

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

 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.

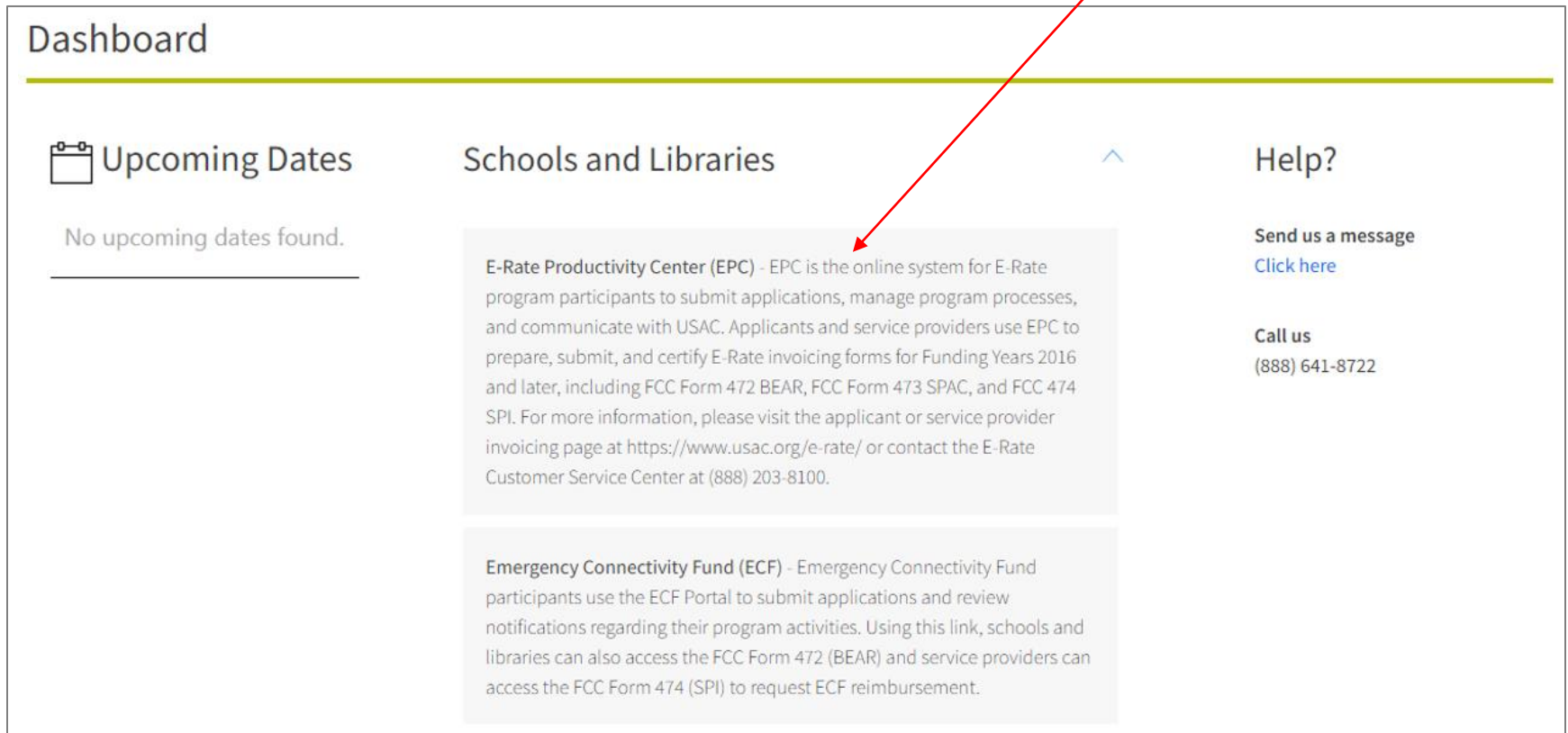
Click the box to accept

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. The title "Dashboard" is at the top left. Below it, there are three main sections: "Upcoming Dates", "Schools and Libraries", and "Help?".

- Upcoming Dates:** Contains the text "No upcoming dates found." with a calendar icon.
- Schools and Libraries:** Contains two gray blocks. The top block is for the "E-Rate Productivity Center (EPC)" and the bottom block is for the "Emergency Connectivity Fund (ECF)". A red arrow points to the EPC block.
- Help?:** Contains links for "Send us a message" (with a "Click here" link) and "Call us" (with the phone number (888) 641-8722).

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.

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](#) | [EPC E-Rate Invoicing](#) | [USAC Website](#) | [Contact Us](#) | [Help](#)

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

Deactivate a User

Deactivate a User

My Applicant Landing Page



[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](#)

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

Welcome, [School District 6!](#)

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

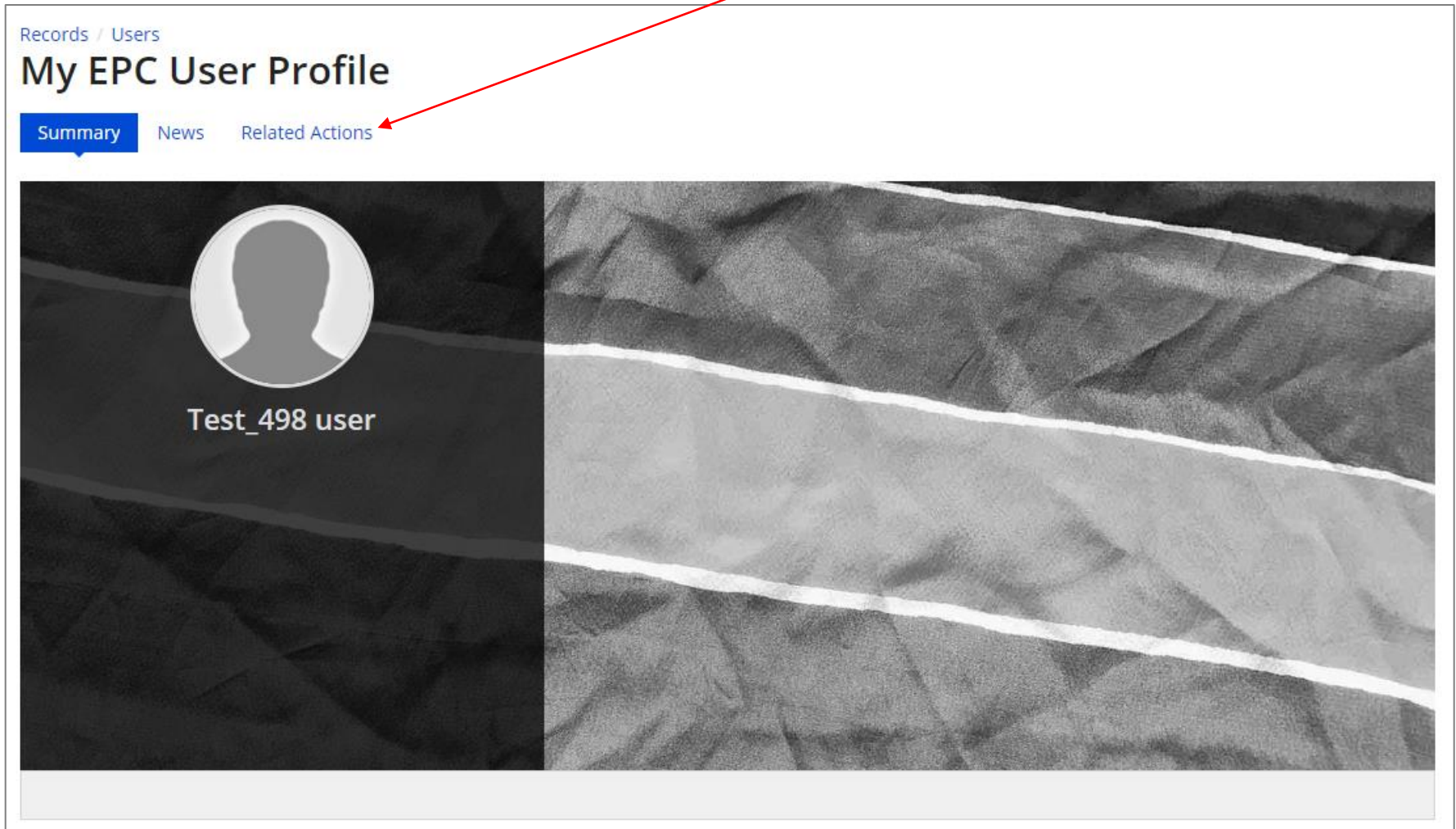
Search For Users to Add

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

[CLEAR FILTERS](#) [SEARCH](#)

Deactivate a User


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




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 *

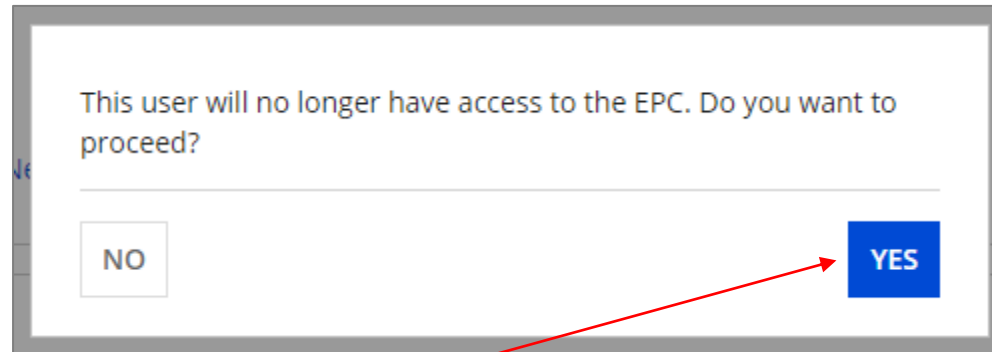
7 Enter a reason explaining why you are deactivating this user in the "Notes" field



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 shows 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 displays a grid of record types, each with a blue icon and a title. The 'Users' block is located in the bottom right corner of the grid and is highlighted with a red arrow.

Record Type	Description
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.
Users	Directory of users

② Click on the “Users” block

Reactivate a User

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

Users ⌵ ↻

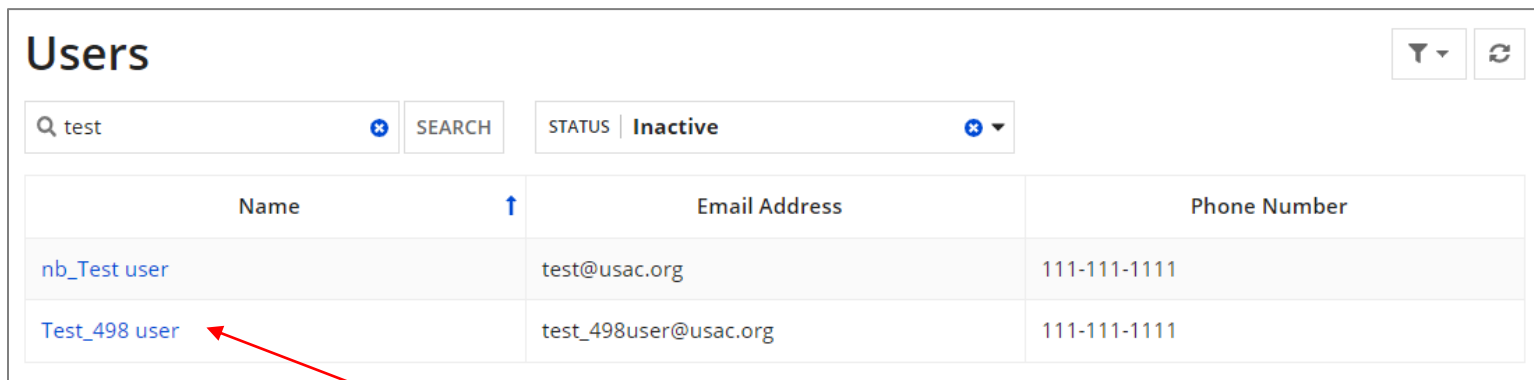
STATUS | Inactive ⌵

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".

Reactivate a User

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



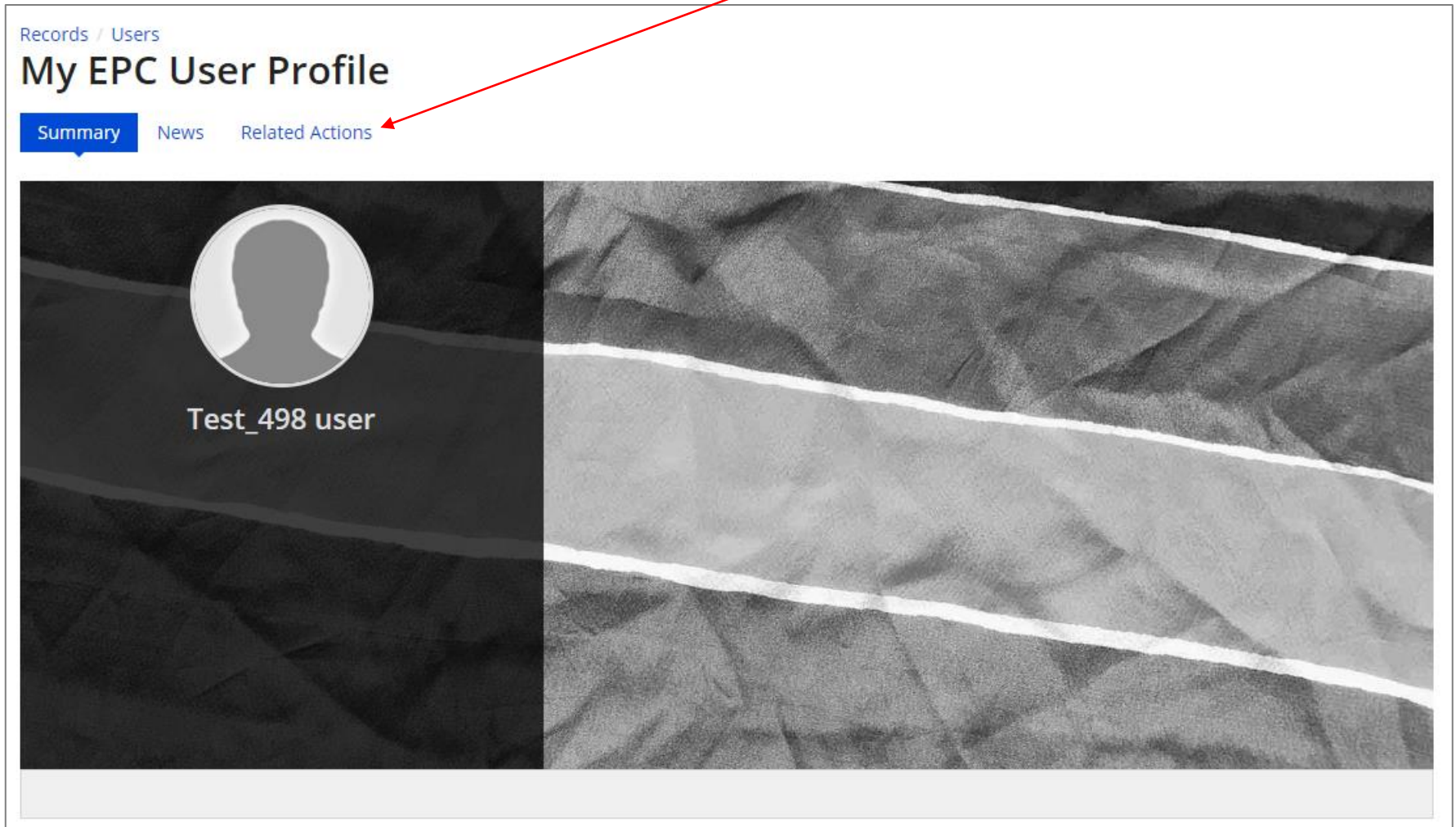
The screenshot shows a web interface titled "Users". At the top right, there are filter and refresh icons. Below the title is a search bar containing "test" and a "SEARCH" button. To the right of the search bar is a "STATUS" dropdown menu set to "Inactive". Below these elements is a table with three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

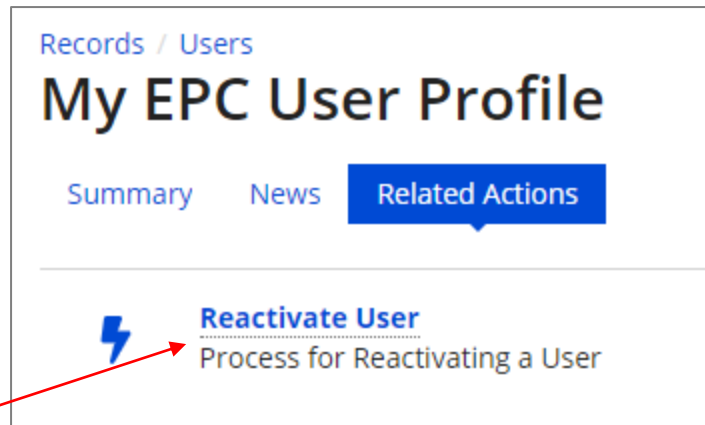
Name	Email Address	Phone Number
nb_Test user	test@usac.org	111-111-1111
Test_498 user	test_498user@usac.org	111-111-1111

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

Reactivate a User

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





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	

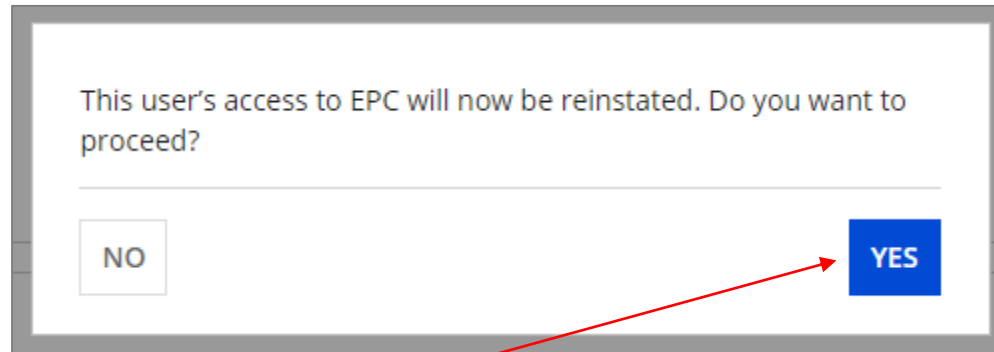
Reactivate User

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