

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.

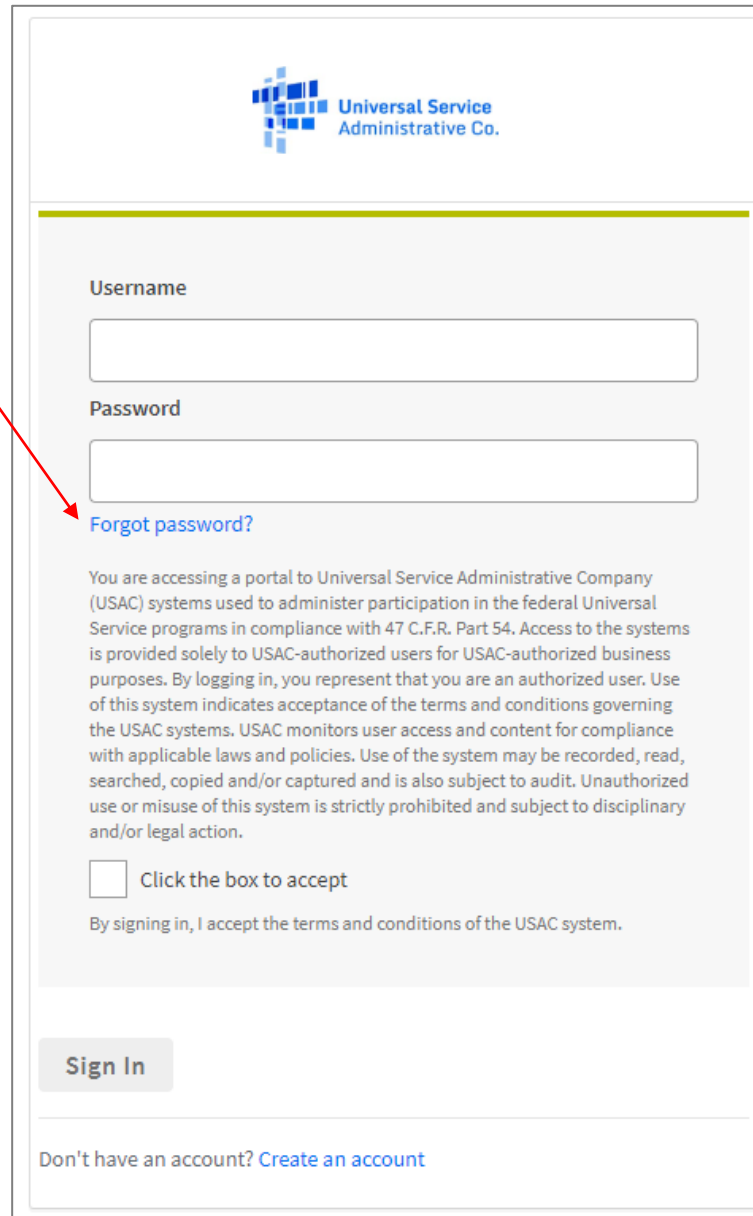
To learn more about USAC's MFA and to find a list of all USF IT applications included in the single portal, visit [USAC's website](#). If you cannot access the email associated with your account and need to set up a new log in, please contact your organization's USF administrator. If you need to reset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

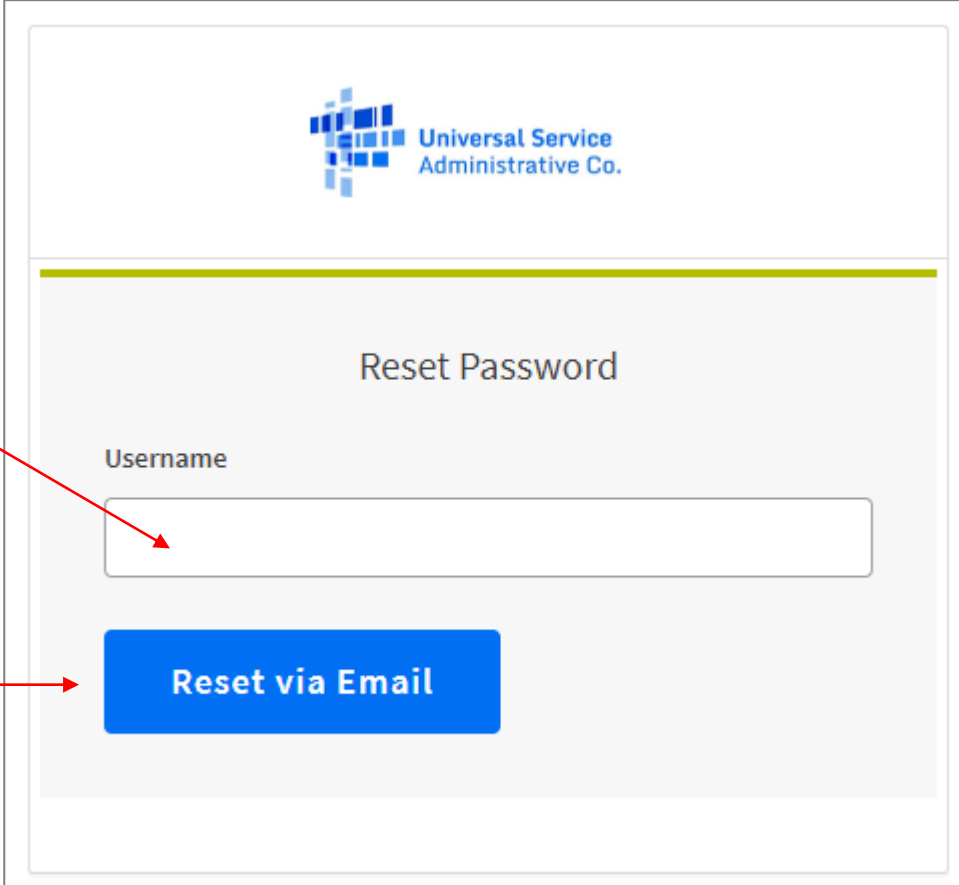
By signing in, I accept the terms and conditions of the USAC system.

Sign In

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

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

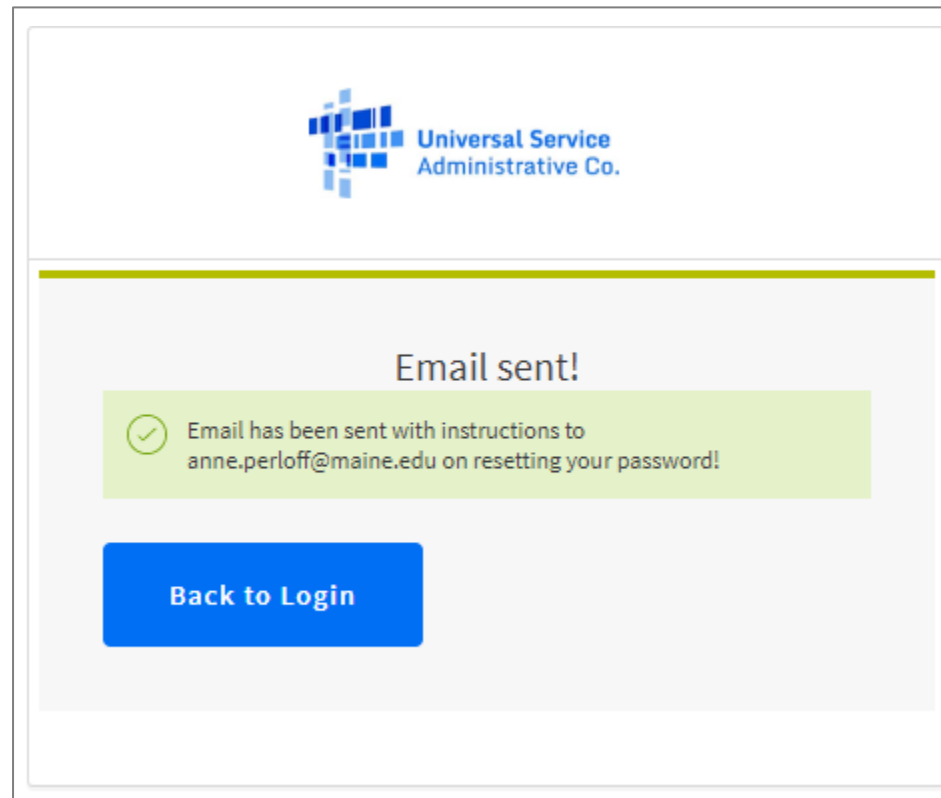
⑤ Then click on the "Reset via Email" button



The screenshot shows a web interface for the Universal Service Administrative Co. At the top, there is a logo consisting of a blue grid of squares and the text "Universal Service Administrative Co.". Below the logo is a horizontal yellow line. Underneath the line, the text "Reset Password" is centered. Below this, the label "Username" is positioned above a white text input field. A red arrow points from the instruction "enter your Username (your email address)" to this input field. Below the input field is a blue button with the text "Reset via Email" in white. A red arrow points from the instruction "Then click on the 'Reset via Email' button" to this button.

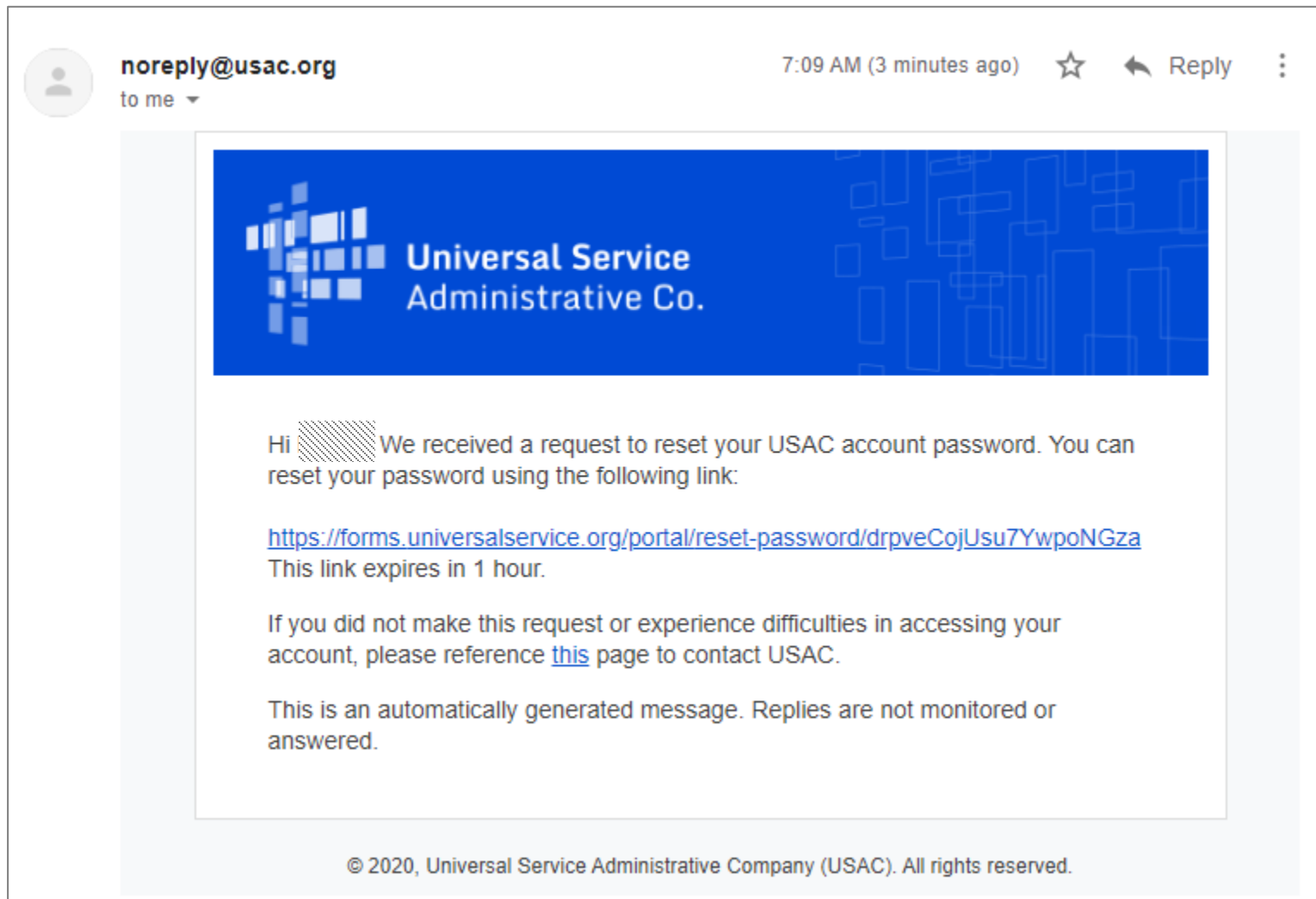
A message will display indicating that you have been sent an email with instructions on resetting your password.

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



Authentication

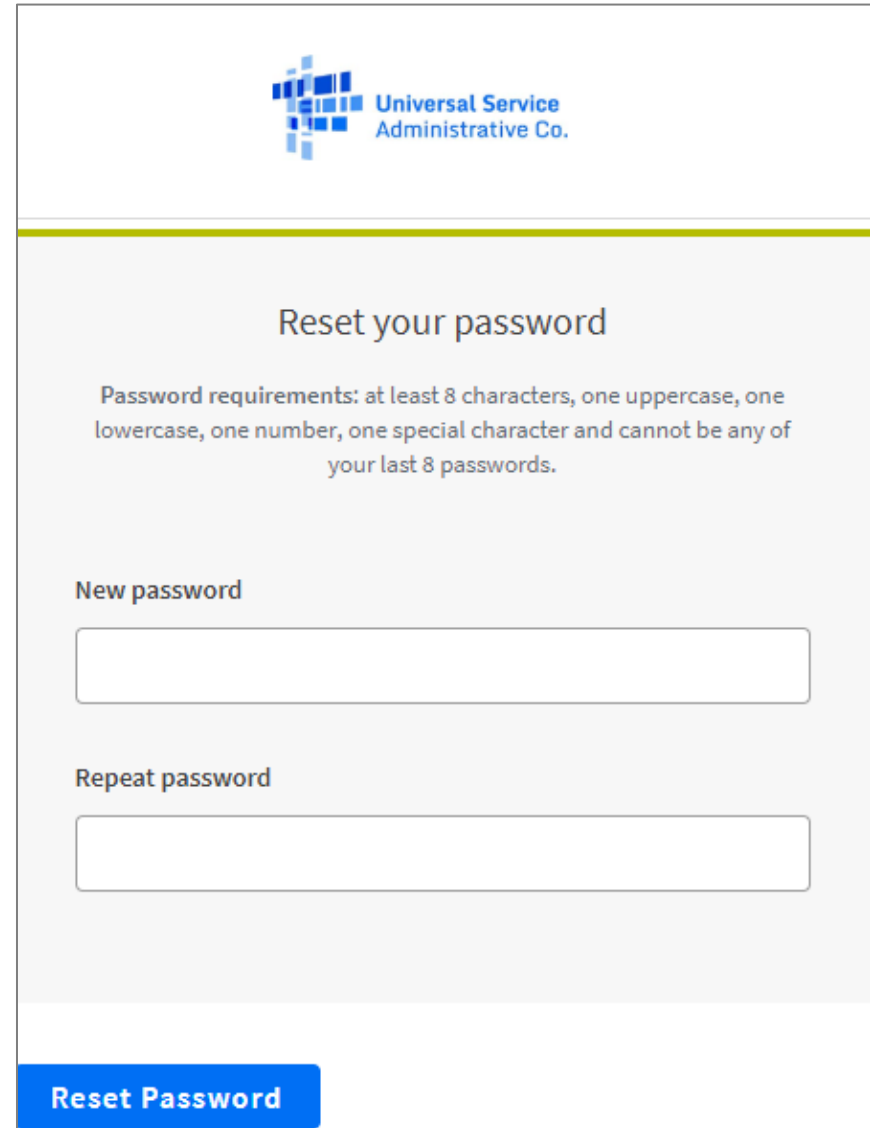
⑥ Click on the link in your email or copy and paste it into your browser.



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 "Reset your password" is centered. Underneath, 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, there is a blue button labeled "Reset Password".

Universal Service Administrative Co.

Reset your password

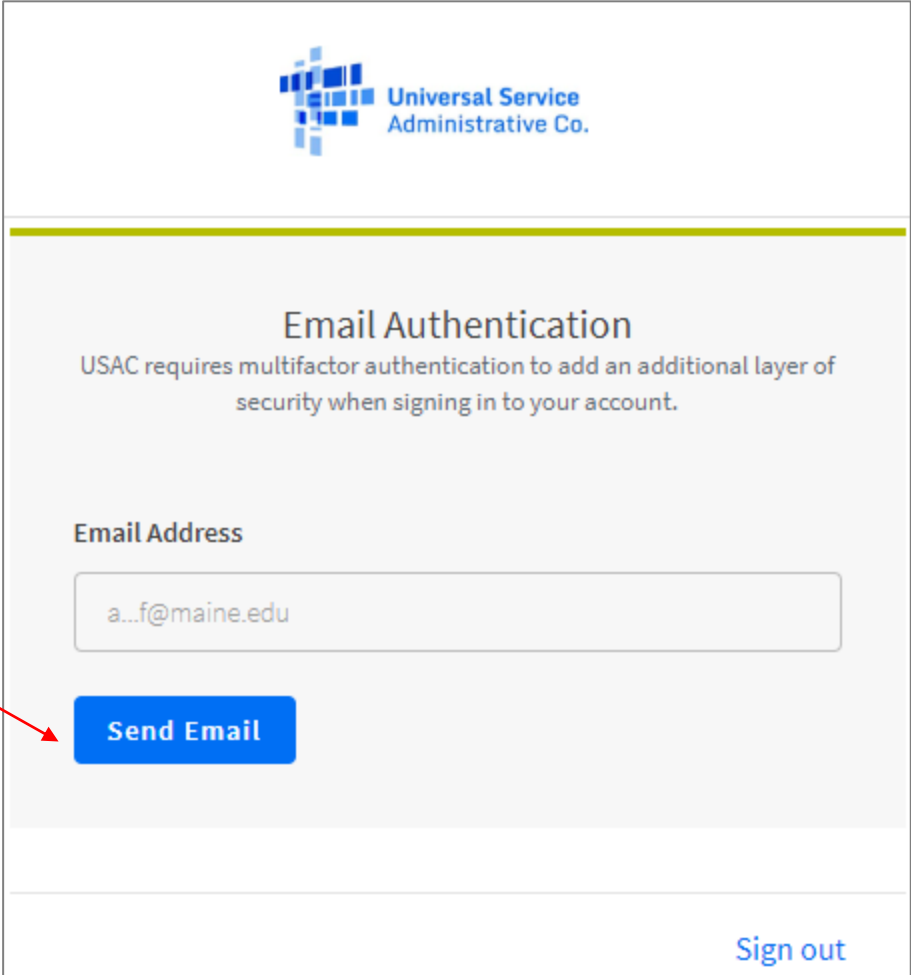
Password requirements: at least 8 characters, one uppercase, one lowercase, one number, one special character and cannot be any of your last 8 passwords.

New password

Repeat password

Reset Password

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



The screenshot shows the 'Email Authentication' page for the Universal Service Administrative Co. The page has a white header with the company logo and name. Below the header is a yellow horizontal line. The main content area is light gray and contains the title 'Email Authentication', a paragraph explaining that USAC requires multifactor authentication, and a form for 'Email Address'. The form contains the text 'a...f@maine.edu'. Below the form is a blue 'Send Email' button. At the bottom right of the page is a 'Sign out' link.

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

a...f@maine.edu


Send Email

[Sign out](#)

Authentication

A verification code will be sent to your email address.


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



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

a...f@maine.edu

Enter passcode

[Re-send Email](#)

[Verify](#)

[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



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](#)

You will then be taken to the One Portal Dashboard

Dashboard



Upcoming Dates

No upcoming dates found.

Schools and Libraries

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.

Help?

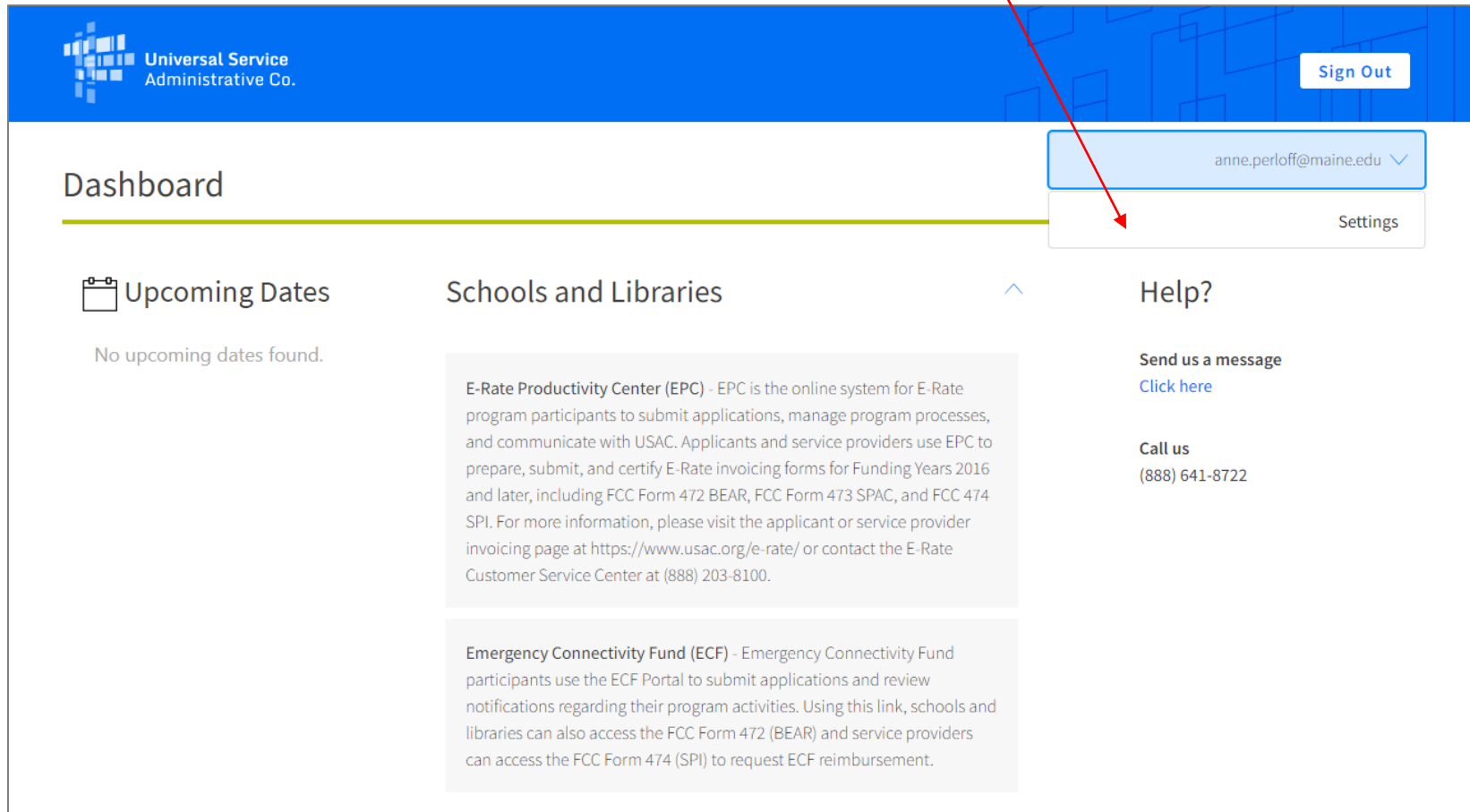
Send us a message
[Click here](#)

Call us
(888) 641-8722

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 Universal Service Administrative Co. dashboard. At the top left is the logo and name. At the top right is a 'Sign Out' button. Below the header, the username 'anne.perloff@maine.edu' is displayed with a dropdown arrow. A red arrow points from the instruction text to the 'Settings' link in the dropdown menu. The dashboard content includes a 'Dashboard' title, 'Upcoming Dates' (with a message 'No upcoming dates found.'), 'Schools and Libraries' (with two informational boxes for E-Rate and ECF), and a 'Help?' section (with links for 'Send us a message' and 'Call us').

Universal Service Administrative Co.

Sign Out

anne.perloff@maine.edu

Settings

Dashboard

Upcoming Dates

No upcoming dates found.

Schools and Libraries

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.

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Help?


Send us a message
[Click here](#)

Call us
(888) 641-8722

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

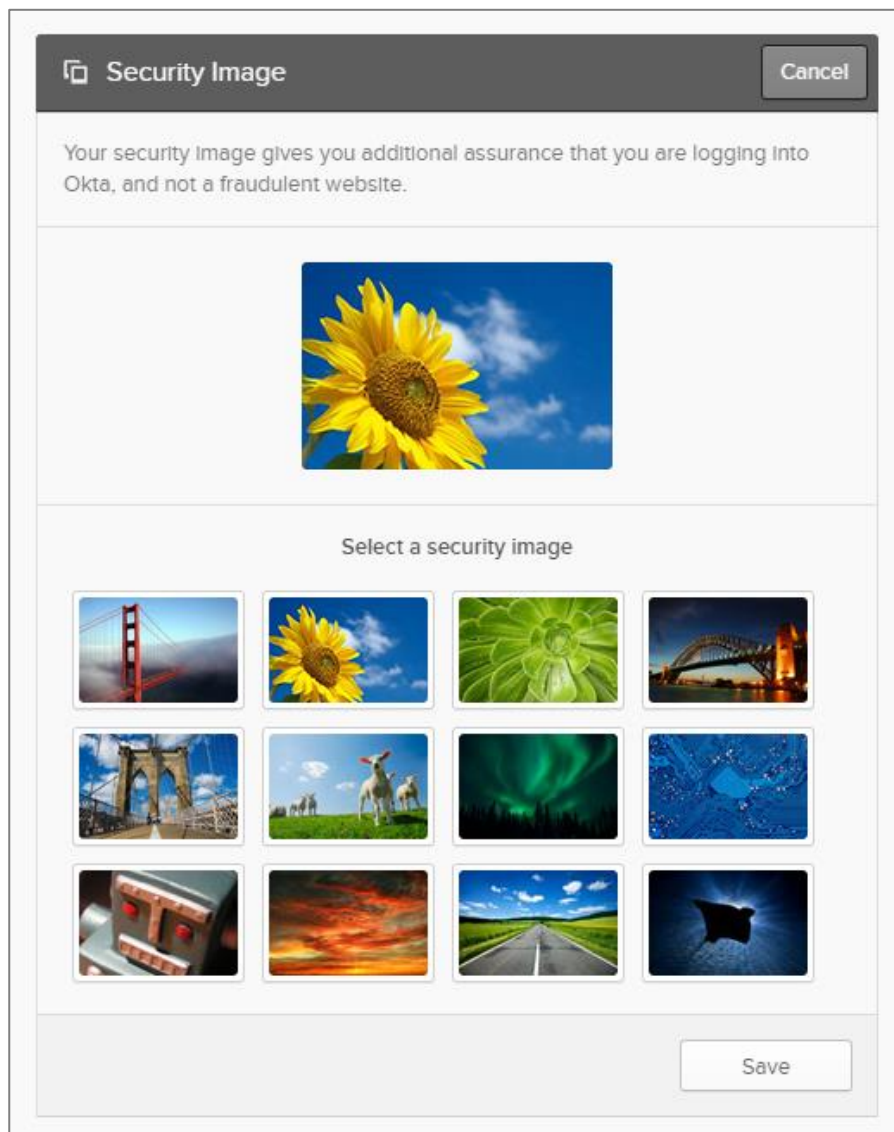
anne.perloff@maine.edu

Secondary email

Modifying Settings – Account Image

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

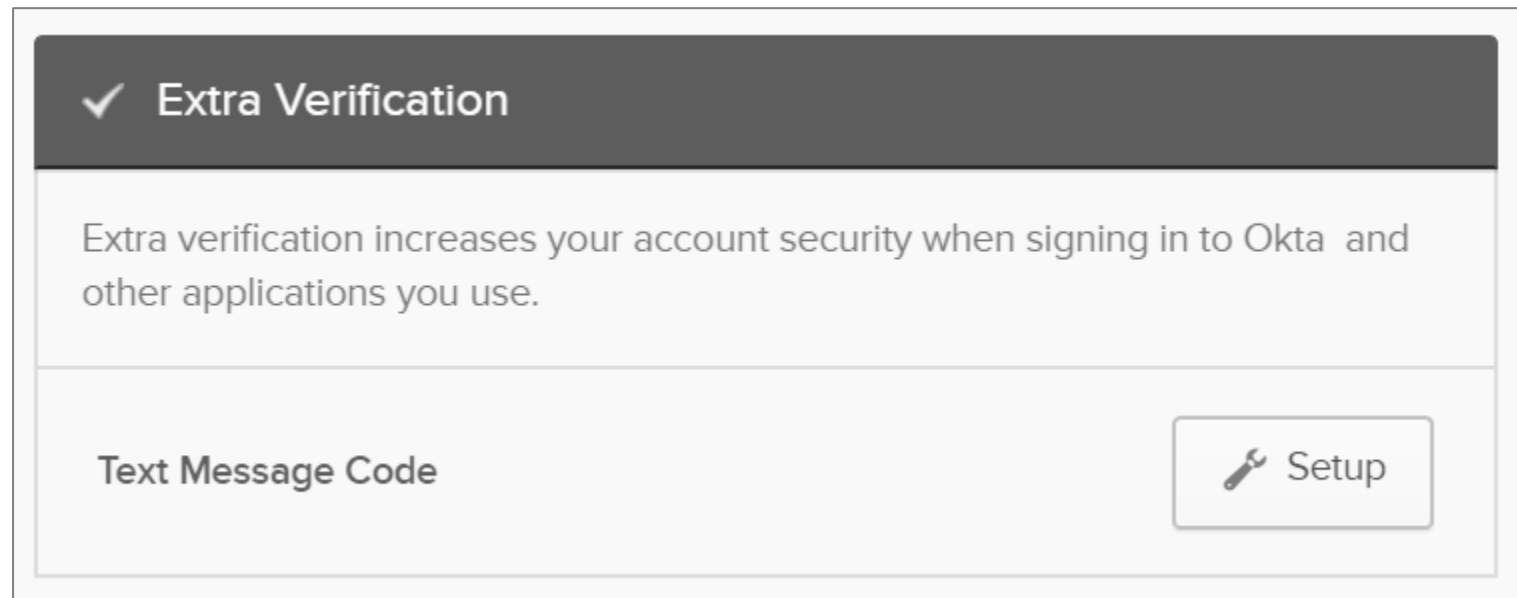
Select an image and click on the “Save” button



Modifying Settings – Text Messages

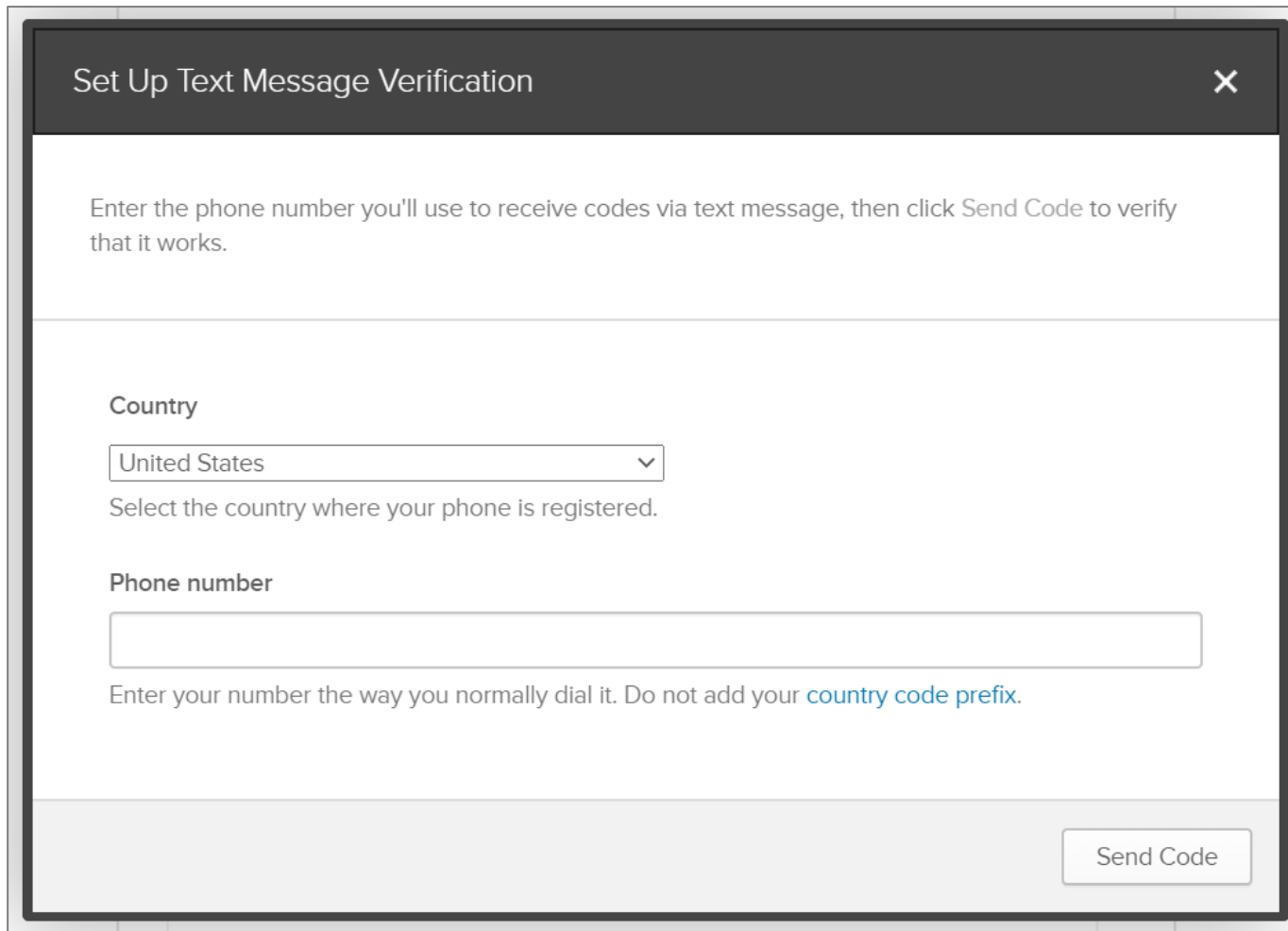
If you prefer to receive verification codes via text message, you can add a mobile phone number to your account. Before beginning, make sure pop-up blockers are disabled in your browser.

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 text inside the dialog reads: "Enter the phone number you'll use to receive codes via text message, then click Send Code to verify that it works." Below this text, there are two input fields. The first is a dropdown menu labeled "Country" with "United States" selected and a downward arrow. Below the dropdown is the instruction: "Select the country where your phone is registered." The second input field is a text box labeled "Phone number". Below the text box 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

Set Up Text Message Verification

×

Check your phone for the passcode and enter it below. Your message should arrive in less than a minute.

Enter code

Verify

Back

Done

Modifying Settings – Text Messages

Click on the “Done” button


Set Up Text Message Verification

Haven't received a code? [Send again.](#)

Enter code

223662

Verify



Phone number successfully verified!

Click Done to finish setup.

Done

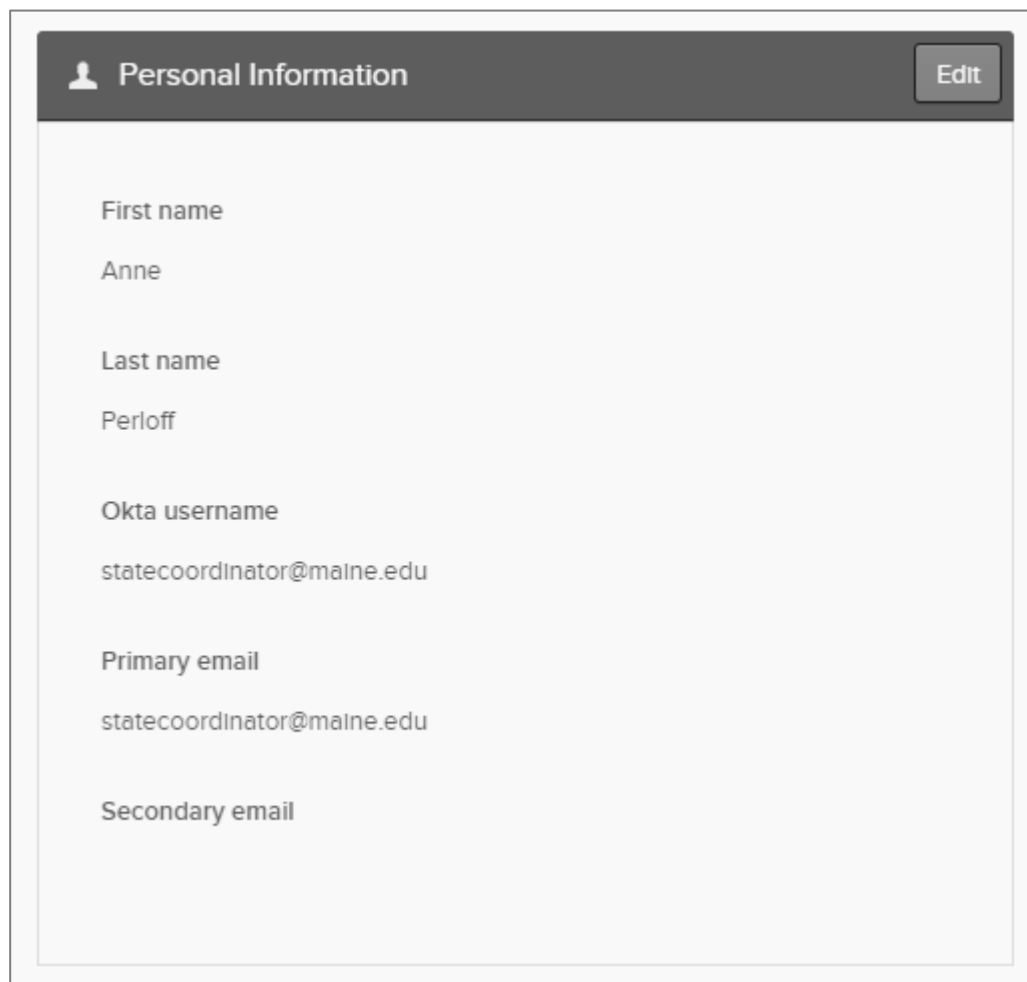
Modifying Settings – Email Address

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



Personal Information [Edit](#)

First name
Anne

Last name
Perloff

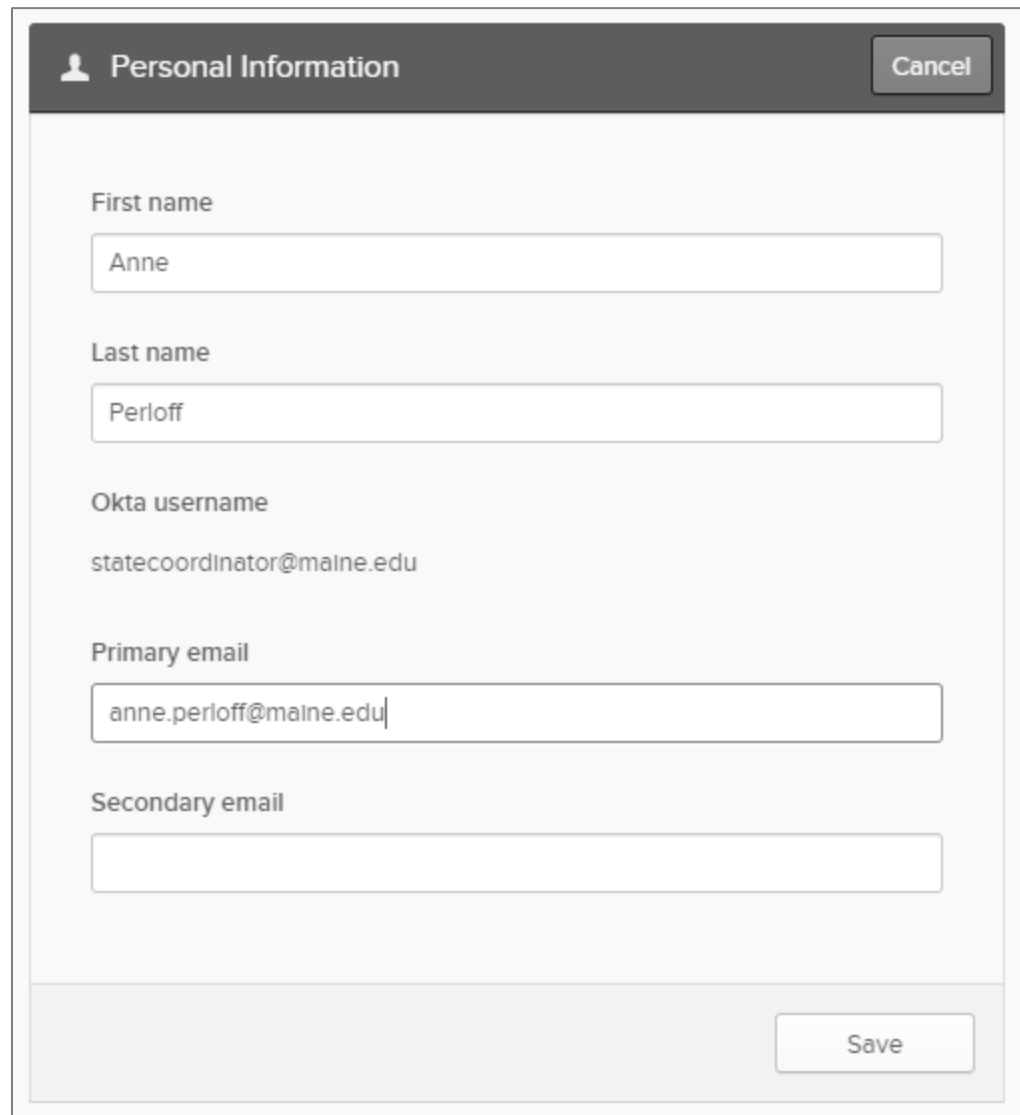
Okta username
statecoordinator@maine.edu

Primary email
statecoordinator@maine.edu

Secondary email

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. It has a dark header bar with a person icon and the title 'Personal Information', and a 'Cancel' button in the top right. The form contains several input fields: 'First name' with 'Anne', 'Last name' with 'Perloff', 'Okta username' with 'statecoordinator@maine.edu', 'Primary email' with 'anne.perloff@maine.edu', and an empty 'Secondary email' field. A 'Save' button is located at the bottom right of the form area.

Field	Value
First name	Anne
Last name	Perloff
Okta username	statecoordinator@maine.edu
Primary email	anne.perloff@maine.edu
Secondary email	

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.

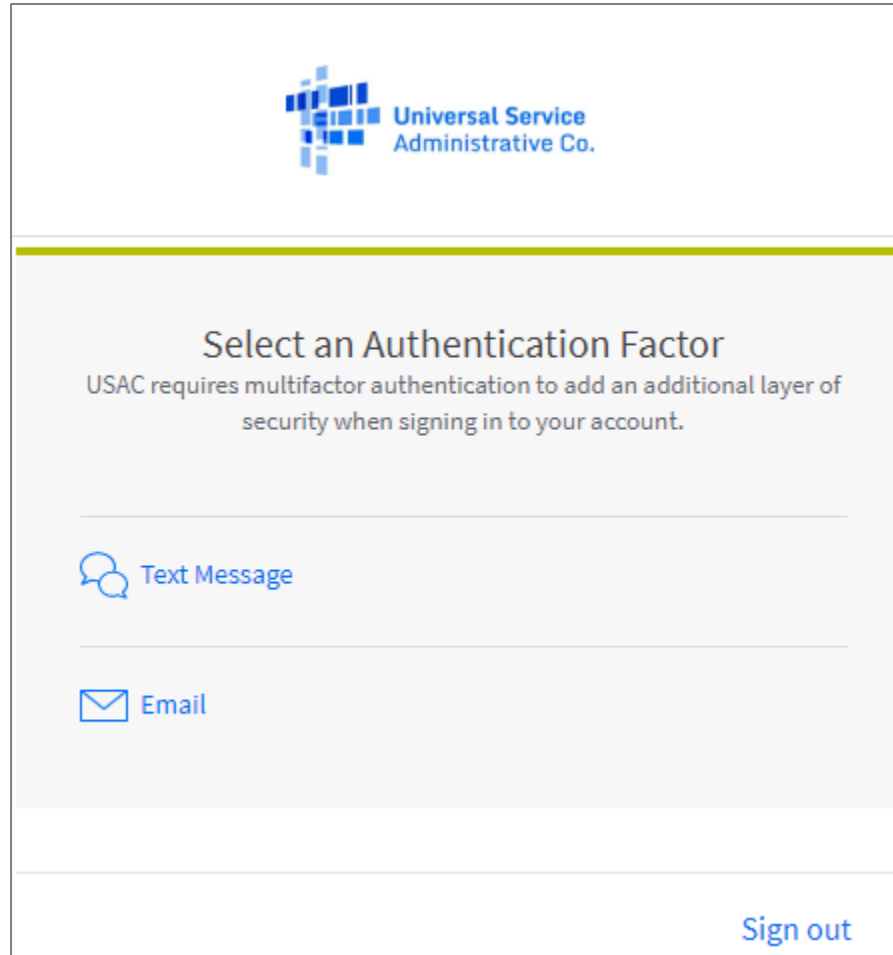
☐ Click the box to accept

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 is the company logo. Below it, a yellow horizontal line separates the header from the main content area. The main content area has a light gray background and contains the title 'Select an Authentication Factor' followed by the text 'USAC requires multifactor authentication to add an additional layer of security when signing in to your account.' Below this text are two selectable options: 'Text Message' with a speech bubble icon and 'Email' with an envelope icon. At the bottom right of the page is a 'Sign out' link.

Universal Service Administrative Co.

Select an Authentication Factor


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

 Text Message

 Email

Sign out

- 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



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](#)



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 be taken to the One Portal Dashboard and you can access EPC by clicking on the gray block for “E-Rate Productivity Center (EPC)”

Dashboard



Upcoming Dates

No upcoming dates found.

Schools and Libraries

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.

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