

E-rate Productivity Center: How-To Guide



- How to Log-In to One-Portal/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

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)



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



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.

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

Dashboard: You're In!

Dashboard

Dashboard will show systems for which you have access:

- To enter **EPC**, click [here](#):
- To enter the **BEAR** system, click [here](#):

Note: You will *also* then have to log in to the BEAR system using your BEAR credentials

Schools and Libraries

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 paid for in full.

Help?

Send us a message
[Click here](#)

Call us
(888) 641-8722

Applicant Login:

| | |
|------------|---|
| BEN: | <input type="text" value="126066"/> |
| PIN: | <input type="text" value="*****"/> |
| Email: | <input type="text" value="jtschell@comcast.net"/> |
| Last Name: | <input type="text" value="schell"/> |

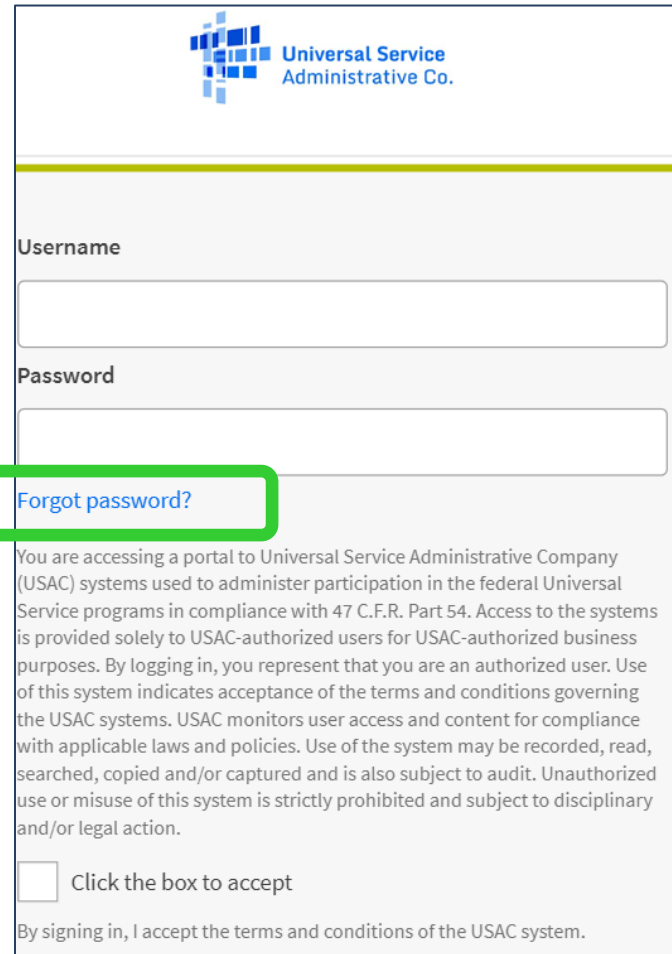
How to Set or Reset One Portal Password

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.



The screenshot shows the login interface for the Universal Service Administrative Company (USAC). At the top, the USAC logo and name are displayed. Below the logo, there are two input fields: 'Username' and 'Password'. A blue link labeled 'Forgot password?' is positioned below the password field and is highlighted with a green rectangular box. Below the input fields, there is a block of text containing the system's terms and conditions, and a checkbox for accepting these terms.

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 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 previous 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



Records / Applicant Entities

#108 - PAS BEST SCHOOL DISTRICT - (PARENT ENTITY)

Summary Customer Service Modifications Additional Information Discount Rate Contracts FCC Forms FRN Appeals News **Related Actions**

Step 3:
Select Modify
Account
Administrator

- 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.
- Modify Account Administrator**
This process allows you to transfer the Account Administrator function to another individual.

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 previous 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. Previous 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



Records / Applicant Entities

#108 - PAS BEST SCHOOL DISTRICT - (PARENT ENTITY)

Summary Customer Service Modifications Additional Information Discount Rate Contracts FCC Forms FRN Appeals News **Related Actions**

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'

- 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.
- Modify Account Administrator**
This process allows you to transfer the Account Administrator function to another individual.

Step 2:
Select
Related
Actions

How to Change Account Administrators

Situation C

The previous 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 Client Services Bureau (CSB) for assistance
2. CSB will ask New AA for contact information and will have the New AA send the CSB 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 CSB 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



Records / Applicant Entities

#108 - PAS BEST SCHOOL DISTRICT - (PARENT ENTITY)

Summary Customer Service Modifications Additional Information Discount Rate Contracts FCC Forms FRN Appeals News

Related Actions

Step 3: Select Create
a New User.

- 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.
- Modify Account Administrator**
This process allows you to transfer the Account Administrator function to another individual.

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 * | <input type="text"/> | Job Title * | <input type="text"/> |
| Last Name * | <input type="text"/> | Phone Number * | <input type="text"/> |
| Middle Initial | <input type="text"/> | Phone Extension | <input type="text"/> |

Email

| | | | |
|---------|----------------------|-----------------|----------------------|
| Email * | <input type="text"/> | Confirm Email * | <input type="text"/> |
|---------|----------------------|-----------------|----------------------|

will be used as the username for the new account

Address

| | | | |
|------------------|--|--------------------|--------------------------------------|
| Address Line 1 * | <input type="text" value="600 RUTHERFORD RD"/> | County | <input type="text" value="DAUPHIN"/> |
| Address Line 2 | <input type="text"/> | Zip Code * | <input type="text" value="17109"/> |
| City * | <input type="text" value="HARRISBURG"/> | Zip Code Extension | <input type="text" value="5227"/> |
| State * | <input type="text" value="PA"/> | | <input type="text"/> |

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



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,

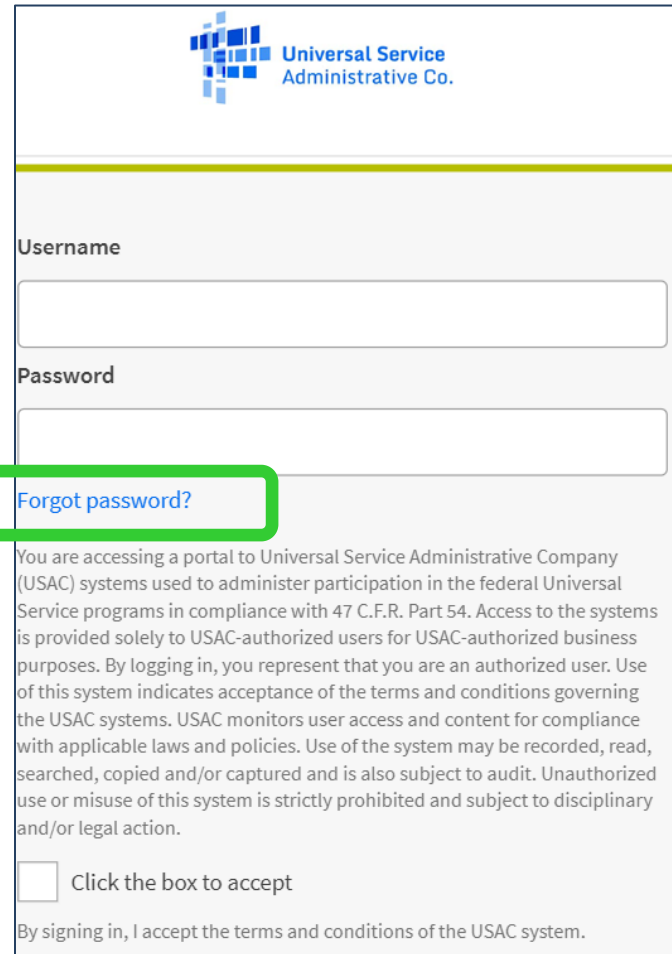
Universal Service Administrative Co.


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

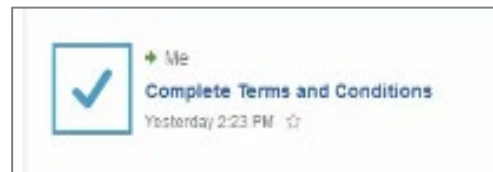
By signing in, I accept the terms and conditions of the USAC system.

How to Create a New EPC User

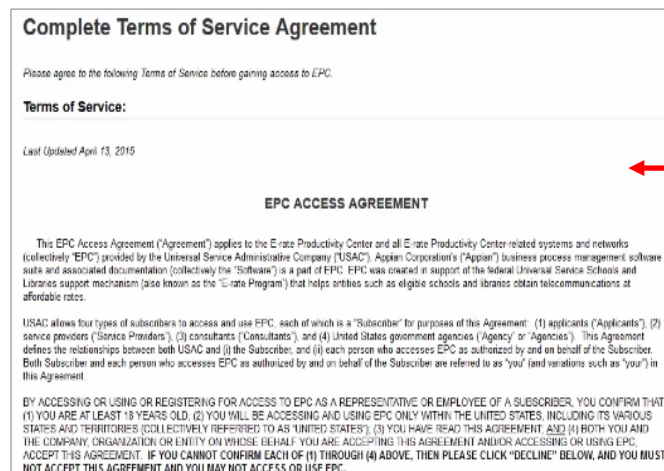
- After creating their password, new EPC users will log into EPC, and then must accept the Terms and Conditions which is found under Tasks:



← 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.
-  **Modify Account Administrator**
This process allows you to transfer the Account Administrator function to another individual.

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 <input type="button" value="v"/> | Full <input type="button" value="v"/> | Full <input type="button" value="v"/> | School or Library Official <input type="button" value="v"/> | Full <input type="button" value="v"/> | Full <input type="button" value="v"/> | Full <input type="button" value="v"/> |

How to Link to a Consortium

How to Link to a Consortium

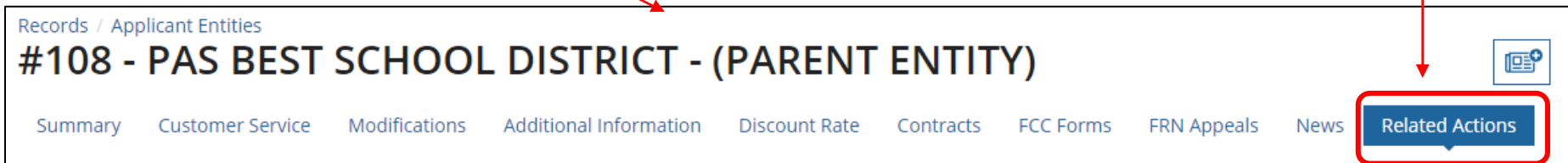
- In order for an entity to participate in an E-rate consortium, they must be “linked” to that consortium in EPC
- This linkage may be done by the school/library or by the consortium lead

How to Link to a Consortium

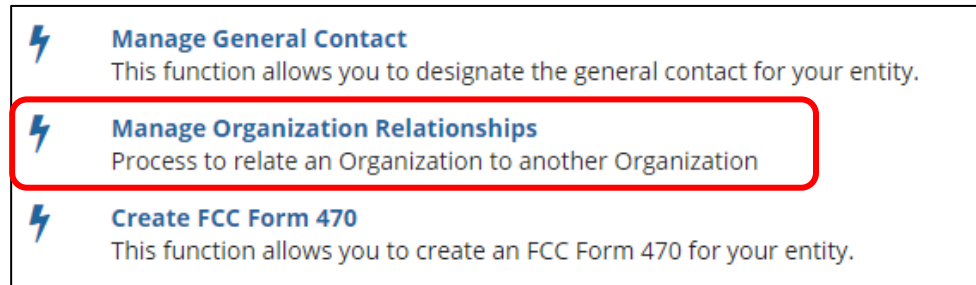
Step 1:
Click on
Entity
Name



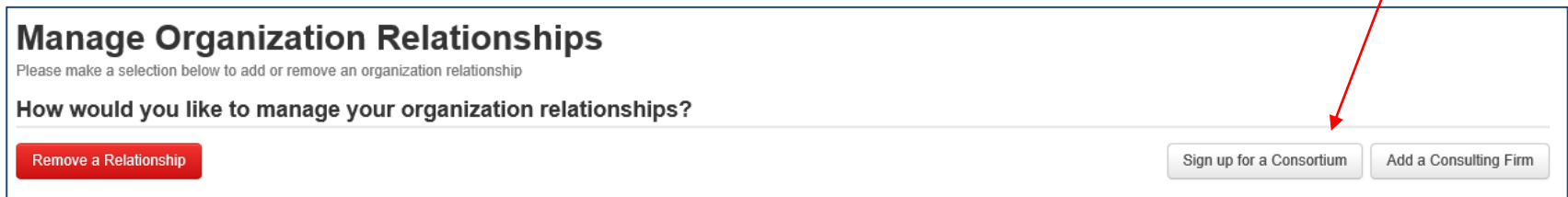
Step 2:
Select
'Related
Actions'



Step 3: Select
'Manage
Organization
Relationships'



Step 4: Select
'Sign up for a
Consortium'



How to Link to a Consortium

Sign up for a Consortium
Please enter search criteria below and hit search to continue

Which organization are you looking for?

BEN Search

Name Search

State Search

Zip Code Search

Step 5: Enter the Consortium BEN or partial name

Add Relationship(s)

| <input type="checkbox"/> | BEN | Name | City | State | Zip Code |
|-------------------------------------|----------|---------------------------------|------|-------|----------|
| <input checked="" type="checkbox"/> | 17000531 | Bucks County IU RWAN Consortium | | | 18901 |

Step 6: Select the consortium you wish to join in EPC

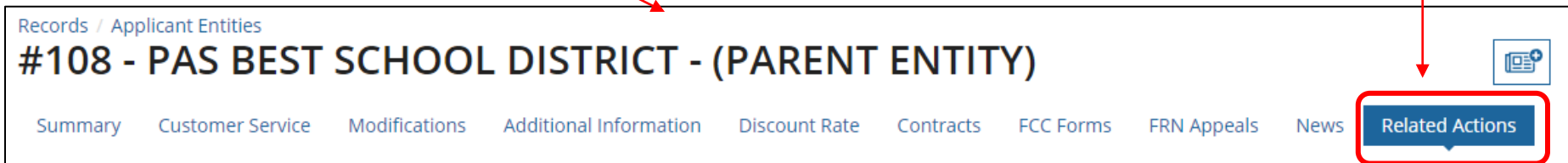
How to Add a Consulting Firm

How to Add a Consulting Firm

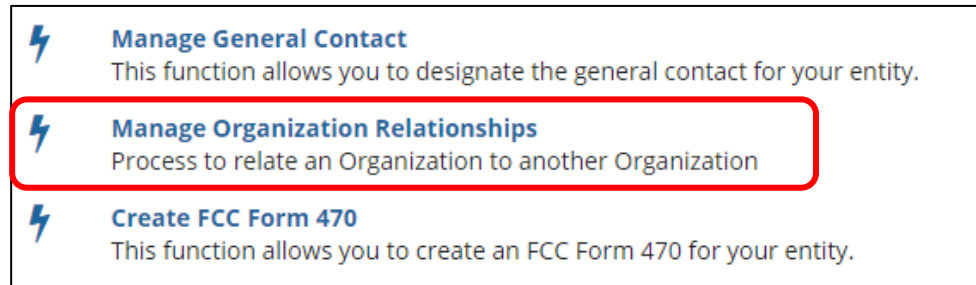
Step 1:
Click on
Entity
Name



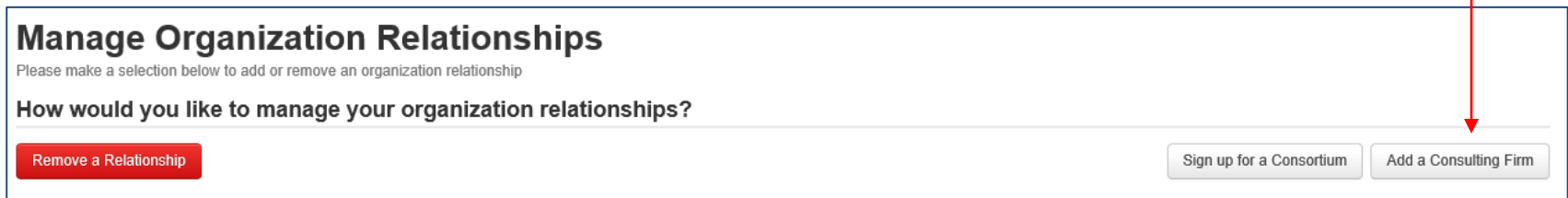
Step 2:
Select
'Related
Actions'



Step 3: Select
'Manage
Organization
Relationships'



Step 4: Select
'Add a
Consulting Firm'



How to Add a Consulting Firm

- Enter one piece of search criteria, or click search to see all consultants based in your state

Add a Consulting Firm

Please enter search criteria below and hit search to continue

Which organization are you looking for?

| | | | |
|---------------------|--|------------------------|--------------------------------|
| CRN Search | <input type="text"/> | Name Search | <input type="text" value="e"/> |
| State Search | <input type="text" value="PA"/> <input type="button" value="v"/> | Zip Code Search | <input type="text"/> |

How to Add a Consulting Firm

- After you have selected the Consulting Firm, you must next add the actual consultant (person) with whom you are working as a User in your organization
- Select > Related Actions > Add Existing Users to search for the person's name

Records / Applicant Entities

#108 - PAS BEST SCHOOL DISTRICT - (PARENT ENTITY)

Summary Customer Service Modifications Additional Information Discount Rate Contracts FCC Forms FRN Appeals New **Related Actions**



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

How to Update Building Entity Data

How to Update Building Entity Data

- From EPC Landing Page, look under Entities
- Select the building whose data you would like to modify
- If you have more than 5 buildings, scroll through the list
 - (You can sort)

My Entities

| Entity |
|--------------------------------|
| CENTRAL DAUPHIN SCHOOL DIST |
| MIDDLE PAXTON ELEM SCHOOL |
| NORTH SIDE ELEMENTARY SCHOOL |
| CENTRAL DAUPHIN MIDDLE SCHOOL |
| E H PHILLIPS ELEMENTARY SCHOOL |

How to Update Building Entity Data

- Click Manage Organization in the top right to view the page and edit data
- This is the page where you will update enrollment/NSLP data each year

Records / Applicant Entities

#18066 - MIDDLE PAXTON ELEM SCHOOL [Follow](#)

[Manage Organization](#)

Organization Details

| | | | |
|-------------------------|---------------------------|----------------|--------|
| Name | MIDDLE PAXTON ELEM SCHOOL | Applicant Type | School |
| Entity Number | 18066 | Status | Active |
| FCC Registration Number | 0012727954 | | |

How to Update Building Entity Data

Modify An Organization

Name *

MIDDLE PAXTON ELEM SCHOOL

Organization Type

Applicant

Physical Address

Address Line 1 *

931 PETERS MOUNTAIN RD

County

DAUPHIN

Address Line 2

Zip Code *

17018

City *

DAUPHIN

Zip Code Extension

9387

State *

PA

Click the button below to get standard USPS address

Verify My Address

Latitude / Longitude

User-entered Latitude ?

Latitude ?

User-entered Longitude ?

Longitude ?

Lookup Urban/Rural Status

Urban/Rural

User Entered Urban/Rural Status

- Rural
 Urban

Urban/Rural Status ?

- Rural
 Urban

Unable to determine your status. Please enter Urban/Rural manu

How to Update Building Entity Data

School Information

School Sub-Type *

- Public School
 Private School

Check All That Apply

- Pre-K
 Head Start
 Adult Education
 Juvenile Justice
 Dormitory

Number of Full Time Students *

306

Total Number of Part-Time Students *

0

Community Eligibility Program (CEP)? *

- Yes
 No

Does this organization have an endowment? *

- Yes
 No

Is this school part of a school district?

Yes

- Charter School
 Tribal School
 New Construction School
 ESA School
 BIE

Peak Number of Part-Time Students *

0

Total Number of Students Eligible for National School Lunch Program (NSLP) ⓘ *

69

Alternative Discount Method *

None 

Indicate if an alternative discount mechanism was used to calculate the number of students eligible for NSLP