

Schools and Libraries (E-rate) Program

EPC User Guide: Customer Service

TABLE OF CONTENTS

- [**Create a Customer Service Case**](#) 3
 - [Applicant Account](#) 3
 - [Service Provider Account](#) 3
 - [Case Details](#) 4
- [**Create a Whistleblower Case**](#)..... 6
 - [View Your Whistleblower Cases](#) 7

SCHOOLS AND LIBRARIES (E-RATE) PROGRAM

Last Modified: February 2017

Customer Service in the E-rate Productivity Center (EPC)

Create a Customer Service Case

1. Click the **Contact Us** link in the upper right menu on your landing page.

Applicant Account:



Service Provider Account:



NOTE: There is also a **Contact Us** link in the **Actions** menu of your EPC account.

Case Details

Create a Customer Service Case

Case Details

Nickname *

Description *

Topic *

FCC Form 471 ▼

Subtopic *

Please select a value ▼

Priority *

Please select a value ▼

Inquiry Type
Web

Form Type Form Number

Please select a value ▼

Document

No file chosen

2. Enter the **Case Details**:
 - **Nickname** for the case
 - **Description**
3. Select a **Topic** and **Subtopic** and **Priority** for the customer service case from the drop-down menus.
4. Click the **Choose File** button to attach any relevant files.

Create a Customer Service Case

Case Details

Nickname *

Description *

Topic *

FCC Form 471 ▼

Subtopic *

Please select a value ▼

Priority *

Please select a value ▼

Inquiry Type
Web

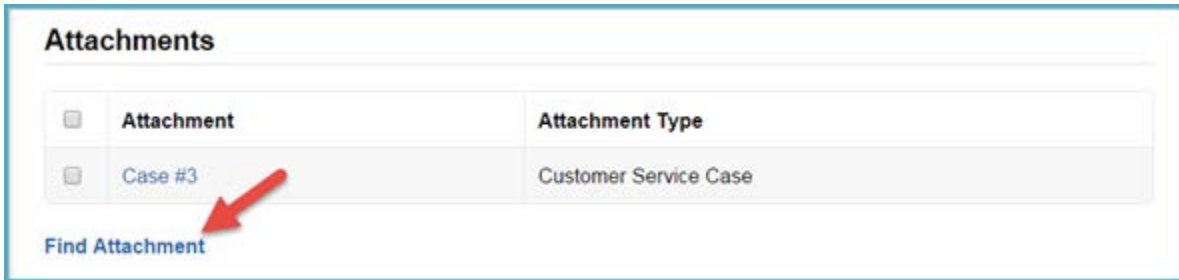
Form Type Form Number

Please select a value ▼

Document

No file chosen

5. You can also attach files that are already in EPC, for example, forms or other customer service cases. To add an attachment, click **Find Attachment**.



6. Select the **Attachment Type** from the drop-down menu.
7. Choose the attachment from the list and click **Add Attachments**. Repeat for additional attachments as needed.



8. Enter the contact information for the case. The system will automatically enter your information by default. To remove yourself from the list, click the **x** next to your username.

Case Contact

Select Contact*

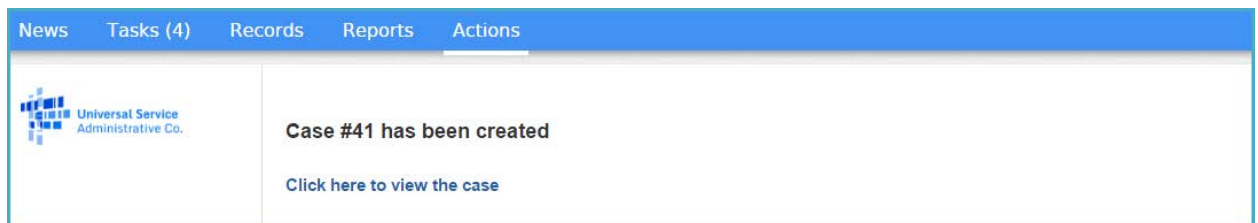
fullaccessintat04 intat04 x

I would like to choose a user in the system

I would like to enter in a contact that is not in the system

Cancel Submit

9. Select whether the case contact is someone who is already in the system or a new contact who you would like to enter contact information for. Enter their information.
10. Click **Submit**.

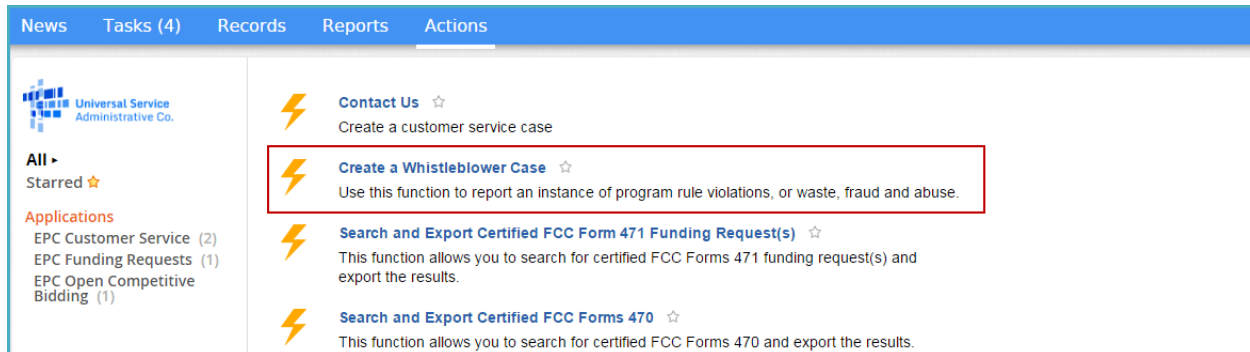


The system will display your case number. You can review the case by clicking the link. The system may take up to one minute to display your uploaded documents. Refresh the page if necessary.

Create a Whistleblower Case

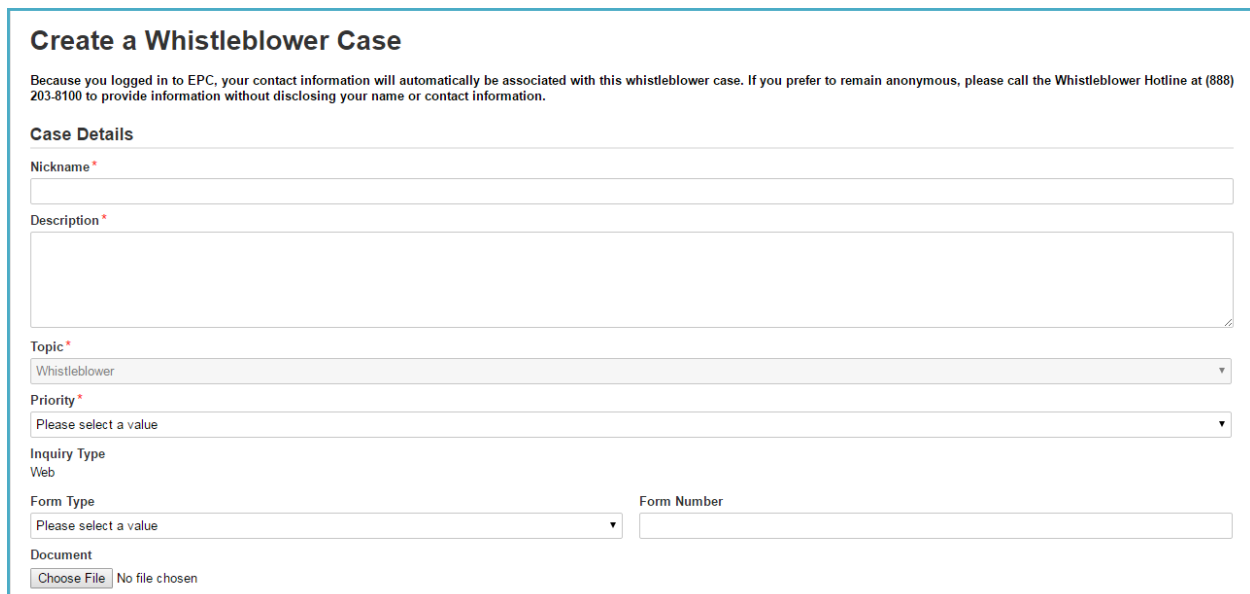
Because you are logged in to EPC, your contact information will automatically be associated with this whistleblower case. If you prefer to remain anonymous, please call the Whistleblower Hotline at (888) 203-8100 to provide information without disclosing your name or contact information.

1. Go the **Actions** tab on your landing page.
2. Select **Create a Whistleblower Case**.



The screenshot shows the 'Actions' tab in the EPC system. The left sidebar contains the Universal Service Administrative Co. logo and a list of applications: EPC Customer Service (2), EPC Funding Requests (1), and EPC Open Competitive Bidding (1). The main content area lists several actions, with 'Create a Whistleblower Case' highlighted by a red box. The other actions are 'Contact Us', 'Search and Export Certified FCC Form 471 Funding Request(s)', and 'Search and Export Certified FCC Forms 470'.

3. Enter the case details as needed:
 - **Nickname**
 - **Description**
 - **Topic**
 - **Priority**
 - **Form Type**
 - **Form Number**
4. Click the **Choose File** button to attach documents as needed.



The screenshot shows the 'Create a Whistleblower Case' form. It includes a header with the title and a disclaimer. The form is divided into 'Case Details' and contains the following fields:

- Nickname ***: A text input field.
- Description ***: A large text area for the case description.
- Topic ***: A dropdown menu with 'Whistleblower' selected.
- Priority ***: A dropdown menu with 'Please select a value' selected.
- Inquiry Type**: A label with 'Web' below it.
- Form Type**: A dropdown menu with 'Please select a value' selected.
- Form Number**: A text input field.
- Document**: A 'Choose File' button and the text 'No file chosen'.

5. Enter additional contact information (optional).

Additional Contact Information (Optional)

First Name	Phone
<input type="text"/>	<input type="text"/>
Last Name	Phone Extension
<input type="text"/>	<input type="text"/>
Email	Confirm Email
<input type="text"/>	<input type="text"/>

6. Click **Submit**.

View Your Whistleblower Cases

You can view whistleblower cases you have created.

Select **Records** in the main menu, and then select the link for **Whistleblower Cases**.

