

# 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.

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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 also has been given BEAR access

## 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	<a href="#">For use when validating a school</a>	<a href="#">E-Rate Information Request</a>	11/7/2019 2:44 PM EST	11/22/2019	0	Response Needed
191000006	My FY2019 C1 Form 471	<a href="#">For use when validating a school</a>	<a href="#">E-Rate Information Request</a>	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

<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

**Name** School District 6 User 1

### General Contact

**Name** School District 6 User 1

### Applicant Attributes

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

# 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

**Status** Active

### Contact Information

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

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

**Phone Number** 555-555-7878

**Email** school.district6.user1@me.gov

**Website URL**

### Account Administrator

**Name** School District 6 User 1

### General Contact

**Name** School District 6 User 1

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

<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 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

<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 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

<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 General Contact

<b>Current General Contact</b>	<b>New General Contact</b>
jeff: [redacted]	anne: [redacted]

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