

Create a New EPC User

Note: Only the Account Administrator can 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**

The screenshot shows the dashboard of the Universal Service Administrative Co. with a blue header containing the logo and a 'Sign Out' button. The user's email address, 'anne.perloff@maine.edu', is visible in the top right. The main content area is titled 'Dashboard' and features three columns: 'Upcoming Dates' (with a calendar icon and the text 'No upcoming dates found.'), 'Schools and Libraries' (with an upward arrow icon), and 'Help?' (with links for 'Send us a message', 'Call us', and 'Help?'). The 'Schools and Libraries' column contains two main blocks: '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.' and '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.' A red box labeled 'B' is positioned to the right of the EPC block, with a red arrow pointing to it. The footer contains the copyright notice: '©2020 Universal Service Administrative Company. All rights reserved.'

A

B

My Applicant Landing Page



**Universal Service
Administrative Co.**

[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 -- Select a Type --

Application/Request -- Enter an Application/Request --

Funding Year -- Select a 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 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	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

Manage Users

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](#)

① Click on the “Manage Users” link on your landing page

Welcome, [School District 6!](#)

Pending Inquiries

Type

Funding Year

Application/Request

[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 2:53 PM EST	11/22/2019	0	Response Needed

Manage Users

Existing Organizations

<input type="checkbox"/>	Billed Entity Name	City	State
<input type="checkbox"/>	School District 6	Springfield	ME

② Check the check box next to the name of your organization

③ Then click on the "CREATE A NEW USER" button

Manage Users

④ Complete the fields with name and contact information for the new user

Create A User for School District 6

User Details

User Type
Applicant

First Name *

Last Name *

Middle Initial

Job Title *

Phone Number *

Phone Extension

Email

Email *

Confirm Email *

will be used as the username for the new account

Address

Address Line 1 *

Address Line 2

City *

State *

County

Zip Code *

Zip Code Extension

User Permissions

In the table below, you can designate the permissions that you wish to give to each of your users for the various tasks you can complete in the portal. This table will continue to grow as more functionality comes online.

- Full rights users can start, complete, submit and certify forms.
- Partial rights users can start and enter data in the form, but cannot submit and certify them.
- View Only users can only see forms created by other people in your organization but cannot create forms themselves.
- Form 498 School or Library Officials can start, complete, submit, certify, modify, and deactivate Forms 498.
- Form 498 General Financial Contacts can start, complete, and submit Forms 498, but cannot certify new or updated Forms 498 or deactivate existing Forms 498.
- Post-Commitment Full and Partial rights user can start, complete, and submit Spin Change and Service Substitution requests. Post-Commitment View Only rights can view the submitted Spin Change and Service Substitution requests.

Apply All	470 Permission	471 Permission	498 Permission	Post-Commitment Permission	486 Permission	Appeals Permission
<input type="text" value="Apply All"/>	<input type="text" value="View Only"/>	<input type="text" value="View Only"/>	<input type="text" value="No Access"/>	<input type="text" value="View Only"/>	<input type="text" value="View Only"/>	<input type="text" value="View Only"/>

⑤ Select the permissions you want to give this user

⑥ Click on the "CONTINUE" button

⑦ Review the information on the Confirm User Details page

Confirm User Details

User Details

User Type Applicant

First Name Jane

Last Name Smith

Middle Initial

Job Title Coordinator

Phone Number 555-555-5555

Phone Extension

Email

Email jane_smith@mailinator.com

Address

Address Line 1 100 Main Street

Address Line 2

City Springfield

State ME

County

Zip Code 04487

Zip Code Extension

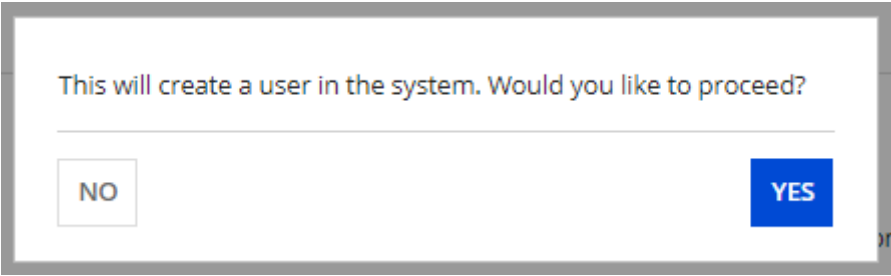
User Permissions

Apply All	470 Permission	471 Permission	498 Permission	Post-Commitment Permission	486 Permission	Appeals Permission
▼	Full ▼	Full ▼	School or Library Official ▼	Full ▼	Full ▼	Full ▼

PREVIOUS CANCEL SUBMIT

⑧ Click on the "SUBMIT" button to confirm the information

⑨ Click on the “Yes” button in the pop-up window to proceed



Next Steps

The new user will receive an email invitation to sign in to EPC, create a password, and accept the terms and conditions.

Once the user accepts the terms and conditions, they will have access to the functionality that the role you assigned to them permits.

The user must accept the terms and conditions before you can modify their role or assign them additional roles, such as Account Administrator or General Contact.