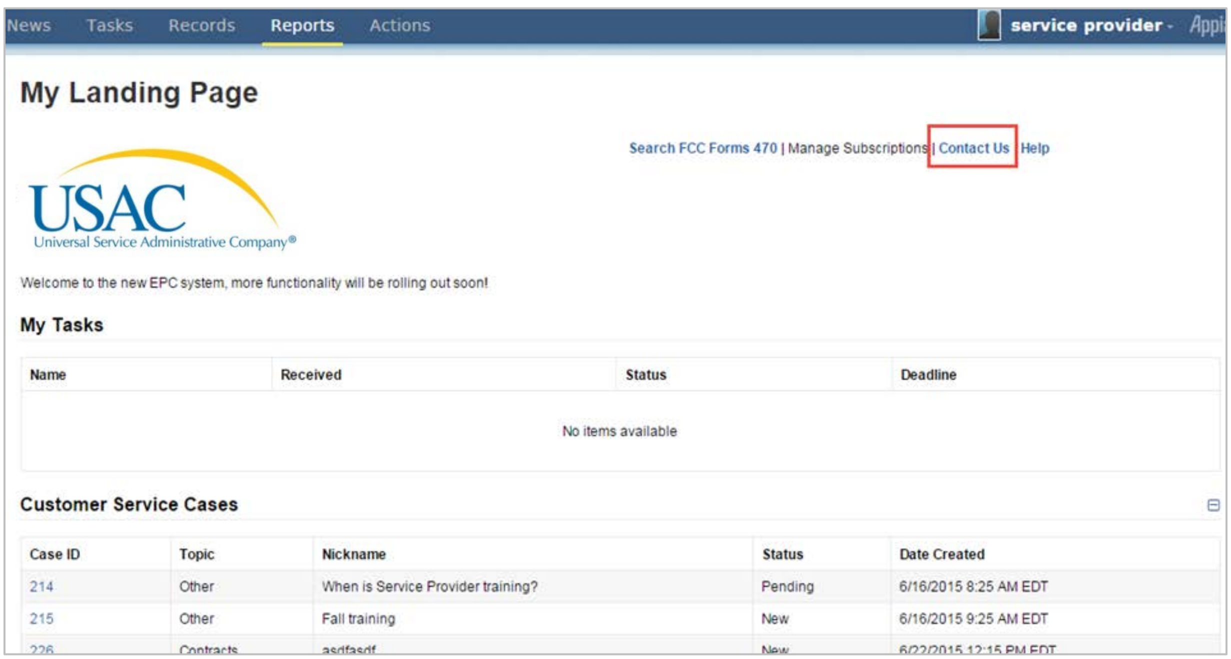
E-RATE PRODUCTIVITY CENTER (EPC) SERVICE PROVIDER USER GUIDE

Customer Service

Contact Us/Create a Customer Service Case

1. From the landing page, select **Contact Us**.

NOTE: If you are associated with more than one organization, select the organization from the list provided to proceed.



2. The **Create a Customer Service Case** page opens.
3. Enter the **Case Details** as follows:
   - Enter a **Nickname** for the case.
   - Enter a **Description**.
   - Select the **Topic** for the customer service case from the drop-down menu.
   - Select a **Subtopic** from the drop-down menu.
   - Select a **Priority**. Customer service users can filter cases based on priority.
   - Attach any relevant files.

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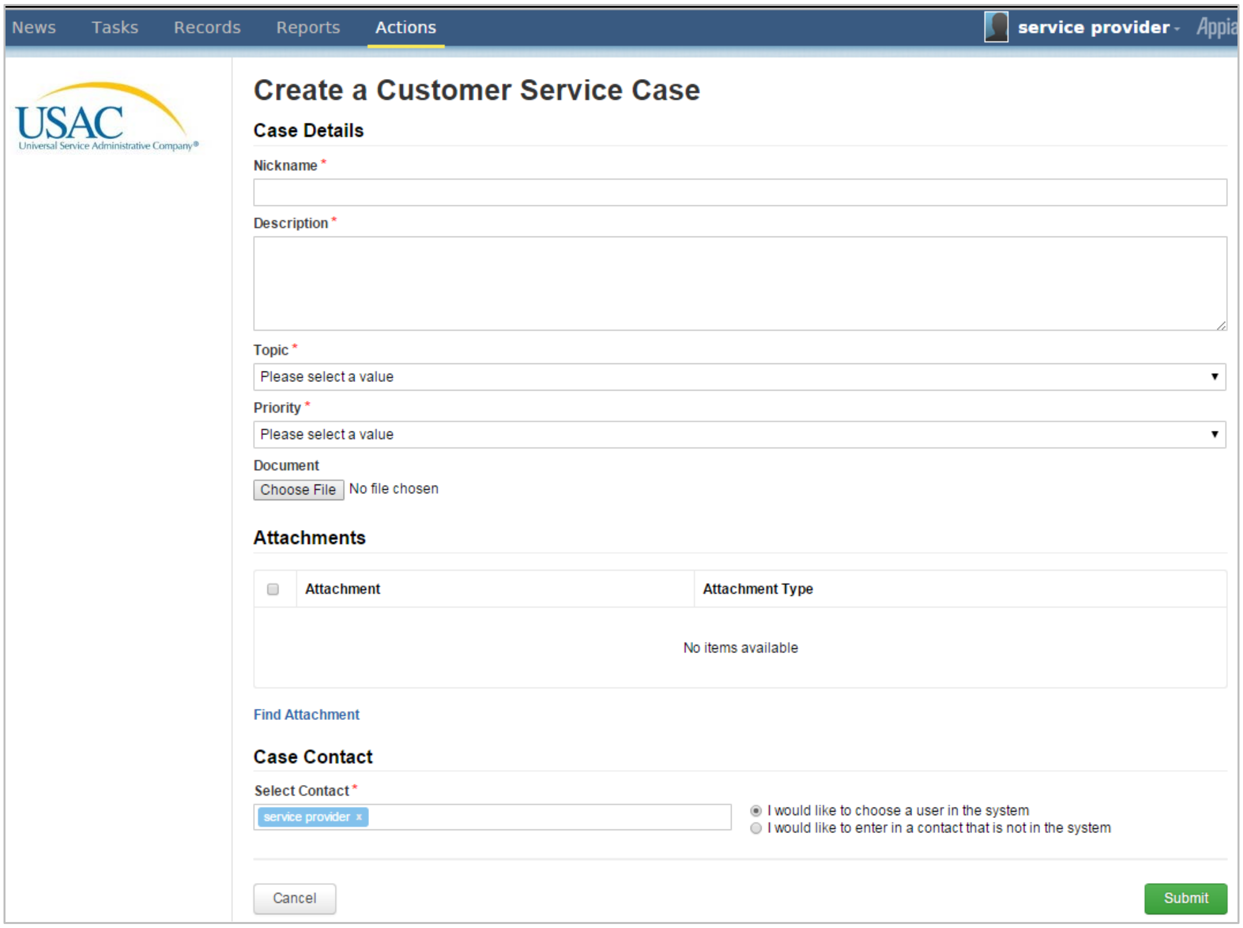
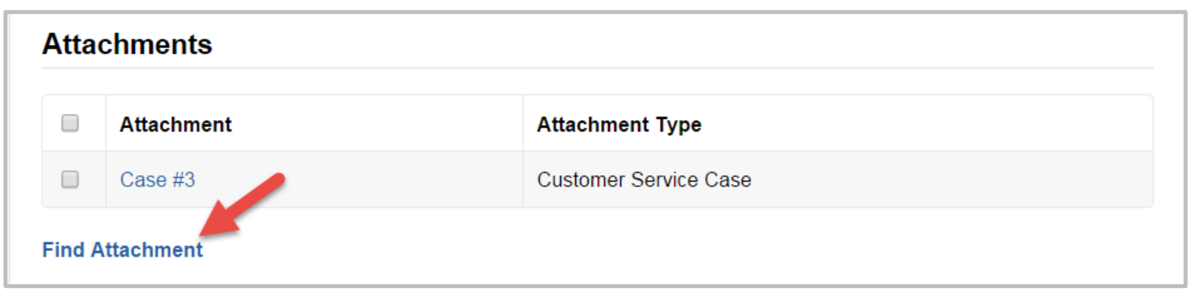
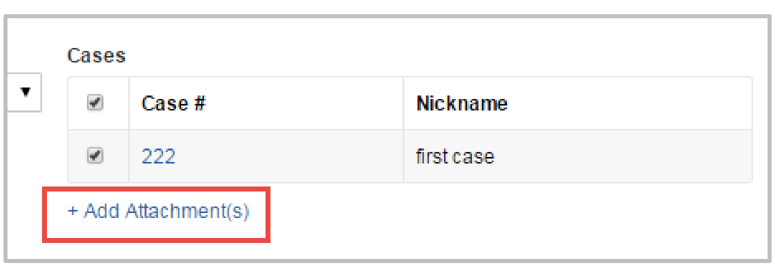


4. You can also attach files that are already in EPC, for example, forms or other customer service cases. To add an attachment, click **Find Attachment**.



5. Select the attachment type from the drop-down menu. Select the attachment from the list and click **Add Attachments**. Repeat for additional attachments as needed.



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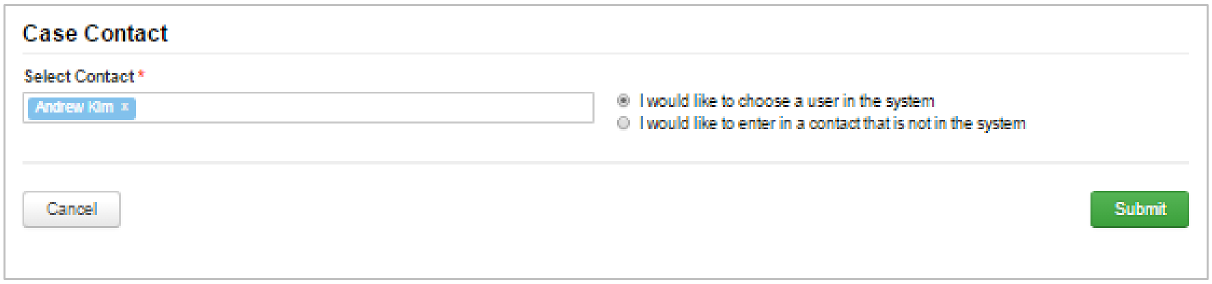
6. Enter the contact information for the case. Your information will be entered by default. To remove yourself from the list, click the **x** next to your username.
7. Select the radio button for the contact, either someone in the system or a contact that is not in the system. Enter their information.
8. Click **Submit**.



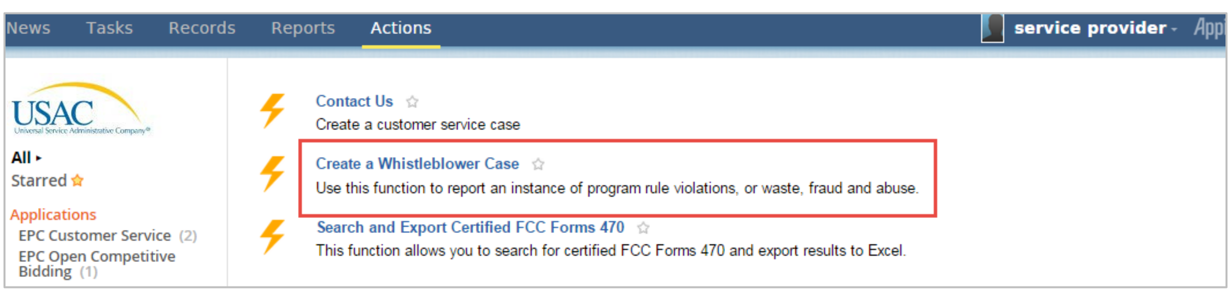
Your case number will be displayed. You can review the case by clicking the link.

NOTE: Any uploaded documents may take up to one minute to display. Refresh the page if necessary.

Create a Whistleblower Case

Because you 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. Select **Actions** from the main menu.
2. Select **Create a Whistleblower Case**.



3. Enter the case details as needed:
   - Nickname
   - Description
   - Topic
   - Priority
   - Attach documents as needed

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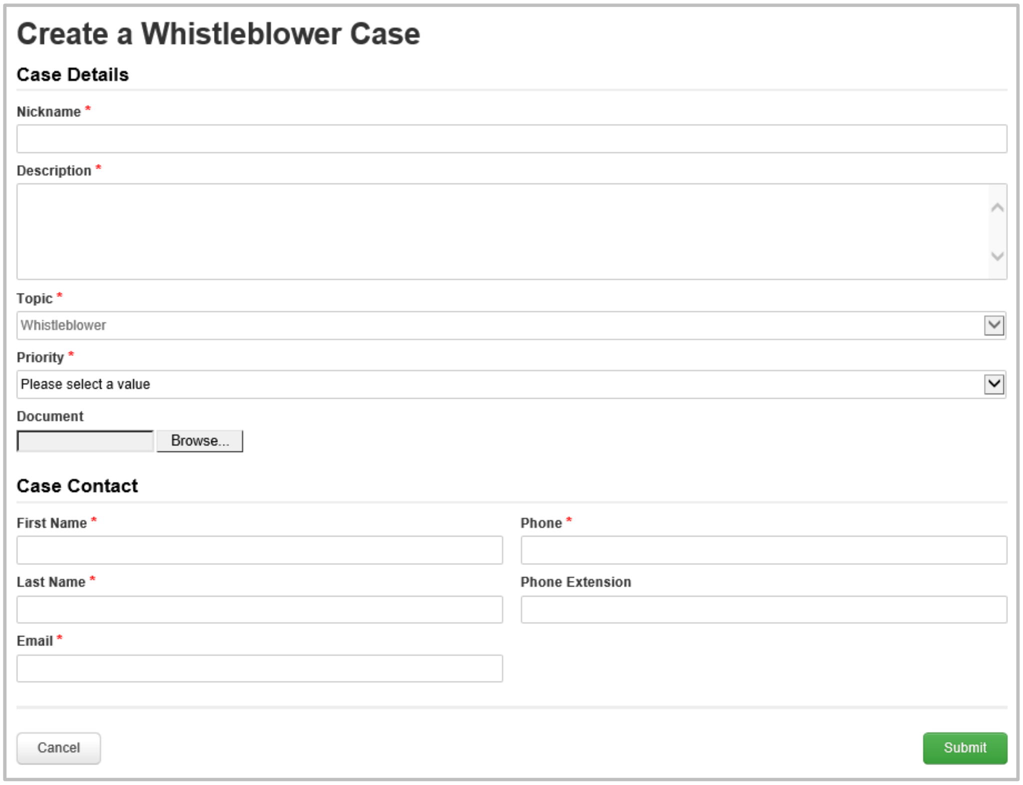
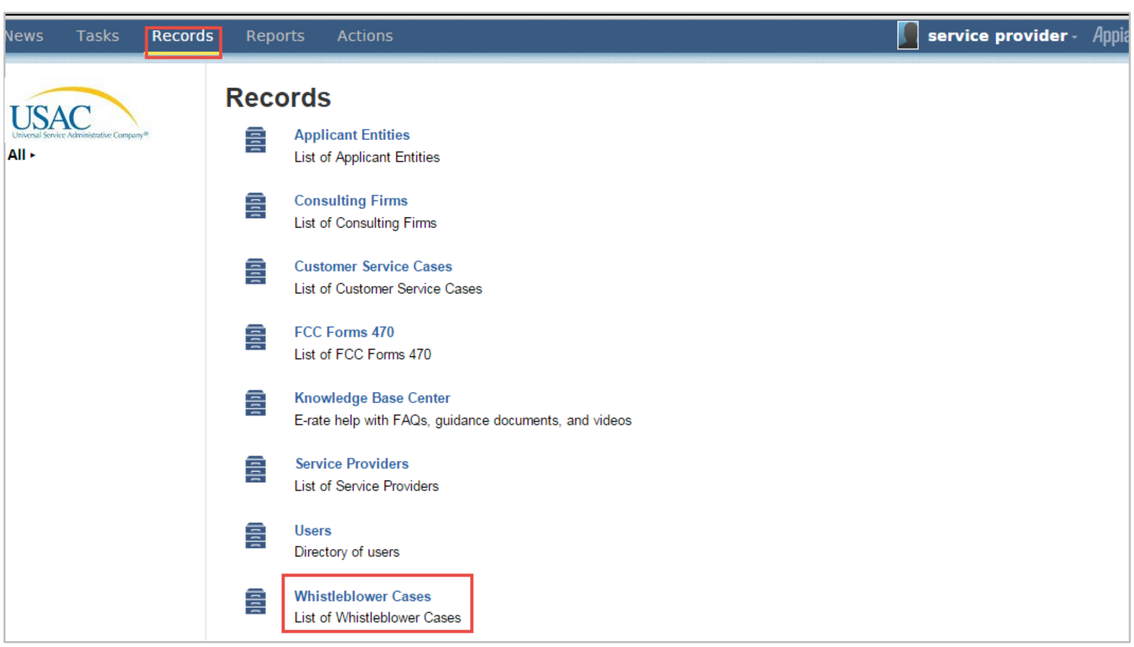
4. Enter additional contact information (optional)
5. Select **Submit**.



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**.



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