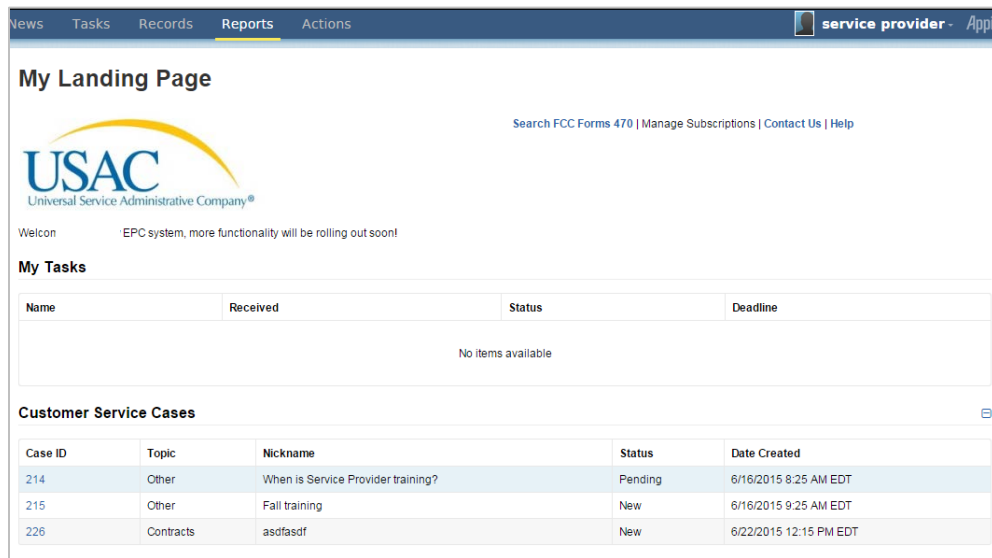


E-RATE PRODUCTIVITY CENTER (EPC) SERVICE PROVIDER USER GUIDE

Navigating EPC

When you first log in to EPC, you will see your landing page.



Landing Page

You can return to your landing page at any time by clicking the USAC logo on any screen.

On your landing page you can access links to:

- **Contact Us** – Assists you with opening a customer service case
- **Help** – Directs you to the EPC knowledge base
- **Tasks** – Links to any open action items
- **Customer Service Cases** – Links to your customer service cases

Main Menu

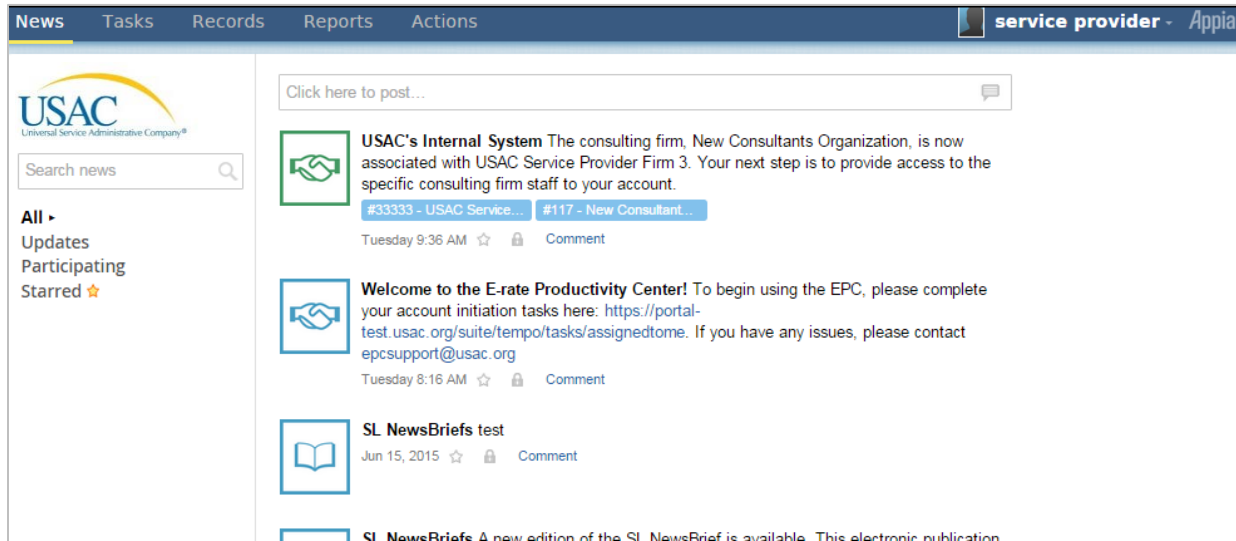
The menu bar at the top of the page includes:

- News
- Tasks
- Records
- Reports
- Action

DISCUSSED IN THIS GUIDE: Landing page, Main Menu, News, Tasks, star icon, add/remove search filters, breadcrumbs, notifications, managing user profile, changing your password, system timeout

News

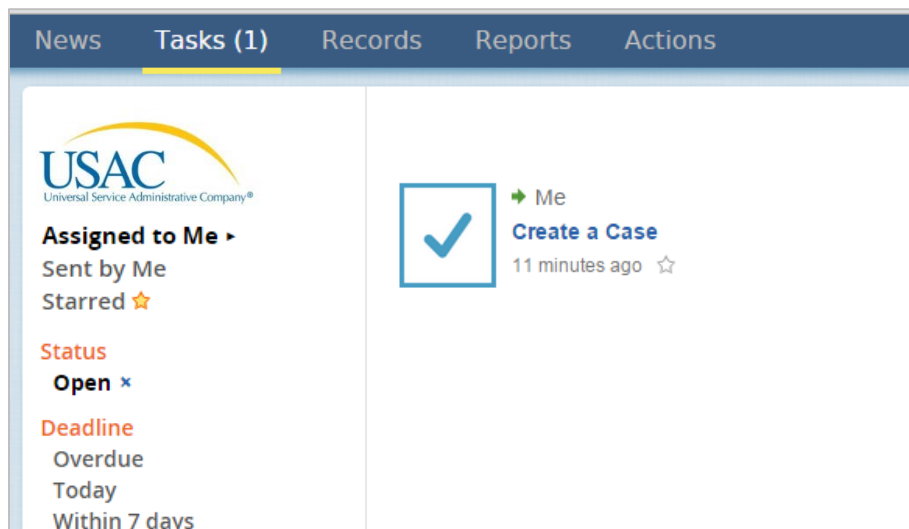
Select the **News** page to view a list of current news items. These include interest items for you and your team. You can also **follow** organizations in the system to receive updates in the news feed. The sample news feed below shows notices about a new consulting firm relationship and a link to the latest SL News Briefs.



Tasks

Select the **Tasks** page to view a list of your open tasks in the system as well as the tasks of other users in your organization. Once you are on the task list, you can select a link to jump directly to a specific task.

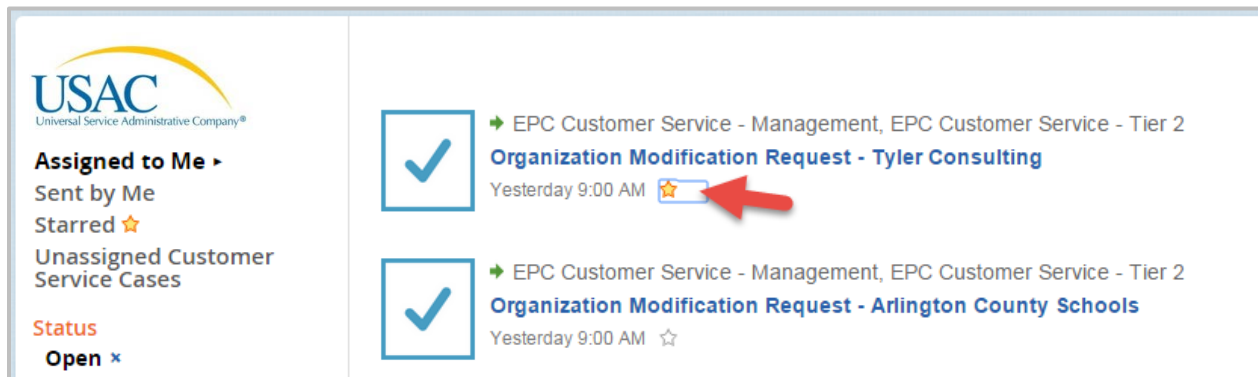
NOTE: If you submit a customer service case, you can locate the case on the **Records** page. Customer services cases are not shown on the **Tasks** page once they are submitted.



DISCUSSED IN THIS GUIDE: Landing page, Main Menu, News, Tasks, star icon, add/remove search filters, breadcrumbs, notifications, managing user profile, changing your password, system timeout

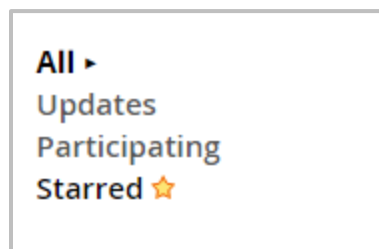
Star icon

On the **News** and **Tasks** pages, you can select the star icon under an item to categorize it so it is easier to find the next time.



The screenshot shows the USAC interface with a left-hand menu and a list of tasks. The menu items are: Assigned to Me, Sent by Me, Starred (highlighted with a star icon), Unassigned Customer Service Cases, Status, and Open. The task list contains two items, both with checkmarks and star icons. A red arrow points to the star icon of the first task: "Organization Modification Request - Tyler Consulting".

After you have starred an item, sort by selecting **Starred** on the left-hand menu to display only those choices. To display all the menu items again, select **All**.



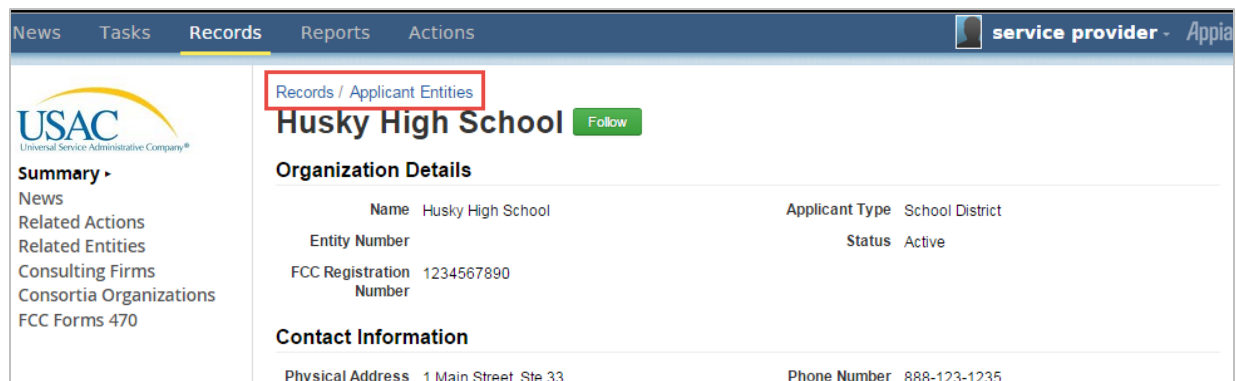
The screenshot shows the left-hand menu with the following items: All (highlighted), Updates, Participating, and Starred (with a star icon).

Add/Remove Search Filters

The left-hand menu on the **Tasks** page includes filters to help you find items more quickly. If you select a filter, to clear it select the **X** icon next to the filter name to show the entire list again.

Breadcrumbs

While you move around in the system, you will see headings that show you where you are.

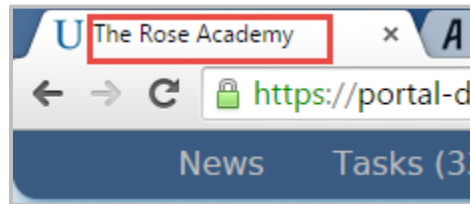


The screenshot shows the USAC interface with a top navigation bar (News, Tasks, Records, Reports, Actions) and a user profile (service provider - Appia). The breadcrumb trail is "Records / Applicant Entities". The main content area displays details for "Husky High School".

Organization Details	
Name	Husky High School
Applicant Type	School District
Entity Number	Status Active
FCC Registration Number	1234567890
Contact Information	
Physical Address	1 Main Street, Ste 33
Phone Number	888-123-1235

DISCUSSED IN THIS GUIDE: Landing page, Main Menu, News, Tasks, star icon, add/remove search filters, breadcrumbs, notifications, managing user profile, changing your password, system timeout

You can also look at the page title in the browser tab to see the name of the specific item you are working on.



Notifications

Users will receive email notifications regarding:

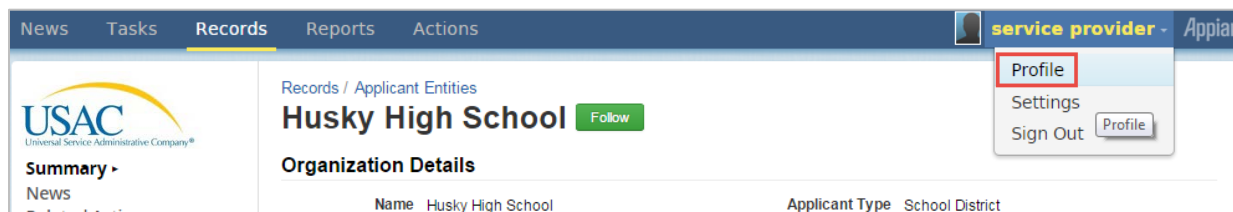
- Items of interest in your organization
- Task notification emails, such as new users or modifications to the organization.

These notifications will include a link to the system to view the item or task referenced.

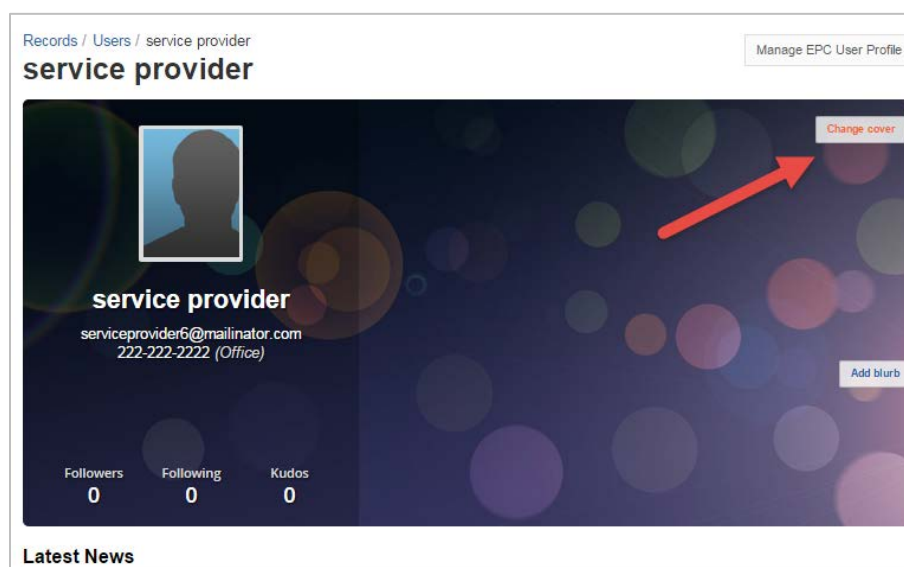
Profile Images

To change your profile images:

1. After logging in, access your profile by opening the drop-down menu under your user name:

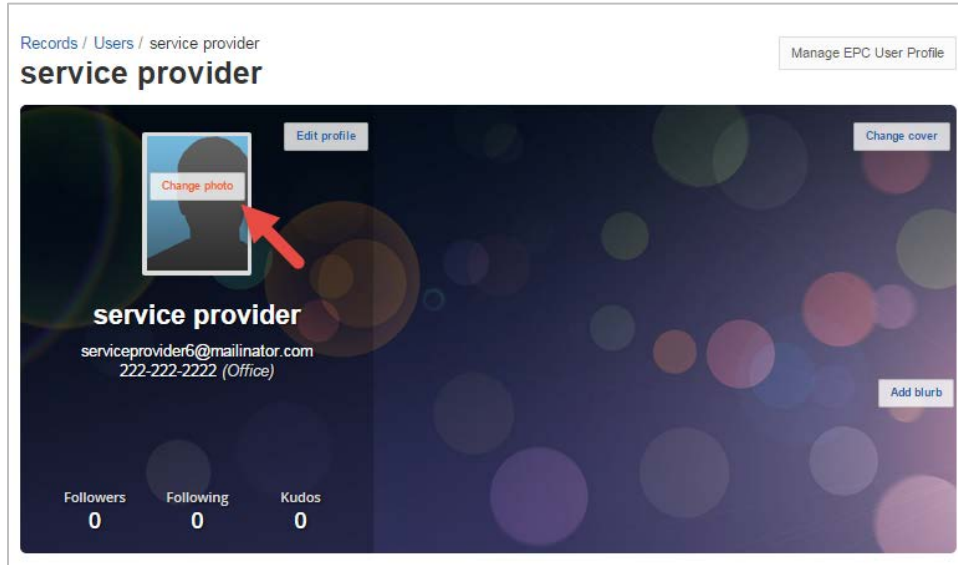


2. Click **Change cover** to change the background image.



DISCUSSED IN THIS GUIDE: Landing page, Main Menu, News, Tasks, star icon, add/remove search filters, breadcrumbs, notifications, managing user profile, changing your password, system timeout

3. Click **Change photo** to change the smaller profile image.

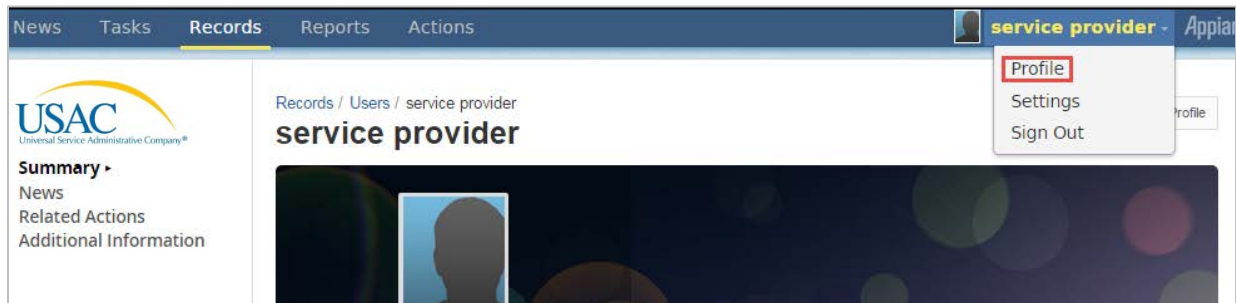


NOTE: Once added, you cannot delete images, only replace them. If you make a change to your email address using the **Edit profile** function, it will not be saved in the system. Your user name email cannot be changed once it is created in the system.

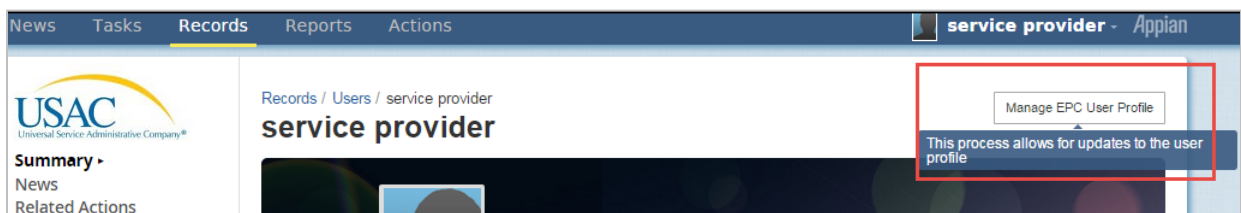
Manage User Profile

To change your contact information:

1. Select the drop-down menu under your user name in the top right corner of the screen:



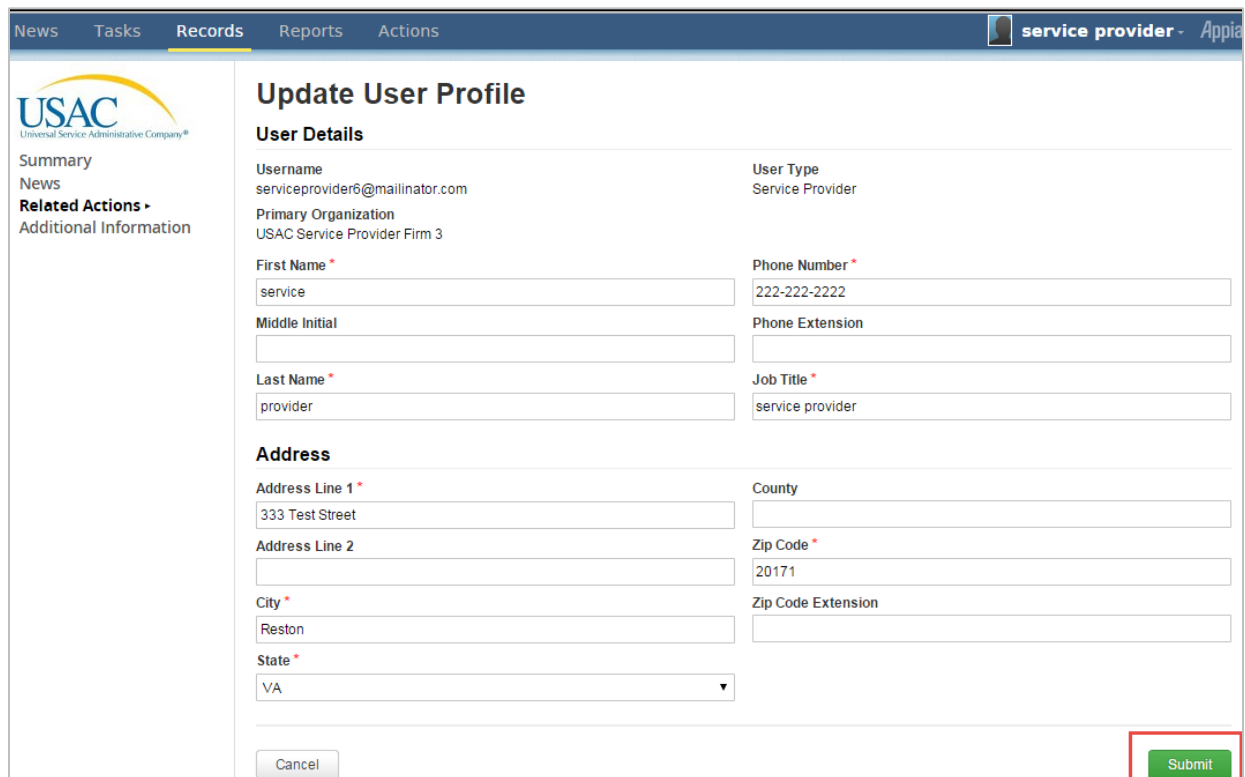
2. On the user profile page, select **Manage EPC User Profile**.



DISCUSSED IN THIS GUIDE: Landing page, Main Menu, News, Tasks, star icon, add/remove search filters, breadcrumbs, notifications, managing user profile, changing your password, system timeout

3. Make the necessary changes on the **User Details** page and click **Submit**.

NOTE: Items marked with an asterisk (*) are required.



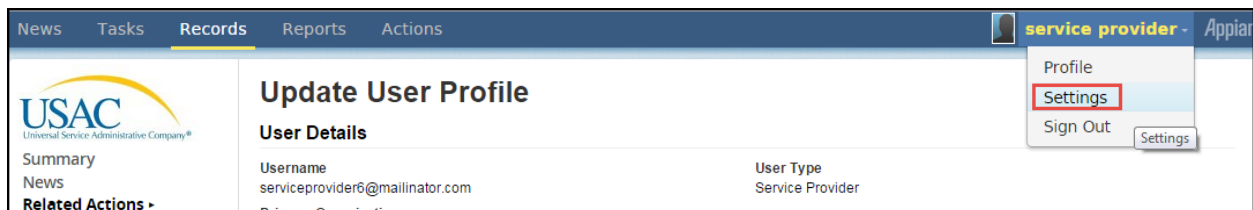
The screenshot shows the 'Update User Profile' page. The navigation menu on the left includes 'News', 'Tasks', 'Records' (selected), 'Reports', and 'Actions'. The main content area is titled 'Update User Profile' and contains a 'User Details' section. The fields are as follows:

Username	serviceprovider6@mailinator.com	User Type	Service Provider
Primary Organization	USAC Service Provider Firm 3		
First Name *	service	Phone Number *	222-222-2222
Middle Initial		Phone Extension	
Last Name *	provider	Job Title *	service provider
Address Line 1 *	333 Test Street	County	
Address Line 2		Zip Code *	20171
City *	Reston	Zip Code Extension	
State *	VA		

At the bottom of the form, there are 'Cancel' and 'Submit' buttons. The 'Submit' button is highlighted with a red box.

Change your password

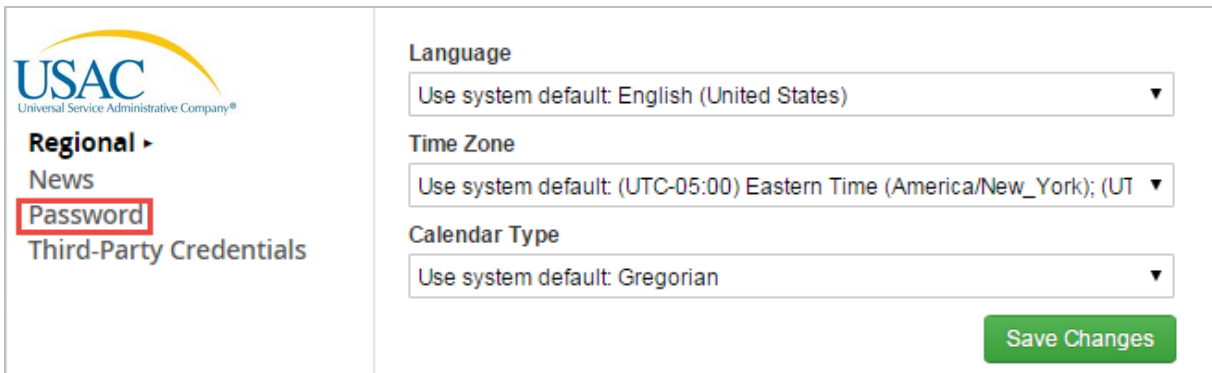
1. Under your username, select **Settings**.



The screenshot shows the 'Update User Profile' page with the user profile dropdown menu open. The menu options are 'Profile', 'Settings' (highlighted with a red box), and 'Sign Out'. A 'Settings' button is also visible next to the 'Sign Out' option.

DISCUSSED IN THIS GUIDE: Landing page, Main Menu, News, Tasks, star icon, add/remove search filters, breadcrumbs, notifications, managing user profile, changing your password, system timeout

2. On the left-hand menu, select **Password**.



The screenshot shows the USAC user profile settings page. On the left-hand menu, the 'Password' option is highlighted with a red box. The main content area contains three dropdown menus: 'Language' (set to 'Use system default: English (United States)'), 'Time Zone' (set to 'Use system default: (UTC-05:00) Eastern Time (America/New_York); (UT)'), and 'Calendar Type' (set to 'Use system default: Gregorian'). A green 'Save Changes' button is located at the bottom right of the settings area.

3. Enter your old password and new password, following the rules listed.
4. Click **Save Changes**.

System Timeout

The system will issue you warning after 60 minutes of inactivity. You will be automatically logged out after 65 minutes.