

Change the General Contact

*Note: Only the Account Administrator
can change the General Contact*

Before you begin:

The new General Contact 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.

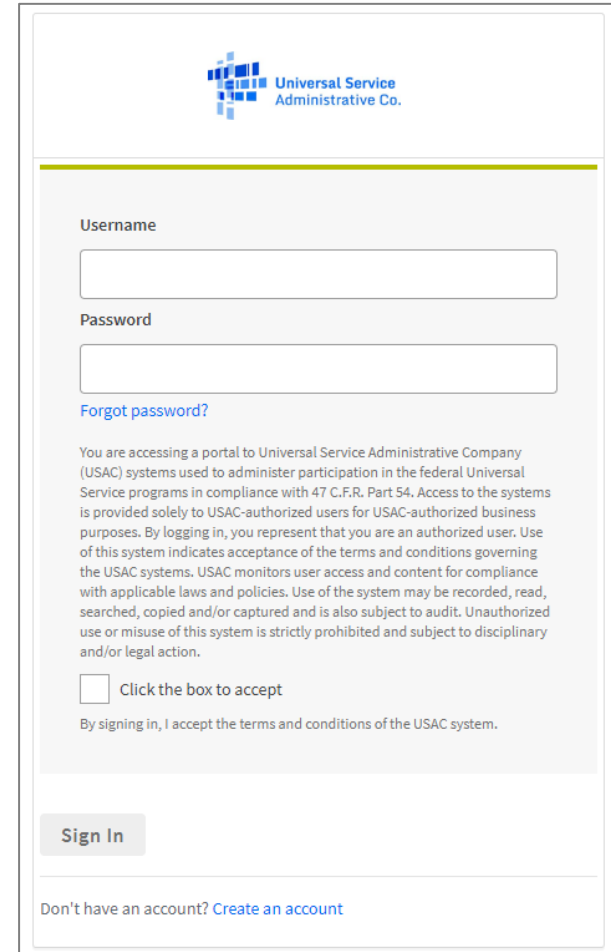
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Log In

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.". 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 "Forgot password?". A paragraph of text follows, stating: "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." Below this text is a checkbox and the text "Click the box to accept". Underneath that 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 labeled "Sign In". Below the button is a link "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.

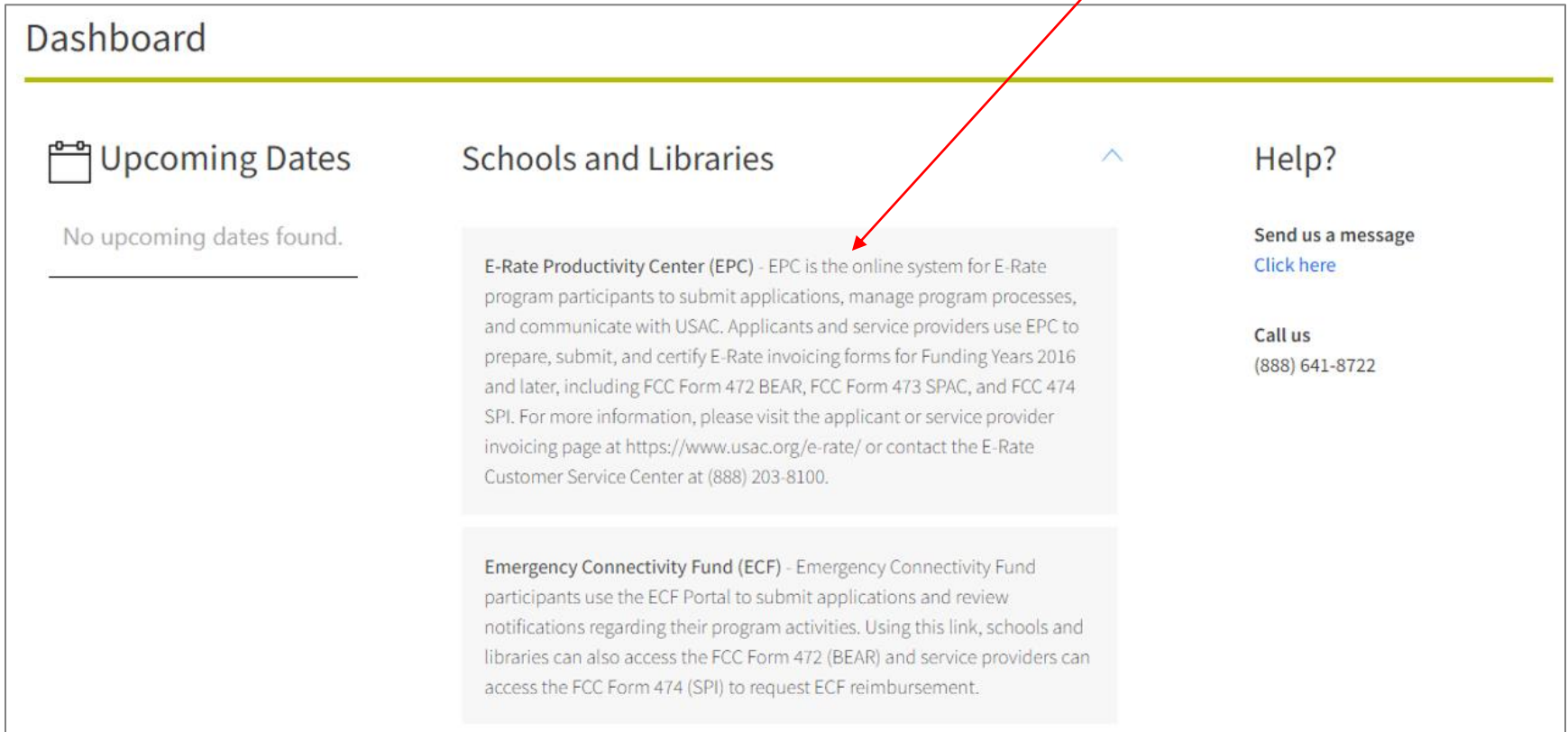
☐ Click the box to accept

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 yellow header bar. Below the header, there are three main sections: 'Upcoming Dates' on the left, 'Schools and Libraries' in the center, and 'Help?' on the right. 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 step ④ to the 'E-Rate Productivity Center (EPC)' block. The 'Help?' section includes links for '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
School District 6	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

Modify the General Contact

Modify the Contact


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	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


[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](#)

Modify the Contact

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

Name	School District 6	Applicant Type	School District
Entity Number	116	Status	Active
FCC Registration Number	1234564560		

Contact Information

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

Account Administrator

Name	School District 6 User 1
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General Contact

Name	School District 6 User 1
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▼ Applicant Attributes

School District Sub-Type	<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	Does this organization have an endowment?	No
State School Code			
State LEA Code			
NCES Public State Code			
NCES Public District Code			
NCES Public Building Code			

Modify the Contact

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

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

Status Active

Phone Number 555-555-7878

Email school.district6.user1@me.net

Website URL

This function allows you to designate the general contact for your entity.

- 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 “Manage General Contact” option

Modify the Contact

The list of users established in EPC for your organization will display, with the current General Contact checked

Organization Details

Name School District 6

Address 100 Main Street
Springfield, ME 04487

Mailing Address 100 Main Street
Springfield, ME 04487

FCC Registration Number 1234564560

Organization Type Applicant

Phone Number 555-555-7878

Email school.district6.user1@mailinator.com

Modify General Contact

Current General Contact

jeff

Select a new General Contact *

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

CANCEL

CONTINUE

Modify the Contact

③ Check the check box located next to the user who you wish to make the new General Contact

Organization Details

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

Modify General Contact

Current General Contact
jeff

Select a new General Contact *

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

CANCEL

CONTINUE

④ Uncheck the check box next to the current General Contact

⑤ Click on the "CONTINUE" button

Modify the Contact

The email address / username of the Current General Contact and the email address / username of the New General Contact will display

Organization Details

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

Modify General Contact

Current General Contact	New General Contact
jeff	anne

PREVIOUS

CANCEL

SUBMIT

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