

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

## Getting Started

### Recommended Browsers

- Internet Explorer (IE versions 9 or higher – IE 8 is not supported)
- Firefox
- Safari
- Chrome

### User Names

Your email address will be your user name. Your email address cannot be changed.

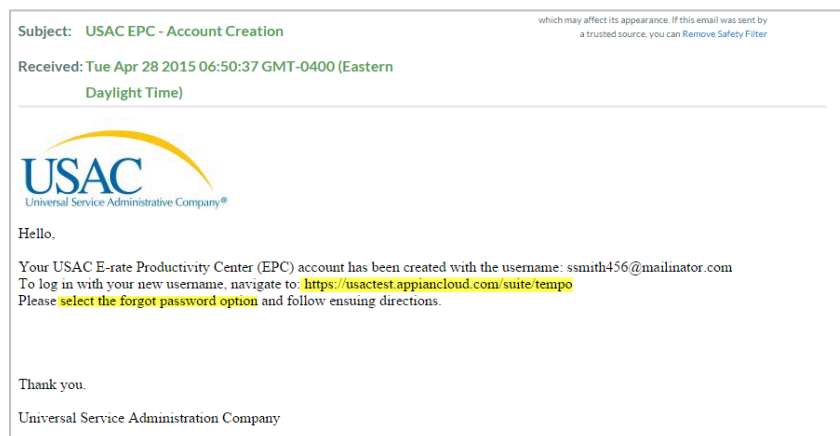
If you are representing multiple organizations and have multiple user names, after logging in with one user name, you must close your browser and re-open it in order to log in with a different user name.

### Accessing the System for the First Time

You will receive an email invitation from **EPC.Application.Administrator@usac.org**. Follow the instructions in the email to sign in for the first time.

You will:

1. Receive an invitation email with the subject “USAC EPC-Account Creation.”
2. Navigate to the URL included in the email message.
3. Enter the username provided in the email message.
4. Select the **Forgot Password** link on the log in screen.
5. Follow the instructions to reset your password.



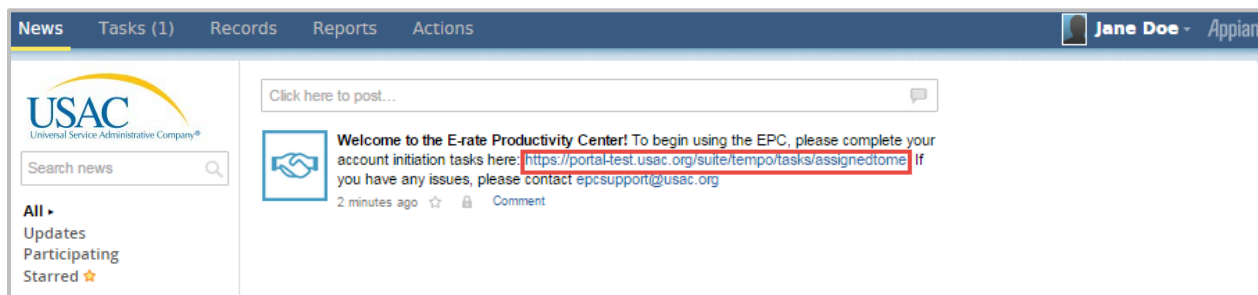
**DISCUSSED IN THIS GUIDE:** Recommended browsers, user names, accessing the system for the first time, creating passwords

**NOTE:** Your password must meet all of the following criteria:

- Is at least eight characters
- Has not been used in the previous four passwords
- Contains at least one character in the English alphabet
- Contains at least one numeral (0 through 9)
- Contains at least one non-alphabetic character (such as !, \$, #, %)
- Contains at least one uppercase character (A through Z)
- Contains at least one lowercase character (a through z)

After setting your password, log in.

Your news page will include a welcome message. Click the link in the news item to go to your task to read the EPC terms and conditions.



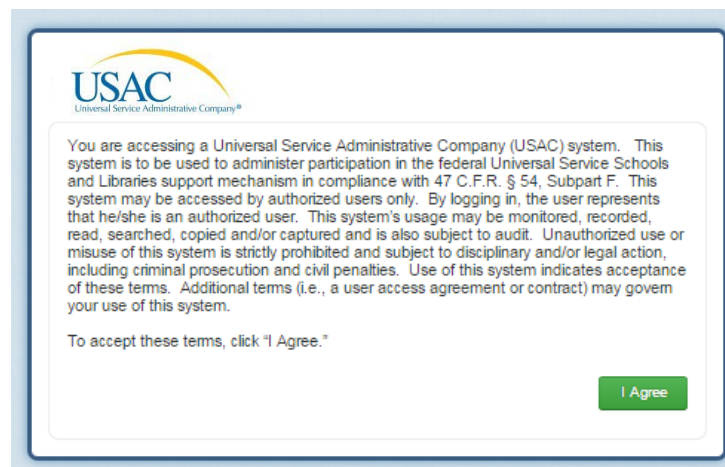
After you have read and agreed to the terms and conditions, click the button to accept them. You can now use the EPC system.

At any time, click the USAC logo to return to the EPC landing page.

## Accessing the System

After your initial login, to access the system later:

1. Navigate to <https://portal.usac.org>.
2. Read and acknowledge the access terms and then click **I Agree**.




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3. Enter your email address and password. If you have forgotten your password, select **Forgot Password** to reset it.
4. Your EPC landing page opens.

News Tasks Records **Reports** Actions service provider - Appia

## My Landing Page

[Search FCC Forms 470](#) | [Manage Subscriptions](#) | [Contact Us](#) | [Help](#)



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

### My Tasks

Name	Received	Status	Deadline
No items available			

### Customer Service Cases

Case ID	Topic	Nickname	Status	Date Created
214	Other	When is Service Provider training?	Pending	6/16/2015 8:25 AM EDT
215	Other	Fall training	New	6/16/2015 9:25 AM EDT
226	Contracts	asdfasdf	New	6/22/2015 12:15 PM EDT

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