

# Change the Account Administrator

*Note: Only the existing Account Administrator  
can establish a new Account Administrator*

***Before you begin:***

*The new Account Administrator must already be in the EPC system.*

*If the user is not in the system, you first must follow the steps to create a new user.*

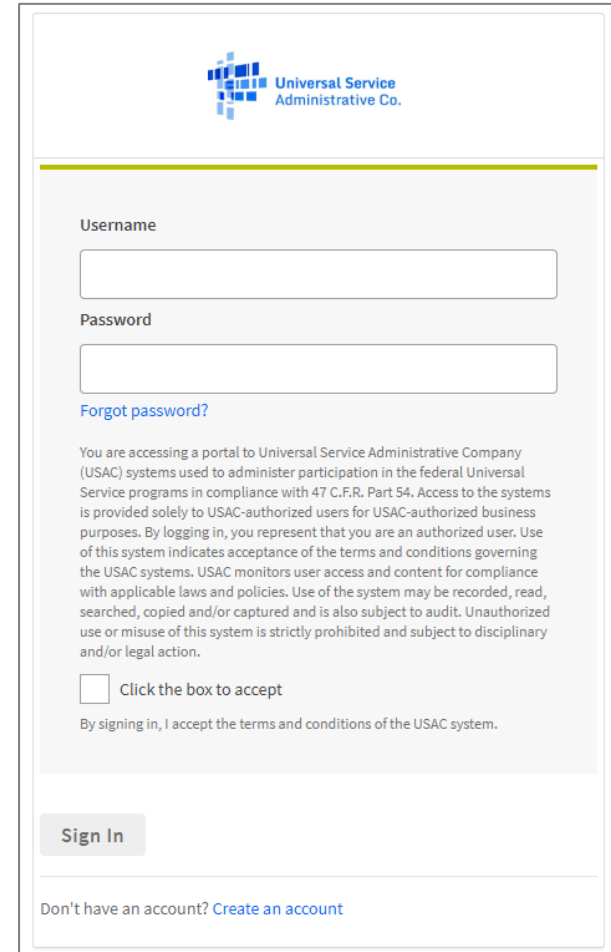
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# Log In

① Navigate to  
<https://forms.universalservice.org/portal>

② Log into One Portal with your username  
(your full email address) and One Portal password



The screenshot shows the login page for the Universal Service Administrative Co. (USAC). At the top right is the USAC logo, which consists of a blue grid of squares of varying sizes, followed by the text "Universal Service Administrative Co." in a sans-serif font. Below the logo is a horizontal yellow line. The main login area has a light gray background. It contains two input fields: "Username" and "Password". Below the password field is a blue link that says "Forgot password?". A paragraph of text follows, explaining that the user is accessing a portal to USAC systems and that access is provided solely to authorized users. It also states that by logging in, the user represents that they are an authorized user and that the system monitors user access and content for compliance with applicable laws and policies. Below this text is a checkbox and the text "Click the box to accept". Underneath the checkbox is the text "By signing in, I accept the terms and conditions of the USAC system." At the bottom of the login area is a gray button with the text "Sign In". Below the button is a horizontal line, and below that is the text "Don't have an account? [Create an account](#)".

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.

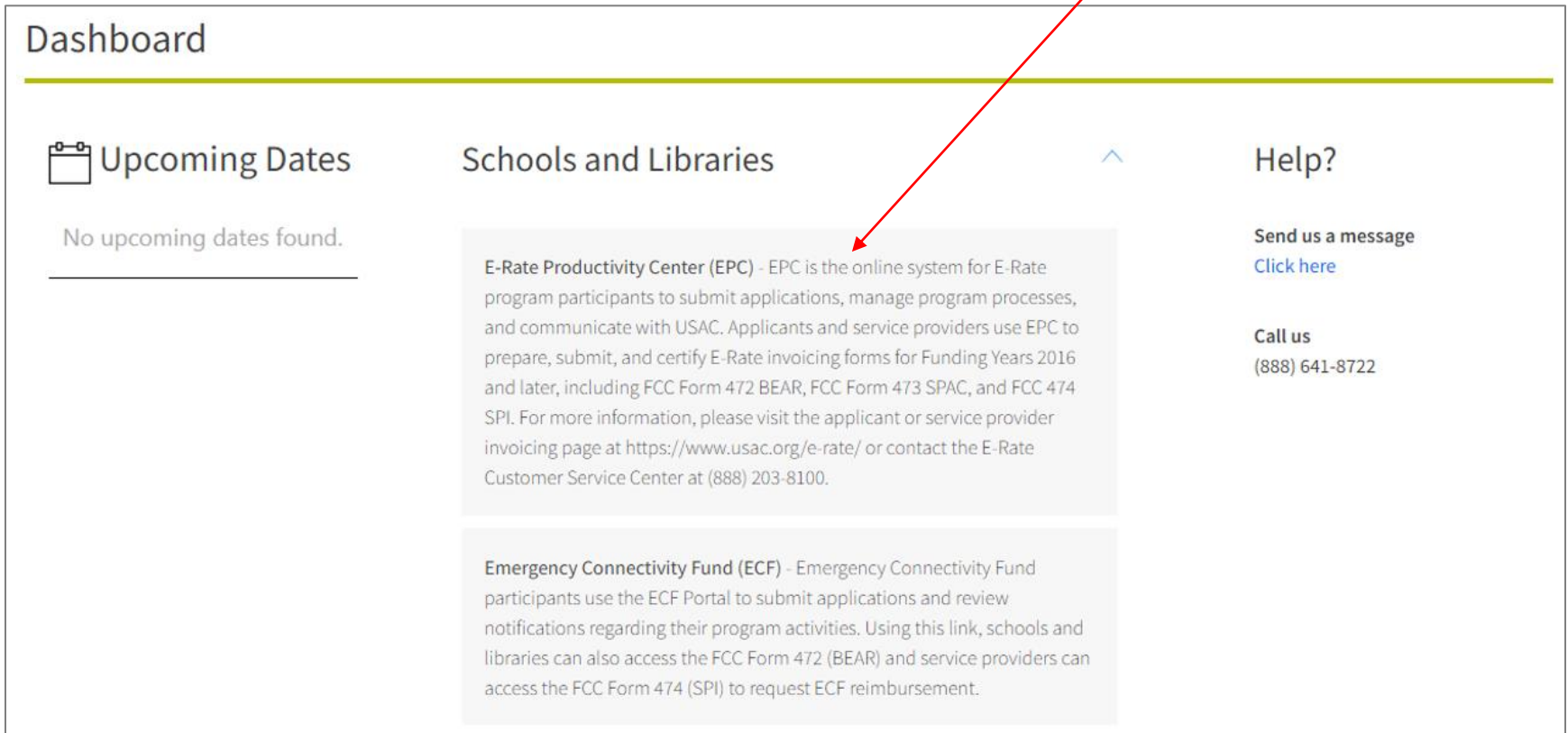
☐ Click the box to accept

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

Sign In

Don't have an account? [Create an account](#)

- ③ Complete the steps as prompted to obtain and enter a one-time verification code
- ④ Once you have successfully logged into One Portal and are viewing its dashboard, access EPC by clicking on the gray block for “E-Rate Productivity Center (EPC)”



The screenshot shows the 'Dashboard' of the One Portal. It features a header with the title 'Dashboard' and a yellow horizontal line. Below the header, there are three main sections: 'Upcoming Dates', 'Schools and Libraries', and 'Help?'. The 'Upcoming Dates' section shows 'No upcoming dates found.' The 'Schools and Libraries' section contains two gray blocks. The top block is titled 'E-Rate Productivity Center (EPC)' and describes the online system for E-Rate program participants. The bottom block is titled 'Emergency Connectivity Fund (ECF)' and describes the portal for submitting applications and reviewing notifications. A red arrow points from the text in the instructions to the 'E-Rate Productivity Center (EPC)' block. The 'Help?' section includes links to 'Send us a message' and 'Call us'.

**Dashboard**

**Upcoming Dates**  
No upcoming dates found.


**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

## My Applicant Landing Page



**Universal Service  
Administrative Co.**

[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](#) | [EPC E-Rate Invoicing](#) | [USAC Website](#) | [Contact Us](#) | [Help](#)

Welcome, School District 6!

### Pending Inquiries

**Type**

**Funding Year**

**Application/Request**

Pending COMAD Inquiries are not included.

Application/Request Number	Type	Nickname	Inquiry Name	Outreach Type	Date Sent	Due Date	Extn.	Status
No items available								

### Notifications

**Notification Type**

**Funding Year**

**Status** ☒ All  
☐ Generated  
☐ Not Generated

Notification	Description	Issued Date	Generated By	Generated On
No items available				

### My Entities

Entity	Entity Number	City	State	Zip Code
<a href="#">School District 6</a>	116	Springfield	ME	04487
<a href="#">School District 6 School A</a>	117	Springfield	ME	04487
<a href="#">School District 6 School B</a>	118	Springfield	ME	04487
<a href="#">School District 6 NIF</a>	119	Springfield	ME	04487

# Change the Account Administrator



# Change the Acct Admin


① On the Landing Page, click on either organization name link

A in the “Welcome \_\_!” line

B in the “My Entities” section

In most cases this will be the school district unless the organization is listed in EPC as an independent school

## My Applicant Landing Page



Universal Service  
Administrative Co.

Welcome, School District 6! **A**

### Pending Inquiries

Type -- Select a Type -- Application/Request -- Enter an Application/Request ID or Nickname --

Funding Year -- Select a Funding Year --

APPLY FILTERSCLEAR FILTERS

Pending COMAD Inquiries are not included.

Application/Request Number	Type	Nickname	Inquiry Name	Outreach Type	Date Sent	Due Date	↑	Extn.	Status
No items available									

### Notifications


Notification Type Please select a value Status ? ☒ All ☐ Generated ☐ Not Generated

Funding Year -- Select a Funding Year --

Notification	Description	Issued Date	Generated By	Generated On
No items available				

### My Entities

Entity	Entity Number	City	State	Zip Code
School District 6 <b>B</b>	116	Springfield	ME	04487
School District 6 School A	117	Springfield	ME	04487
School District 6 School B	118	Springfield	ME	04487
School District 6 NIF	119	Springfield	ME	04487

 NETWORKMAINE

Change the Account Admin

Slide 9

# Change the Acct Admin

*The organization's dashboard will display*

Records / Applicant Entities

## #116 - School District 6

[CREATE A NEW USER](#) [ADD OR REMOVE EXISTING USERS](#) [MANAGE USER PERMISSIONS](#) [...](#)

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

### Organization Details

<b>Name</b>	School District 6	<b>Applicant Type</b>	School District
<b>Entity Number</b>	116	<b>Status</b>	Active
<b>FCC Registration Number</b>	1234564560		

### Contact Information

<b>Physical Address</b>	100 Main Street Springfield, ME 04487	<b>Phone Number</b>	555-555-7878
<b>Mailing Address</b>	100 Main Street Springfield, ME 04487	<b>Email</b>	school.district6.user1@mailinator.com
		<b>Website URL</b>	

### Account Administrator

<b>Name</b>	School District 6 User 1
-------------	--------------------------

### General Contact

<b>Name</b>	School District 6 User 1
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### Applicant Attributes

<b>School District Sub-Type</b>	<input checked="" type="checkbox"/> Public School District <input type="checkbox"/> Private School District <input type="checkbox"/> Charter School District <input type="checkbox"/> ESA School District	<b>Does this organization have an endowment?</b>	No
<b>State School Code</b>			
<b>State LEA Code</b>			
<b>NCES Public State Code</b>			
<b>NCES Public District Code</b>			
<b>NCES Public Building Code</b>			

<<< Current Account Administrator

# Change the Acct Admin

Records / Applicant Entities

## #116 - School District 6

Summary Customer Service Modifications Additional Information Discount Rate

**Organization Details**

**Name** School District 6

**Entity Number** 116

**FCC Registration Number** 1234564560

**Contact Information**

**Physical Address** 100 Main Street  
Springfield, ME 04487

**Mailing Address** 100 Main Street  
Springfield, ME 04487

**Account Administrator**

**Name** School District 6 User 1

**General Contact**

**Name** School District 6 User 1

**Applicant Type** School District

**Status** Active

**Phone Number** 555-555-7878

**Email** school.district6.user1

**Website URL**

CREATE A NEW USER ADD OR REMOVE EXISTING USERS MANAGE USER PERMISSIONS ...

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

- Manage Organization
- Modify Account Administrator
- Create a Customer Service Case
- Manage General Contact
- Manage Organization Relationships
- Create FCC Form 470
- Create FCC Form 471
- Create FCC Form 486
- Manage Contracts
- Create Appeal
- Create SPIN Change Request
- Create Service Substitution Request

② Click on the “three dots” button to see more tasks and then select the “Modify Account Administrator” option

# Change the Acct Admin

*The list of users established in EPC for your organization will display, with the current Account Administrator checked*

## Organization Details

<b>Name</b>	School District 6	<b>FCC Registration Number</b>	1234564560
<b>Address</b>	100 Main Street Springfield, ME 04487	<b>Organization Type</b>	Applicant
<b>Mailing Address</b>	100 Main Street Springfield, ME 04487	<b>Phone Number</b>	555-555-7878
		<b>Email</b>	school.district6.user1@mailinator.com

## Modify Account Administrator

**Current Account Administrator**  
anne

**Select a new Account Administrator \***

<input type="checkbox"/>	First Name	Last Name	Email	Title
<input type="checkbox"/>	Jeffrey			Executive Director
<input checked="" type="checkbox"/>	Anne			E-Rate Coordinator

CANCELCONTINUE

# Change the Acct Admin

③ Check the check box located next to the user who you wish to make the new Account Administrator

### Organization Details

<b>Name</b>	School District 6	<b>FCC Registration Number</b>	1234564560
<b>Address</b>	100 Main Street Springfield, ME 04487	<b>Organization Type</b>	Applicant
<b>Mailing Address</b>	100 Main Street Springfield, ME 04487	<b>Phone Number</b>	555-555-7878
		<b>Email</b>	school.district6.user1@mailinator.com

### Modify Account Administrator

**Current Account Administrator**  
anne. [redacted]

**Select a new Account Administrator \***

<input type="checkbox"/>	First Name	Last Name	Email	Title
<input checked="" type="checkbox"/>	Jeffrey	[redacted]	[redacted]	Executive Director
<input type="checkbox"/>	Anne	[redacted]	[redacted]	E-Rate Coordinator

④ Uncheck the check box next to the current Account Administrator

⑤ Click on the "CONTINUE" button

# Change the Acct Admin

*The email address / username of the Current Account Administrator and the email address / username of the New Account Administrator will display*

### Organization Details

<b>Name</b>	School District 6	<b>FCC Registration Number</b>	1234564560
<b>Address</b>	100 Main Street Springfield, ME 04487	<b>Organization Type</b>	Applicant
<b>Mailing Address</b>	100 Main Street Springfield, ME 04487	<b>Phone Number</b>	555-555-7878
		<b>Email</b>	school.district6.user1@mailinator.com

### Modify Account Administrator

<b>Current Account Administrator</b>	<b>New Account Administrator</b>
anne	jeff

PREVIOUS

CANCEL

SUBMIT

⑥ Verify that the information is correct and click on the “SUBMIT” button

**Words of Caution:** Once the “SUBMIT” button is clicked, you cannot change this action. To undo it, the new Account Administrator would have to log in and perform the steps to change the Account Administrator to a different user.