



What to Do When the Existing EPC Account Administrator Has Left the Organization

If the user currently listed in your organization’s EPC profile as the account administrator no longer works for your organization, you will need to change the account administrator to another user.

Scenario 1: The previous Account Administrator is still willing and able to log in and assist with the change

The existing Account Administrator completes the following steps:

1	Log into One Portal using multifactor authentication at https://forms.universalservice.org/portal to access EPC	
2	<p><i>If the new AA is not in EPC:</i></p> <p>Click on the “Manage Users” link > then check the checkbox for the organization and click the “CREATE A NEW USER” button > then enter the new user’s information and give them Full Rights to all forms</p> <p>EPC will send an email to the new user asking them to log in to EPC, establish their password, and accept their EPC Terms and Conditions</p> <p>The new user must accept the terms and conditions before proceeding to the next step</p>	<p><i>If the new AA is already in EPC:</i></p> <p>Skip to the next step</p>
3	Click on the organization’s name to view its profile > then select the “Related Actions” link from the menu > then select the “Modify Account Administrator” link > then select the new AA	

Scenario 2: The previous Account Administrator is not available

The new Account Administrator completes the following steps:

1	<p>Contact USAC’s Customer Service Center at 1-888-203-8100 to request the change of Account Administrator</p> <p>You will be asked to submit a request on letterhead either by email or via an EPC customer service case. Include the following pieces of information:</p> <ol style="list-style-type: none"> 1. Billed Entity Number 2. AA’s name 3. AA’s job title 4. Address 5. AA’s phone number 6. AA’s email address (cannot contain a consultant’s name or email domain) <p><i>If there is already an AA established for the entity, also include a brief statement that the current Account Administrator is absent or no longer with the entity.</i></p>	
2	<p><i>If the new AA is not currently a user in EPC:</i></p> <p>EPC will send an email to the new user asking them to log in to EPC, establish their password, and accept their EPC Terms and Conditions</p>	<p><i>If the new AA is already in EPC:</i></p> <p>USAC will process the request immediately</p>
3	You may need to contact USAC again to state that the terms and conditions have been accepted and ask to be assigned as Account Administrator for the Billed Entity	