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Universal Service
Administrative Co.

E-Rate

- SPECIAL EDITION -

April 6, 2023

E-Rate Systems Consolidation

USAC is consolidating its E-Rate Legacy systems and forms into the E-Rate Productivity Center (EPC). All **the E-Rate invoicing related forms** (the FCC Form 472, FCC Form 473, and the FCC Form 474) **will be moved into EPC** as part of this consolidation.

USAC has already migrated the entity's users invoicing permissions to simplify how applicants and service providers access the new EPC invoicing tools. This was done based on users' existing access permissions in the SL Legacy systems. Please verify that your entity has an EPC Account Administrator, so that invoicing users' access rights can be managed on an ongoing basis.

System cutover from the SL Legacy systems and forms into EPC **is expected to occur in May/June 2023**. When this occurs, USAC will pause invoice submissions in the SL Legacy systems to ensure a successful transition. When the transition date is established, USAC will announce the last day you can submit an invoice using the SL Legacy systems and the date when you must begin submitting invoices in EPC. USAC will also provide information and resources to assist in the transition. In advance of the transition, please submit all current E-Rate invoices in a timely manner to minimize the effect of any delays.

Below we provide information on the SL Legacy systems' changes and how to prepare for this transition. We also provide information on how to log into EPC for the first time, how to update your entity's EPC Account Administrator, and how to review your EPC user permissions and update those, if needed.

Preparing for the E-Rate Systems Consolidation

USAC is also providing information and resources to help with the transition from the SL Legacy systems to EPC. The [E-Rate System Consolidation page](#) provides resources including [frequently asked questions](#), an [infographic](#), and links to news briefs and helpful videos.

What is changing:

- The user interface will change to the interface that is used in EPC.
- Notifications about invoice submission statuses will be delivered to your **News Feed** in EPC.

- Inquiries from USAC about your invoice submissions will be available through EPC, and you can reply and attach any documentation requested or additional information in EPC.
- Funding Year (FY) 2015 and earlier invoice submissions. After the transition, you will create a customer service case in EPC to submit FY 2015 and earlier invoice requests. USAC will provide instructions when this change is implemented.

What will stay the same:

- E-Rate invoice program rules and processes will not change.
- The information and documentation to be submitted remains the same.
- Disbursements will continue to be made twice a week.
- Appeals and post-commitment transactions for FY 2015 and prior years will continue to be submitted by creating a customer service case in EPC.

See the [E-Rate System Consolidation videos](#) for applicant and service provider demos of the new E-Rate invoice submission processes and to learn how to manage users' access rights within the new invoicing interface in EPC

Instructions for First-Time EPC Log-in

[One Portal](#) is USAC's multi-factor authentication (MFA) gateway into USAC's systems for the universal service programs (e.g., E-Rate/EPC, Lifeline, Rural Health Care, High Cost). The first time you sign into One Portal, the system will prompt you to set up MFA for your account. To do this:

- Click the blue **Continue** button.
- Click the **Forgot Password** link.
- Enter your Username (your email address) and click **Reset via Email**.
- When you receive the email, click the link to create a password. Your password must be at least eight characters long and include one lowercase letter, one uppercase letter, one number, and one special character.
- Accept One Portal's terms of use and click **Sign In**.
- On the next page, confirm the email associated with your account and click **Send Email**.
- Check your email for a verification code. If you did not receive a verification code, check your email's spam folder before selecting the "resend email" option.
- Enter the code and click **Verify**.

After logging in, you will see USAC's new One Portal dashboard if you have access to more than one of USAC's systems. On this page you can access all of USAC's systems that are associated with your login, including EPC.

Multi-factor authentication is required for each login. Once you enter your username and password, you will be redirected to the Email Authentication page to confirm the email associated with your account. You can do so by clicking the **Send Email** link and checking your inbox for a verification code. Then, enter the code into the designated box and click **Verify**.

Service Providers: Review Your EPC Invoice Permissions

Periodically, service provider Account Administrators in EPC should review their users and their access level permissions to ensure user access information is up to date. Previously, service providers added users through updates on the FCC Form 498. Now, service provider Account Administrators can update their EPC users in the Invoicing Portal, which was part of Phase 1 of the [E-Rate System Consolidation](#). View the [Service Provider User Permissions](#) video, to learn how to manage EPC user permissions, create new users, and add/remove users.

Applicants: Review Your EPC Invoice Permissions

Applicants that will invoice E-Rate via the BEAR form (FCC Form 472) in EPC will need to ensure that their users have the appropriate permissions to view, prepare, submit, and certify the forms. This is a new feature available for applicants in EPC. USAC migrated existing entities' invoicing permissions in the SL Legacy systems to EPC in early December (see the [December 19, 2022 E-Rate Systems Consolidation news brief](#) for more information).

Manage User Permissions

The Account Administrator can manage its entity's users and any consultant users from the **Manage User Permissions** screen. To begin:

1. Log into EPC.
2. On **My Applicant Landing Page**, click the **Manage Users** link.
3. Select the organization by clicking the appropriate checkbox and then click **Manage User Permissions**.

You will arrive at the Manage User Permissions page where you can see all the permissions that are available. To grant a user BEAR form permissions, the Account Administrator can assign rights under the **BEAR/472 Permission** column in the grid, as follows:

- Full Rights (can create, edit and certify forms),
- Partial Rights (can create and edit forms), or
- View Only Rights (can see, but not create or edit forms)

When the permission level is selected, click **Submit**.

Additional Resources

- View the [BEAR Create a New User](#) video
- View the [BEAR Manage User Permissions](#) video
- View the [BEAR Manage Consultants](#) video
- View the [BEAR Remove Existing Users](#) video

Update Your EPC Account Administrator Information

USAC sent outreach to applicants and service providers on March 30, 2023, to remind them to establish an EPC Account Administrator (AA) or update their AA information. Follow these

steps if you are the current EPC Account Administrator and need to update your contact information.

Applicants:

- Log into EPC. The **My Landing Page** opens.
- Select the name of the filing entity under **My Entities**. The **Summary** page opens.
- Select **More Actions** (next to **Manage Organization**) in the upper right-hand corner. Click **Modify Account Administrator**.
- Review the current Account Administrator and update by placing a check mark beside the desired Account Administrator. Select **Continue**.
- A summary page showing the current and the newly selected Account Administrator appears. If the information is correct, click **Submit**.

Service Providers:

- Your EPC Account Administrator is established in EPC based on the contact included in **Block 13 Company Contact for Schools and Libraries** on your [FCC Form 498](#).
- To update your EPC Account Administrator, you must **submit an updated FCC Form 498** in the [E-File System](#).

Note: Service providers that submit a new FCC Form 498 or revise their current FCC Form 498 must have an active unique entity identifier (UEI) through SAM.gov. To learn more, read [our latest bulletin](#) and watch the new [Register for a New 498 ID](#) and [Update SAM.gov Unique Entity ID on the FCC Form 498](#) videos.

Establish a New EPC Account Administrator

If you are planning to leave your entity, please designate a new EPC Account Administrator before your departure. If your EPC Account Administrator is no longer available to make these changes in EPC, follow these steps.

- Contact the E-Rate Customer Service Center at (888) 203-8100, Monday through Friday, 8 a.m. to 8 p.m. ET.
- Provide a reference letter of agency from the school/library district on the organization's letterhead (or from the organization's email domain) including the new EPC Account Administrator's name, title, signature, and contact information.

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