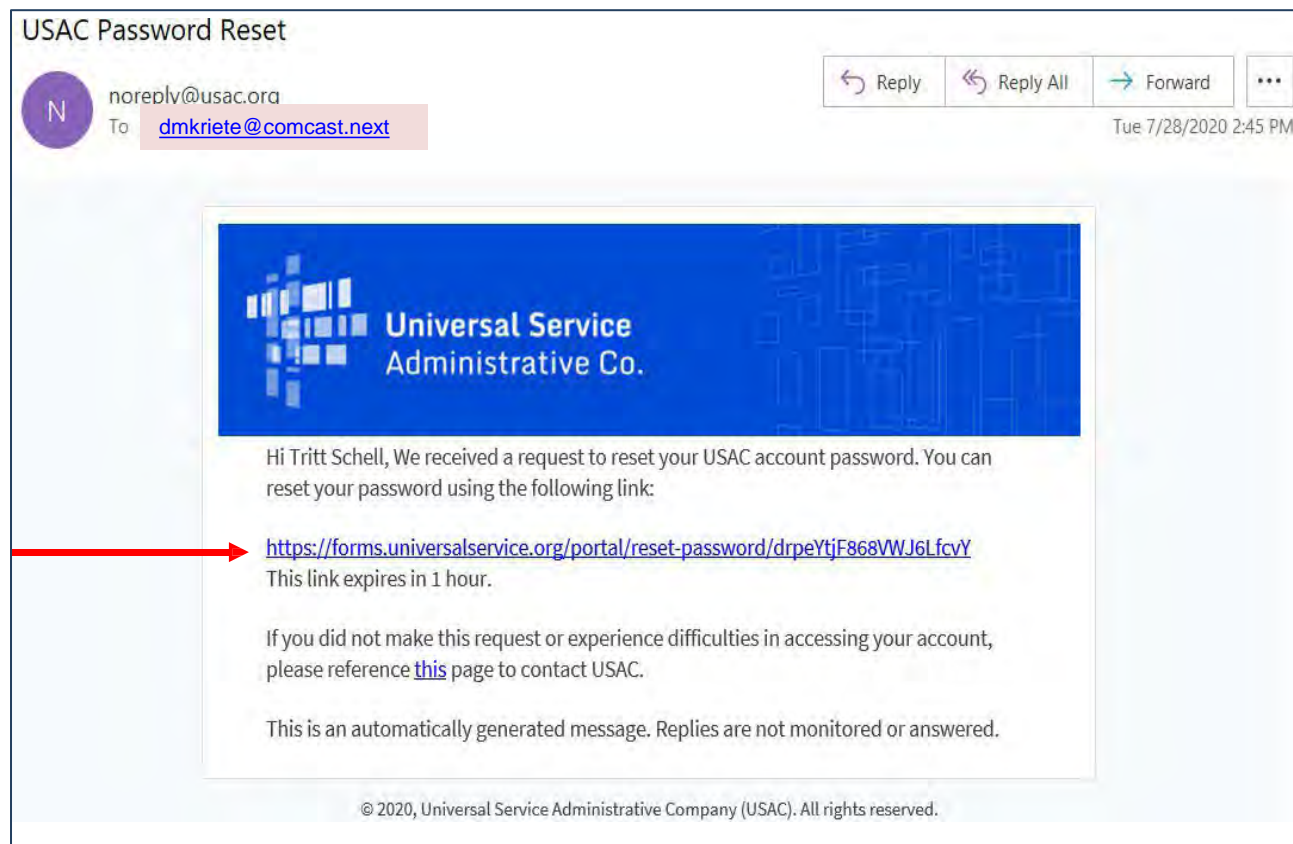
✓ Email has been sent with instructions to jtschell@comcast.net on resetting your password!

Back to Login

Message will display indicating you have been sent an e-mail with instructions for resetting your password. **Next step: Check your e-mail!**

Check e-mail for a USAC Password Reset message from noreply@usac.org. Link in message will only be valid for 1 hour.

Click on link:



Initial Set-Up


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Enter desired password and repeat.

Requirements:

- At least 8 characters
- One uppercase
- One lowercase
- One special character
- Cannot be any of your last 8 passwords

Tab 6 EPC Portal, p. 11



Reset your password

Password requirements: at least 8 characters, one uppercase, one lowercase, one number, one special character and cannot be any of your last 8 passwords.

New password

Repeat password

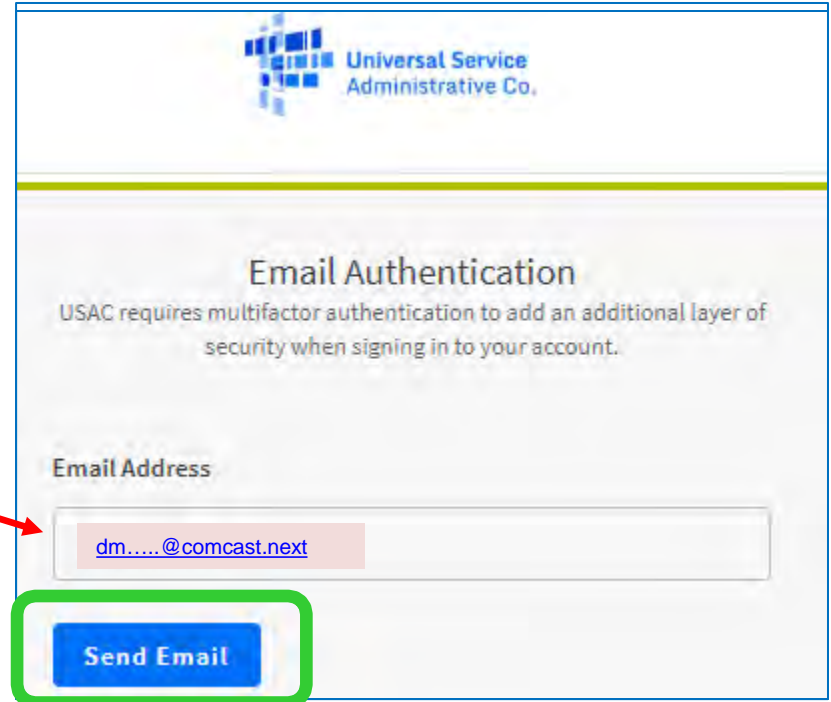
Reset Password

Initial Set-Up: E-mail Authentication

System will now authenticate your e-mail address.

Note: e-mail address is pre-populated in text box (only a portion will be shown).

Click **Send E-mail** to have the authentication code sent to your e-mail address.



Universal Service Administrative Co.

Email Authentication

USAC requires multifactor authentication to add an additional layer of security when signing in to your account.

Email Address

dm.....@comcast.net

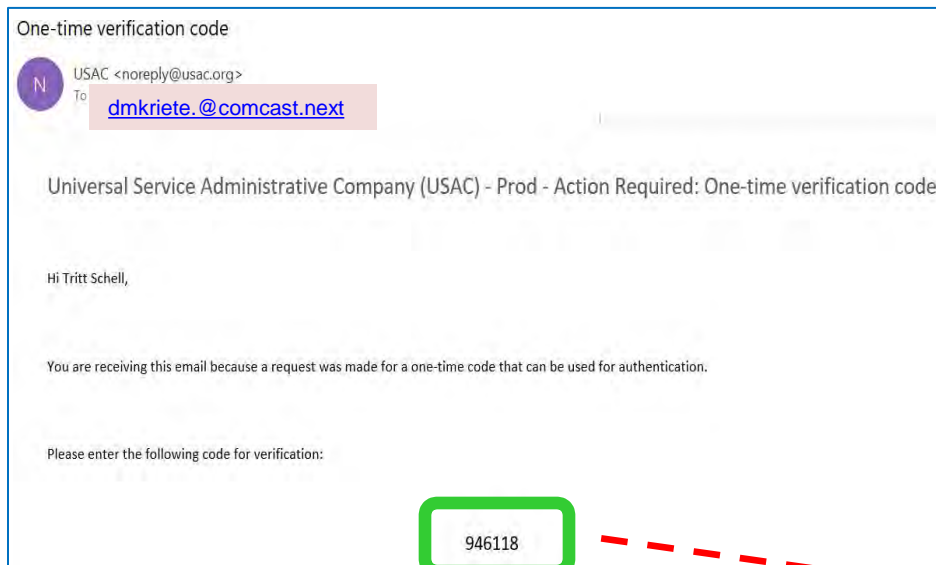
Send Email

Initial Set-Up: E-mail Authentication

Fall 2025 South Dakota E-Rate Manual

Tab 6 EPC Portal, p. 13

Next: Check your e-mail for a verification code. E-mail will look like this:



Next: Enter the verification code and click **Verify**.

Universal Service Administrative Co.

Email Authentication

USAC requires multifactor authentication to add an additional layer of security when signing in to your account.

✓ Passcode has been sent to the following email address!

Email Address
dm.....@comcast.next

Enter passcode
946118

Re-send Email

Verify

Dashboard: You're In!

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Tab 6 EPC Portal, p. 14



Universal Service
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Dashboard



Upcoming Dates

10/15
2025 **EPC
Administrative
Window Opens**

10/16
2025 **Fall Training:
Category Two
(C2) Budgets
Webinar**

10/21
2025 **Fall Training:
The EPC
Administrative
Window
Webinar**

see full calendar

Schools and Libraries

E-Rate Productivity Center (EPC) - EPC is the online system for E-Rate program participants to submit applications, manage program processes, and communicate with USAC. Applicants and service providers use EPC to prepare, submit, and certify E-Rate invoicing forms for Funding Years 2016 and later, including FCC Form 472 BEAR, FCC Form 473 SPAC, and FCC 474 SPI. For more information, please visit the applicant or service provider invoicing page at <https://www.usac.org/e-rate/> or contact the E-Rate Customer Service Center at (888) 203-8100.

Emergency Connectivity Fund (ECF) - Emergency Connectivity Fund participants use the ECF Portal to submit applications and review notifications regarding their program activities. Using this link, schools and libraries can also access the FCC Form 472 (BEAR) and service providers can access the FCC Form 474 (SPI) to request ECF reimbursement.

Adding Text MFA Option

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Tab 6 EPC Portal, p. 15

Click **your Username (email address)** in the top right corner of Dashboard, then **Settings** to change your profile/settings, including adding text authentication.



Schools and Libraries

E-Rate Productivity Center (EPC) - EPC is the online system for E-Rate program participants to submit applications, manage program processes, and communicate with USAC. Applicants and service providers use EPC to prepare, submit, and certify E-Rate invoicing forms for Funding Years 2016 and later, including FCC Form 472 BEAR, FCC Form 473 SPAC, and FCC 474 SPI. For more information, please visit the applicant or service provider invoicing page at <https://www.usac.org/e-rate/> or contact the E-Rate Customer Service Center at (888) 203-8100.

Emergency Connectivity Fund (ECF) - Emergency Connectivity Fund participants use the ECF Portal to submit applications and review notifications regarding their program activities. Using this link, schools and libraries can also access the FCC Form 472 (BEAR) and service providers can access the FCC Form 474 (SPI) to request ECF reimbursement.

Help?

Send us a message
[Click here](#)

Call us
(888) 641-8722

Make Your Selection

- Select **Continue** to go to your program's system.
- Select **Manage My Authentication Settings** to update either your email address or phone number to access your account.

Or Select **“Continue”** if you see this screen.



[Manage My Authentication Settings](#)

Continue

Updating Settings/Profile

On this page, you can add or modify any of these items.

The screenshot displays a vertical list of settings cards in a user interface. Each card has a dark grey header with a white icon and text, and a light grey body. The 'Personal Information' card has an 'Edit' button. The 'Change Password' card has a lock icon. The 'Security Image' card has a camera icon and an 'Edit' button. The 'Extra Verification' card is highlighted with a red border; it features a checkmark icon, a title, a descriptive paragraph, and a 'Text Message Code' section with a 'Setup' button. The 'Display Language' card has a globe icon and an 'Edit' button.

- Personal Information** (Edit)
- Change Password**
- Security Image** (Edit)
- ✓ Extra Verification**
Extra verification increases your account security when signing in to Okta and other applications you use.
Text Message Code (Setup)
- Display Language** (Edit)

To add the option of receiving verification codes via text to your cell phone, click on **Extra Verification**, then **Setup**.

Adding Text MFA Option

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Tab 6 EPC Portal, p. 17

Enter your cell phone number, then click **Send Code**. A validation code will immediately be sent via text.

Set Up Text Message Verification

Enter the phone number you'll use to receive codes via text message, then click **Send Code** to verify that it works.

Country
United States
Select the country where your phone is registered.

Phone number
(717) 574-xxx
Enter your number the way you normally dial it. Do not add your country code prefix.

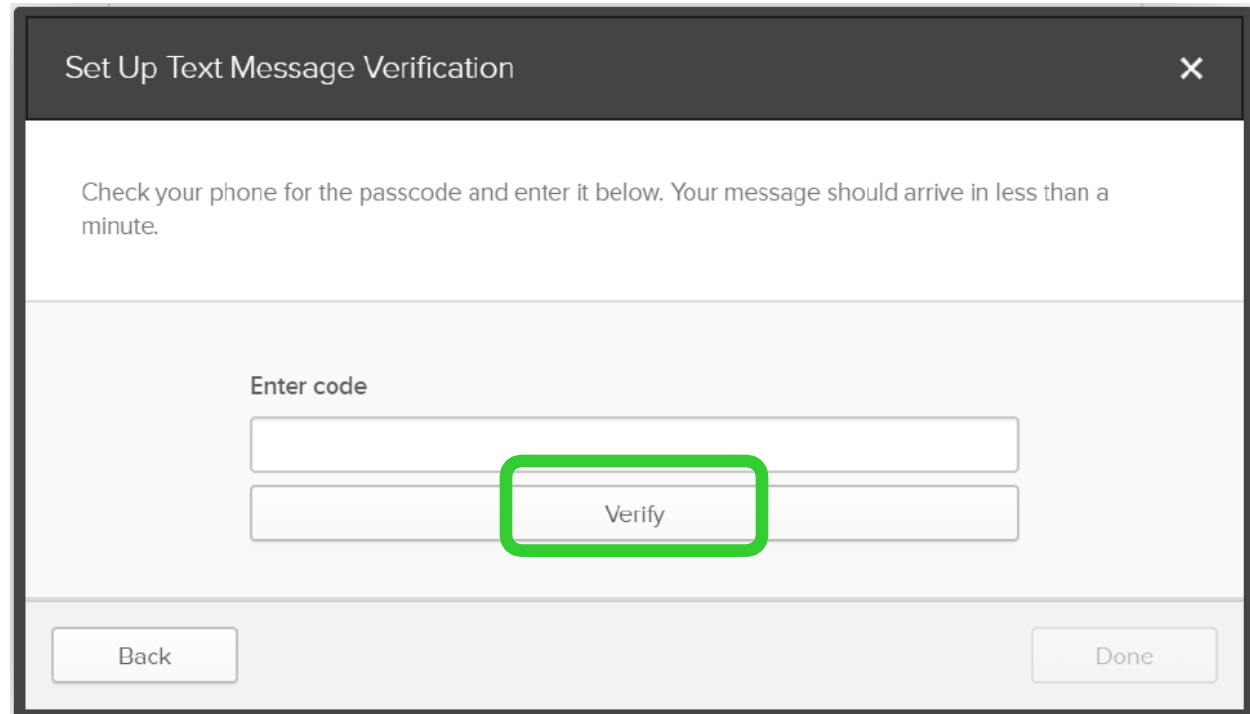
Send Code

Adding Text MFA Option

Fall 2025 South Dakota E-Rate Manual

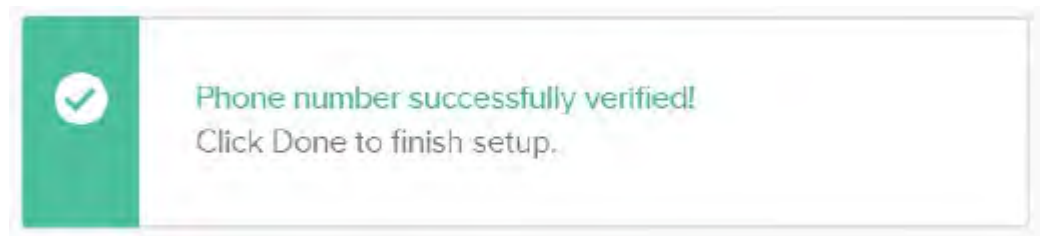
Tab 6 EPC Portal, p. 18

Enter the code you received, then click **Verify**.



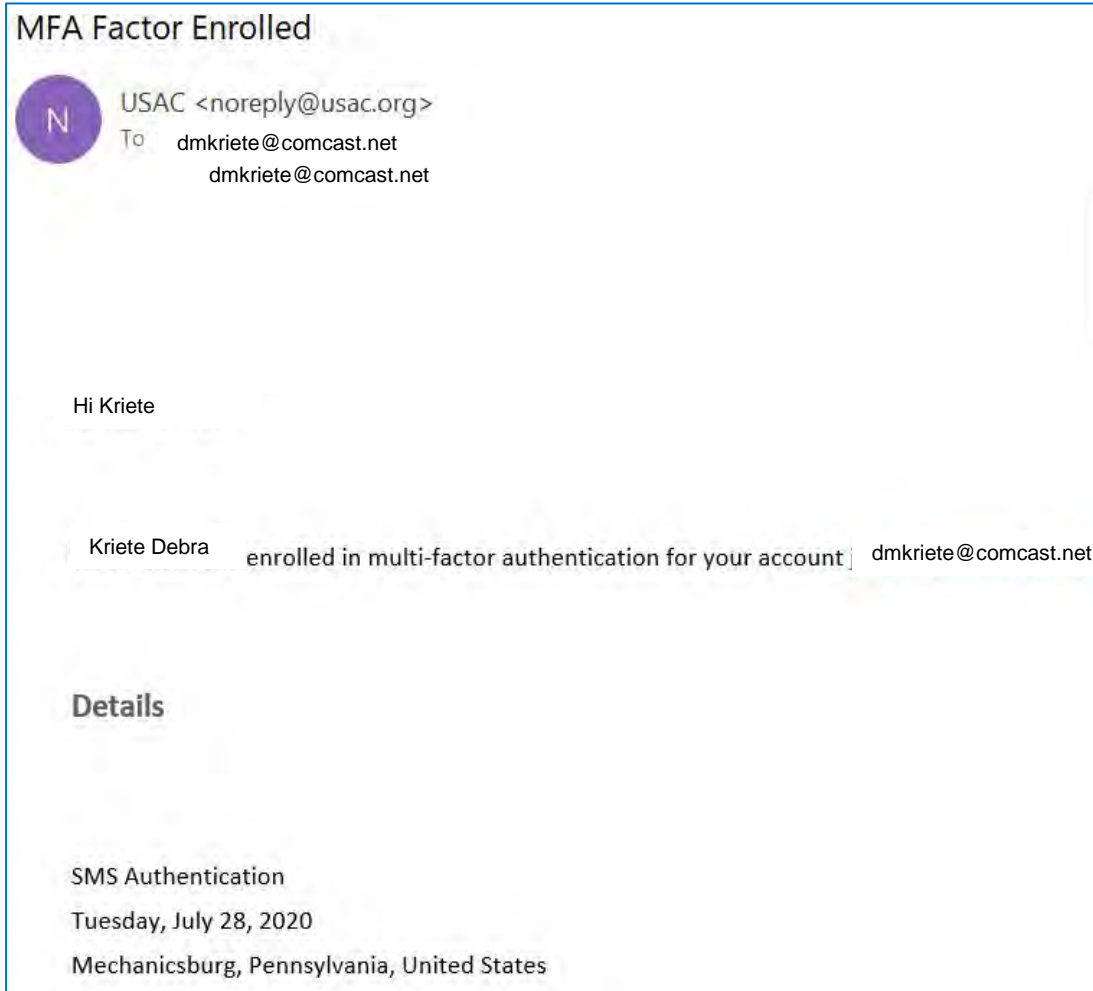
The screenshot shows a dialog box titled "Set Up Text Message Verification" with a close button (X) in the top right corner. The main text inside the dialog reads: "Check your phone for the passcode and enter it below. Your message should arrive in less than a minute." Below this text, there is a section labeled "Enter code" containing two input fields. A green rectangular box highlights the "Verify" button located between the two input fields. At the bottom of the dialog, there are two buttons: "Back" on the left and "Done" on the right.

You'll receive this message if your code was validated. Click **Done**.



Adding Text MFA Option

An e-mail confirmation will be sent, confirming that you've successfully entered an additional MFA option.



Adding Additional E-mail Address MFA

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Tab 6 EPC Portal p. 20

- You can also choose to receive verification codes to an e-mail address that is different from your account login username e-mail address and/or include a second e-mail address MFA option.
 - This will not change the username address you use to log in to One Portal.
- Go to Personal Information on the Settings page and click Edit



Done! Logging-In to One Portal

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Tab 6 EPC Portal, p. 21

From now on, to get to One Portal (for either EPC or BEARs), go to either:

<https://forms.universalservice.org/portal/login>

or

Click on **Sign In** from SLD Home Page



Logging-In to One Portal

First screen will always look like this. Click **Continue** to proceed to the log-in screen.

EPC users and BEAR Form filers: If this is your first time logging in to One Portal, please read this information carefully.

USAC has added multifactor authentication (MFA) to increase the security of our Universal Service Fund (USF) IT applications. The first time you sign into an application, the system will prompt you to set up MFA for your account. To do this:

1. Click the blue **Continue** button below.
2. Click the **Forgot Password** link.
3. Enter your Username (your email address) and click **Reset via Email**.
4. When you receive the email, click the link to create a password. Your password must be at least eight characters long and include one lowercase letter, one uppercase letter, one number, and one special character.
5. Accept the system's terms of use and click **Sign In**.
6. On the next page, confirm the email associated with your account and click **Send Email**.
7. Check your email for a verification code.
8. Enter the code and click **Verify**.

After logging in, you will see USAC's new single portal application dashboard if you have access to more than one application. On this page you can access all of the USF applications associated with your log in. This means users no longer have to sign into multiple applications to interact with different USF programs.

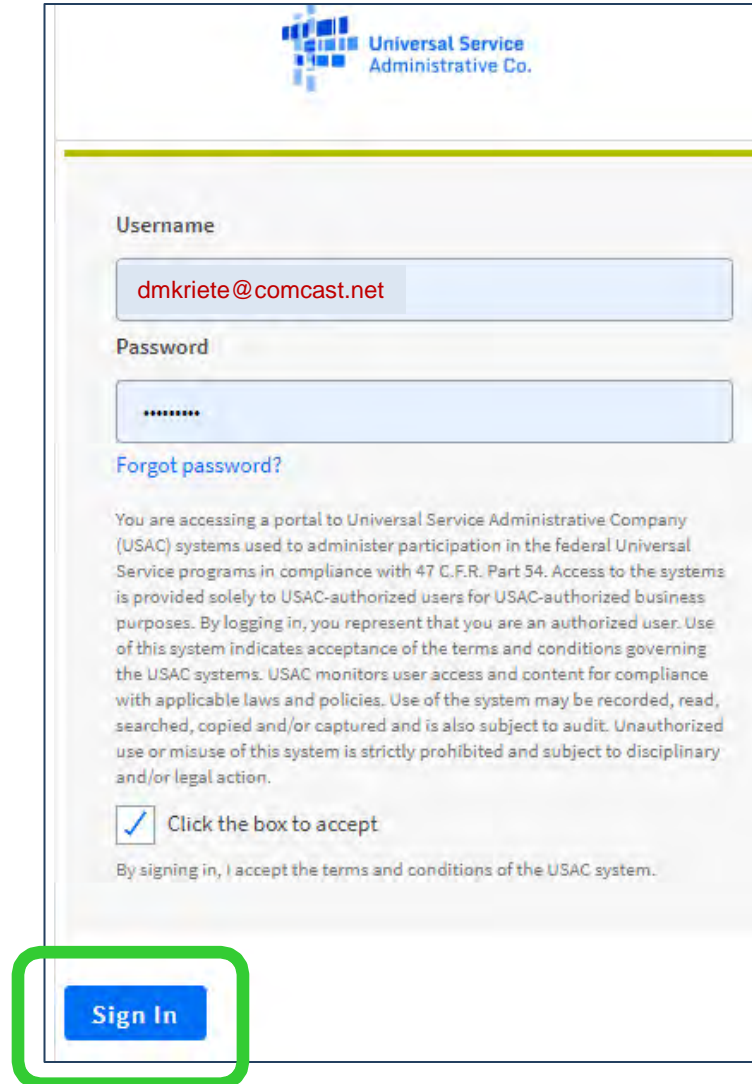
From the dashboard, you can visit the "Settings" page to add a cell phone number to your account. This will allow you to receive verification codes via either email or text message when you log in in the future.

To learn more about USAC's MFA and to find a list of all USF IT applications included in the single portal, visit [USAC's website](#). If you cannot access the email associated with your account and need to set up a new log in, please contact your organization's USF administrator. If you need to reset your password, click the "forgot password" link. More detailed instructions are available in [this video](#).

Continue

Logging-In to One Portal

Enter your credentials,
and click **Sign In**:



Universal Service
Administrative Co.

Username

dmkriete@comcast.net

Password

.....

[Forgot password?](#)

You are accessing a portal to Universal Service Administrative Company (USAC) systems used to administer participation in the federal Universal Service programs in compliance with 47 C.F.R. Part 54. Access to the systems is provided solely to USAC-authorized users for USAC-authorized business purposes. By logging in, you represent that you are an authorized user. Use of this system indicates acceptance of the terms and conditions governing the USAC systems. USAC monitors user access and content for compliance with applicable laws and policies. Use of the system may be recorded, read, searched, copied and/or captured and is also subject to audit. Unauthorized use or misuse of this system is strictly prohibited and subject to disciplinary and/or legal action.

☒ Click the box to accept

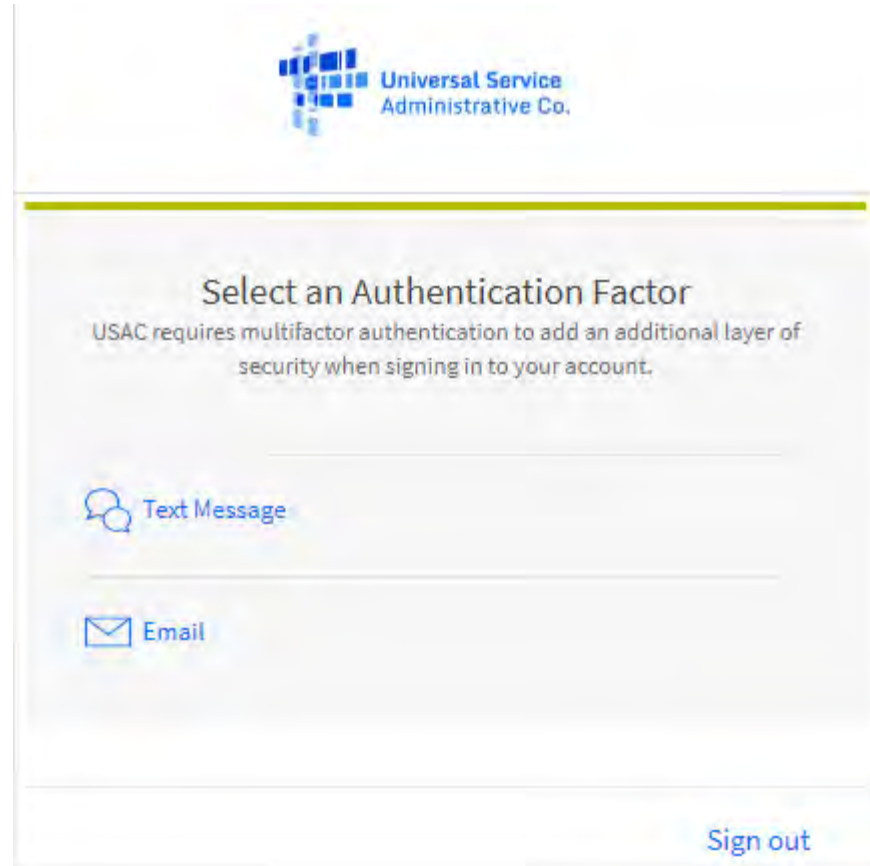
By signing in, I accept the terms and conditions of the USAC system.

Sign In

Logging-In to One Portal

Choose which method you'd like to use to authenticate your visit to One Portal, then check your phone or email for the verification code.

Note: the choices shown will vary based on how you set up your account.



The screenshot shows the login interface for the Universal Service Administrative Co. (USAC). At the top, the USAC logo is displayed. Below the logo, a yellow horizontal line separates the header from the main content area. The main content area has a light gray background and contains the following elements:

- Select an Authentication Factor**: The title of the section.
- USAC requires multifactor authentication to add an additional layer of security when signing in to your account.**: A descriptive sentence.
- Text Message**: An option with a speech bubble icon and a horizontal line below it.
- Email**: An option with an envelope icon and a horizontal line below it.
- Sign out**: A link located at the bottom right of the page.

E-Rate Productivity Center: Administrative How-To Guide



- ✓ How to Log-In to One-Portal/EPC (slide 2)
- ✓ How to Reset your EPC Password (slide 6)
- ✓ How to Change Account Administrators (only AA can do) (slide 9)
- ✓ How to Create New EPC Users (only AA can do) (slide 16)
- ✓ How to Change User Permissions (only AA can do) (slide 24)
- ✓ How to Remove User from Your EPC Account (slide 26)
- ✓ How to Remove Consultant User from Your EPC Account (slide 30)

How to Log into One Portal

For instructions on how to set up your One Portal Account, see One Portal/MFA Set Up Guide

Logging in to One Portal (1P)



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Ensuring that schools and libraries across the U.S. are connected to information and resources through the internet



Intro Screen

- This screen will appear each time you log in to One Portal.
- Click **Continue**:

EPC users and BEAR Form filers: If this is your first time logging in to One Portal, please read this information carefully.

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5. Accept the system's terms of use and click **Sign In**.
6. On the next page, confirm the email associated with your account and click **Send Email**.
7. Check your email for a verification code.
8. Enter the code and click **Verify**.

After logging in, you will see USAC's new single portal application dashboard if you have access to more than one application. On this page you can access all of the USF applications associated with your log in. This means users no longer have to sign into multiple applications to interact with different USF programs.

From the dashboard, you can visit the "Settings" page to add a cell phone number to your account. This will allow you to receive verification codes via either email or text message when you log in in the future.

To learn more about USAC's MFA and to find a list of all USF IT applications included in the single portal, visit [USAC's website](#). If you cannot access the email associated with your account and need to set up a new log in, please contact your organization's USF administrator. If you need to reset your password, click the "forgot password" link. More detailed instructions are available in [this video](#).

Continue

Dashboard: You're In!

[Sign Out](#)

jtschell@comcast.net ▼

Dashboard

Dashboard will show systems for which you have access:

- To enter **EPC**, click **here**:
- To enter the **BEAR** system, click **here**:
- To enter the **ECF** system, click **here**:

E-rate Productivity Center (EPC) - E-rate Program participants use the E-rate Productivity Center to manage program processes, receive notifications and to contact customer service.

FCC Form 472 (BEAR) - Applicants file an FCC Form 472 (Billed Entity Applicant Reimbursement (BEAR) Form) to request reimbursement from USAC for the discount amount of the eligible products or services that the applicant has received and paid for in full.

Emergency Connectivity Fund (ECF) - Emergency Connectivity Fund participants use the ECF Portal to submit applications and review notifications regarding their program activities. Using this link, schools and libraries can also access the FCC Form 472 (BEAR) and service providers can access the FCC Form 474 (SPI) to request ECF reimbursement.

Help?

Send us a message
[Click here](#)

Call us
(888) 641-8722

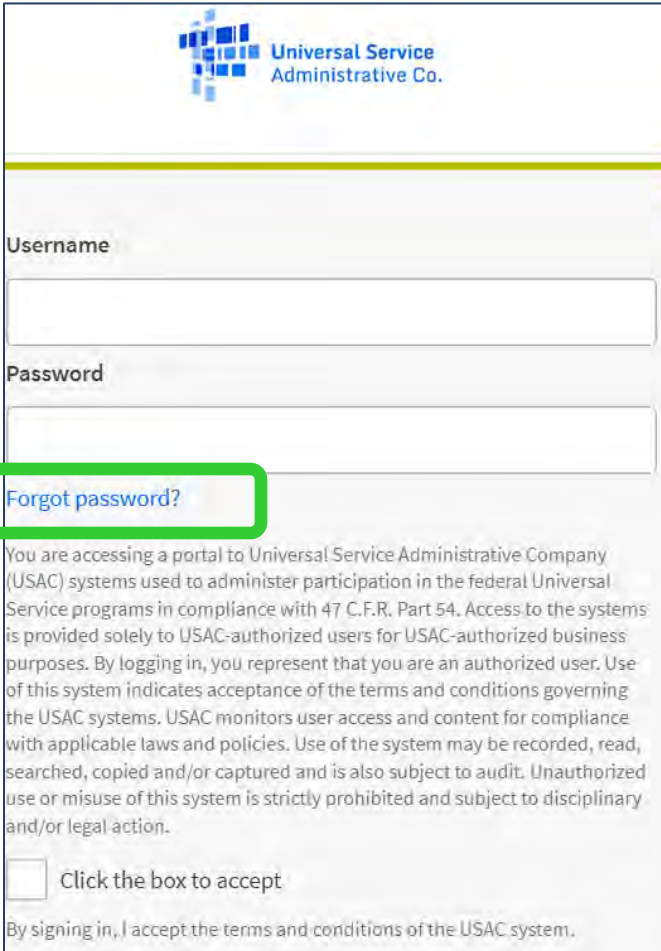
How to Set or Reset One Portal Password

Can't Remember Your Password?

Passwords are only valid for 60 days.

Click **Forgot Password** –
The system will e-mail you
a temporary link to reset
your password.

If no e-mail is received, it
means that you are not yet
set up in One Portal and
must contact USAC at 888-
203-8100 for assistance.



Universal Service
Administrative Co.

Username

Password

[Forgot password?](#)

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☐ Click the box to accept

By signing in, I accept the terms and conditions of the USAC system.

How to Set or Reset EPC Password

- Passwords must meet all of the following criteria:
 - Contains at least 8 characters
 - Has not been used in the previous 4 passwords
 - Contains at least 1 character of the English alphabet
 - Contains at least 1 number (0-9)
 - Contains at least 1 non-alphabetic character (such as !, &, #, %)
 - Contains at least 1 uppercase character (A – Z)
 - Contains at least 1 lowercase character (a - z)

How to Change EPC Account Administrators

Basics:

- The AA must be school or library employee (not consultants)
- There is only one AA per organization
- AAs first must be set up as “Users” in EPC
- Only AAs or USAC can transfer their AA status to another User

Next Steps:

There are specific steps to updating an organization’s AA, depending on the situation. Select the appropriate situation from the next few slides to see the required steps for updating the AA.

How to Change Account Administrators

Situation A

The *previous* AA is still at the school or library (or if you can still ask them to do it even though they no longer work there),

and...

The *new* AA is already a User in EPC

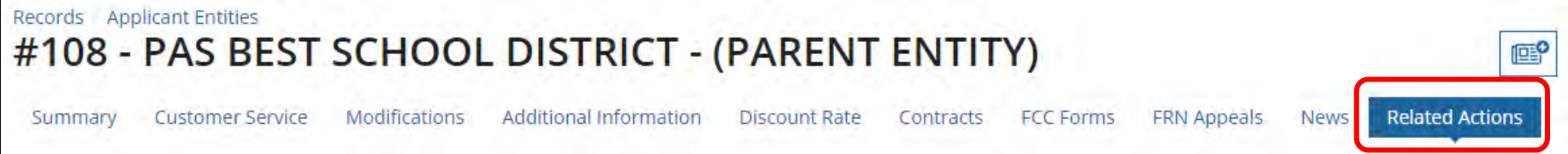
Instructions:

1. The current AA logs into their EPC account
2. Selects > Name of Entity on Landing Page > Related Actions > Modify Account Administrator and selects the User that should be the new AA

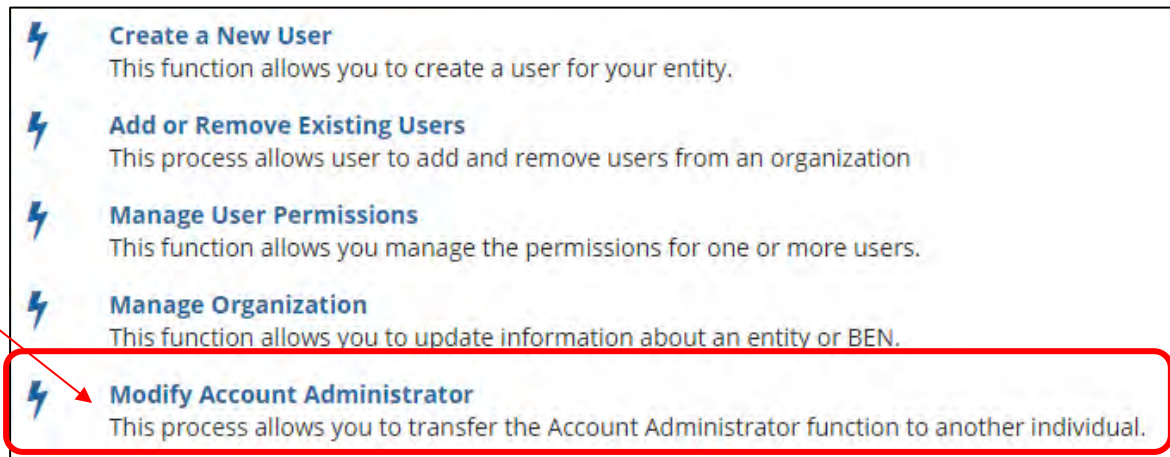
How to Change Account Administrators

Situation A

Step 1:
Click on
Entity
Name



Step 3:
Select Modify
Account
Administrator



Step 2:
Select
Related
Actions

How to Change Account Administrators

Situation B

The previous AA is still at the school or library (or is no longer there but they are willing to access their EPC account to help perform these tasks),
and...

The new AA is not already a User in EPC

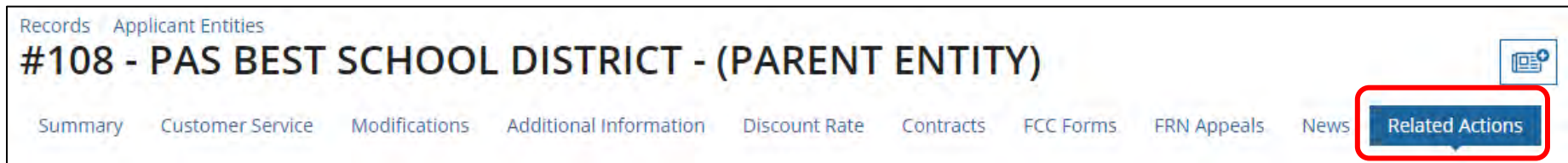
Instructions:

1. The current AA logs into their EPC account
2. Selects > Name of Entity on Landing Page > Related Actions > Create New User and enters the new user's information (including giving them Full Rights to all the forms)
3. The EPC system will then send an automated e-mail to the New User asking them to log-in to EPC, establish their password (by clicking "Forgot Password"), and accept their EPC Terms and Conditions in EPC
Note: This is different than the log-in Ts & Cs
4. After the New User has logged into EPC and accepted their Ts & Cs, the New User will appear in EPC as a user for that entity
5. Current AA can then select > Related Actions > Modify Account Administrator and selects the New User that should be the new AA

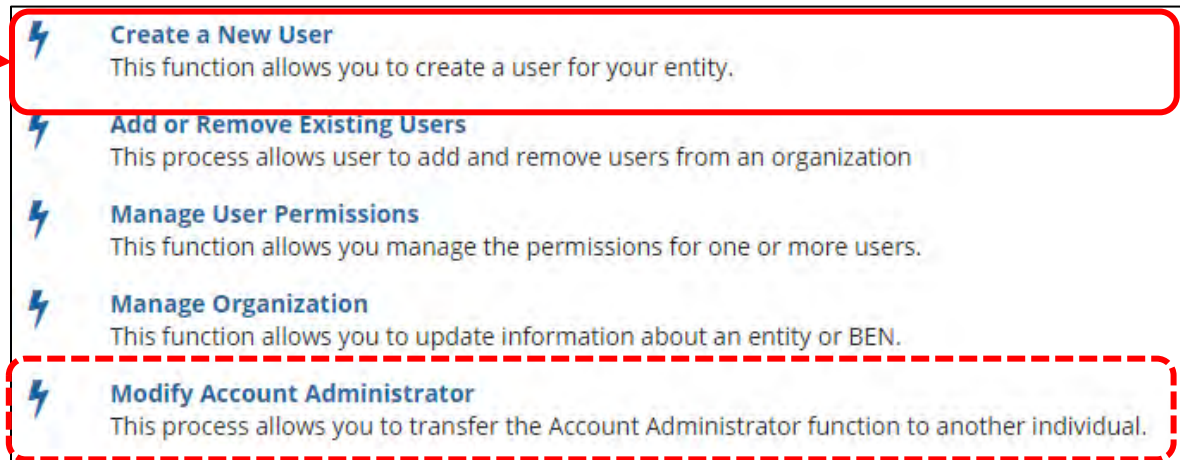
How to Change Account Administrators

Situation B

Step 1:
Click on
Entity
Name



Step 3: Select Create a New User. The new User will receive an e-mail with steps to follow. After User logs in/accepts their Ts/Cs, the AA can select 'Modify AA'



Step 2:
Select
Related
Actions

How to Change Account Administrators

Situation C

The current AA is no longer at the school or library and no one has access to their EPC account

Instructions:

1. New AA must contact USAC's Customer Support Center (CSC) for assistance at **888-203-8100**
2. CSC will ask New AA for contact information and will have the New AA send the CSC rep the following information from their school or library's e-mail account:

"I am writing to ask to be set up as the new Account Administrator in our EPC Portal. The previous AA has left the organization."

- Name:
- Title:
- Billed Entity Number (BEN):
- Organization:
- Address:
- Phone:
- E-mail:

How to Change Account Administrators

3. USAC will then establish the New AA as a “User” in the entity’s EPC portal
4. The EPC system will send an e-mail with a link to log into their EPC account
 - *The log-in page will require the New AA to set up their EPC password which is done by clicking on the “Forgot Password” link*
5. Please note that the Terms/Conditions that must be accepted in the portal are not the same as accepting the password terms/conditions.
6. After logging in to EPC, the New AA will accept the Terms and Conditions
 - *Note: These T/Cs are different than the password T/Cs*
7. The new AA will contact CSB again to let them know this has been done and ask CSC to designate them as the official Account Administrator

How to Create a New EPC User

Basics:

- Only AAs can create EPC Users for their organization (BEN)
- There can be multiple Users in an organization
- Every User must have a distinct EPC ID (e-mail address)
- If a person is a User in more than one organization (BEN), they must have a different e-mail address for each organization
- Only AAs can assign User Rights

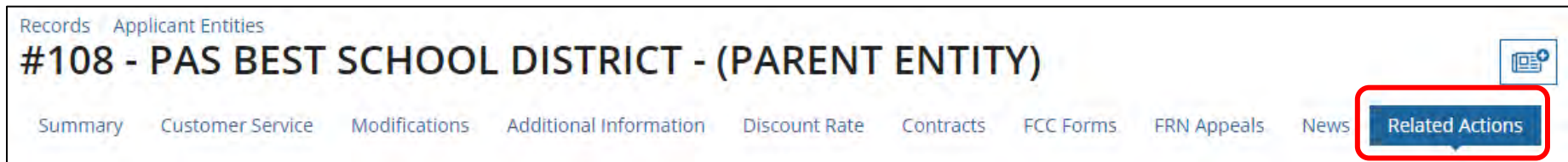
How to Create a New EPC User

Instructions:

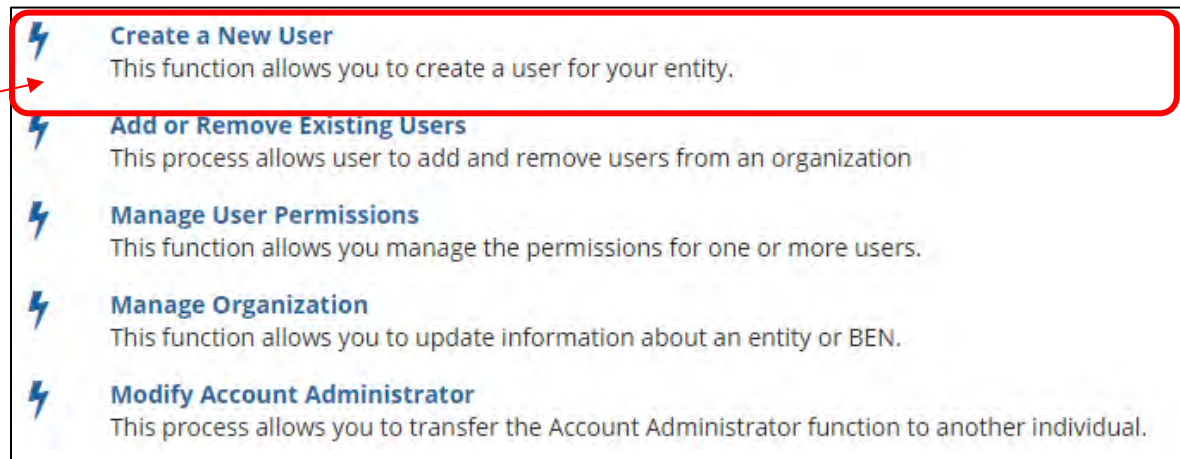
1. The AA logs into their EPC account
2. Selects > Name of Entity on Landing Page > Related Actions > Create New User and enters the new user's information (including giving them Full Rights to all the forms)
3. The EPC system will then send an automated e-mail to the New User asking them to log-in to EPC, establish their password (by clicking "Forgot Password"), and accept their EPC Terms and Conditions in EPC
 - Note: This is different than the log-in Ts & Cs
4. After the New User clicks on the link in the e-mail, they only have 15 minutes to set up their One Portal account.
5. After the New User has logged into One Portal, is in EPC and accepted their Ts & Cs, the New User will appear in EPC as a user for that entity

How to Create a New EPC User

Step 1:
Click on
Entity
Name



Step 3: Select Create
a New User.



Step 2:
Select
Related
Actions

How to Create a New EPC User

- AA will complete the information form for the New User

Create A User for CENTRAL DAUPHIN SCHOOL DIST

User Details

User Type
Applicant

First Name *

Last Name *

Middle Initial

Job Title *

Phone Number *

Phone Extension

Email

Email *

Confirm Email *

will be used as the username for the new account

Address

Address Line 1 *
600 RUTHERFORD RD

Address Line 2

City *
HARRISBURG

State *
PA

County
DAUPHIN

Zip Code *
17109

Zip Code Extension
5227

How to Create a New EPC User

- AA will assign the New User their EPC Permissions
 - Full: can enter data and submit forms – **use this one**
 - Partial: can enter data, but can't submit forms
 - View only: can only look at forms

User Permissions

In the table below, you can designate the permissions that you wish to give to each of your users for the various tasks you can complete in the portal. This table will continue to grow as more functionality comes online.

- Full rights users can start, complete, submit and certify forms.
- Partial rights users can start and enter data in the form, but cannot submit and certify them.
- View Only users can only see forms created by other people in your organization but cannot create forms themselves.
- Form 498 School or Library Officials can start, complete, submit, certify, modify, and deactivate Forms 498.
- Form 498 General Financial Contacts can start, complete, and submit Forms 498, but cannot certify new or updated Forms 498 or deactivate existing Forms 498.

Apply All	470 Permission	471 Permission	498 Permission	FRN Mod Permission	486 Permission	Appeals Permission
Full ▼	Full ▼	Full ▼	School or Library Official ▼	Full ▼	Full ▼	Full ▼

How to Create New EPC User

Newly created user will receive an e-mail from USAC that looks like this:

From: portal@usac.org <portal@usac.org> On Behalf Of EPC Application Administrator

Sent: Tuesday, September 4, 2018 3:03 PM

To: XXXXXXXXXX

Subject: USAC EPC - Account Creation



Universal Service
Administrative Co.

Hello,

Your USAC E-rate Productivity Center (EPC) account has been created with the username: XXXXXXXXXX. To log in with your new username, navigate to <https://portal.usac.org/suite/tempo>, and then select the Forgot Password option and follow the directions. You will also receive a separate email shortly from USAC called, "New Task: Complete Terms and Conditions." This email is a reminder that you must first accept USAC's Terms and Conditions before you can get access to the features within EPC.

If you have any questions about your account, please contact USAC's Client Service Bureau at (888) 203-8100.

Thank you,

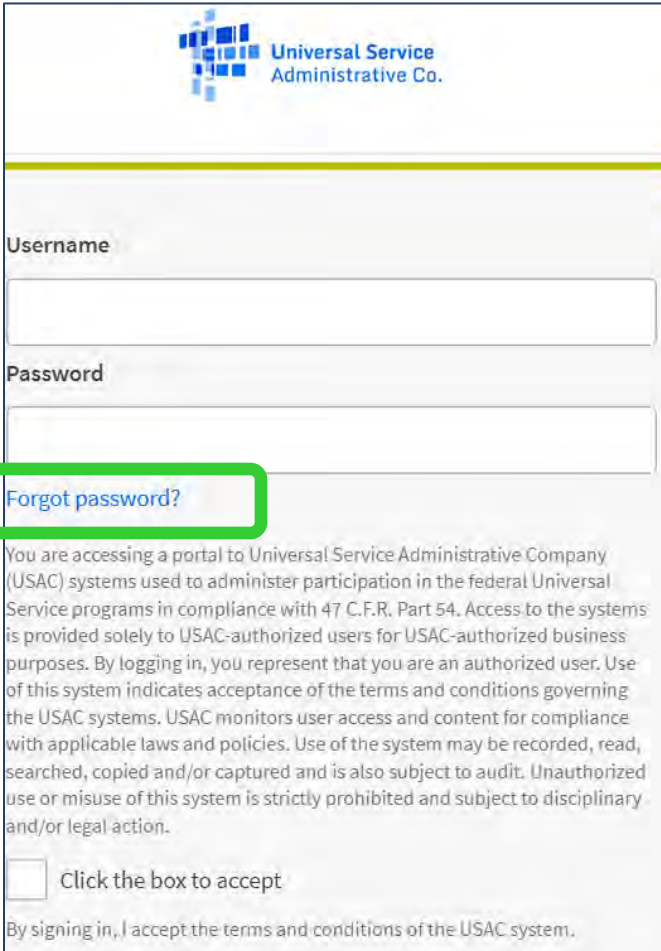
Universal Service Administrative Co.

They must click on this link, create their EPC password, then log into EPC and accept their Terms and Conditions

Establishing New User's Password

Don't enter Username or Password.

Click **Forgot Password** –
The system will e-mail you
a temporary link to reset
your password.



Universal Service
Administrative Co.

Username

Password

[Forgot password?](#)

You are accessing a portal to Universal Service Administrative Company (USAC) systems used to administer participation in the federal Universal Service programs in compliance with 47 C.F.R. Part 54. Access to the systems is provided solely to USAC-authorized users for USAC-authorized business purposes. By logging in, you represent that you are an authorized user. Use of this system indicates acceptance of the terms and conditions governing the USAC systems. USAC monitors user access and content for compliance with applicable laws and policies. Use of the system may be recorded, read, searched, copied and/or captured and is also subject to audit. Unauthorized use or misuse of this system is strictly prohibited and subject to disciplinary and/or legal action.

☐ Click the box to accept

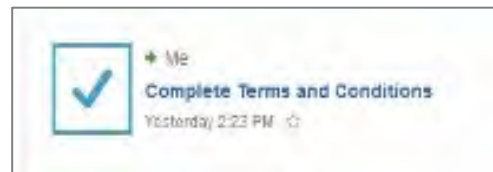
By signing in, I accept the terms and conditions of the USAC system.

How to Create a New EPC User

- After creating their password, new EPC users will log into EPC, and then must accept the Terms and Conditions which is found under Tasks:



← Step 1: Click 'Tasks' on the top toolbar



← Step 2: Click "Complete Terms and Conditions"



← Step 3: Scroll to the bottom of the Agreement and click "Agree"

How to Change Users' Permissions

How to Change Users' Permissions

- Only the AA can perform this task

Records / Applicant Entities

#125729 - CENTRAL DAUPHIN SCHOOL DIST

Follow

**Create a New User**

This function allows you to create a user for your entity.

**Add or Remove Existing Users**

This process allows user to add and remove users from an organization

**Manage User Permissions**

This function allows you manage the permissions for one or more users.

**Manage Organization**

This function allows you to update information about an entity or BEN.

User Permissions

In the table below, you can designate the permissions that you wish to give to each of your users for the various tasks you can complete in the portal. This table will continue to grow as more functionality comes online.

- Full rights users can start, complete, submit and certify forms.
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- Form 498 School or Library Officials can start, complete, submit, certify, modify, and deactivate Forms 498.
- Form 498 General Financial Contacts can start, complete, and submit Forms 498, but cannot certify new or updated Forms 498 or deactivate existing Forms 498.
- Post-Commitment Full and Partial rights user can start, complete, and submit Spin Change and Service Substitution requests. Post-Commitment View Only rights can view the submitted Spin Change and Service Substitution requests.

Name	Email	Apply All	470 Permission	471 Permission	BEAR/472 Permission	498 Permission	Post-Commitment Permission	486 Permission	Appeals Permission
School District 4 User 1	school.district4.user1@mailinator.com	<input type="checkbox"/>	<input type="checkbox"/> Full	<input type="checkbox"/> Full	<input type="checkbox"/> Full	<input type="checkbox"/> School or Library Official	<input type="checkbox"/> Full	<input type="checkbox"/> Full	<input type="checkbox"/> Full

CANCEL

SUBMIT

How to Remove a User from Entity's EPC Account

How to Remove User from EPC Account

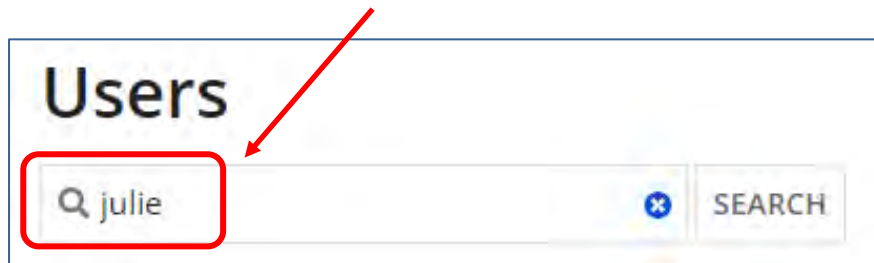
- Only the AA can perform this task
- Select “**Records**” from toolbar at top of EPC Landing Page. Then “**Users**”

The screenshot shows the EPC Landing Page interface. At the top is a blue navigation bar with the following tabs: News, Tasks (7), Records, Reports, and Actions. The 'Records' tab is highlighted with a red box, and a red arrow points to it from the text 'Select “Records” from toolbar'. Below the navigation bar is a search bar with the placeholder text 'Search record types...' and a 'SEARCH' button. Below the search bar is a grid of 18 record type tiles, each with a blue folder icon, a title, and a description. The tiles are arranged in three columns and six rows. The 'Users' tile, located in the bottom right corner of the grid, is highlighted with a red box, and a red arrow points to it from the text 'Then “Users”'.

Record Type	Description
Appeals	List of Appeals
Applicant Entities	List of Applicant Entities
COMAD Outreach	List of available organizations for COMA...
Consulting Firms	List of Consulting Firms
Customer Service Cases	List of Customer Service Cases
FCC Forms 470	List of FCC Forms 470
FCC Forms 471	List of FCC Forms 471
FCC Forms 486	List of FCC Forms 486
FCC Forms 498	List of FCC Forms 498
FCC Forms 500	List of FCC Forms 500
FRN Cases	Cases created for Committed Funding Re...
Funding Requests	A list of all Funding Request Numbers (FR...
Knowledge Base Center	E-rate help with FAQs, guidance docume...
Legacy FCC Forms 500	List of FCC Form 500s from Legacy System
Service Providers	List of Service Providers
Service Substitutions	List of Service substitution requests
SPIN Changes	List of SPIN change requests.
Users	Directory of users

How to Remove User from EPC Account

- Type in first or last name of EPC User, then Search



Users

Q julie

SEARCH

- Then click on the User's Name that you wish to remove



Name	Email Address
Julie Schell	il_user_10070@mailinator.com
Julie Tritt	jtschell@comcast.net


How to Remove User from EPC Account

- Next, you will see the User's Profile screen. Select “**Related Actions**”, then “**Deactivate User**”
- Then enter a sentence that explains why that they should be removed, and click Submit

Records / Users

My EPC User Profile

Summary EPC Additional Information News **Related Actions**



Julie Tritt

Manage EPC User Profile
This process allows for updates to the user profile

Deactivate User
This process allows deactivation of users

Notes*

Person no longer works at district

Click submit to deactivate this user

CANCEL SUBMIT

This user will no longer have access to the EPC. Do you want to proceed?

NO YES

How to Remove a Consultant User from Your EPC Account

How to Remove Consultant User

- Only the AA can perform this task
- Select “**Manage Users**” from EPC Landing Page (shortcuts), select name of the organization, then “**Add and Remove Existing Users**”

[Funding Request Report](#) | [FCC Form 470](#) | [FCC Form 471](#) | [FCC Form 486](#) | [Appeal](#) | [IDD Extension](#) | [FCC Form 500](#) | [SPIN Change](#) | [Service Substitution](#) | **Manage Users** | [Manage Organizations](#) | [USAC Website](#) | [Contact Us](#) | [Help](#)

Manage Users

Existing Organizations

<input checked="" type="checkbox"/>	Billed Entity Name	City	State
<input checked="" type="checkbox"/>	THE BEST SCHOOL DISTRICT - (PARENT ENTITY)	Springfield	PA

How to Remove Consultant User

- Click **X** in last column to remove Consultant User

Consultant Permissions

Name	Email	470 Permission	471 Permission	BEAR/472 Permission	498 Permission	Post- Commitment Permission	486 Permission	Appeals Permission	Active	Click X to Remove
John Smith	johnsmith414@yahoo.com	Full	Full	Full	No Access	Full	Full	Full	Yes	X

Questions?

Contact USAC's Customer Service Center (CSC) at 888-203-8100 for assistance

