

Logging into EPC the First Time

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Background

All billed entities that have filed or appeared on a Form 471 have an EPC Portal Account.

- School districts have an EPC account that lists their member schools.
- Independent schools or schools that do not belong to a school district also have an EPC account. Schools that are the only school in their school district may be listed in EPC as a stand-alone school rather than as part of the school district level.
- Libraries have an EPC account.

If no Account Administrator exists for that billed entity account, a person of authority for your entity can contact USAC's CSB at 1-888-203-8100 to have one established.

In addition, the Account Administrator for an entity's EPC Portal Account can create user accounts for it.

In addition, multifactor authentication has been implemented to access EPC through One Portal.

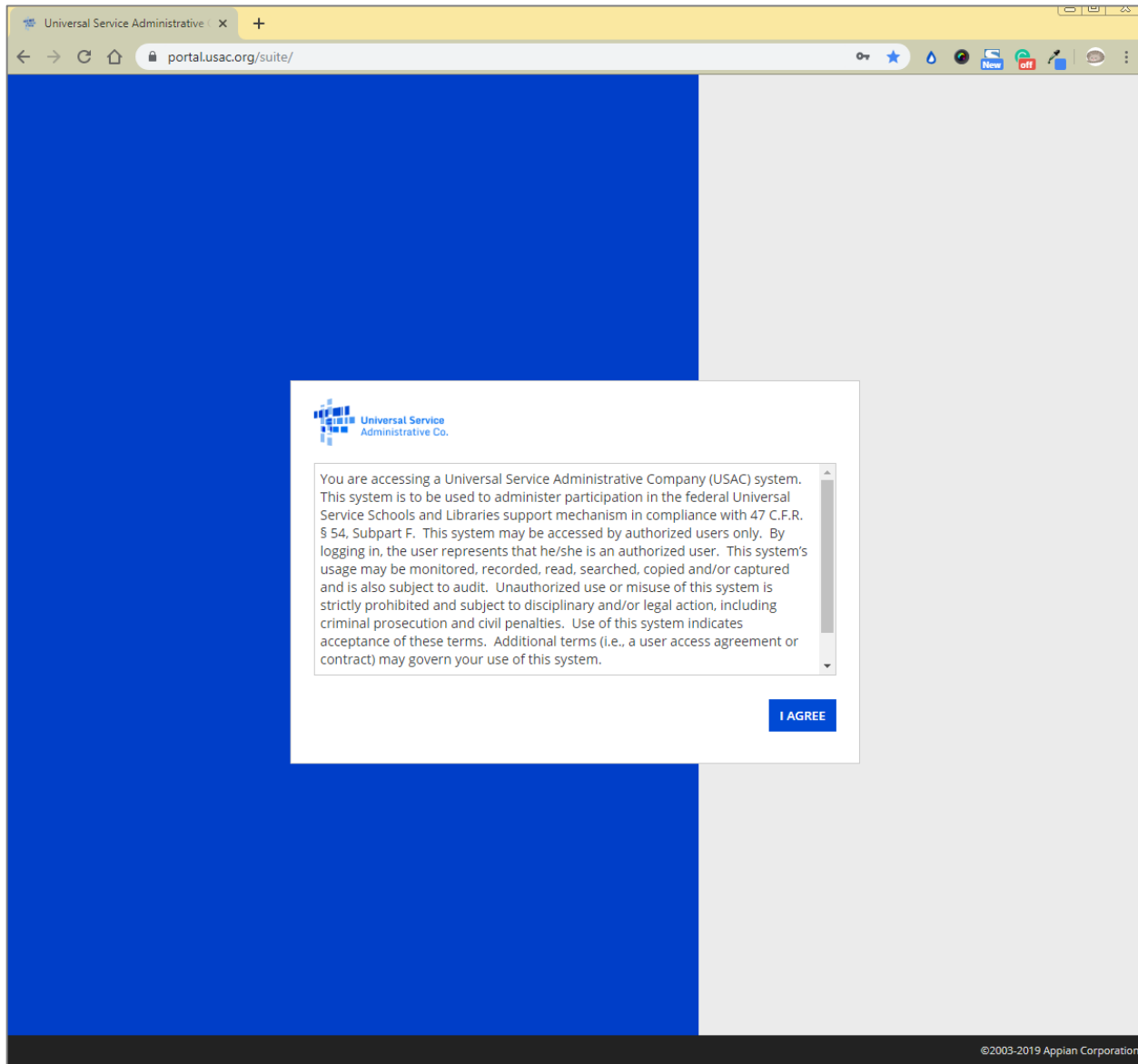
This means that after your EPC account has been established, you will also need to set up multifactor authentication.

The following instructions explain how a user can log into EPC for the first time – these instructions are the same regardless of whether you are the Account Administrator, a full rights user or a partial rights user.

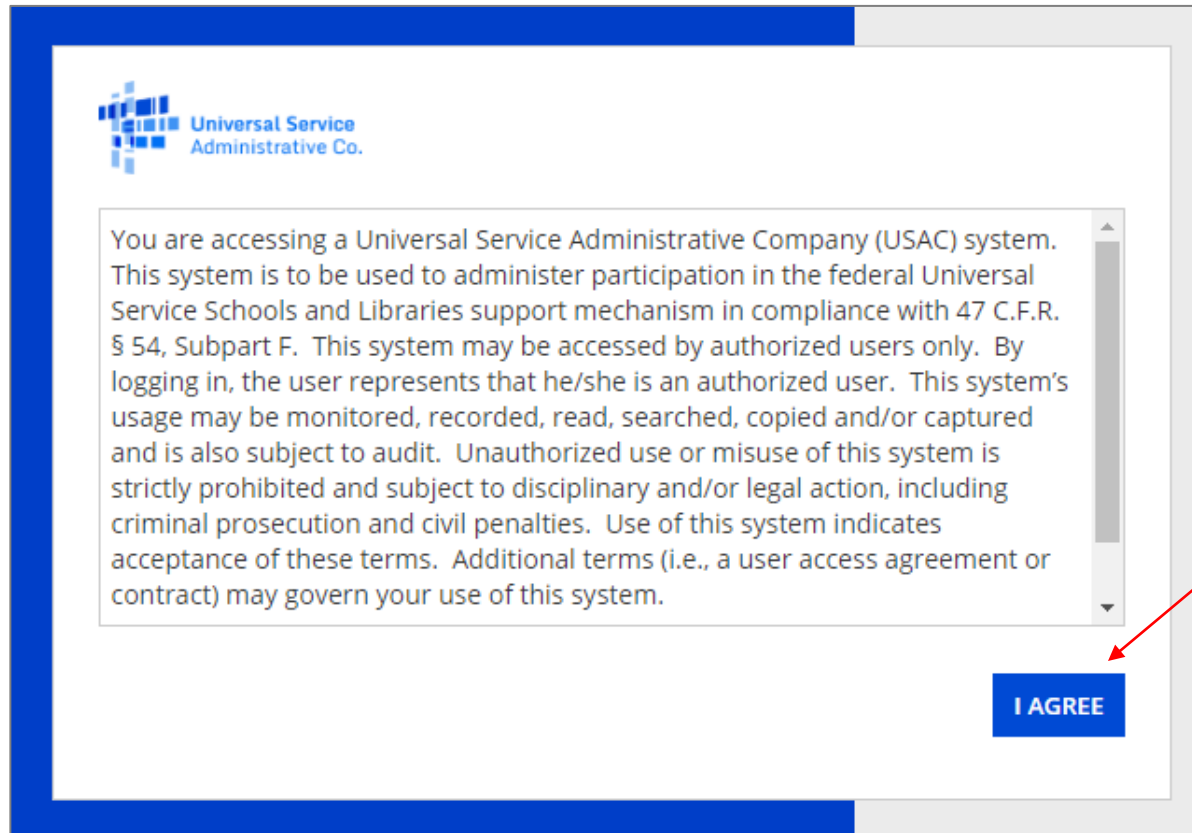
Set Up the EPC User Account


Set the Password

① Use your browser to navigate to the EPC Portal at <https://portal.usac.org/suite/>



Set the Password



 Universal Service
Administrative Co.

You are accessing a Universal Service Administrative Company (USAC) system. This system is to be used to administer participation in the federal Universal Service Schools and Libraries support mechanism in compliance with 47 C.F.R. § 54, Subpart F. This system may be accessed by authorized users only. By logging in, the user represents that he/she is an authorized user. This system's usage may be monitored, 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, including criminal prosecution and civil penalties. Use of this system indicates acceptance of these terms. Additional terms (i.e., a user access agreement or contract) may govern your use of this system.

I AGREE

② Click on the "I AGREE" button to proceed

Set the Password

③ Enter your full email address in the “Username” text box

Universal Service
Administrative Co.

Username

Password

Remember me on this computer

[Forgot your password?](#)

SIGN IN

④ Click on the “Forgot your password?” link

Set the Password

The “Forgot Password” screen will display

Universal Service
Administrative Co.

Forgot Password

Username

Enter your username and click “Send Email”. An email will be sent to the email address associated with your user account. Follow the link in the email to reset your password.

[Back to sign-in page](#)

SEND EMAIL

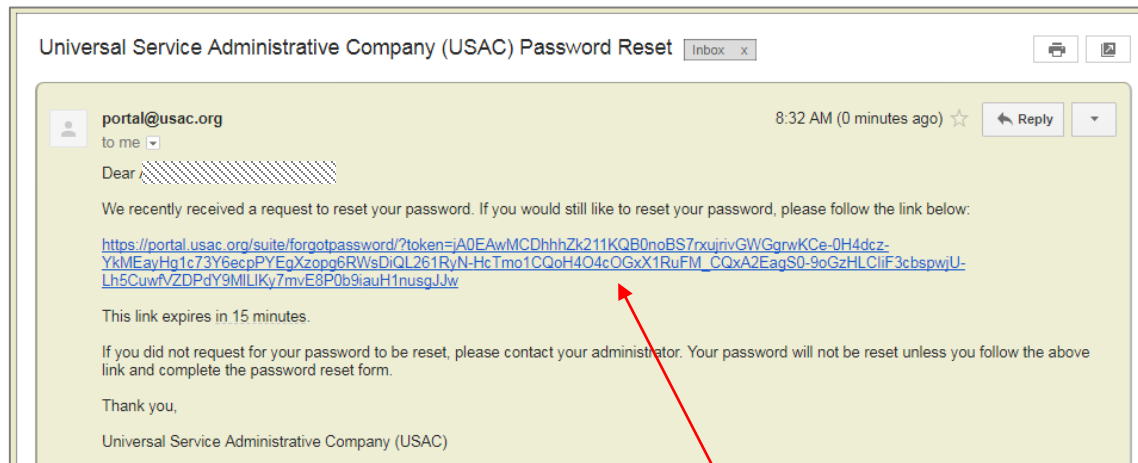
⑤ Enter your username again

⑥ Click on the “SEND EMAIL” button

Set the Password

The EPC system will send an email with a temporary link to reset the password

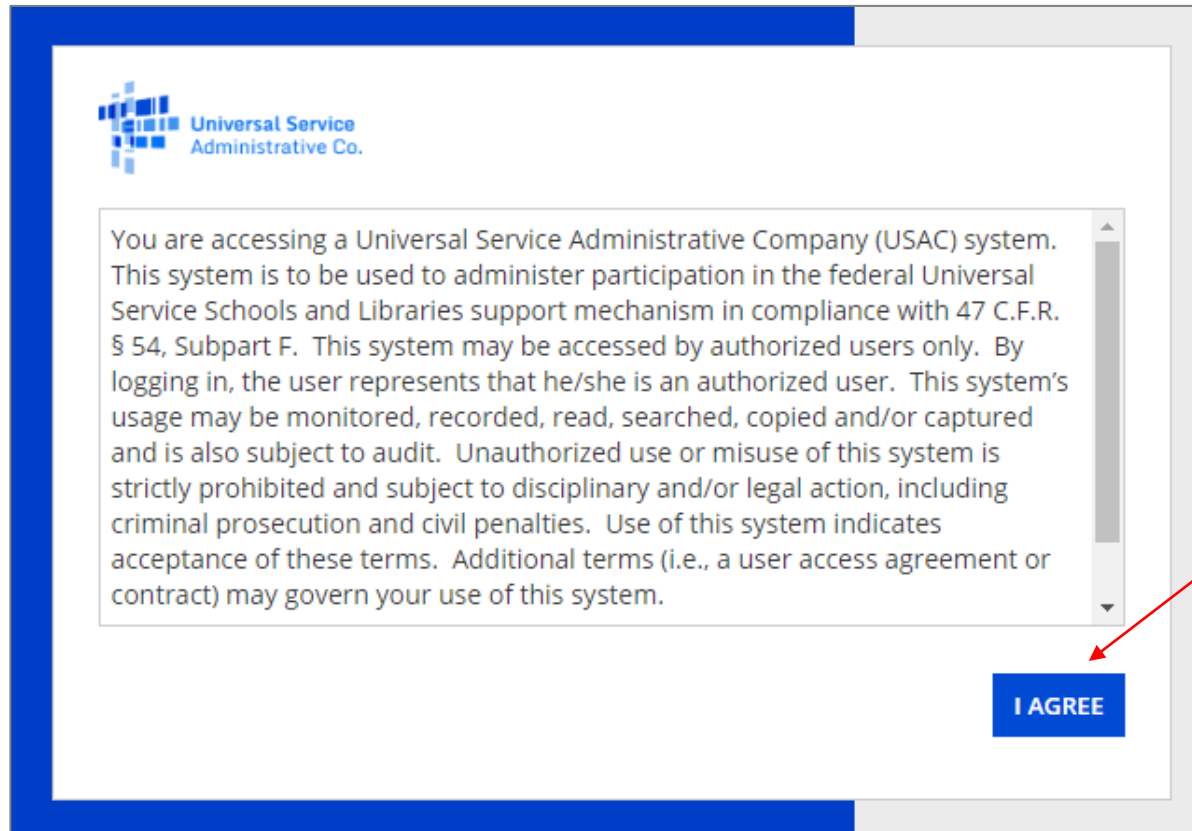
(Note: the link is only active for 15 minutes)



⑦ Click on the link in the email

Set the Password


The Informational Screen will display again



⑧ Click on the "I AGREE" button to proceed

Set the Password

The Change Password Screen will display

 Universal Service
Administrative Co.

Change Password

Please complete the form to change your password.

Username
applicant.user@sample.com

New Password
.....

Confirm New Password
.....|

CANCEL **SUBMIT**

⑨ Enter your desired password in both text boxes

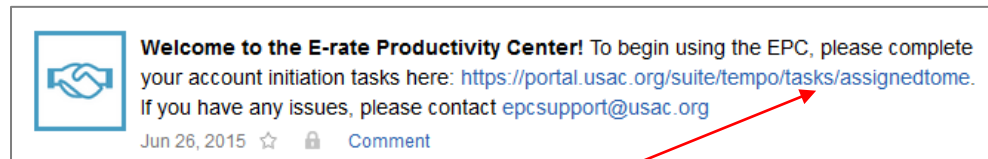
⑩ Click on the "SUBMIT" button to continue

Create a password that meets all of the following criteria:

- Is at least eight characters
- Has not been used in the previous four passwords
- Contains at least one numeral (0 through 9)
- Contains at least one special character (such as !, \$, #, %)
- Contains at least one uppercase letter (A through Z)
- Contains at least one lowercase letter (a through z)

Complete the Task

The news page for the EPC account will display with a welcome message



① Click on the link in the message

Complete the Task

A task to complete the Terms and Conditions will display



② Click on the task

The terms and conditions will display

- ③ Read the terms and conditions listed
- ④ Scroll to the bottom of the page
- ⑤ Click on the “ACCEPT” button
- ⑥ You can now use the EPC Portal

Complete Terms of Service Agreement

Please agree to the following Terms of Service before gaining access to EPC.

Terms of Service:

Last Updated October 20, 2017

EPC ACCESS AGREEMENT

This EPC Access Agreement (“Agreement”) applies to the E-rate Productivity Center and all E-rate Productivity Center-related systems and networks (collectively “EPC”) provided by the Universal Service Administrative Company (“USAC”), Applan Corporation’s (“Applan”) business process management software suite and associated documentation (collectively the “Software”) is a part of EPC. EPC was created in support of the Federal Universal Service Schools and Libraries Support Mechanism (also known as the “E-rate Program”) that helps entities such as eligible schools and libraries obtain telecommunications at affordable rates.

USAC allows four types of subscribers to access and use EPC, each of which is a “Subscriber” for purposes of this Agreement: (1) applicants (“Applicants”), (2) service providers (“Service Providers”), (3) consultants (“Consultants”), and (4) United States government agencies (“Agency” or “Agencies”), excluding the Federal Communications Commission. This Agreement defines the relationships between both USAC and (i) the Subscriber, and (ii) each person who accesses EPC as authorized by and on behalf of the Subscriber. Both Subscriber and each person who accesses EPC as authorized by and on behalf of the Subscriber are referred to as “you” (and variations such as “your”) in this Agreement.

BY ACCESSING OR USING OR REGISTERING FOR ACCESS TO EPC AS A REPRESENTATIVE OR EMPLOYEE OF A SUBSCRIBER, YOU CONFIRM THAT: (1) YOU ARE AT LEAST 18 YEARS OLD; (2) YOU WILL BE ACCESSING AND USING EPC ONLY WITHIN THE UNITED STATES, INCLUDING ITS VARIOUS STATES AND TERRITORIES (COLLECTIVELY REFERRED TO AS “UNITED STATES”); (3) YOU HAVE READ THIS AGREEMENT; **AND** (4) BOTH YOU AND THE COMPANY, ORGANIZATION OR ENTITY ON WHOSE BEHALF YOU ARE ACCEPTING THIS AGREEMENT AND/OR ACCESSING OR USING EPC, ACCEPT THIS AGREEMENT. **IF YOU CANNOT CONFIRM EACH OF (1) THROUGH (4) ABOVE, THEN PLEASE CLICK “DECLINE” BELOW, AND YOU MUST NOT ACCEPT THIS AGREEMENT AND YOU MAY NOT ACCESS OR USE EPC.**

USAC may amend this Agreement at any time, with or without notice to you, by posting revised terms at www.usac.org/si/tools/e-rate-productivity-center/default. You can determine when this Agreement was last revised by referring to the “last updated” legend at the top of this Agreement. Your continued access to or use of EPC after USAC has posted revised terms signifies your acceptance of such revised terms. No other amendment to or modification of this Agreement will be binding unless in writing and signed by USAC’s duly authorized representative or posted to the site by USAC’s duly authorized representative.

1. Access and Use; Restrictions; and Rights.

1.1 **Right to Access and Use.** Subject to the terms and conditions of this Agreement, USAC will make EPC available to you for access within the United States solely for the Authorized Purpose, defined below.

(a) “Authorized Purpose” means use of EPC by your Authorized Users (defined in Section 1.2) to electronically enter data and certify forms, edit forms, revise forms, update forms, respond to inquiries from USAC, request assistance, file appeals, request changes, check the status of requests, retrieve historical information, upload documents, and submit customer service cases, in each case solely for administering the Subscribers’ participation in the E-rate Program in accordance with 47 C.F.R. Part 54, Subpart F. Subscribers that are Applicants or Service Providers may also designate Consultant Authorized Users (defined in Section 1.2) account functions in EPC to act on behalf of the Applicant or Service Provider.

(b) You may be presented with warning notices when you take certain action such as accessing EPC or electronically signing a form. The contents of the notices are a part of this Agreement and are incorporated herein by reference as if included in their entirety. You must accept and comply with the terms and conditions of the notices. You acknowledge that USAC may modify EPC and/or the form or content of notices at any time and for any reason or no reason with or without notice to you. USAC is not responsible for any costs or expenses you may incur as a result of any modifications to EPC or notices.

Set Up Multifactor Authentication

After a new EPC user is created, EPC sends a message to One Portal to create a new One Portal account for this user. That user can then use their EPC username to go through the regular One Portal login process.

The first time you sign into One Portal, the system will prompt you to set up MFA for your account by doing the following:

1. Go to <https://www.usac.org/e-rate/> and click the blue “Sign In” button at the top of the page.
2. Click on the blue “Continue” button at the bottom of the instructions page.
3. On the next page, click on the “Forgot Password” link.
4. Enter your username (your email address) and click “Reset via Email”.
5. You will be sent an email with a link to reset your password. **The link will be good for only one hour.** You can click the link or copy and paste it into your browser.
6. You will be prompted to create a password, and then re-enter it. Your password must contain at least eight characters and include one lowercase letter, one uppercase letter, one number, and one special character (e.g., !, @, #, \$, %, &, or =). Enter your desired password and click “Reset Password”.
7. On the next page, confirm the email associated with your account and click “Send Email”.
8. A verification code will be sent to your email address. **The code will be good for only ten minutes.** Navigate to your email (don't close your browser) to get the code, then return to your browser window, enter the code in the field provided, and click “Verify”.
9. You will then go to your dashboard (if you access more than one application) or a pop-up (if you access only one application).