

Multifactor Authentication for EPC and BEARs

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The Basics

What is Multi-Factor Authentication?

All EPC and BEAR system users must log in using multifactor authentication (MFA).

MFA is a method of authenticating a computer user during the login process by requiring the user to enter two or more separate pieces of information, such as a password known to the user and a code generated and sent to the user to enter on the website in order to gain access.

How do I set up MFA?

The first time you sign in, 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).

What is my account username?

If you have an EPC username then that is the email address / username that will be used for the multifactor authentication.

If you only file BEARs (and do not have an EPC login), then the email address / username that you use on the online BEAR form will be used for the multifactor authentication.

If you access EPC and BEARs through different email addresses, multifactor authentication will need to be set up for each email address.

What accounts are included?

After logging in, you will see the dashboard for USAC's single portal application (One Portal) if you have credentials for more than one application through the same email address (for example both an EPC login and a BEAR login).

If you only have access to one application, then a pop-up window will display for the one you have access to.

What happens after MFA is set up?

On subsequent visits, you will receive a one-time code verification code via either email or text message before you can log into One Portal and gain access to EPC or BEARs.

Authenticating MFA (Initial Set Up)

① Either

(a) Navigate to <https://forms.universalservice.org/portal>

OR

(b) Navigate to <https://www.usac.org/e-rate/> and click on the “blue Sign” In button

Authentication

EPC users and BEAR Form filers: If this is your first time logging in to One Portal, please read this information carefully.

USAC has added multifactor authentication (MFA) to increase the security of our Universal Service Fund (USF) IT applications. The first time you sign into an application, the system will prompt you to set up MFA for your account. To do this:

1. Click the blue **Continue** button below.
2. Click the **Forgot Password** link.
3. Enter your Username (your email address) and click **Reset via Email**.
4. When you receive the email, click the link to create a password. Your password must be at least eight characters long and include one lowercase letter, one uppercase letter, one number, and one special character.
5. Accept the system's terms of use and click **Sign In**.
6. On the next page, confirm the email associated with your account and click **Send Email**.
7. Check your email for a verification code.
8. Enter the code and click **Verify**.

After logging in, you will see USAC's new single portal application dashboard if you have access to more than one application. On this page you can access all of the USF applications associated with your log in. This means users no longer have to sign into multiple applications to interact with different USF programs.

From the dashboard, you can visit the "Settings" page to add a cell phone number to your account. This will allow you to receive verification codes via either email or text message when you log in in the future.

To learn more about USAC's MFA and to find a list of all USF IT applications included in the single portal, visit [USAC's website](#). If you cannot access the email associated with your account and need to set up a new log in, please contact your organization's USF administrator. If you need to reset your password, click the "forgot password" link. More detailed instructions are available in [this video](#).

Continue

You will see this One Portal informational screen

② Scroll to the bottom of the page if necessary, and click on the "Continue" button

③ On the next screen, click on the “Forgot password?” link

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](#)

④ On the next screen, enter your Username (your email address)

⑤ Then click on the "Reset via Email" button

Universal Service Administrative Co.

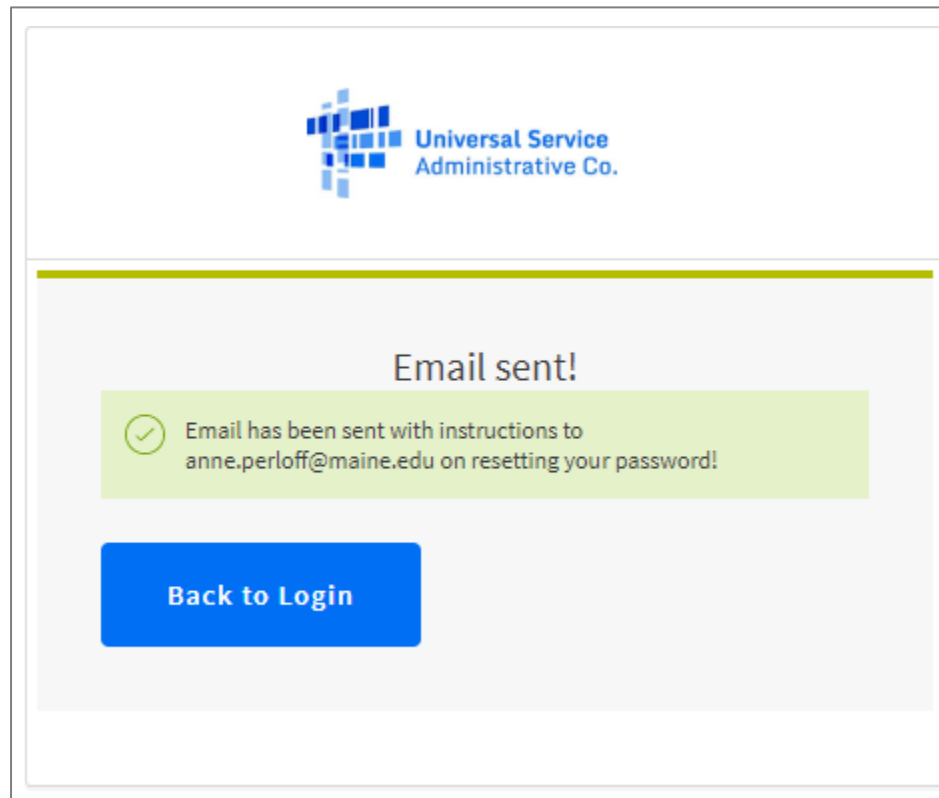
Reset Password

Username

Reset via Email

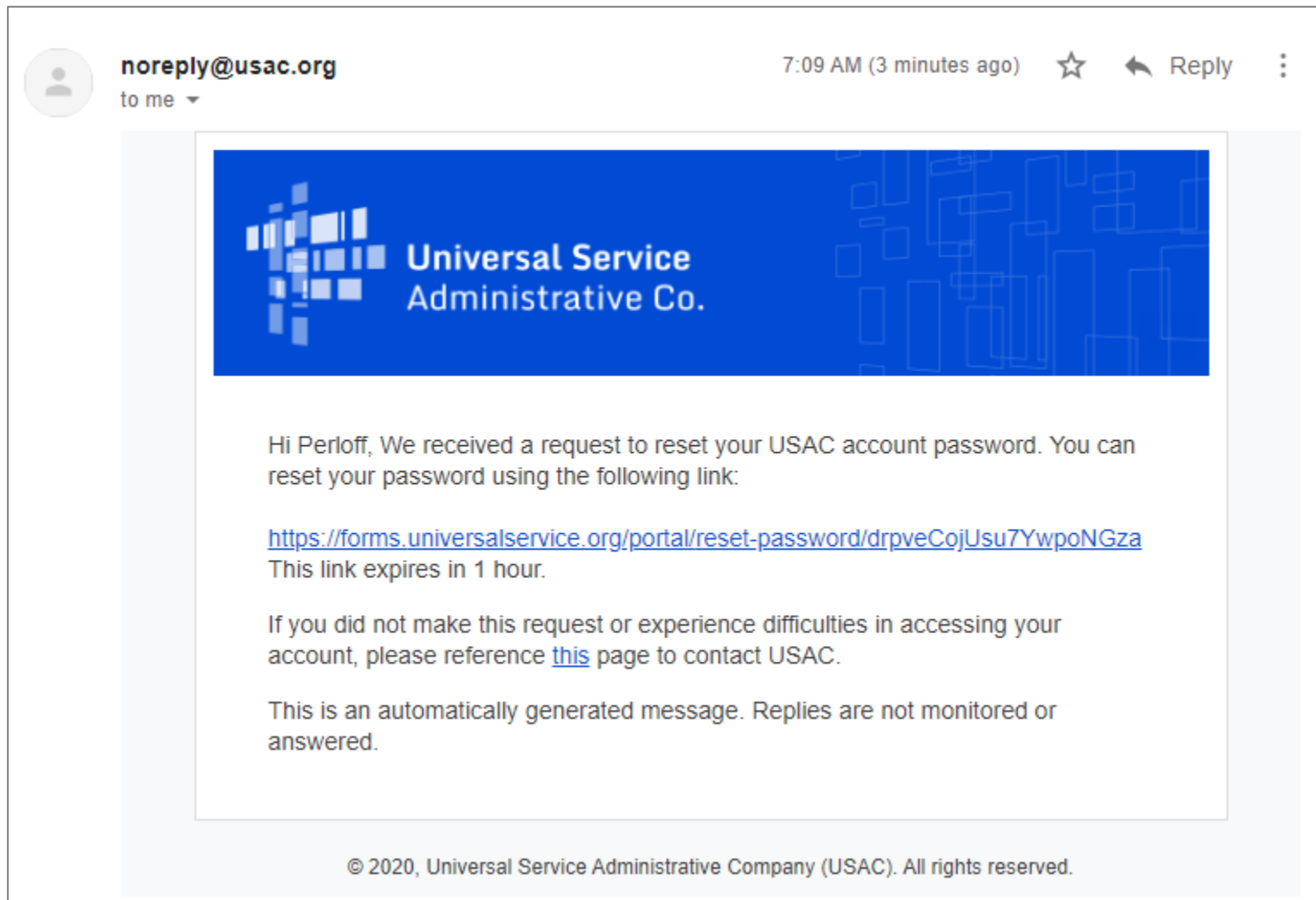
A message will display indicating that you have been sent an email with instructions on resetting your password.

NOTE: The link will be good for only one hour.



Authentication

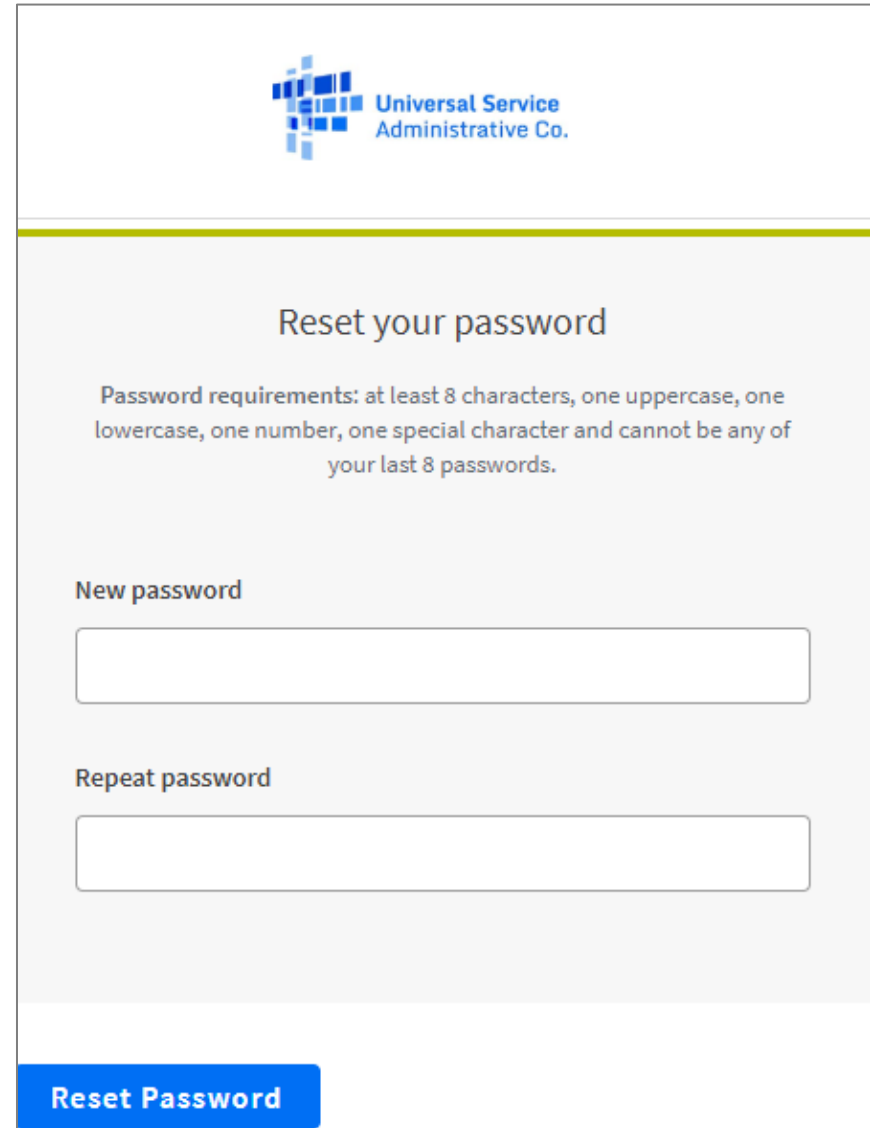
⑥ Click on the link in your email or copy and paste it into your browser.




⑦ Enter your desired password two times

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 =)

Then click on the “Reset password” button



The screenshot shows a web form for resetting a password. At the top, there is a logo for Universal Service Administrative Co. consisting of a blue grid of squares. Below the logo, the text "Universal Service Administrative Co." is displayed. The main heading of the form is "Reset your password". Underneath this heading, the password requirements are listed: "Password requirements: at least 8 characters, one uppercase, one lowercase, one number, one special character and cannot be any of your last 8 passwords." There are two input fields: "New password" and "Repeat password". At the bottom of the form, there is a blue button labeled "Reset Password".

 Universal Service
Administrative Co.

Email Authentication

USAC requires multifactor authentication to add an additional layer of security when signing in to your account.

Email Address

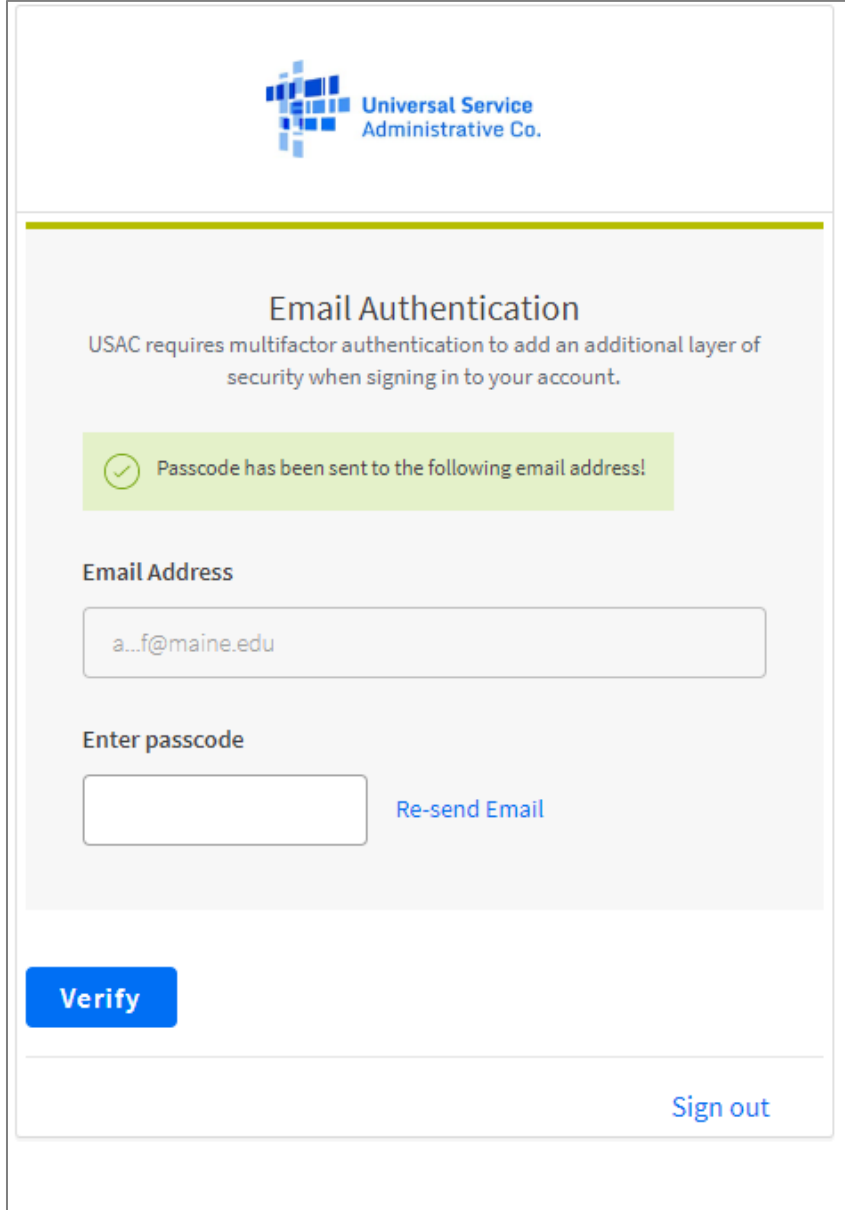
[Send Email](#)

[Sign out](#)

⑧ On the next page, confirm the email associated with your account is correct (only a portion will be shown) and click on the "Send Email" button

A verification code will be sent to your email address.

NOTE: *The code will be good for only ten minutes.*



The screenshot shows the Universal Service Administrative Co. (USAC) Email Authentication interface. At the top, the USAC logo and name are displayed. Below this, the heading "Email Authentication" is centered, followed by the text: "USAC requires multifactor authentication to add an additional layer of security when signing in to your account." A green notification box with a checkmark icon contains the message: "Passcode has been sent to the following email address!". Below this, there is a form with two main sections. The first section is labeled "Email Address" and contains a text input field with the value "a...f@maine.edu". The second section is labeled "Enter passcode" and contains an empty text input field. To the right of the passcode field is a blue link labeled "Re-send Email". At the bottom left of the form area is a blue button labeled "Verify". At the bottom right of the form area is a blue link labeled "Sign out".

⑨ Navigate to your email (but don't close your browser) to get the code

Universal Service Administrative Company (USAC) - Prod - Action Required: One-time verification code

Hi Perloff,

You are receiving this email because a request was made for a one-time code that can be used for authentication.

Please enter the following code for verification:

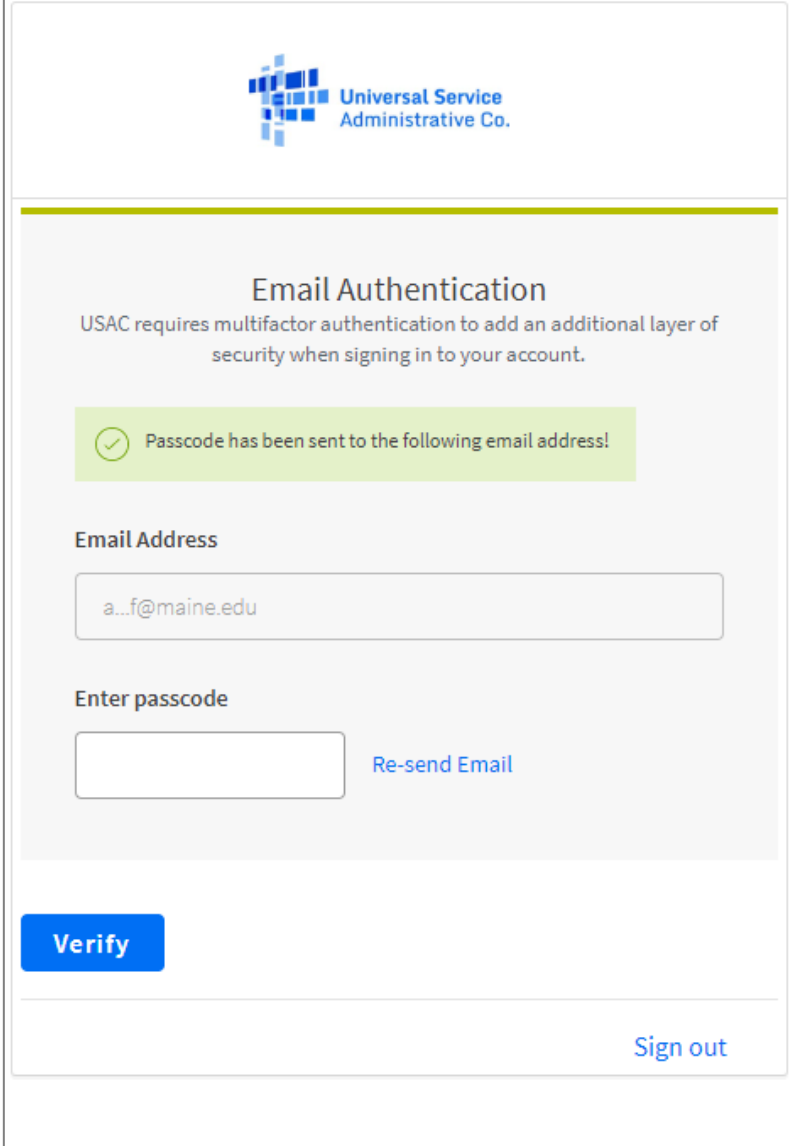
332744

This Token will be valid for 10 minutes.

If you believe you have received this email in error, please reach out to your system administrator.

This is an automatically generated message. Replies are not monitored or answered.

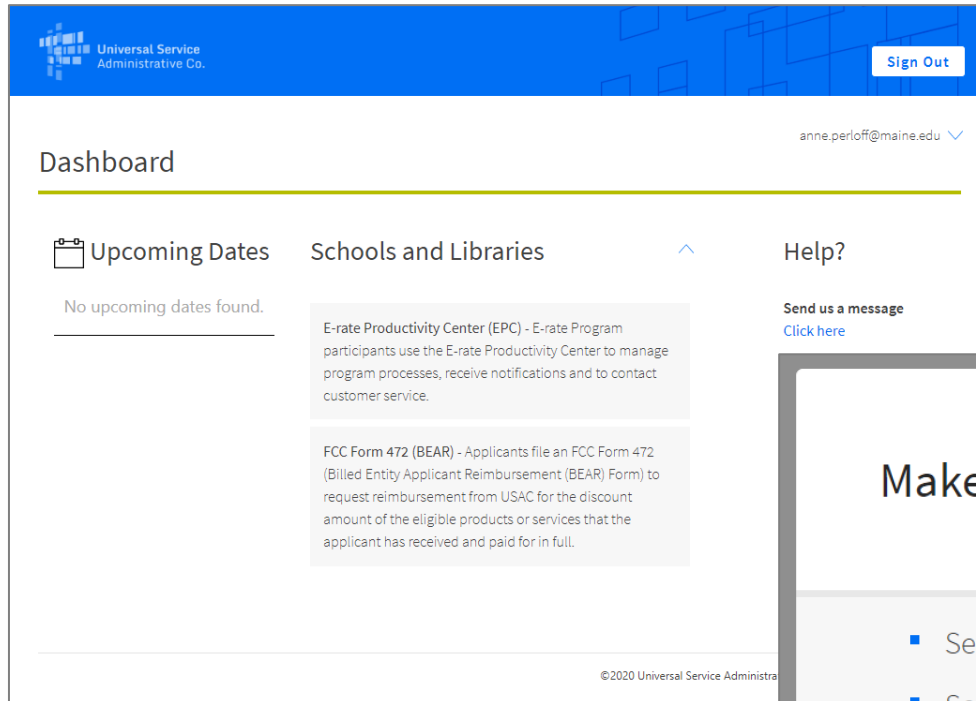
⑩ Return to your browser window, enter the code in the field provided, and click on the “Verify” button



The screenshot shows the Universal Service Administrative Co. (USAC) Email Authentication interface. At the top left is the USAC logo, consisting of a grid of blue squares of varying shades, followed by the text "Universal Service Administrative Co.". Below the logo is a horizontal yellow line. The main content area has a light gray background and is titled "Email Authentication". Underneath the title, it states: "USAC requires multifactor authentication to add an additional layer of security when signing in to your account." A green notification box with a checkmark icon contains the text: "Passcode has been sent to the following email address!". Below this, there is a form with two input fields. The first is labeled "Email Address" and contains the text "a...f@maine.edu". The second is labeled "Enter passcode" and is currently empty. To the right of the passcode field is a blue link that says "Re-send Email". At the bottom left of the form is a blue button labeled "Verify". At the bottom right, there is a "Sign out" link.

Authentication

You will then go either to your dashboard (if you have access to more than one application such as both EPC and the BEAR system with this email address) or a pop-up (if you have access to only one application)



The screenshot shows a user dashboard for Universal Service Administrative Co. The header includes the company logo and name, and a "Sign Out" button. The user's email address, "anne.perloff@maine.edu", is displayed in the top right. The dashboard is titled "Dashboard" and features several sections: "Upcoming Dates" (with a calendar icon and the message "No upcoming dates found."), "Schools and Libraries" (with an upward arrow icon), and "Help?" (with a link to "Send us a message" and "Click here"). Two informational boxes are present: one for "E-rate Productivity Center (EPC) - E-rate Program" and another for "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." The footer contains the copyright notice "©2020 Universal Service Administra".

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](#)

Modifying Authentication Settings

Modifying Settings

Click on your username in the upper right-hand corner of the dashboard and select “Settings”

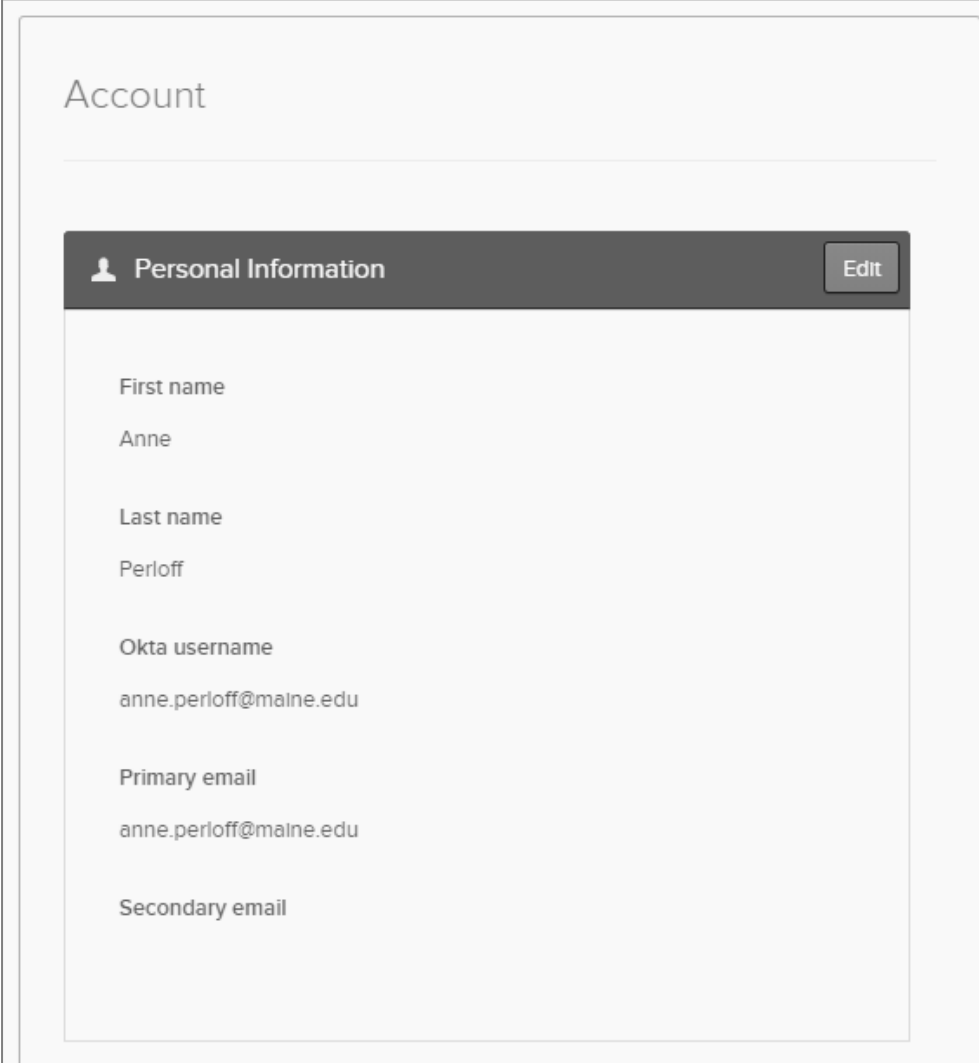
The screenshot shows the top navigation bar of the Universal Service Administrative Co. dashboard. On the left is the logo and name. On the right is a 'Sign Out' button. Below the navigation bar is a user profile dropdown menu for 'anne.perloff@maine.edu' with a 'Settings' link. The main dashboard area contains sections for 'Upcoming Dates' (with a 'No upcoming dates found.' message), 'Schools and Libraries' (with a list of items like 'E-rate Productivity Center (EPC)' and 'FCC Form 472 (BEAR)'), and a 'Help?' section with a 'Send us a message' link.

or click on the “Manage My Authentication Settings” link in the pop-up


The pop-up dialog is titled 'Make Your Selection'. It contains two bullet points: 'Select **Continue** to go to your program's system.' and 'Select **Manage My Authentication Settings** to update either your email address or phone number to access your account.' At the bottom, there are two buttons: 'Manage My Authentication Settings' (a blue link) and 'Continue' (a blue button).

Modifying Settings

Click on the “Edit” button



Account

 Personal Information [Edit](#)

First name
Anne

Last name
Perloff

Okta username
anne.perloff@maine.edu

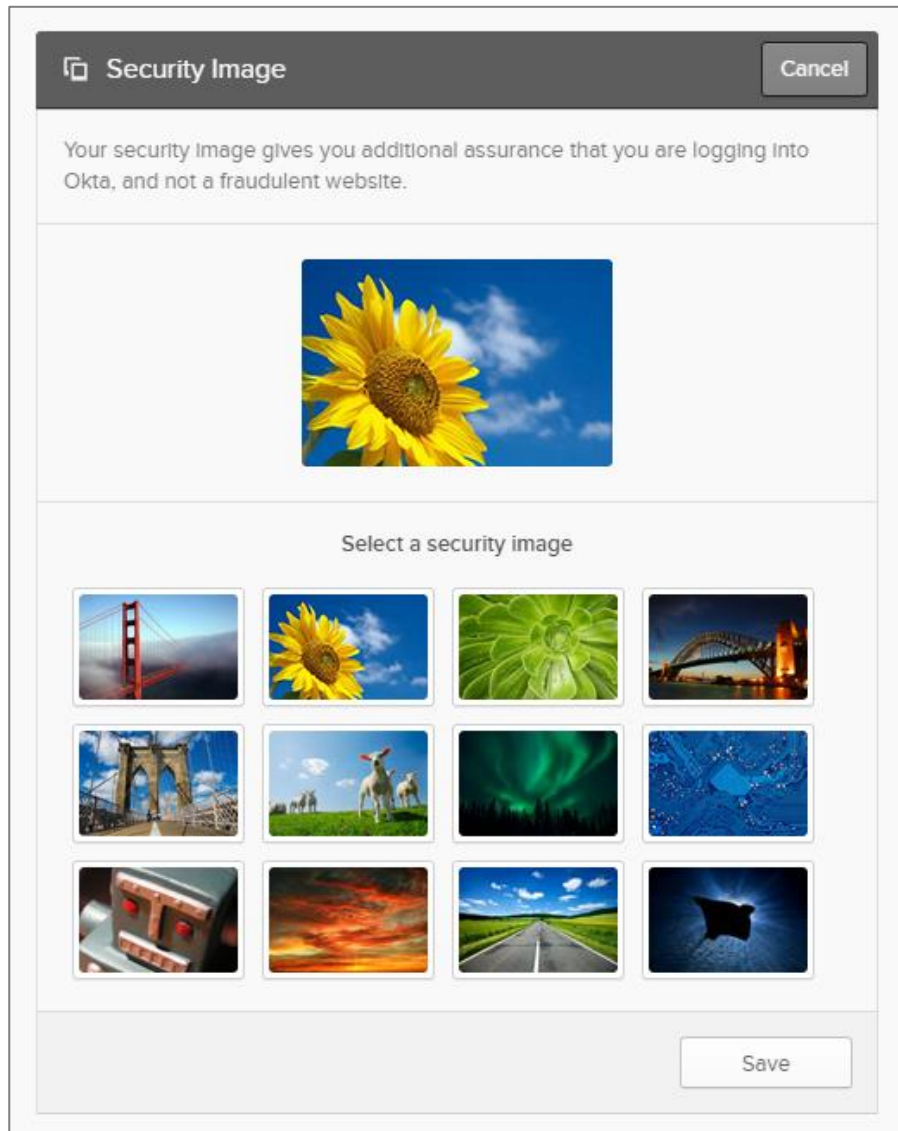
Primary email
anne.perloff@maine.edu

Secondary email

Modifying Settings – Account Image

Scroll to the “Security Image” section of the settings screen and click on the “Edit” button

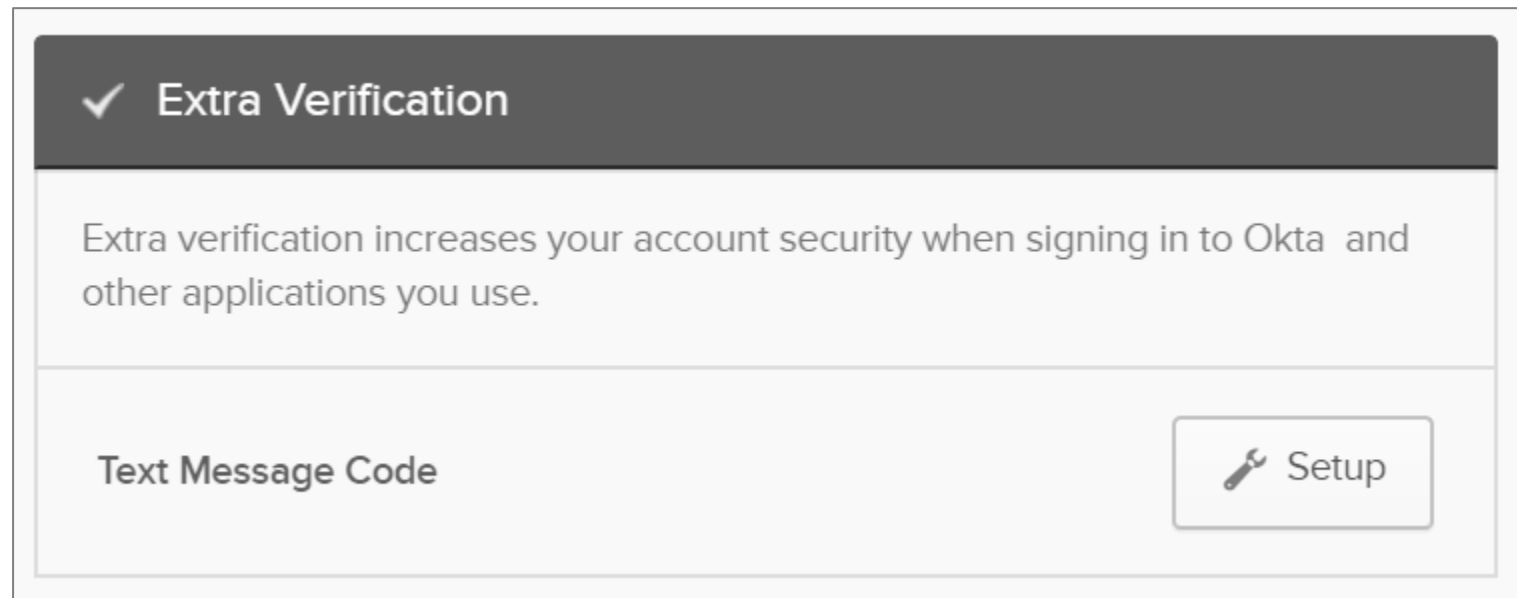
Select an image and click on the “Save” button



Modifying Settings – Text Messages

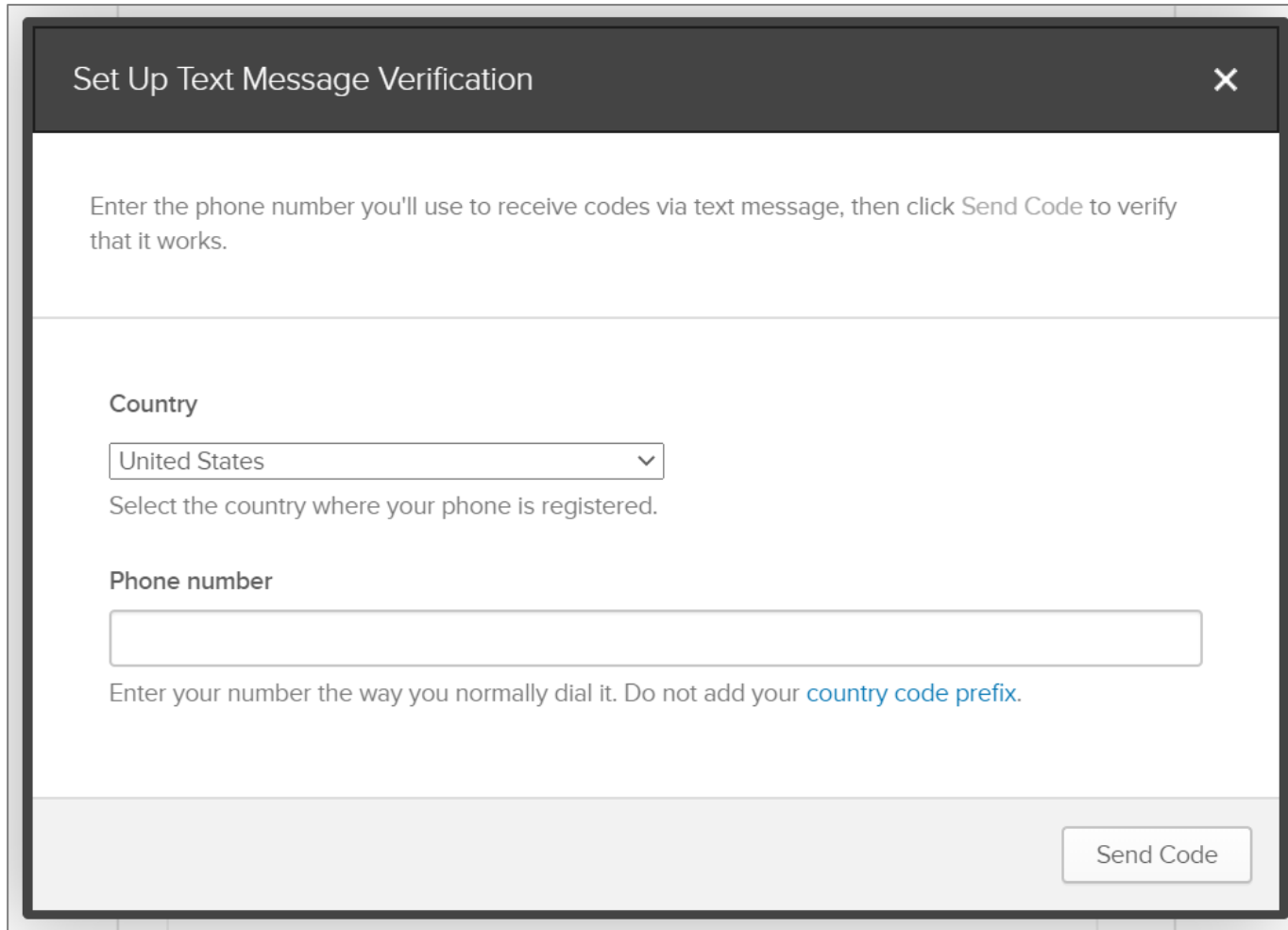
If you prefer to receive verification codes via text message, you can add a mobile phone number to your account. Before beginning, make sure pop-up blockers are disabled in your browser.

Scroll to the “Extra Verification” section of the settings screen and click on the “Setup” button.



Modifying Settings – Text Messages

Enter your cell phone number and then click on the “Send code” button

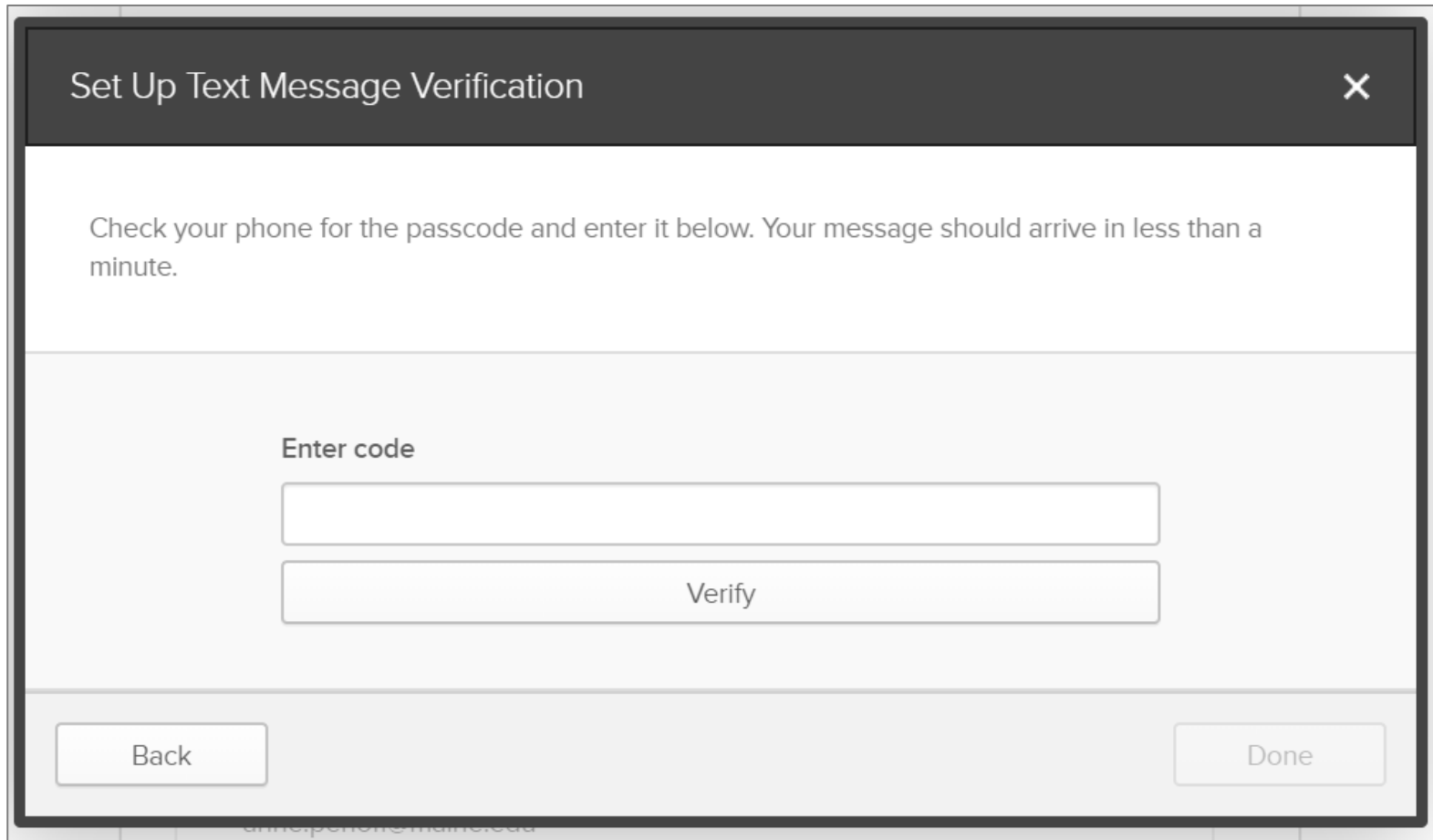


The screenshot shows a dialog box titled "Set Up Text Message Verification" with a close button (X) in the top right corner. The main content area contains the following text: "Enter the phone number you'll use to receive codes via text message, then click Send Code to verify that it works." Below this is a "Country" section with a dropdown menu currently set to "United States" and a small downward arrow. Underneath the dropdown is the instruction: "Select the country where your phone is registered." The next section is "Phone number" with a large, empty text input field. Below the input field is the instruction: "Enter your number the way you normally dial it. Do not add your [country code prefix](#)." In the bottom right corner of the dialog, there is a button labeled "Send Code".

A code will immediately be texted to the number you entered

Modifying Settings – Text Messages

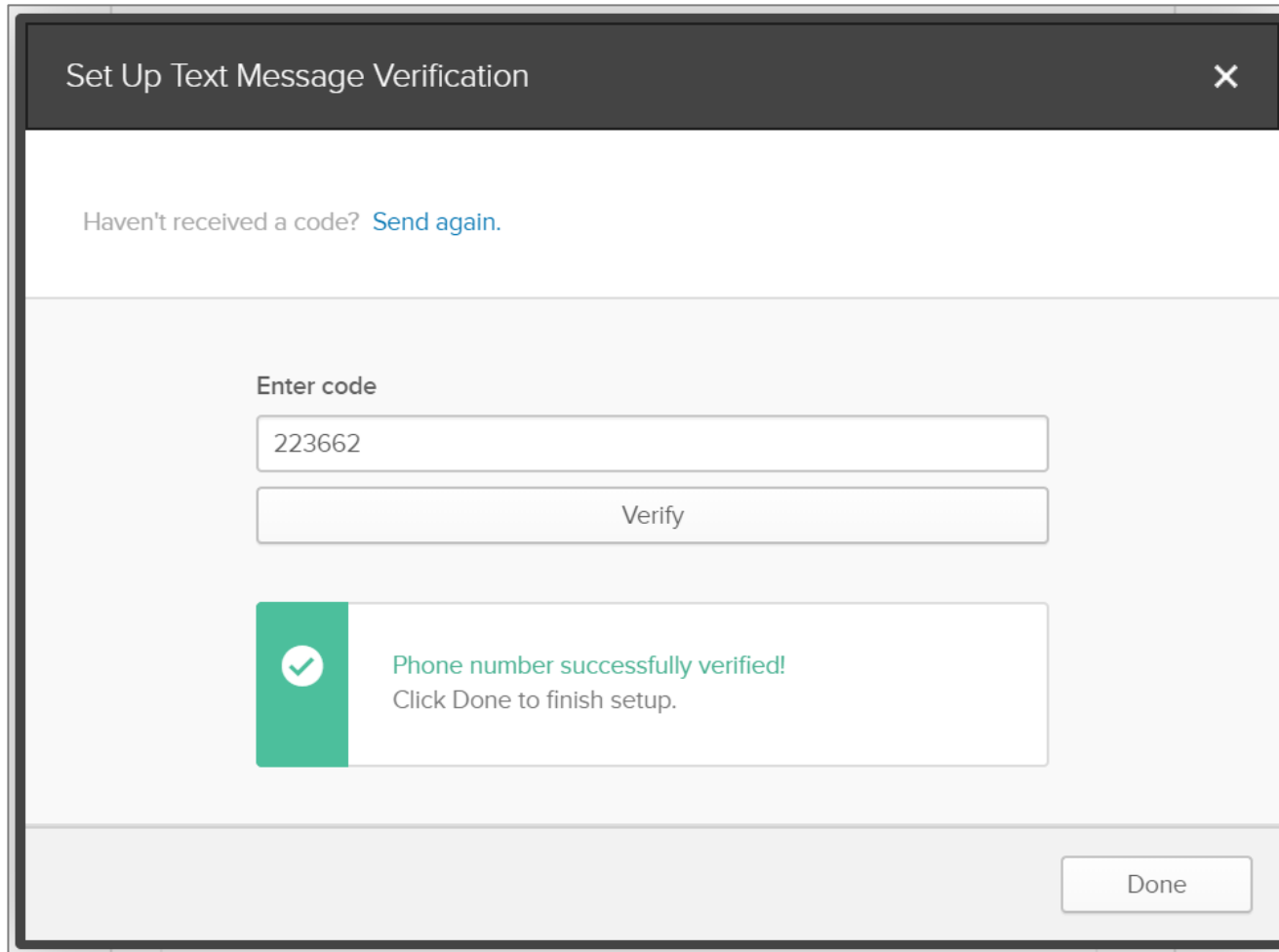
Enter the code you received and then click on the “Verify” button



The screenshot shows a dialog box titled "Set Up Text Message Verification" with a close button (X) in the top right corner. The main text inside the dialog reads: "Check your phone for the passcode and enter it below. Your message should arrive in less than a minute." Below this text is a label "Enter code" followed by a text input field. Underneath the input field is a "Verify" button. At the bottom of the dialog, there are two buttons: "Back" on the left and "Done" on the right.

Modifying Settings – Text Messages

Click on the “Done” button



The screenshot shows a dialog box titled "Set Up Text Message Verification" with a close button (X) in the top right corner. The main content area is white and contains the following elements:

- A link: "Haven't received a code? [Send again.](#)"
- A label: "Enter code"
- An input field containing the text "223662"
- A "Verify" button
- A success message box with a green checkmark icon and the text: "Phone number successfully verified! Click Done to finish setup."
- A "Done" button in the bottom right corner.

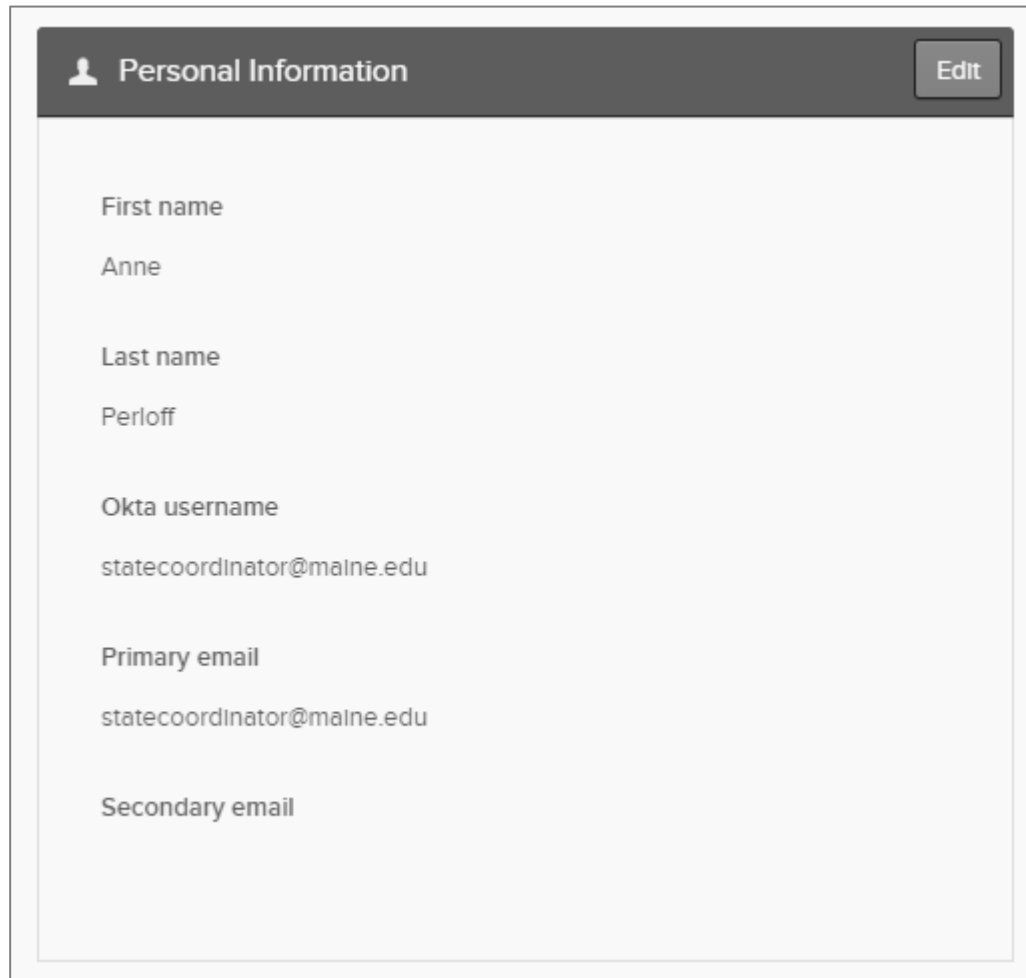
Modifying Settings – Email Address

You can also choose to receive verification codes at an email address that is different from your account login username email address and/or include a second email address.

If you update the primary email in the settings, you are only designating the email address to which verification codes will be sent. It will not change the username address you use when you log in.

Modifying Settings – Email Address

Scroll to the “Personal Information” section of the settings screen and click on the “Edit” button

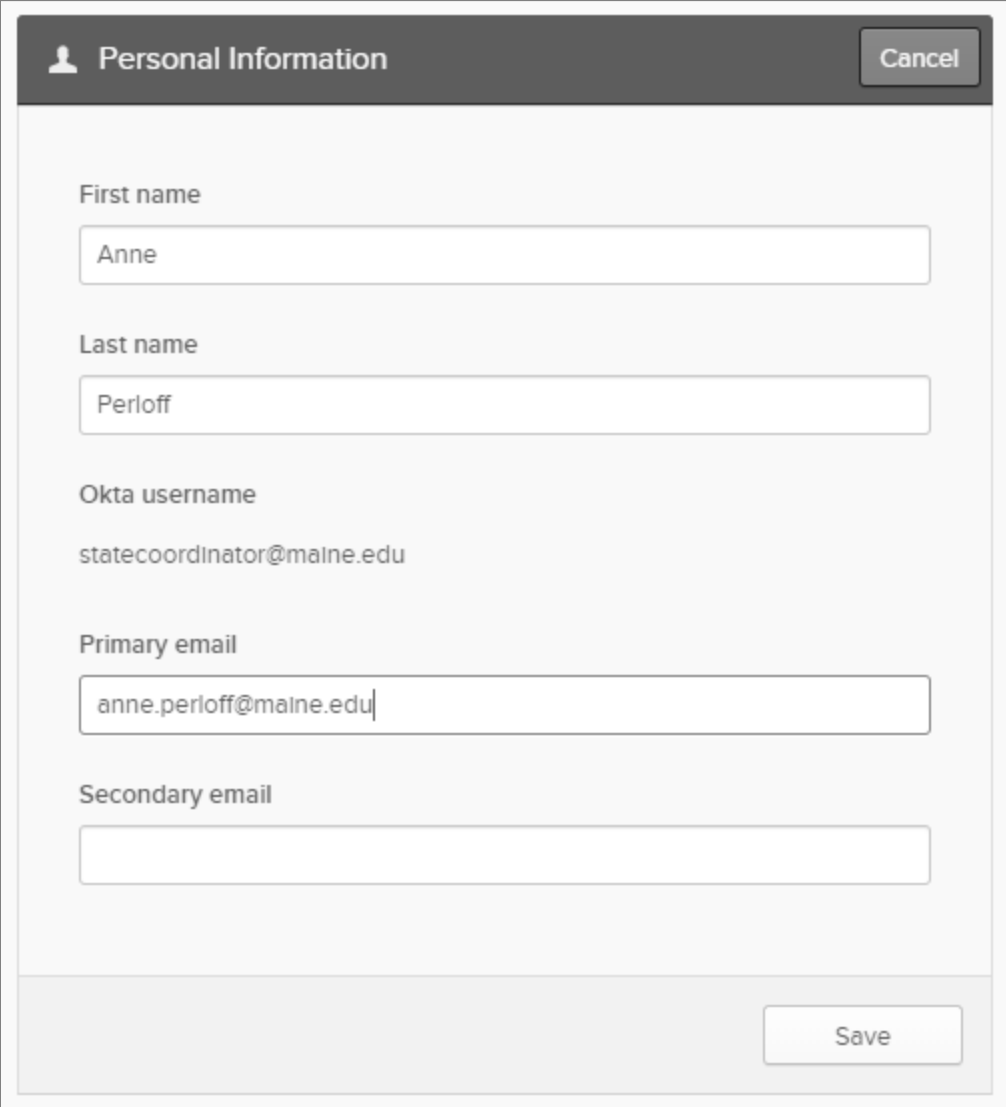


The screenshot displays a settings interface for "Personal Information". At the top, there is a dark header bar with a person icon on the left and an "Edit" button on the right. Below the header, the following fields are visible:

- First name:** Anne
- Last name:** Perloff
- Okta username:** statecoordinator@maine.edu
- Primary email:** statecoordinator@maine.edu
- Secondary email:** (field is empty)

Modifying Settings – Email Address

Enter a new primary email address and/or a secondary email address and click on the “Save” button




The screenshot shows a 'Personal Information' settings window. At the top left is a person icon and the title 'Personal Information'. At the top right is a 'Cancel' button. The form contains the following fields:

- First name:** A text box containing 'Anne'.
- Last name:** A text box containing 'Perloff'.
- Okta username:** A text box containing 'statecoordinator@maine.edu'.
- Primary email:** A text box containing 'anne.perloff@maine.edu'.
- Secondary email:** An empty text box.

At the bottom right of the form is a 'Save' button.

Modifying Settings – Email Address

You will need to check your email for a confirmation email and click on the link contained in the email to confirm the change

 Personal Information Edit

First name
Anne

Last name
Perloff

Okta username
statecoordinator@maine.edu

Primary email
statecoordinator@maine.edu

Check the email sent to anne.perloff@maine.edu to confirm it as your primary email.

[I didn't request this change](#)

Secondary email

Modifying Settings

Click on the USAC logo in the banner to return to the dashboard or popup

Universal Service Administrative Co.

Sign Out

statecoordinator@maine.edu

Settings

Account

Personal Information Edit

First name
Anne

Last name
Perloff

Okta username
statecoordinator@maine.edu

Primary email
statecoordinator@maine.edu

Logging In After MFA Has Been Set Up

① Either

(a) Navigate to <https://forms.universalservice.org/portal>

OR

(b) Navigate to <https://www.usac.org/e-rate/> and click on the “blue Sign” In button

EPC users and BEAR Form filers: If this is your first time logging in to One Portal, please read this information carefully.

USAC has added multifactor authentication (MFA) to increase the security of our Universal Service Fund (USF) IT applications. The first time you sign into an application, the system will prompt you to set up MFA for your account. To do this:

1. Click the blue **Continue** button below.
2. Click the **Forgot Password** link.
3. Enter your Username (your email address) and click **Reset via Email**.
4. When you receive the email, click the link to create a password. Your password must be at least eight characters long and include one lowercase letter, one uppercase letter, one number, and one special character.
5. Accept the system's terms of use and click **Sign In**.
6. On the next page, confirm the email associated with your account and click **Send Email**.
7. Check your email for a verification code.
8. Enter the code and click **Verify**.

After logging in, you will see USAC's new single portal application dashboard if you have access to more than one application. On this page you can access all of the USF applications associated with your log in. This means users no longer have to sign into multiple applications to interact with different USF programs.

From the dashboard, you can visit the "Settings" page to add a cell phone number to your account. This will allow you to receive verification codes via either email or text message when you log in in the future.

To learn more about USAC's MFA and to find a list of all USF IT applications included in the single portal, visit [USAC's website](#). If you cannot access the email associated with your account and need to set up a new log in, please contact your organization's USF administrator. If you need to reset your password, click the "forgot password" link. More detailed instructions are available in [this video](#).

Continue

You will see this One Portal informational screen

② Scroll to the bottom of the page if necessary, and click on the "Continue" button

③ Enter your email address and One Portal password

④ Check the box to accept the system's terms of use

⑤ Then click on the "Sign In" button to proceed

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.

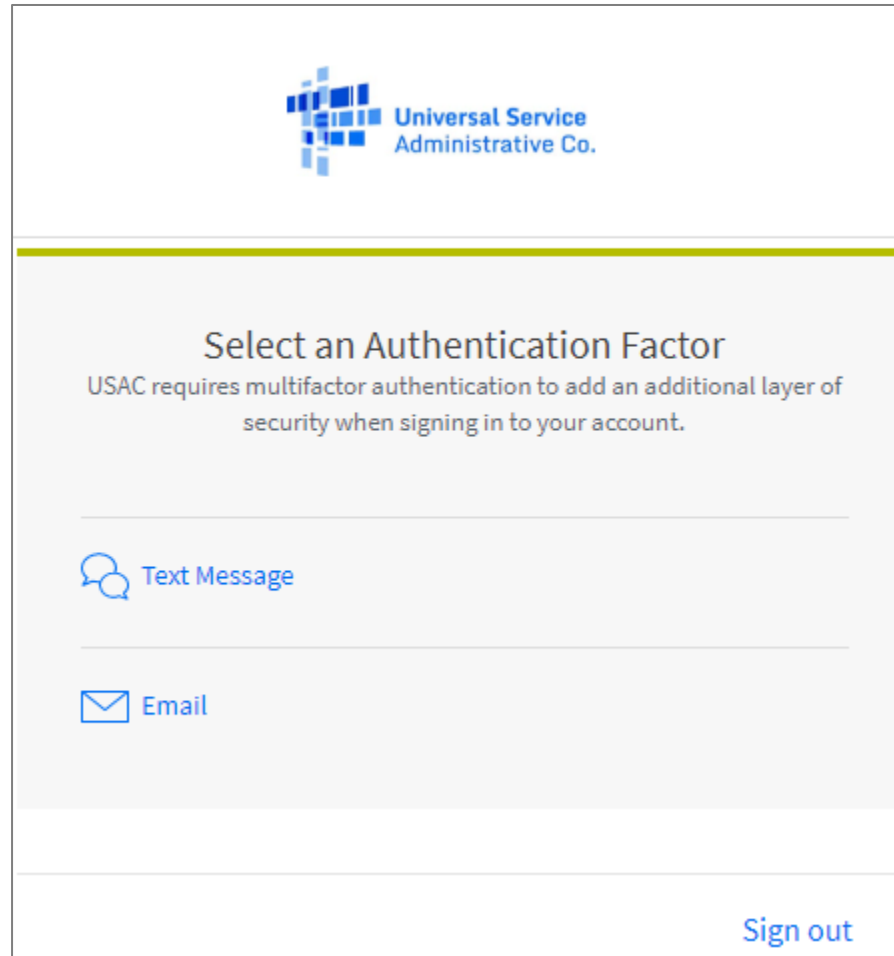
Click the box to accept

By signing in, I accept the terms and conditions of the USAC system.

Sign In

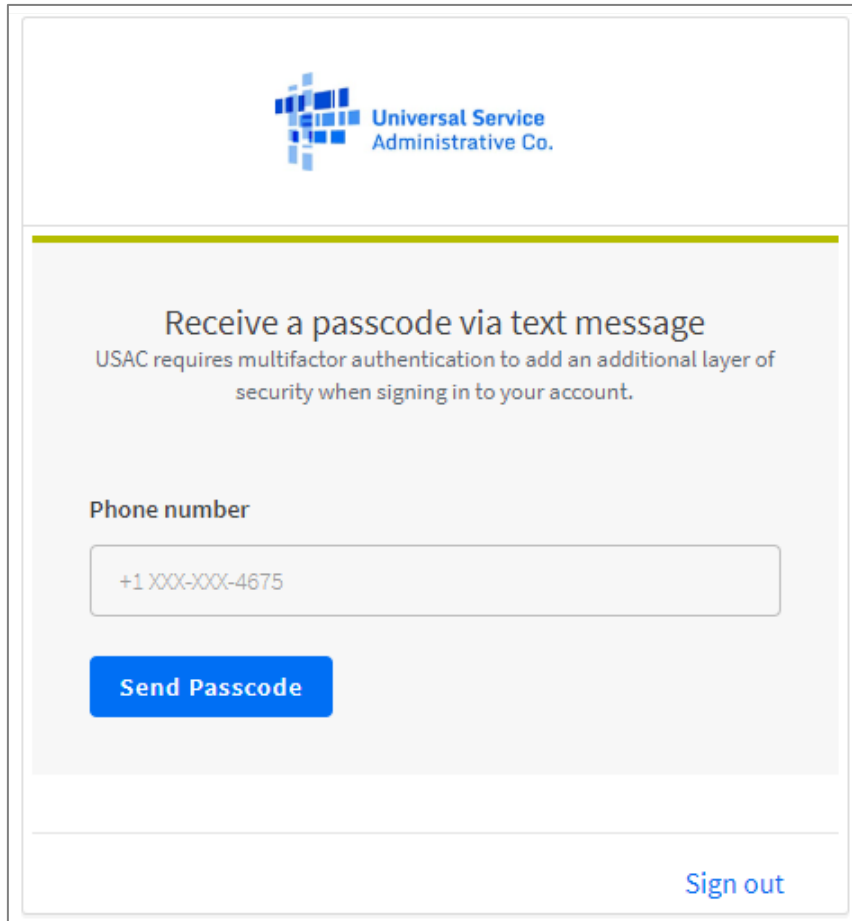
Don't have an account? [Create an account](#)

⑥ Choose the authentication factor you desire (choices will vary depending on what you have set up in the settings menu)



The screenshot shows the login interface for Universal Service Administrative Co. At the top, the company logo and name are displayed. Below a green horizontal line, the heading 'Select an Authentication Factor' is centered. Underneath, a message states: 'USAC requires multifactor authentication to add an additional layer of security when signing in to your account.' Two options are listed: 'Text Message' with a speech bubble icon and 'Email' with an envelope icon. A 'Sign out' link is located in the bottom right corner of the page.

⑦ Click on the “Send Passcode” button or the “Send Email” button



Universal Service Administrative Co.

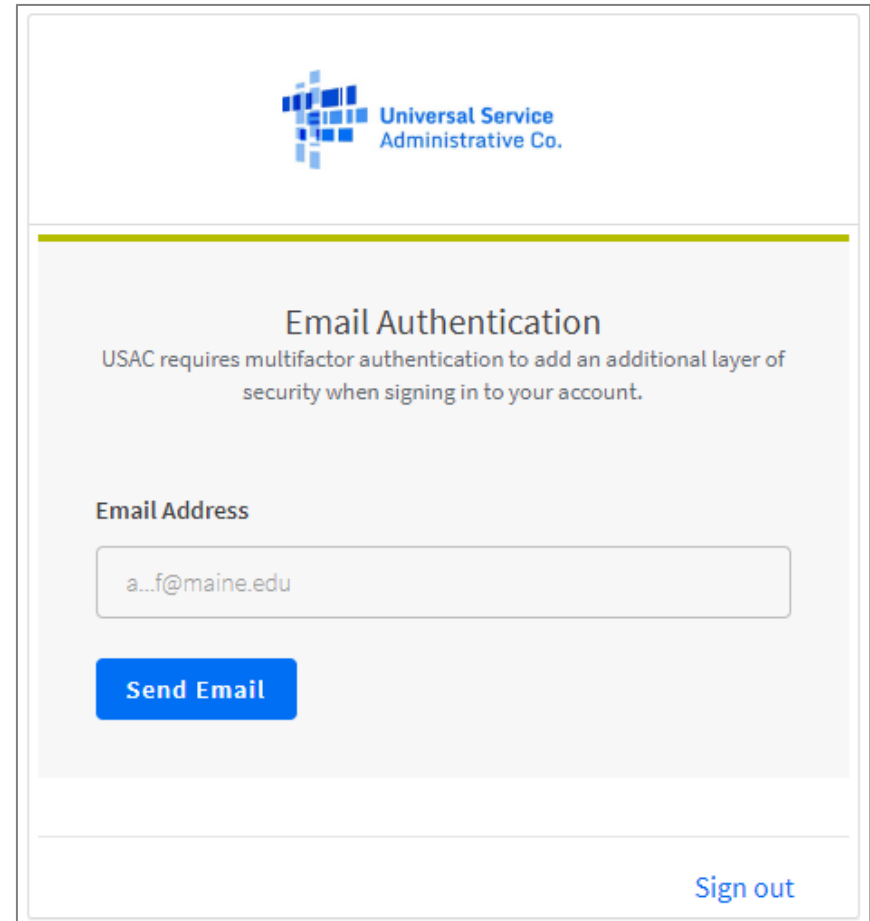
Receive a passcode via text message

USAC requires multifactor authentication to add an additional layer of security when signing in to your account.

Phone number

Send Passcode

[Sign out](#)



Universal Service Administrative Co.

Email Authentication

USAC requires multifactor authentication to add an additional layer of security when signing in to your account.

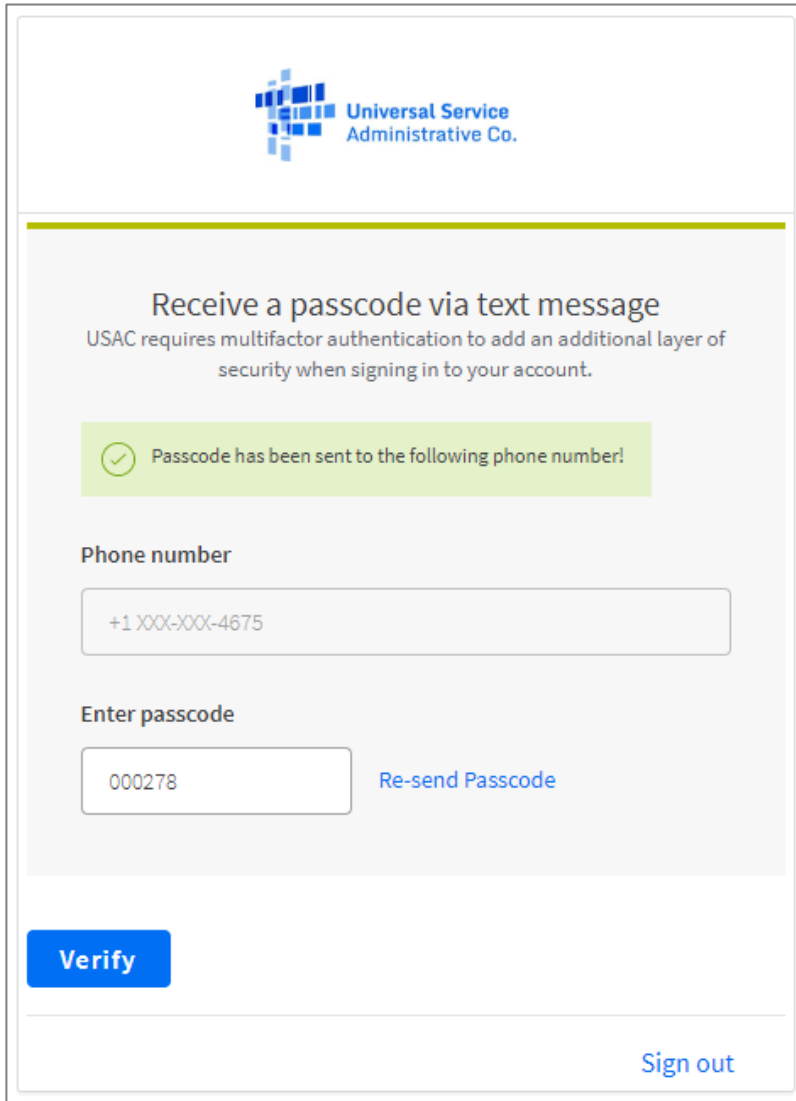
Email Address

Send Email

[Sign out](#)

⑧ Check your phone or email for a code and enter it into the box

⑨ Then click on the “Verify” button to proceed



Universal Service Administrative Co.

Receive a passcode via text message
USAC requires multifactor authentication to add an additional layer of security when signing in to your account.

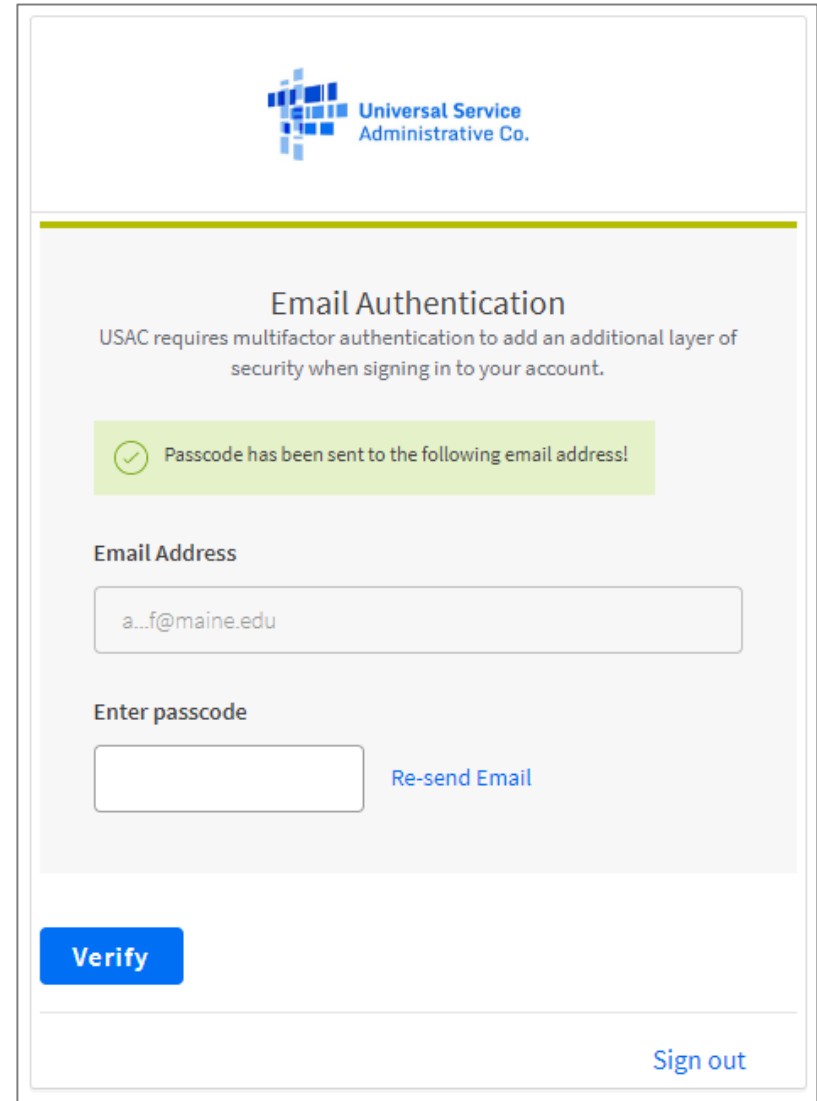
✔ Passcode has been sent to the following phone number!

Phone number

Enter passcode
 [Re-send Passcode](#)

[Verify](#)

[Sign out](#)



Universal Service Administrative Co.

Email Authentication
USAC requires multifactor authentication to add an additional layer of security when signing in to your account.

✔ Passcode has been sent to the following email address!

Email Address

Enter passcode
 [Re-send Email](#)

[Verify](#)

[Sign out](#)

⑩ You will then go either to your dashboard (if you have access to more than one application such as both EPC and the BEAR system with this email address) or a pop-up (if you have access to only one application)

Universal Service Administrative Co. Sign Out

anne.perloff@maine.edu

Dashboard

Upcoming Dates

No upcoming dates found.

Schools and Libraries

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.

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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](#)

- ⑪ Access the application you want either through the
- A dashboard (click on the block for EPC or BEAR) or
 - B pop-up (click on the “Continue” button)