

E-rate Program Applicant Training

How to Use the Portal

October – November 2015

Washington DC • Tampa • Albuquerque • Minneapolis • New Orleans • Los Angeles • Philadelphia • Portland

Overview

- Advantages of the portal
- How to log in
- How to create a new user
 - My Landing Page
- How to update entity information
- How to modify an account administrator
- How to add a consultant

Why Move to a Portal?

- Move to one location for all program activities.
 - Complete and certify program forms
 - Obtain the status of applications
 - Submit requests
 - Receive timely reminders and notifications
 - Respond to PIA questions
 - Ask USAC questions
- Improve the customer experience.
- Streamline the application process.

Advantages of the Portal

- All of your forms, submitted documentation, and requests will be in one location online and easily accessible.
- Users can access the portal from any device (*e.g.*, desktop computer, laptop computer, tablet, smartphone) and any browser.

Advantages of the Portal

- School districts and library systems can update and store address information and other data on their individual schools and libraries. This information can then be uploaded into online forms so that you do not have to re-enter it every year.
- Consortia and statewide applicants will have a complete list of their members, and service providers and consultants will have a complete list of their clients.

Advantages of the Portal

- Applicants will no longer need a Personal Identification Number (PIN) to certify forms.
- Account administrators can create as many account users as they wish, and decide which activities the users can perform (*i.e.*, set their permissions or user rights).

How to Log In

- USAC creates an account for the applicant organization and identifies an account administrator.
- Applicant organization types:
 - Independent school
 - Independent library
 - School district
 - Library system
 - Consortium / statewide applicant

How to Log In

- USAC sends an invitation email to the account administrator to log in to the portal.
- The account administrator goes to portal.usac.org, enters his or her email address – the “Username” – and clicks “Forgot Password.” NOTE: As long as the account administrator has been set up in USAC’s system, it is not necessary to locate the invitation email.
- The account administrator then re-enters the email address and clicks “Request Password Reset.”

How to Log In

- USAC sends a second email with a link to create a password. **This link is only valid for 15 minutes.**
- The account administrator clicks the link, enters the email address, and creates a “new” password.
- After clicking “Reset Password,” the account administrator can click the link provided to log in.
- After logging in with the email address (“Username”) and password, the account administrator clicks the link to accept the terms and conditions of use.

Video Demo – How to Log In

Recorded
demonstration of
the login process

My Landing Page

My Landing Page

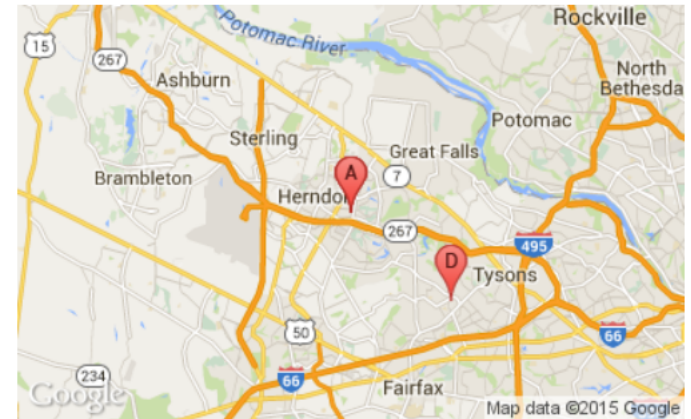
[Apply Now](#) | [Manage Users](#) | [Manage Organizations](#) | [Contact Us](#) | [Help](#)



Welcome to the new EPC system, more functionality will be rolling out soon!

Organizations

Organization	City	State	Zip Code	Type
USAC Child Library 1-1	Reston	VA	20171	Applicant
USAC Child Library 1-2	Reston	VA	20171	Applicant
USAC Child Library 1-3	Reston	VA	20171	Applicant
USAC Library System 1	Reston	VA	20171	Applicant



Live demonstration of the EPC system

Where to go for help

- Call the Client Service Bureau at (888) 203-8100 for help with the following:
 - Verifying accounts and account administrators
 - Updating profile information
 - Creating new users and updating existing users
 - Linking organizations
 - General questions about the portal

Where to go for help

- Visit the USAC website for the following:
 - Glossary of terms
 - Frequently asked questions
 - Applicant user guides
 - Video tutorials
 - Copy of the portal terms and conditions

EPC page on the USAC website

USAC Home | Schools and Libraries Program

ABOUT THE PROGRAM

- Getting Started
- Acronyms & Terms (PDF)
- Reference Area
- Program Integrity
- Eligible Services List
- Document Retention
- Trainings & Outreach

RESOURCES & TOOLS

- Apply Online
- E-rate Productivity Center
- Forms
- Deadlines
- Latest News
- Samples & Examples
- Funding Commitment Tool
- Search Tools
- Submit a Question

E-rate Productivity Center (EPC)

The E-rate Modernization Order
CLICK TO LEARN MORE

SUBMIT

- Forms
- Making Payments

NAVIGATE

- Home
- About USAC
- Contributors
- Service Providers
- High Cost
- USAC
- Rural Health Care
- Schools and Libraries

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USAC
Universal Service Administrative Company®

SCHOOLS AND LIBRARIES (E-RATE)

USAC Home | Schools and Libraries Program | **E-rate Productivity Center (EPC)**

APPLY ONLINE | MAKING PAYMENTS | FORMS | TOOLS

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APPLICANTS

SERVICE PROVIDERS

E-RATE PRODUCTIVITY CENTER (EPC)

The E-rate Productivity Center (EPC) is the account and application management portal for the Schools and Libraries (E-rate) Program. Applicants, consultants, and service providers participating in the E-rate Program will use this tool to manage program processes and to submit questions.

[Log In](#)

This summer, applicants will be able to file the FCC Form 470 in EPC.

Over the course of the next year, the remaining E-rate Program forms for applicants and service providers will be available in EPC. EPC will allow users to get information about the status of their applications, reminders about important dates, and correspondence from Program Integrity Assurance (PIA) and other review teams. Letters and other correspondence will be stored in EPC so that users can easily access them at any time.

Additional Resources

To learn how to use EPC to successfully maintain your account with USAC, watch our video tutorials and read our online user guides.

- [EPC Glossary of Terms](#)
- [EPC Frequently Asked Questions \(FAQs\)](#)

Applicant User Guides

- [Getting Started](#)
- [Navigating EPC](#)


Service Provider User Guides

- [Getting Started](#)
- [Navigating EPC](#)


E-rate Productivity Center (EPC)

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- [Navigating EPC](#) 
- [Managing Users](#) 
- [Managing Your Organization](#) 
- [Customer Service](#) 
- [Searching FCC Forms 470](#) 
- [Filing FCC Form 470](#) 

Service Provider User Guides

- [Getting Started](#) 
- [Navigating EPC](#) 
- [Managing Users](#) 
- [Managing Your Organization](#) 
- [Customer Service](#) 
- [Searching FCC Forms 470](#) 

EPC Video Tutorials

- [Logging in to EPC](#)
- [How to Create a New User](#)
- [How to Modify an Account Admin](#)
- [How to Add a Consultant](#)
- [Manage User Permissions](#)
- [How to File FCC Form 470](#)

Terms & Conditions

- [EPC Access Agreement \(Commercial End User Agreement\)](#) 

Glossary

FAQs

User Guides

Video Tutorials

Terms & Conditions

Thank you!