



## What to Do When Your Organization's Email Domain Changes

If your organization changes its email domain, there will be an issue with receiving email notifications from EPC unless forwarding is set up from the old email address to the new email address. However, this is likely only a temporary measure, and in fact may not always work.

Unfortunately, EPC is unable to update your username without creating an entirely new user account.

Fortunately, although your EPC username is technically an email address, there is a separate field that denotes the email address to which messages should be sent.

Therefore, although you cannot change your email user name, you can change your email address in your EPC profile to your new domain (email address).

- 1 Log into One Portal using multifactor authentication at <https://forms.universalservice.org/portal> to access EPC using your existing credentials
- 2 Click on the avatar for your profile in the upper right hand corner > then select the **"Profile"** link from the menu
- 3 Click on the **"EDIT PROFILE"** button
- 4 Edit the email address in the **"Email"** field > then click on the **"SAVE CHANGES"** button

After completing the steps above, although your user name is an email address and you would still log into EPC with the existing username / old email address, changing the email field in your profile will cause emails to be sent to your new email address.

### Example:

Login: user@oldschooldomain.org

Email address in profile: user@newschooldomain.org