

Deactivate or Reactivate an EPC User

Note: Only the Account Administrator can either deactivate a user or reactivate a user who has been deactivated


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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 next to the text "Universal Service Administrative Co.". Below the logo is a horizontal yellow line. The main content area is a light gray box containing the following elements: a "Username" label above a text input field; a "Password" label above another text input field; a blue link "Forgot password?"; a paragraph of terms and conditions text; a checkbox with the label "Click the box to accept"; and a line of text "By signing in, I accept the terms and conditions of the USAC system." Below this is a gray "Sign In" button. At the bottom of the gray box is a blue link "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 -- Select a Type --

Funding Year -- Select a Funding Year --

Application/Request -- Enter an 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 2:44 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

Funding Year -- Select a 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

Deactivate a User

Deactivate a User

My Applicant Landing Page



Universal Service
Administrative Co.

Welcome, [School District 6!](#)

[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](#) | [USAC Website](#) | [Contact Us](#) | [Help](#)

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

Pending Inquiries

Type

Application/Request

Funding Year

APPLY FILTERS

CLEAR 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									

Deactivate a User

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 “ADD AND REMOVE EXISTING USERS” button

Deactivate a User

④ A list of users for your organization will appear. Review each user's status under the column "Active" and then click the link for the name of the user to be deactivated (only active users can be deactivated).

Manage User Organization Associations

Organization Details

Name	School District 6	FCC Registration Number	0027012228
Address	100 Main Street Springfield, ME 04487 Penobscot	Organization Type	Applicant
Mailing Address	100 Main Street Springfield, ME 04487 Penobscot	Phone Number	555-555-7878
		Email	school.district6.user1@mailinator.com

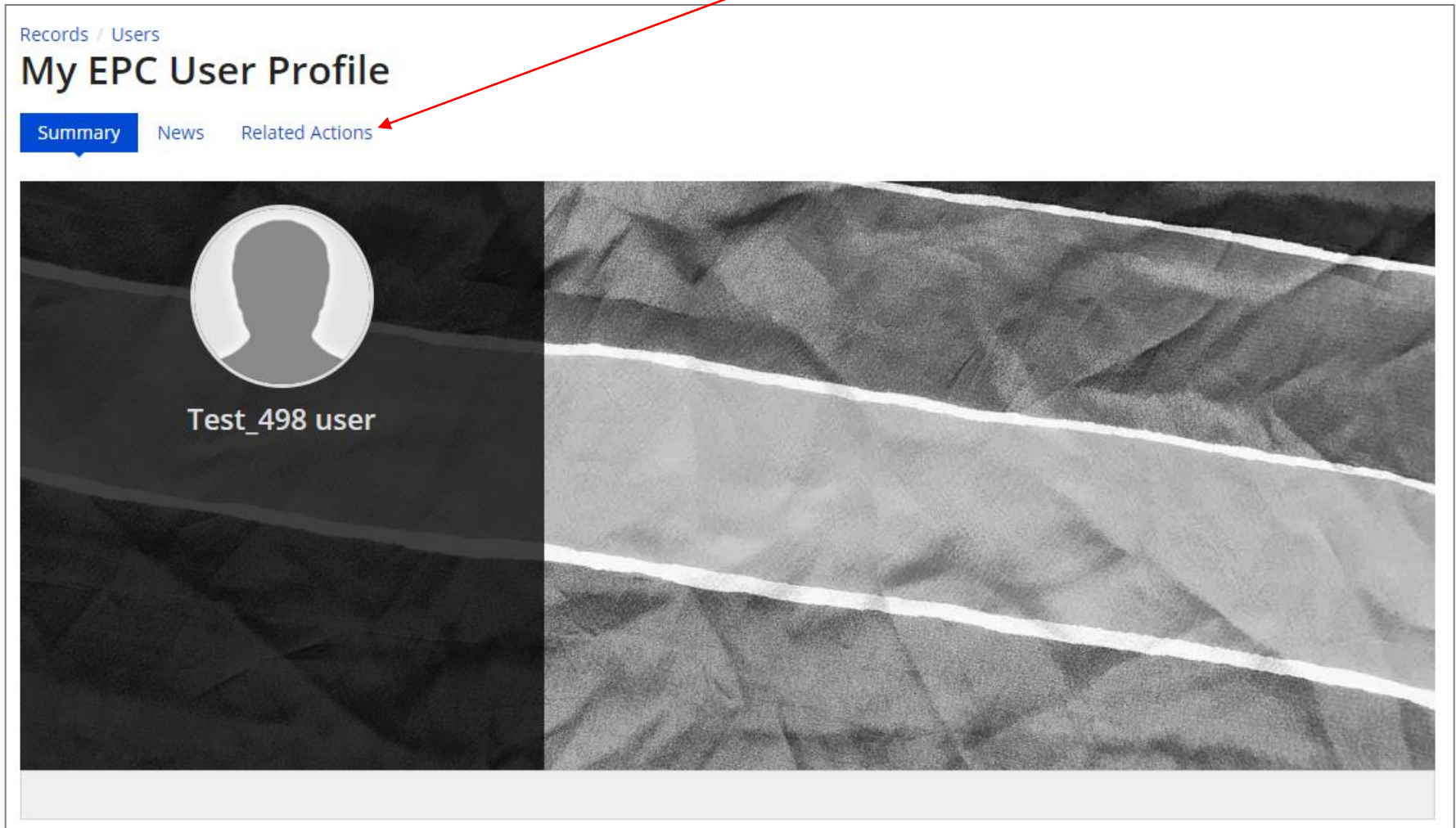
Name	Email	470 Permission	471 Permission	BEAR/472 Permission	498 Permission	Post-Commitment Permission	486 Permission	Appeals Permission	Active
School District 6 User 1	school.district6.user1@mailinator.com	Full	Full	Full	School or Library Official	Full	Full	Full	Yes
Test_498 user	test_498user@usac.org	Full	Full	View Only	School or Library Official	Full	Full	Full	Yes

Search For Users to Add

First Name	<input type="text"/>	Email	<input type="text"/>
Last Name	<input type="text"/>		

Deactivate a User

⑤ On the user's profile screen click on the "Related Actions" link



Records / Users

My EPC User Profile

Summary News Related Actions


Test_498 user


The screenshot shows a user profile page for 'Test_498 user'. At the top, there are navigation tabs for 'Summary', 'News', and 'Related Actions'. A red arrow points to the 'Related Actions' tab. The background of the profile card is a dark, crumpled paper texture.

Records / Users

My EPC User Profile

Summary EPC Additional Information News **Related Actions**

 [Manage EPC User Profile](#)
This process allows for updates to the user profile

 [Deactivate User](#)
This process allows deactivation of users

⑥ Click on the “Deactivate User” link

Deactivate a User

Records / Users

My EPC User Profile

Summary EPC Additional Information News **Related Actions**

Deactivate User

User Details

Username test_498user@usac.org **Primary Organization** School District 6
User Type Applicant


User Information

First Name Test_498 **Phone Number** 111-111-1111
Middle Initial **Job Title** user
Last Name user

Deactivate User

Notes *

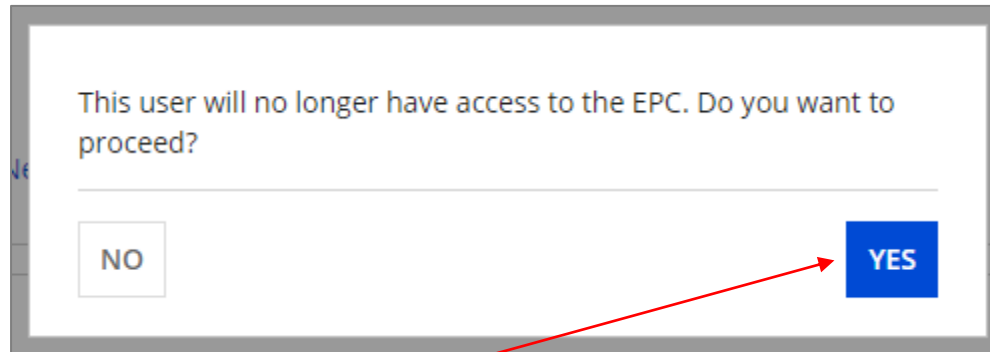
7 Enter a reason explaining why you are deactivating this user in the "Notes" field



Click submit to deactivate this user

CANCEL 8 Then click on the "SUBMIT" button **SUBMIT**

Deactivate a User



⑨ Click on the "YES" button in the pop-up window to proceed

Reactivate a Deactivated User

Reactivate a User

① If you know the name of a deactivated user previously associated with your organization, navigate to the “Records” tab

The screenshot displays the Appian interface with the 'Records' tab selected. The top navigation bar includes 'News', 'Tasks (19)', 'Records', 'Reports', and 'Actions'. A search bar is located at the top left. The main content area is a grid of record type blocks, each with a blue icon and a title. The blocks are: Appeals (List of Appeals), Applicant Entities (List of Applicant Entities), COMAD Outreach (List of available organizations for COMAD outreach), Consulting Firms (List of Consulting Firms), Customer Service Cases (List of Customer Service Cases), FCC Forms 470 (List of FCC Forms 470), FCC Forms 471 (List of FCC Forms 471), FCC Forms 486 (List of FCC Forms 486), FCC Forms 498 (List of FCC Forms 498), FCC Forms 500 (List of FCC Forms 500), FRN Cases (Cases created for Committed Funding Requests), Funding Requests (A list of all Funding Request Numbers (FRNs)), Knowledge Base Center (E-rate help with FAQs, guidance documents, and videos), Legacy FCC Forms 500 (List of FCC Form 500s from Legacy System), Service Providers (List of Service Providers), Service Substitutions (List of Service substitution requests), SPIN Changes (List of SPIN change requests), and Users (Directory of users). A red arrow points from the bottom right towards the 'Users' block.

② Click on the “Users” block

Reactivate a User

③ Use the “STATUS” drop down menu to select “Inactive”

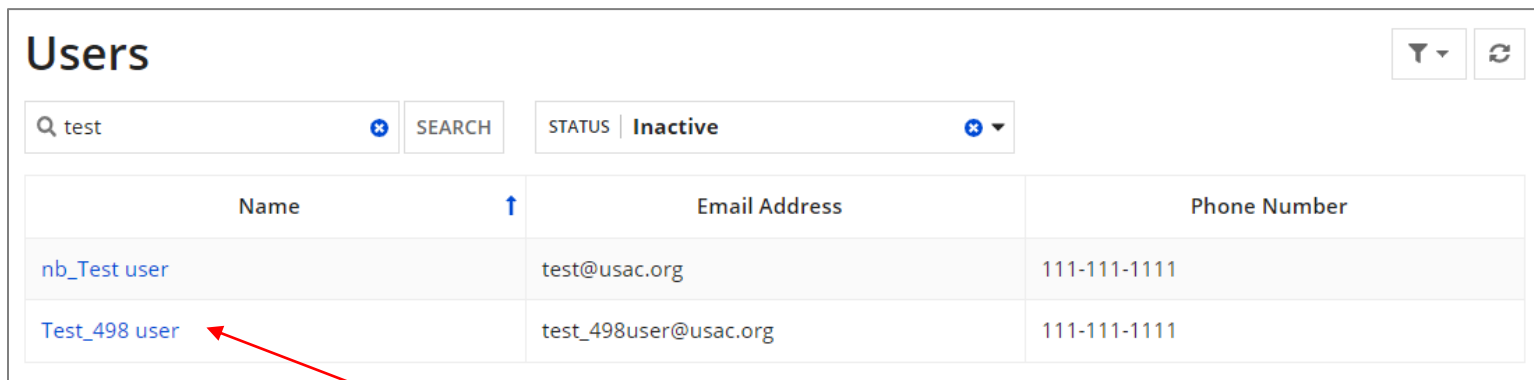
Users ⌵ ↻

STATUS | **Inactive** ✖

Name		Phone Number
Consortium 3 User 1	consortium3.user1@mailinator.com	444-444-4444
Consortium Admin 200203	con_200203_aa@testmail.usac.org	111-111-1111

The image shows a user management interface. At the top, there is a search bar with the placeholder text "Search Users" and a "SEARCH" button. To the right of the search bar is a "STATUS" dropdown menu currently set to "Inactive". The dropdown menu is open, showing two options: "Active" and "Inactive". The "Inactive" option is selected and highlighted in blue. Below the search and status controls is a table with three columns: "Name", "Phone Number", and an unlabeled column for email addresses. The table contains two rows of user data. The first row is for "Consortium 3 User 1" with email "consortium3.user1@mailinator.com" and phone number "444-444-4444". The second row is for "Consortium Admin 200203" with email "con_200203_aa@testmail.usac.org" and phone number "111-111-1111".

④ Enter the name of the user in the search box and click on the “SEARCH” button

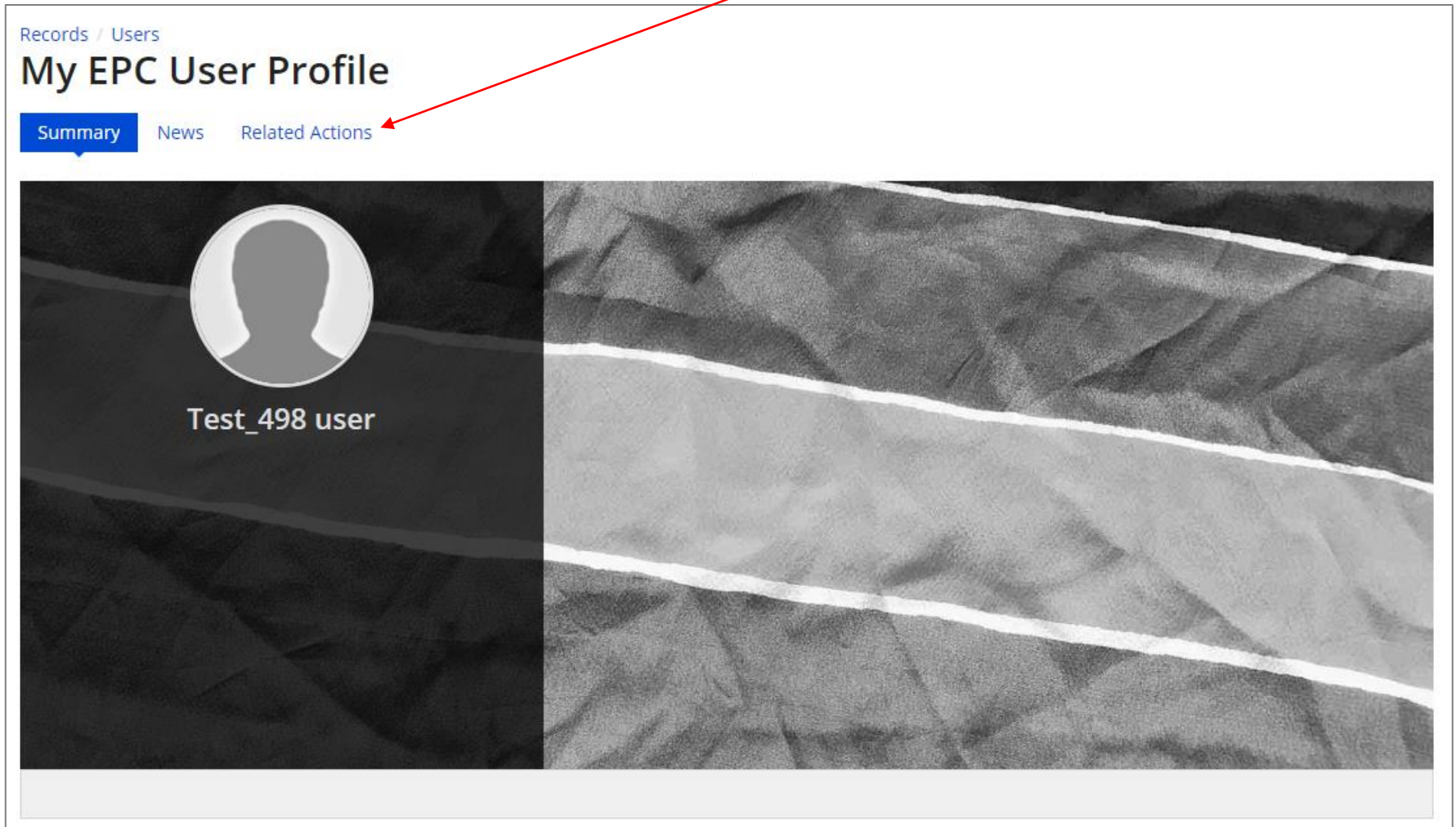


The screenshot shows a web interface titled "Users". At the top right, there are two buttons: a filter icon and a refresh icon. Below the title, there is a search bar containing the text "test" and a "SEARCH" button. To the right of the search bar, there is a "STATUS" dropdown menu set to "Inactive". Below the search bar, there is a table with three columns: "Name", "Email Address", and "Phone Number". The table contains two rows of data. The first row has "nb_Test user" as the name, "test@usac.org" as the email address, and "111-111-1111" as the phone number. The second row has "Test_498 user" as the name, "test_498user@usac.org" as the email address, and "111-111-1111" as the phone number. A red arrow points from the text below to the "Test_498 user" link in the table.

Name	Email Address	Phone Number
nb_Test user	test@usac.org	111-111-1111
Test_498 user	test_498user@usac.org	111-111-1111

⑤ Then click on the name link for the user to be deactivated

⑥ On the user's profile screen click on the "Related Actions" link



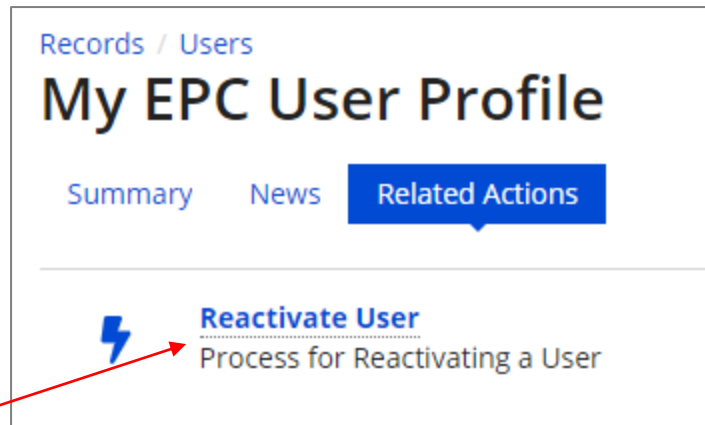
Records / Users

My EPC User Profile

Summary News Related Actions

Test_498 user


The screenshot shows a user profile page for 'Test_498 user'. The page has a breadcrumb trail 'Records / Users' and a title 'My EPC User Profile'. Below the title are three tabs: 'Summary' (highlighted in blue), 'News', and 'Related Actions'. A red arrow points from the text above to the 'Related Actions' tab. The main content area features a circular profile picture placeholder and the text 'Test_498 user'. The background of the page is a dark, textured image with a torn paper effect.



Records / Users

My EPC User Profile

Summary News **Related Actions**

 [Reactivate User](#)
Process for Reactivating a User

⑦ Click on the “Reactivate User” link

Reactivate a User

Records / Users

My EPC User Profile

Summary News **Related Actions**

Reactivate User

User Details

Username test_498user@usac.org	Primary Organization School District 6
User Type Applicant	

User Information

First Name Test_498	Phone Number 111-111-1111
Middle Initial	Job Title user
Last Name user	

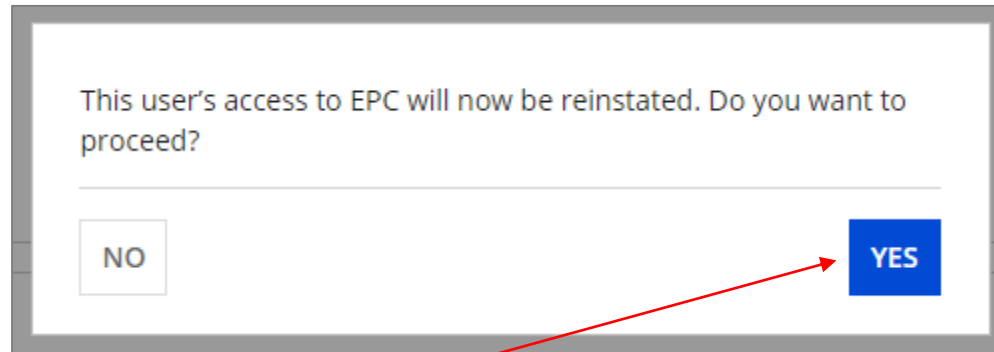
Reactivate User

Notes*

Click submit to reactivate this user

⑧ Enter a reason explaining why you are reactivating this user in the “Notes” field

⑨ Then click on the “SUBMIT” button



⑩ Click on the “YES” button in the pop-up window to proceed