

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 Into EPC

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

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

[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, access EPC either through the
 - A pop-up (click on the “Continue” button) or
 - B the dashboard (click on the block for EPC)

NOTE: which one you see is dependent on whether you only have access to EPC with your email address or if that email address is also associated with a BEAR PIN

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.

[Manage My Authentication Settings](#) **Continue**

Universal Service Administrative Co. Sign Out

anne.perloff@maine.edu

Dashboard

Upcoming Dates **Schools and Libraries** **Help?**

No upcoming dates found.

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.

Send us a message
[Click here](#)

Call us
(888) 641-8722

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My Applicant Landing Page



[Funding Request Report](#) | [FCC Form 470](#) | [FCC Form 471](#) | [FCC Form 486](#) | [Appeal](#) | [FCC Form 500](#) | [SPIN Change](#) | [Service Substitution](#) | [Hurricane Impact Designation](#) | [Manage Users](#) | [Manage Organizations](#) | [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	Nickname	Inquiry Name	Outreach Type	Date Sent	Due Date ↑	Extn.	Status
191000006	My FY2019 C1 Form 471	For use when validating a school	E-Rate Information Request	11/7/2019 2:44 PM EST	11/22/2019	0	Response Needed
191000006	My FY2019 C1 Form 471	For use when validating a school	E-Rate Information Request	11/7/2019 2:53 PM EST	11/22/2019	0	Response Needed

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

My Applicant Landing Page



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

Welcome, [School District 6!](#)

Pending Inquiries

Type

Application/Request

Funding Year

APPLY FILTERS

CLEAR FILTERS

Pending COMAD Inquiries are not included.

Application/Request Number	Nickname	Inquiry Name	Outreach Type	Date Sent	Due Date ↑	Extn.	Status
191000006	My FY2019 C1 Form 471	For use when validating a school	E-Rate Information Request	11/7/2019 2:44 PM EST	11/22/2019	0	Response Needed
191000006	My FY2019 C1 Form 471	For use when validating a school	E-Rate Information Request	11/7/2019 2:53 PM EST	11/22/2019	0	Response Needed

Notifications

Notification Type

Status All

Generated

Not Generated

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	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

① On the landing page, scroll to the “My Entities” section and click on the link for your organization. In most cases, this will be the school district rather than a child school.

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
-------------	--------------------------

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	Does this organization have an endowment?	No
	<input type="checkbox"/> Private School District		
	<input type="checkbox"/> Charter School District		
	<input type="checkbox"/> ESA School District		
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.gov

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	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: [REDACTED]

Select a new General Contact *

<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

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

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: [redacted]	anne: [redacted]

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