Schools and Libraries (E-Rate) Program
FCC Form 473 (SPAC Form) User Guide
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Form Assistance

Service providers file the FCC Form 473 (Service Provider Annual Certification (SPAC) Form) in USAC’s E-File system. You can find information about this form on the [FCC Form 473 Filing](https://www.usac.org/e-rate/how-to-submit-form-473/) webpage.

If you have trouble accessing the SPAC Form, please contact USAC’s call center at (888) 641-8722 between 9:00 a.m. and 5:00 p.m. ET Monday through Friday and choose option four for Contributors (not the option for Schools and Libraries).

If you have any questions about completing this form, please contact the Schools and Libraries (E-Rate) Program Client Service Bureau (CSB) at (888) 203-8100 between 8:00 a.m. and 8:00 p.m. ET Monday through Friday.

You can also create a customer service case in the E-Rate Productivity Center (EPC) by selecting the [Contact Us](https://www.usac.org/e-rate/how-to-submit-form-473/) link on your EPC landing page or by using the [Actions](https://www.usac.org/e-rate/how-to-submit-form-473/) tab.

One Portal

To file a SPAC Form, all users must first log in to One Portal, USAC’s [multi-factor authentication (MFA)](https://www.usac.org/e-rate/how-to-submit-form-473/) system. MFA is a method of authenticating a computer user during the login process by requiring the user to enter two or more separate pieces of information, such as a password known to the user and a code we generate and send to the user by email or text. MFA helps safeguard access to data and applications, and provides additional security. One Portal complies with both federal and Federal Communication Commission (FCC) information security guidelines. To learn more about USAC's MFA and to find a list of all Universal Service Fund (USF) IT applications included in the single portal, visit [USAC's website](https://www.usac.org/).

If you are also an EPC user, USAC has already created an account for you in One Portal. To set up your credentials in One Portal, click the blue [Sign In](https://www.usac.org/e-rate/how-to-submit-form-473/) button at the top of any USAC page and follow the instructions.

If the general contact or company officer adds you as a user to your organization’s E-File account, this action will create a One Portal account that will use your email address as your username. If you need to reset your password, click the "forgot password" link. For more information, watch the “[How to Reset Your Password” video](https://www.usac.org/e-rate/how-to-submit-form-473/).
Logging in to One Portal for the First Time

The first time you sign into a USF IT application, the system will prompt you to set up MFA for your account. To do this:

1. Click the blue **Continue** button in the pop-up message.
2. On the login page, click the **Forgot Password** link.
3. Enter your Username (your email address) and click **Reset via Email**.
4. 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.
5. Accept the system's terms of use and click **Sign In**.
6. On the next page, confirm the email associated with your account and click **Send Email**.
7. Check your email for a verification code.
8. Enter the code and click **Verify**.
9. The first time you log in to One Portal, you will need to accept the system terms and conditions.

After logging in, you will see USAC's single portal application dashboard if you have access to more than one application. On this page, you can access all of the USF applications associated with your log in. Users no longer have to sign into multiple applications to interact with different USF programs.

From the dashboard, click the drop-down menu arrow to the right of your username.

A link to the **Settings** page will appear to add a cell phone number to your account. This will allow you to receive verification codes via either email or text message when you log in in the future.
One Portal Dashboard

After you log in to One Portal, you will see your One Portal dashboard, which will include all of the USF programs.

If you click the drop-down arrow by the program name, a list of systems you have access to will appear.

If you have questions or technical issues, please call CSB at (888) 203-8100.
FCC Form 473 (SPAC Form) Navigation

Service Provider Homepage
After you log in to One Portal, and select the SPAC Form from the One Portal dashboard, you will see the SPAC Form’s Service Provider Homepage confirming your 498 ID/Service Provider Identification Number(s) (SPINs).

The SPIN has been successfully set to: 143001124
SPAC Form Menu

From the **Service Provider Homepage**, you can navigate to various functions within the form by using the links in the blue menu at the top of the page.

- **Certify SPAC** - File a new form.
- **Return to Portal** - Return to the One Portal dashboard.
- **Log out** - Log out of the SPAC Form.

Certify and Cancel Buttons

Press **Certify** to certify and submit this form or **Cancel** to discard the form and return to the SPAC Form’s **Service Provider Homepage**.

Red System Prompts

While you are filling out your form you may receive system messages in red which provide information about data validation or mandatory fields. Please provide the requested information to clear the validation error.

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**Certify Service Provider Certification**

**Validation Error**

Please fix the following errors before submitting the form.

- Error! Checkbox 23 of the service provider certification must be selected.
- Error! The signature checkbox must be selected.
- Error! The service provider authorized person’s title must be provided.

*Click anywhere in this section to close.*
Filing FCC Form 473 (SPAC Form)

1. Log in to One Portal.

2. From the One Portal dashboard, click the Schools and Libraries drop-down menu and click the FCC Form 473 (SPAC) box.
Service Provider Homepage

The link will take you to the SPAC Form’s Service Provider Homepage.

1. If you have multiple Service Provider Identification Numbers (SPINs), choose the appropriate SPIN from the Choose SPIN drop-down menu. This will select (“set”) the SPIN.

If you have only one SPIN, or you have chosen your SPIN from the drop-down menu, your SPIN will then be set for this SPAC Form.

2. Click the Certify SPAC link in the menu at the top of the page.
Certify Service Provider Certification

Block 1: Service Provider Information

This section of the SPAC Form contains information to identify your service provider organization and contact person for this form.

1. Review your Service Provider Information:
   - Name of Service Provider
   - Service Provider Identification Number (SPIN)

2. Select the funding year you are submitting the certification for using the Funding Year drop-down menu. Funding years begin on July 1 and end on the following June 30. For example, Funding Year 2021 runs from July 1, 2020, through June 30, 2022.

3. Review your contact information. The system pre-populates this information; however, you can also edit the information.
   
   Contact Name. Provide the name of the person USAC should contact with questions about this form. The contact person must be able to answer questions in a timely manner regarding the information included in this form.
   
   Complete Mailing Address of Contact Person. Provide the mailing address for the contact person.
Telephone Number. Provide the telephone number with area code for the contact person. You can also provide an extension.

Fax Telephone Number. Provide the fax telephone number with area code for the contact person.

Email Address. Provide the email address of the contact person.

Block 2: Certification (FY2019 and Previous Years)

Read the certification statements and then click each box to affirm certify the each statement.

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Block 2: Certification (FY2020 and Forward)

Read the certification statements and then click each box to affirm certify the each statement. There are two additional certifications starting in FY2020.

☐ 24 I certify that no universal service support has been or will be used to purchase, obtain, maintain, improve, modify, or otherwise support any equipment or services produced or provided by any company designated by the Federal Communications Commission as posing a national security threat to the integrity of communications networks or the communications supply chain since the effective date of the designations.

☐ 25 I certify that no Federal subsidy made available through a program administered by the Commission that provides funds to be used for the capital expenditures necessary for the provision of advanced communications services has been or will be used to purchase, rent, lease, or otherwise obtain, any covered communications equipment or service, or maintain any covered communications equipment or service previously purchased, rented, leased, or otherwise obtained, as required by 47 C.F.R. § 54.10.
Contact Information for Service Provider Authorized Person

1. Click the **Signature** box to certify to your agreement to comply with FCC rules. By checking this box, and clicking the **Certify** button at the end of the form, you have electronically signed the form.

   **NOTE:** An electronic signature is considered to be the same as a handwritten signature on the form.

2. The system automatically pre-populates the **Date** that the service provider signed the acknowledgment.

3. The **Name, Address, City, State, and Zip Code** of the authorized person is pre-populated using the One Portal login credentials. (To update this information, click the **Return to Portal** link in the blue menu at the top of the page. From the E-File landing page, click **My Account** to access the account information.)

4. The system pre-populates the **Phone Number** of the authorized person using the E-File system login credentials; however, you can also edit the information using the fields provided. This information is required to complete the form.

5. Provide the **Title/Position** of the authorized person certifying this form. This information is required.
6. Press **Certify** to certify and submit this form or **Cancel** to discard the form and return to the **Service Provider Homepage**.

**View Service Provider Certification**

7. After you certify the form, an orange confirmation message will appear at the top of the page.

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**NOTE:** Be sure to print a copy of the confirmation screen. This is the only record of your submission. Click the **PRINTABLE PAGE** link in the upper right corner of the screen to obtain a printable version of the form.