

# EPC Administrative Window

2020 Applicant and Service Provider Training  
November 6, 2020



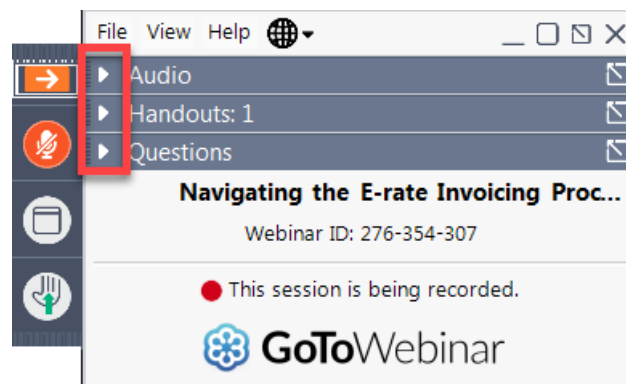
Universal Service  
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## HOUSEKEEPING – WEBINAR PANEL

- The webinar panel is located on the right-hand side of the screen.
- Open the panel by clicking the orange arrow.

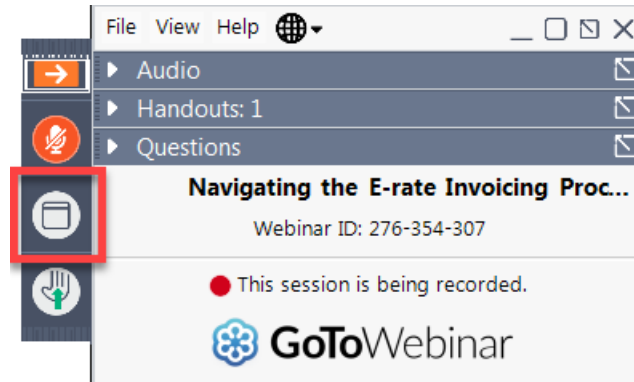


- Use the white arrows to open the sections in the panel.

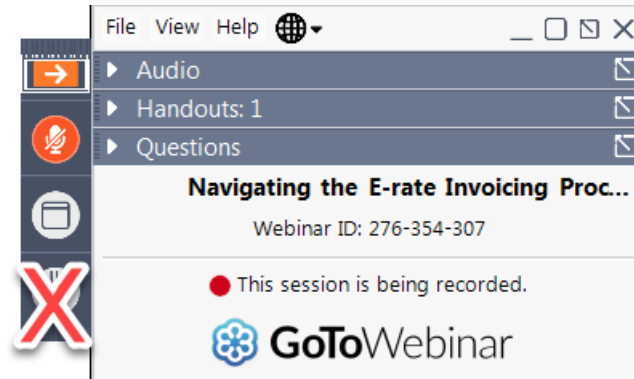


## HOUSEKEEPING – WEBINAR PANEL

- You can use the panel to view the presentation in full screen or window mode.



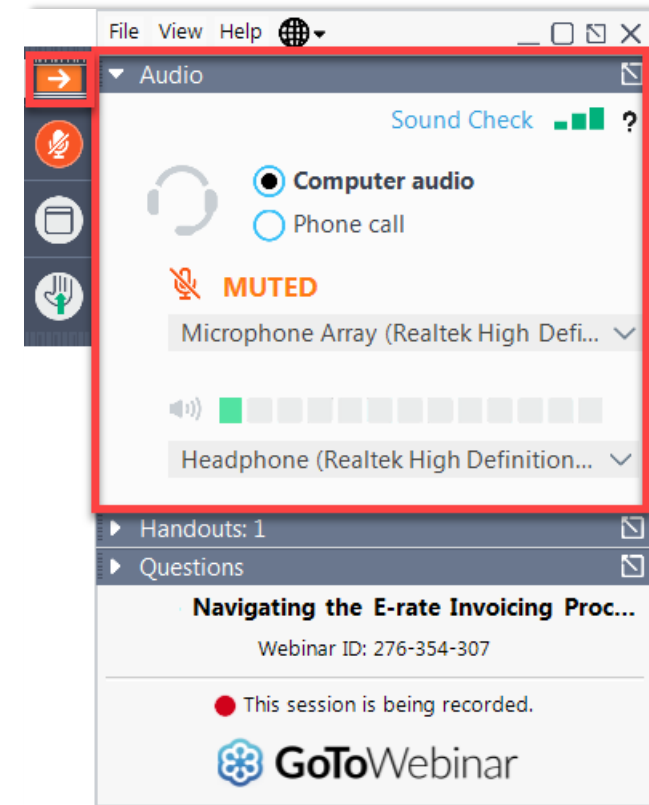
- We are not using the hand raise function.





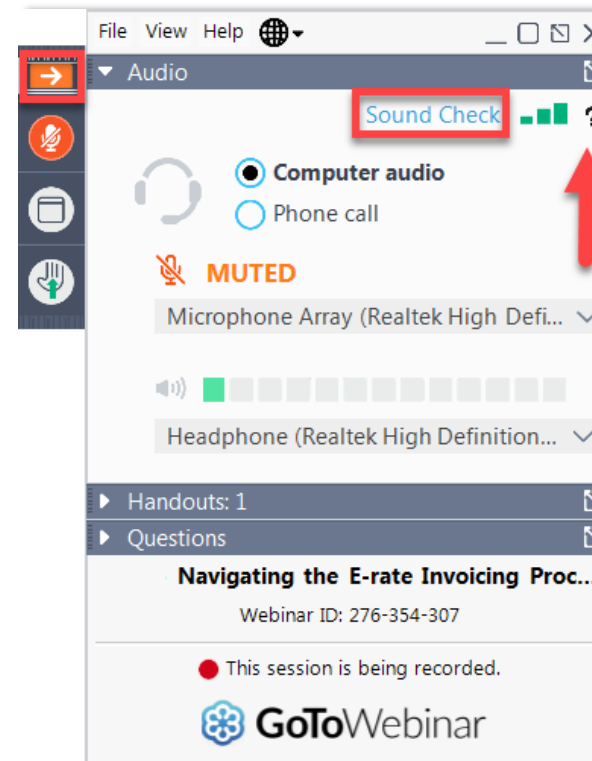
## HOUSEKEEPING – AUDIO

- Use the “Audio” section of your control panel to select an audio source.
- Choose one of the audio options:
  - Your computer's audio
  - Call in using an access code and audio PIN.
- The audience will remain on mute.

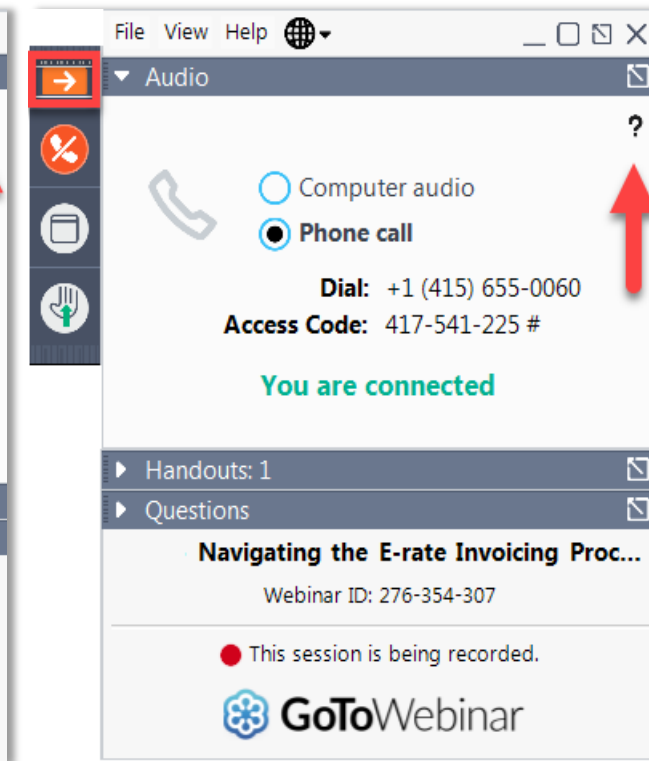


## HOUSEKEEPING – TECHNICAL ISSUES

- Use the “Sound Check” link and click question mark icon for audio help.
- Exit webinar and click the [check system requirements](#) link in the event confirmation email to determine whether your computer meets the requirements to see and hear the webinar.
- If issues persist, call 833-851-8340 to [troubleshoot with GoToWebinar](#).



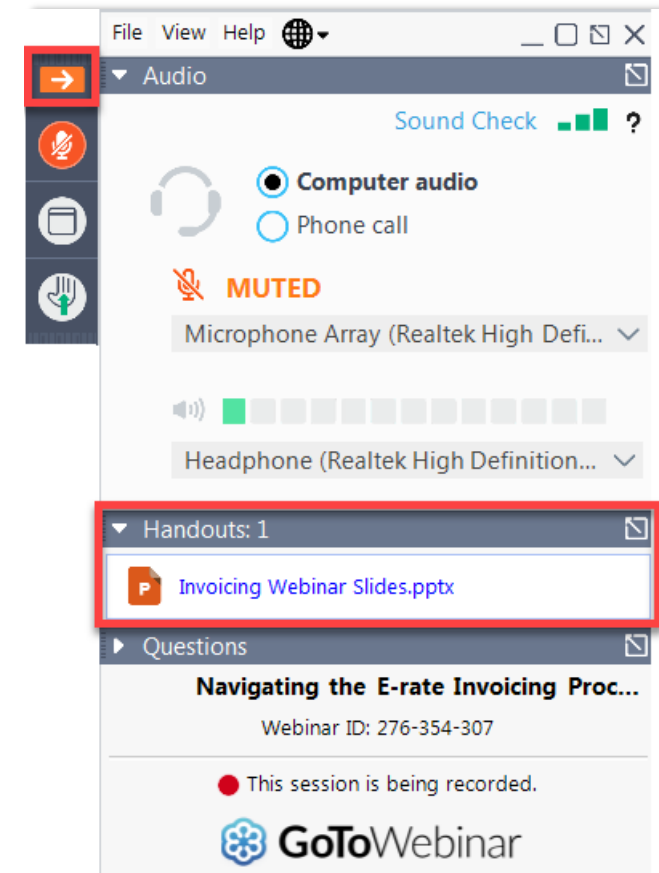
Computer Audio



Phone Call

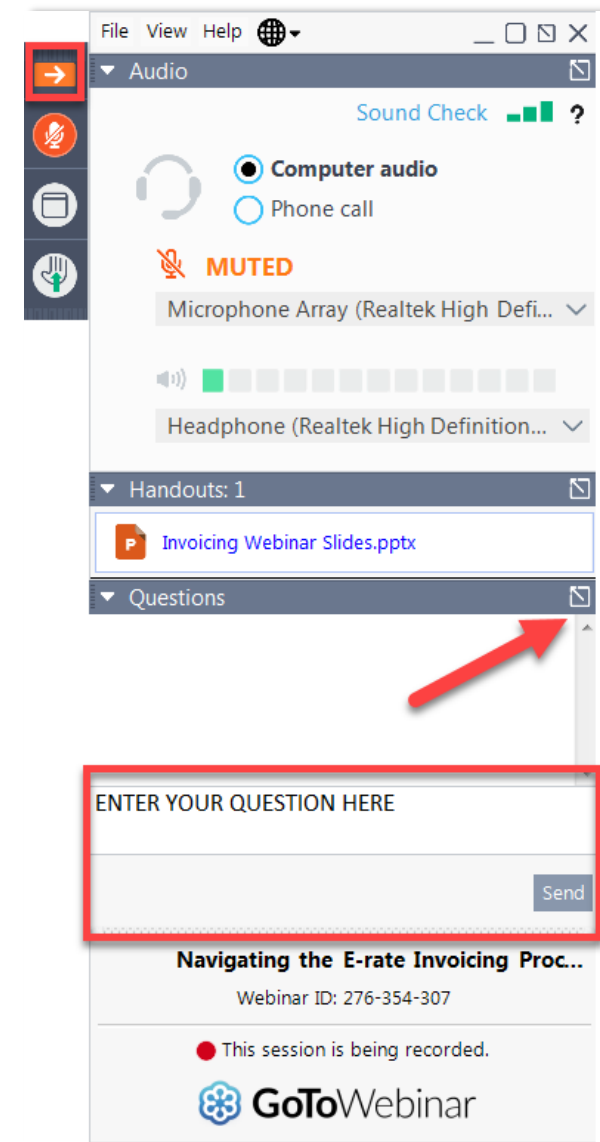
## HOUSEKEEPING – RESOURCES

- The **slide deck** is available when you click the arrow to expand the “**Handouts**” tab.
- A recording of this webinar will be available after the event via the registration link.



## HOUSEKEEPING – Q&A

- **There will be a live Q&A session focused on today's topics.**
- Tips for submitting questions:
  - Use the “Questions” box in your webinar control panel anytime during the presentation.
  - Click the box with the arrow above the questions box to expand it and see all written answers.
  - Write in full sentences.
  - Ask one question at a time.
  - Ask questions related to webinar content.



## CLIENT SERVICE BUREAU (CSB)



**Call us at (888) 203-8100**

Monday – Friday 8:00 a.m. to 8:00 p.m. ET



**Create a customer service case in the E-rate Productivity Center (EPC):**

1. Log in to EPC.
2. Select the **Contact Us** link from the upper right menu on your landing page.





## MEET OUR TEAM



**John Noran**  
Senior Manager

E-rate Program



**Nkeshi Free**  
Communications Specialist

E-rate Program

## AGENDA

1. EPC Administrative Window and One Portal
2. Account Administrators and New Users
3. Updating Parent and Child Organization Profiles
4. Changes to FY2021 Entity Profiles
5. Q&A

# EPC Administrative Window and One Portal



# EPC Administrative Window

**The administrative window allows applicants to update their profiles in the E-rate Productivity Center (EPC).**

- Opened on October 19, 2020
- Will close shortly before the Funding Year (FY) 2021 FCC Form 471 application filing window opens.

## **Why is there an administrative window?**

- Libraries and consortia depend on static student counts to accurately calculate their discounts.
- For consistency, certain entity information cannot be changed during the application filing window.

# Logging In to One Portal

**USAC added One Portal multi-factor authentication (MFA) for EPC and the FCC Form 472 (BEAR Form) on July 27, 2020.**

- Users must first log in to One Portal to access USAC applications.
- MFA authenticates a computer user by requiring the entry of 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 to enter in order to gain access.
- USAC has created accounts for EPC users and BEAR Form filers.
- We continue to create accounts as new EPC users are created and new BEAR PINs are issued.



# Logging In to One Portal: First-Time Users

Go to the USAC main page at <https://usac.org> and:

- Click the blue **Sign In** button at the top of the page.
- Read the instruction page and then click the blue **Continue** button at the bottom of the page.
- Click the blue **Forgot password?** link under the **Password** field.
- On the **Reset Password** page, enter your username and then click the **Reset via Email** button.
- The system will send an email to your email address with a temporary link to set your password.
- Follow the instructions to set your password.

# Logging In to One Portal: First-Time Users (Continued)

After you log in:

- Accept the Complete Terms and Conditions for your use of One Portal.
- Can also provide your cell phone number if you would like to receive your authentication code by text message rather than email.

# Account Administrators and New Users



# Account Administrators

- Every parent organization (independent school, independent library, school district, library system, consortium) in EPC needs an account administrator.
- Consultants and service providers also need account administrators for their EPC accounts.
- **Account administrators can:**
  - Create new users.
  - Modify the rights of existing users.
  - Modify information about their organization.
  - Link or unlink their organization to consulting firms and consortia.
  - Modify (change) the account administrator.

# New Users

Users can view, create, certify, and submit FCC forms and requests depending on their user permissions.

- **Full-rights user – create, certify, and submit**

- School or library official – equivalent role to full-rights user for applicant FCC Form 498

- **Partial-rights user – create only**

- General financial contact – equivalent role to partial-rights user for applicant FCC Form 498


- **View-only rights users – view only**



# How to Create a New User

- From your landing page, choose **Manage Users**.

## My Applicant Landing Page



Portal-UAT

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[Appeal](#) | [IDD Extension](#) | [FCC Form 500](#) | [SPIN Change](#) | [Service](#)  
[Substitution](#) | **[Manage Users](#)** | [Manage Organizations](#) | [USAC Website](#) |  
[Contact Us](#) | [Help](#)

Welcome, [Library System 13001!](#)

### Pending Inquiries

Type

Application/Request

Funding Year

# How to Create a New User

- From the **Manage Users** screen, select your entity, then **Create a New User**.

## Manage Users

### Existing Organizations

<input checked="" type="checkbox"/>	Billed Entity Name	City	State
<input checked="" type="checkbox"/>	Library System 13001	Washington	DC

CANCEL

CREATE A NEW USER

ADD AND REMOVE EXISTING USERS

MANAGE USER PERMISSIONS

# How to Create a New User

## Create A User for Library System 13001

### User Details

User Type

Applicant

First Name \*

John

Job Title \*

Manager

Last Name \*

Smith

Phone Number \*

Middle Initial

Phone Extension

### Email

Email \*

Confirm Email \*

- Fill in the user details, assign rights, click **Continue** to check your work, then click **Submit**.
- USAC then automatically creates a One Portal account for the user you created.

# Granting User Permissions

- The account administrator can modify which rights to assign to each user.

Records / Applicant Entities

#208 - ABC School District

Summary Customer Service Modifications Additional Information Discount Rate Contracts FCC Forms FRN Appeals News Related Actions

## Manage User Permissions

### Organization Details

**Name** ABC School District

**Address** 123 Street  
Lawrence, KS 66046

**Mailing Address** 123 Street  
Lawrence, KS 66046

**FCC Registration Number** 1231231234

**Organization Type** Applicant

**Phone Number** 785-555-5555

**Email** kproctor66044@gmail.com

### User Permissions

In the table below, you can designate the permissions that you wish to give to each of your users for the various tasks you can complete in the portal. This table will continue to grow as more functionality comes online.

- Full rights users can start, complete, submit and certify forms.
- Partial rights users can start and enter data in the form, but cannot submit and certify them.
- View Only users can only see forms created by other people in your organization but cannot create forms themselves.
- Form 498 School or Library Officials can start, complete, submit, certify, modify, and deactivate Forms 498.
- Form 498 General Financial Contacts can start, complete, and submit Forms 498, but cannot certify new or updated Forms 498 or deactivate existing Forms 498.
- Post-Commitment Full and Partial rights user can start, complete, and submit Spin Change and Service Substitution requests. Post-Commitment View Only rights can view the submitted Spin Change and Service Substitution requests.

Name	Email	Apply All	470 Permission	471 Permission	498 Permission	Post-Commitment Permission	486 Permission	Appeals Permission
Sam Schooldistrict	sam_schooldistrict@test.usac.org	<input type="checkbox"/>	<input type="checkbox"/> Full	<input type="checkbox"/> Full	<input type="checkbox"/> School or Library Official	<input type="checkbox"/> Full	<input type="checkbox"/> Full	<input type="checkbox"/> Full
applicant1 test	applicanttest1@mailinator.com	<input type="checkbox"/>	<input type="checkbox"/> Full	<input type="checkbox"/> Full	<input type="checkbox"/> School or Library Official	<input type="checkbox"/> Full	<input type="checkbox"/> Full	<input type="checkbox"/> Full

CANCEL

SUBMIT

# Updating Parent and Child Entity Profiles





# All Entities - Update Your Organization's Profile

## ■ FCC Registration Number

- Verify that the FCC Registration Number (FCC RN) for your billed entity is correct.
- If you are a school district or library system, you do not need FCC RNs for each of your individual schools or library branches.

## ■ Contact information

- Verify the name, physical address, mailing address, and other contact information for the billed entity and its child entities (individual schools in a school district or library branches in a library system).

## ■ New entities

- For each new entity that is currently missing in your organization's profile, USAC must create the entity for you.

# Schools - Update Your Organization and Child Entity Profiles

## Independent school/school district student counts

- Review the student counts for each of your schools and update as necessary.
- Starting with FY2021, we will collect two student counts:
  - The first, for the purpose of calculating the discount, is reported at the individual school level.
  - The second, for the purpose of calculating the Category Two (C2) budget, can be reported at the individual school level or at the school district level. This count is fixed for the five-year cycle and will not need to be updated until FY2026, unless you choose to do so.
- For each new school entity that is currently missing in your organization's profile, USAC must create the entity for you.

# Libraries - Update Your Organization and Child Entity Profiles


## Independent library/library system square footage and main branch

- Verify the square footage for each of your library branches and the designation of your library's main branch.
  - Library systems report square footage at the library branch level (rather than a total at the library system level).
- If you are an independent library, choose your library as your main branch.
- **Add square footage to bookmobiles and kiosks. A bookmobile or kiosk with zero square footage will not be included in the library system's C2 budget calculation.**
- For each new library entity that is currently missing in your organization's profile, USAC must create the entity for you.

# How to Update a Parent Entity Profile

- From the landing page, click the parent entity name, either from the Welcome message at the top of the page or the first entry in the **My Entities** section.

**My Applicant Landing Page**

 **Training**  
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Welcome, School District 400100!

### Pending Inquiries

Type:  Application/Request:

Funding Year:

Pending COMAD Inquiries are not included.

Application/Request Number	Type	Nickname	Inquiry Name	Outreach Type	Date Sent	Due Date	Extn.	Status
No items available								

### Notifications

Notification Type:  Status: ☒ All ☐ Generated ☐ Not Generated

Funding Year:

Notification	Description	Issued Date	Generated By	Generated On
No items available				

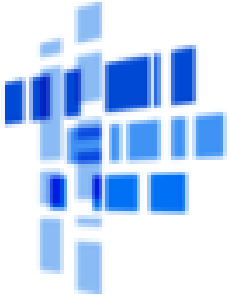
### My Entities

Entity	Entity Number	City	State	Zip Code
School District 400100	17308	Washington	DC	20005
School 1 In District 400100	18006	DC	DC	20005
School 2 In District 400100	18007	DC	DC	20005
School 3 In District 400100	18008	DC	DC	20005

# How to Update a Parent Entity Profile

Parent entity name – detail 1 to locate parent entity name

## My Applicant Landing Page



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[Form 500](#) | [SPIN Change](#)  
[Help](#)

Welcome, School District 400100!

### Pending Inquiries

Type

-- Select a Type --

Application/Request

Funding Year

-- Select a Funding Year --



# How to Update a Parent Entity Profile

Parent entity name – detail 2 to locate parent entity name

## Notifications

Notification Type

Please select a value

Funding Year

-- Select a Funding Year --

Notification	Description	Issued Date
No items available		

## My Entities

Entity	Entity Number
School District 400100	17308
School 1 In District 400100	18006
School 2 In District 400100	18007
School 3 In District 400100	18008

# How to Update a Parent Entity Profile

- From the parent entity's profile page, choose **MANAGE ORGANIZATION**.
  - You can also choose **Related Actions** and then choose **Manage Organization** from the resulting list.

Records / Applicant Entities

## #17308 - School District 400100

[MANAGE ORGANIZATION](#) [CREATE A CUSTOMER SERVICE CA...](#)

[Summary](#) [Customer Service](#) [Modifications](#) [Additional Information](#) [Discount Rate](#) [Contracts](#) [FCC Forms](#) [FRN Appeals](#) [News](#) [Related Actions](#)

### Organization Details

Name	School District 400100	Applicant Type	School District
Entity Number	17308	Status	Active
FCC Registration Number	0123456789		

### Contact Information

Physical Address	700 12th St NW #900 Washington, DC 20005	Phone Number	123-456-7890
Mailing Address	700 12th St NW #900 Washington, DC 20005	Email	sd_400100@testmail.usac.org
		Website URL	

### Account Administrator

An Account Administrator has not been indicated.

### General Contact

A General Contact has not been indicated.

# How to Update a Parent Entity Profile

- You can then update many of the fields in the organization's entity profile.

Records / Applicant Entities  
**#17308 - School District 400100**

Summary Customer Service Modifications Additional Information Discount Rate Contracts FCC Forms FRN Appeals News **Related Actions**

## Modify An Organization

<b>Name *</b>	<b>Organization Type</b>
<input type="text" value="School District 400100"/>	Applicant

### Physical Address


<b>Address Line 1 *</b>	<b>Zip Code *</b>
<input type="text" value="700 12th St NW #900"/>	<input type="text" value="20005"/>
<b>Address Line 2</b>	<b>Zip Code Extension</b>
<input type="text"/>	<input type="text"/>
<b>City *</b>	<b>County *</b>
<input type="text" value="Washington"/>	<input type="text" value="Please select a County"/>
<b>State *</b>	
<input type="text" value="DC"/>	

Please ensure that the address, city, state, and zip code are correct

# How to Update a Child Entity Profile

- From the landing page's **My Entities** section, click the child entity name.

**My Applicant Landing Page**

 **Training**  
**Universal Service Administrative Co.**

Welcome, School District 400100!

[Funding Request Report](#) | [FCC Form 470](#) | [FCC Form 471](#) | [FCC Form 486](#) | [Appeal](#) | [IDD Extension](#) | [FCC Form 500](#) | [SPIN Change](#) | [Service Substitution](#) | [Manage Organizations](#) | [USAC Website](#) | [Contact Us](#) | [Help](#)

### Pending Inquiries

Type:  Application/Request:

Funding Year:

Pending COMAD Inquiries are not included.

Application/Request Number	Type	Nickname	Inquiry Name	Outreach Type	Date Sent	Due Date	Extn.	Status
No items available								

### Notifications

Notification Type:  Status: ☒ All ☐ Generated ☐ Not Generated

Funding Year:

Notification	Description	Issued Date	Generated By	Generated On
No items available				

### My Entities

Entity	Entity Number	City	State	Zip Code
School District 400100	17308	Washington	DC	20005
School 1 In District 400100	18006	DC	DC	20005
School 2 In District 400100	18007	DC	DC	20005
School 3 In District 400100	18008	DC	DC	20005

# How to Update a Child Entity Profile

Child entity name – detail to locate child entity name

Notifications

Notification Type

Please select a value

Funding Year

-- Select a Funding Year --

Notification	Description	Issued Date
No items available		

My Entities

Entity	Entity Number
School District 400100	17308
School 1 In District 400100	18006
School 2 In District 400100	18007
School 3 In District 400100	18008

# How to Update a Child Entity Profile

- From the child entity profile, click **MANAGE ORGANIZATION**.
  - You can then update the child entity in the same way you updated the parent entity.

Records / Applicant Entities  
**#18006 - School 1 In District 400100**

**MANAGE ORGANIZATION**

Summary Additional Information Category Two Budget Contracts FCC Forms News Related Actions

### Organization Details

Name	School 1 In District 400100	Applicant Type	School
Entity Number	18006	Status	Active
FCC Registration Number	0123456789		

### Contact Information

Physical Address	700 12th St NW #900 DC, DC 20005 District Of Columbia	Phone Number	123-456-7890
Mailing Address	700 12th St NW #900 DC, DC 20005 District Of Columbia	Email	s1_in_sd_400100@testmail.usac.org
		Website URL	

### Applicant Attributes

Latitude	Not Found	User-Entered Latitude	
Longitude	Not Found	User-Entered Longitude	
Urban/Rural Status	Not Found	User-Entered Urban/Rural Status	Rural
School Sub-Type	<input checked="" type="checkbox"/> Public School <input type="checkbox"/> Private School <input type="checkbox"/> Pre-K	Community	No

# Changes to FY2021 Entity Profiles





# Entity Profiles – Section Changes

- Parent and child entity attributes section now consistently labeled **Applicant Information**
- Layout improved for readability
- New section added for **C2 Budget Information** for both schools and libraries
- Student counts for school districts
  - Entered separately for discounts and C2 budgets
  - School districts can enter one number on the school district profile for C2 budget purposes.

# Entity Profiles – School District Information (Formerly Attributes)

## Applicant Information

**School District Sub-Type**

- ☒ Public School District
- ☐ Private School District
- ☐ Charter School District
- ☐ ESA School District

**State School Code** 1060

**State LEA Code**

**NCES Public State Code**

**NCES Public District Code**

**NCES Public Building Code**

# Entity Profiles – School District C2 Budget Section

### Category Two (C2) Budget Information

We calculate your Category Two budget and your discount rate separately, and so we collect separate numbers for each. You are allowed to re-use your Category Two student count from year to year within a Category Two budget cycle, so this number needs to be updated less frequently than the student count for your discount rate.

**How does the district report its student count for Category Two budget?**

☐ One number for my whole district

☒ A number for each school in the district

**Sum of Student Counts of all Schools in the District**

1418

**School Information**

Entity Number or Name

--Please enter an entity name(at least 3 characters) or an entity number--

APPLY FILTERS

CLEAR FILTERS

Entity Number	Entity Name	Total Students for C2 Budget	Is the student count estimated?	Eligible for C2 budget ?
		178	N/A	✓
		305	No	✓
		415	No	✓
		520	No	✓

# Entity Profiles – School District C2 Budget Section

**Options:** Report one student count number for the school district or allow EPC to total the individual school student counts.

**NOTE:** For school districts with 10 or fewer schools, we recommend that you enter your student counts individually by school to maximize the number of options available for your C2 budget calculation.

## Category Two (C2) Budget Information

We calculate your Category Two budget and your discount rate separately, and so we count from year to year within a Category Two budget cycle, so this number needs to be

**How does the district report its student count for Category Two budget?** ?






- ☐ One number for my whole district
- ☒ A number for each school in the district

**Sum of Student Counts of all Schools in the District**

**1418**

# Entity Profiles – School District C2 Budget Section Detail

**NOTE:** The **Eligible for C2 budget?** column indicates each school that can be included in the school district’s C2 budget calculation (i.e., it features a positive student count or the student count for that subtype of school can be zero).

Entity Number	Entity Name	Total Students for C2 Budget	Is the student count estimated? 	Eligible for C2 budget ?
		178	N/A	
		305	No	
		415	No	
		520	No	

# Entity Profiles – School (Child Entity Profile)

Applicant Information

Latitude

Not Found

Longitude

Not Found

Urban/Rural Status

Not Found

School Sub-Type

☒ Public School

☐ Private School

☐ Pre-K

☐ Head Start

☐ Adult Education

☐ Juvenile Justice

☐ Dormitory

☐ Charter School

☐ Tribal School

☐ New Construction School

☐ Swing Space

☐ Detention Center

☐ General-Use School

☐ ESA School

☐ BIE

☐ ESA School District with no Schools

Is this school part of a school district?

Yes

User-Entered Latitude

User-Entered Longitude

User-Entered Urban/Rural Status

Urban

Community Eligibility Program (CEP)?

No

Alternative Discount Method

None

Does this organization have an endowment?

No

Number of Full Time Students

178

Total Number of Students Eligible for National School Lunch Program (NSLP)

108

# Entity Profiles – School C2 Budget (Child Entity Profile)

## Category Two (C2) Budget Information

We calculate your Category Two budget and your discount rate separately, and so we collect separate numbers for each. You are allowed to re-use your Category Two student count from year to year within a Category Two budget cycle, so this number needs to be updated less frequently than the student count for your discount rate.

**Total Students for C2** 178  
**Budget**

# Entity Profiles – Library System Information (Formerly Attributes) and C2 Budget Section

## Applicant Information

Library System Sub-Type

☒ Public Library System  
☐ Private Library System

## Category Two Budget Information

Sum of Square Footage of All Libraries in the System

87500

## Main Library Branch



# Entity Profiles – Library Branch (Child Entity Profile)

For library systems, EPC calculates the total square footage of the system's library branches.

Applicant Information	
Latitude	Not Found
Longitude	Not Found
Urban/Rural Status	Not Found
Library Sub-Type	<input checked="" type="checkbox"/> Public Library
	<input type="checkbox"/> Private Library
	<input type="checkbox"/> Academic
	<input type="checkbox"/> Research
	<input type="checkbox"/> Tribal Library
	<input type="checkbox"/> Bookmobile
	<input type="checkbox"/> Kiosk
	<input type="checkbox"/> New Construction Library
	<input type="checkbox"/> Main Branch
	<input type="checkbox"/> State Library Agency - Library
User-Entered Latitude	
User-Entered Longitude	
User-Entered Urban/Rural Status	
Is this library part of a library system?	
Yes	
Urban	
Category Two Budget Information	
Square Footage	3000

# Entity Profiles – Added, Modified, and Deleted Fields

## ■ Added and modified fields

- Full-time students – discount and C2 budget student counts entered separately
- “Aggregating” school district – can report a single number for school district student count total
- Community Eligibility Provision (CEP) base year
- Estimated student count for new school construction – estimate not allowed for large school districts (>10 schools)
- Library square footage – must be greater than zero to be included in the C2 budget calculation

## ■ Deleted fields – no longer relevant for C2 budget calculation

- Part-time student count
- Peak part-time student count
- IMLS locale code

# New School Entity Types

## General-use school

- A school that offers instruction to students drawn from other schools
- Student counts may change throughout a school year
- Can be magnet schools, vocational schools, or other schools that don't have a consistent population assigned to that school
- Different students may cycle through the school facility at different times of the year.
- The following organizations may be or may support a "General use school":  
ESA (Educational Service Agency), Special Education unit, "time out" schools, computer center, career center, or Outward Bound.
- Can have zero or greater student count

# New School Entity Types

## Detention center

- Treated in the same way as Juvenile Justice
- Eligible for funding if that state's law includes education for students in juvenile justice facilities within its definition of elementary and/or secondary education
- Can have zero or greater student count

# New School Entity Types

## Swing space

- Entity that temporarily houses students from a school which is considered the "main entity" or original location of the student population
- The student population from the "main entity" may require a transfer to the swing space for a variety of reasons – e.g., main entity permanently or temporarily closed, under construction, or revamping their technological infrastructure
- Additional space is also allowable, e.g., trailers on school grounds
- Can only have zero student count

**NOTE:** Juvenile justice and new construction are the two existing entity subtypes that, along with these other three, can have a zero student count and still be included in the C2 budget calculation.

# Entity Profiles – Bulk Upload Template for Schools

- To locate the template, go to the school district (or independent school) profile page and choose **Related Actions**, then **Upload Entity Profile Data**.

[Summary](#) [Customer Service](#) [Modifications](#) [Additional Information](#) [Discount Rate](#) [Category Two Budget](#) [Contracts](#) [FCC Forms](#) [FRN Appeals](#)

[News](#) **Related Actions**

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## Manage Organization

You can only submit one uploaded file at a time; to replace the file to upload, first delete the previously uploaded file and then add the intended file. Please use Excel 2010 or newer versions while creating the bulk upload file.

### Bulk Upload

**Upload File \***

UPLOAD

 Drop files here

**Please click below to download**  
[Download template](#)

CLOSE

SUBMIT

# Entity Profiles – Bulk Upload Template for Schools

- Enter your individual school data in the spreadsheet, left to right, one line at a time.

Some helper text is available by clicking each header field.

	A	B	C	D	E	F	G
1	Independent School and School District - Version 20.1						
2	Individual School or Independent School: Entity Number	Name	School Sub-Type	New Construction?	Is the student counts based on an estimate?		Number of Full Time Students
3	145909	Brad's School					
4							

Required, if New Construction = Yes. Districts with more than ten schools (other than swing spaces) are not allowed to estimate student counts for a new construction and should enter No.

Number of Full Time Students	Community Eligibility Program (CEP)?	CEP Percentage	CEP Base Year	Alternative Discount Method	Total Number of Students Eligible for National School Lunch Program (NSLP)
500	No				450
250	No				150
300	No				250
200	No				300

Error Encountered



This entry must be a whole number and cannot be greater than the Number of Full Time Students.

OK

Some error messages are also provided as you are completing the template.

# Entity Profiles – Bulk Upload Template Troubleshooting

- Use Excel version 2010 or later.
- Download the template and save it to your hard drive with a name you will remember.
- Open the template and IMMEDIATELY enable content. (Click the **Enable Macros** button.)
- Enter data from left to right, one row at a time.
- If a field has dropdown values, choose the appropriate value – do not type it in.
  - Hovering over the field will show the drop-down options.
- Do not choose “Yes” for non-instructional facility (NIF). In fact, do not enter NIFs in the template at all.

**NOTE:** The upload results screen in EPC identifies certain errors that occurred during the upload process. However, please keep in mind that pre-existing bugs in the template have not been corrected.



# Administrative Window Tips

## Contract records

- These can be created after the admin window closes.

## FY2020 RAL requests and appeals

- File these requests BEFORE you add new entities to your profile, or new entity sub-types to existing entities. This will speed our processing of these requests.

## C2 budget tool

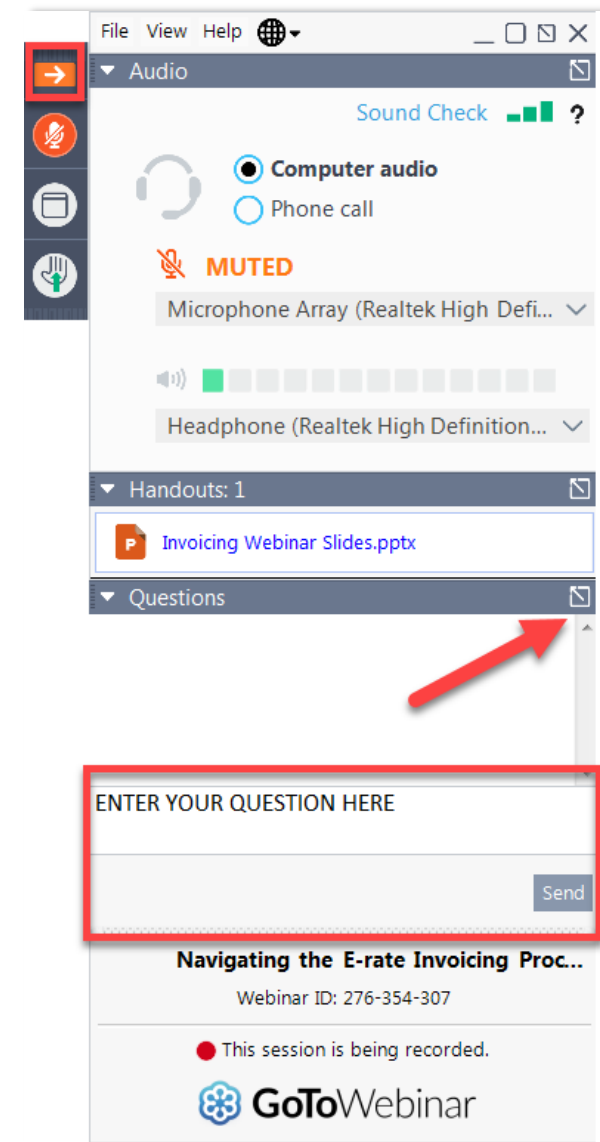
- This tool will show updated C2 budgets the day after you change your profile information.

## School districts with ten or fewer schools

- We recommend that you enter your student counts individually by school to maximize the number of options available for your C2 budget calculation.

## HOUSEKEEPING – Q&A

- **Review for the Q&A session**
- Tips for submitting questions:
  - Use the “Questions” box in your webinar control panel anytime during the presentation.
  - Click the box with the arrow above the questions box to expand it and see all written answers.
  - Write in full sentences.
  - Ask one question at a time.
  - Ask questions related to webinar content.



# Q&A SESSION

SUBMIT YOUR QUESTIONS DURING THE LIVE WEBINAR

## CLIENT SERVICE BUREAU (CSB)



**Call us at (888) 203-8100**

Monday – Friday 8:00 a.m. to 8:00 p.m. ET



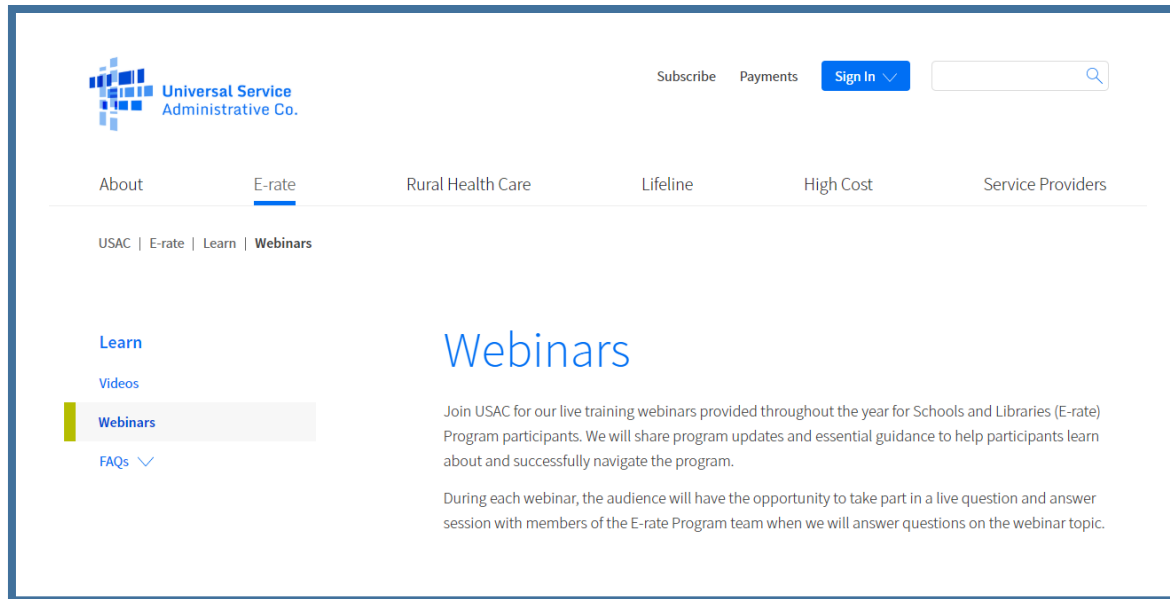
**Create a customer service case in EPC:**

1. Log in to EPC.
2. Select the **Contact Us** link from the upper right menu on your landing page.



# UPCOMING WEBINARS

Go to the E-rate [Webinars](#) page for additional information.



Our next webinar is:  
November 6 at 3:00 p.m. EST

## Eligible Services

**Recommended for:** Applicants and service providers  
**E-rate Experience Level:** Beginner

## WEBINAR SURVEY

We would like your feedback on today's webinar.

Please fill out the pop-up survey after the webinar ends or use the link emailed to you after the event.

Webinar Survey

1. Are you an applicant, a service provider, or a consultant?
  - ☐ Applicant
  - ☐ Service provider
  - ☐ Consultant
  - ☐ Other
2. Please rate your overall webinar experience.
  - ☐ Excellent
  - ☐ Good
  - ☐ Fair
  - ☐ Poor
3. The content of the webinar was (select all that apply):
  - ☐ What I expected when I signed up
  - ☐ Relevant and useful to my work
  - ☐ New information for me
  - ☐ Easy to understand
  - ☐ Other

# Thank You!



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