



## Rural Health Care (RHC) Program

# Telecom Program Account Holder Guide

USAC recommends having more than one account holder for each health care provider (HCP). This guide will show you how to add a secondary or tertiary account holder to your site. Please note that only the Primary Account Holder (PAH) has the ability to add additional account holders in the “My Account Settings” tab.

### Step 1: Log in

Log into My Portal with your user ID (email address) and password.

#### E-FILE SIGN IN

User ID (Email Address): \*

Password: \*

[Forgot password?](#)

**IMPORTANT SYSTEM NOTICE** - This system is the property of the Universal Service Administrative Company (USAC) and is to be used to assist individuals with managing their entity's involvement in federal universal service programs. This system may be accessed by authorized users only. By logging in, the user represents himself or herself as an authorized user. This system is monitored, recorded and subject to audit. Any unauthorized use or misuse of this system is strictly prohibited and subject to legal action, including criminal prosecution and civil penalties. Use of this system indicates acceptance of these terms and system monitoring and recording.

**Click the box to accept.** \*

If you experience any issue logging in, please make sure

- Visit <https://forms.universalservice.org> without any suffix.
- If the above doesn't work, please clear your browser cache and try again.

## Step 2: Select Telecommunications Program

Select “Telecommunications Program (Forms 465, 466, 467)”.

**RURAL HEALTH CARE**

Welcome to the Rural Health Care **My Portal**. You have the authorization to access one or more Health Care Provider (HCP) accounts in the Telecommunications and Healthcare Connect Fund programs. Select the program you wish to enter from the options below.

Universal Service Administrative Co. accepts funding requests during filing window periods.		
	Filing Window Period #1	Subsequent Filing Window Period
		NONE
		TBA

For more information about filing window periods, please click [here](#).

You may switch programs at any time by returning to your My Portal tab and selecting another option:

- Telecommunications program (Forms 465, 466, 467).
- [Individual Applicant - Healthcare Connect Fund \(Forms 460, 461, 462, 463\)](#)
- [Consortium Project Coordinator - Healthcare Connect Fund](#)

## Step 3: Select My Account Settings

After selecting the Telecommunications Program, you will be directed to a page with three tabs. Select the “My Account Settings” tab.

Please note that only the PAH has the ability to add additional account holders in the “My Account Settings” tab.

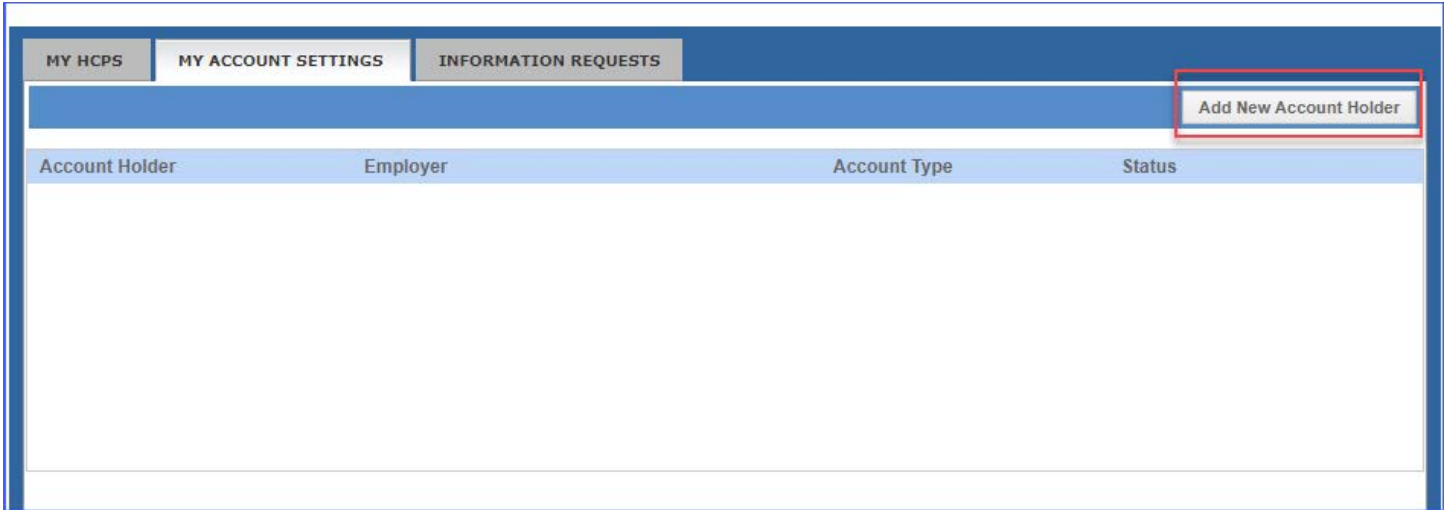
MY HCPS
MY ACCOUNT SETTINGS
INFORMATION REQUESTS

Add New Account Holder

Account Holder	Employer	Account Type	Status

## Step 4: Add New Account Holder

Click on the “Add New Account Holder” button to assign additional account holders.



The screenshot displays a web interface with a dark blue header. Three navigation tabs are visible: 'MY HCPS', 'MY ACCOUNT SETTINGS', and 'INFORMATION REQUESTS'. The 'MY ACCOUNT SETTINGS' tab is active. In the top right corner of the main content area, a button labeled 'Add New Account Holder' is highlighted with a red rectangular border. Below the header, a table is shown with a light blue header row containing the following columns: 'Account Holder', 'Employer', 'Account Type', and 'Status'. The table body is currently empty.

## Step 5: Assign Additional Account Holder to HCP

Manually enter the new account holder's contact information in the required fields.

MY HCPS
MY ACCOUNT SETTINGS
INFORMATION REQUESTS

Add Secondary Account Holder

[Back to My Account Settings](#)

<p><b>First Name:</b> <input type="text"/></p> <p><b>Middle Initial:</b> <input type="text"/></p> <p><b>Last Name:</b> <input type="text"/></p> <p><b>Title:</b> <input type="text"/> !</p> <p><b>Employer:</b> <input type="text"/> !</p> <p><b>Phone:</b> <input type="text"/> !</p> <p><b>Email (Username):</b> <input type="text"/></p> <p><b>Retype Email (Username):</b> <input type="text"/></p> <p><b>Role:</b> <input type="text" value="Select role..."/> ! <span style="color: red; font-size: small;">Role required</span></p> <p><b>Employer FCCRN:</b> <input type="text"/> !</p>	<p><b>Address 1:</b> <input type="text"/> !</p> <p><b>Address 2:</b> <input type="text"/> (optional)</p> <p><b>City:</b> <input type="text"/> !</p> <p><b>State:</b> <input type="text" value="AK"/></p> <p><b>Zip:</b> <input type="text"/> !</p> <p><b>Ext:</b> <input type="text"/> (optional)</p> <p><b>Fax:</b> <input type="text"/> (optional)</p>
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Unassigned HCPs

Search by HCP #	Search by HCP Name	Address	Rights
<input type="text"/>	<input type="text"/>		<input type="checkbox"/> Full Access <input type="checkbox"/> Partial Access
<input type="button" value="««"/> <input type="button" value="«"/> <input type="button" value="»"/> <input type="button" value="»»"/>			
<input type="button" value="Submit Request"/>			

To add the additional account holder to an HCP, select the correct rights in the “Rights” column of the HCP number. You can add the additional account holder to one or multiple HCPs at the same time.

- Full Access: Person will be able to take any action on behalf of the HCP.
- Partial Access: Person will be able to draft forms, but not certify and submit forms on behalf of the HCP.

Please note, all additional account holders that are not the PAH are considered Secondary Account Holders in the Telecommunications Program.

Unassigned HCPs			
Search by HCP #	Search by HCP Name	Address	Rights
01111	HH Hospital	1 Main Street, Washington, DC 20005	<input type="checkbox"/> Full Access <input type="checkbox"/> Partial Access
<<< < > >>>			
<input type="button" value="Submit Request"/>			

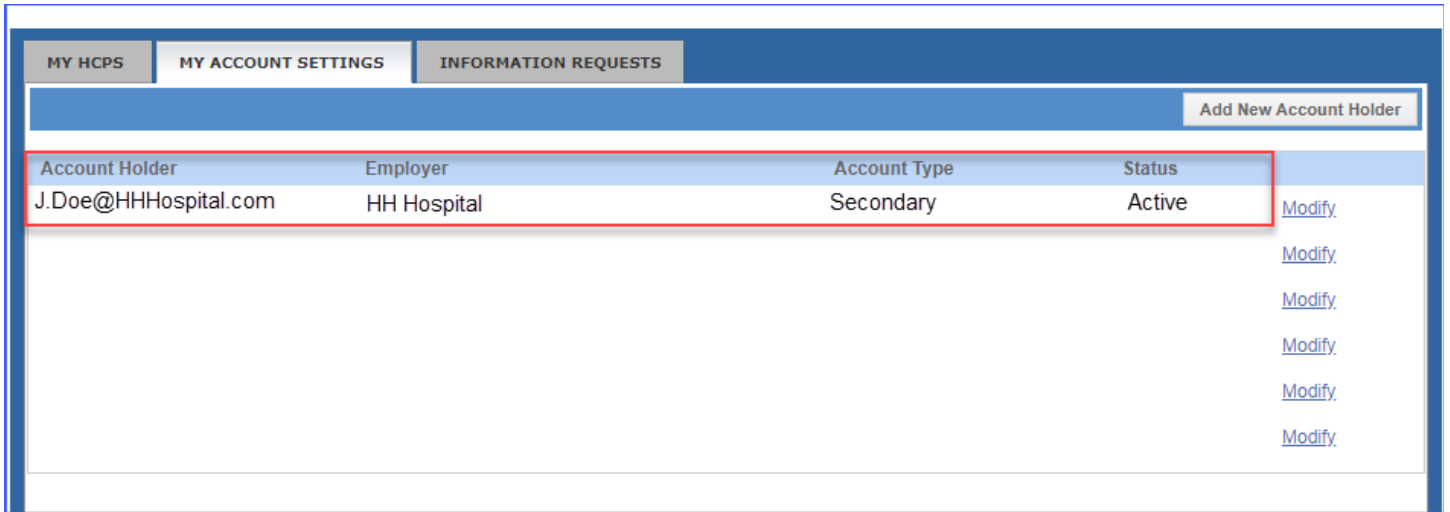
Once the correct rights are assigned, click the “Submit Request” button to add the additional account holder to the HCP(s).

Unassigned HCPs			
Search by HCP #	Search by HCP Name	Address	Rights
01111	HH Hospital	1 Main Street, Washington, DC 20005	<input type="checkbox"/> Full Access <input type="checkbox"/> Partial Access
<<< < > >>>			
<input type="button" value="Submit Request"/>			

Once you have added the additional account holder to the HCP, the person will have the ability to access and make changes to the HCP by logging into their personal My Portal account.

## Step 6: Confirm Successful Addition

Select the “My Account Settings” tab, as mentioned in Step 3. The additional account holder will appear in the list of account holders. In addition, any new account holders will receive an automatically generated email notification with information on accessing their personal My Portal account.



Account Holder	Employer	Account Type	Status	
J.Doe@HHHospital.com	HH Hospital	Secondary	Active	<a href="#">Modify</a>
				<a href="#">Modify</a>
				<a href="#">Modify</a>
				<a href="#">Modify</a>
				<a href="#">Modify</a>
				<a href="#">Modify</a>