

# E-rate Office Hours

October 18, 2023



Universal Service  
Administrative Co.

# Disclaimer

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support.

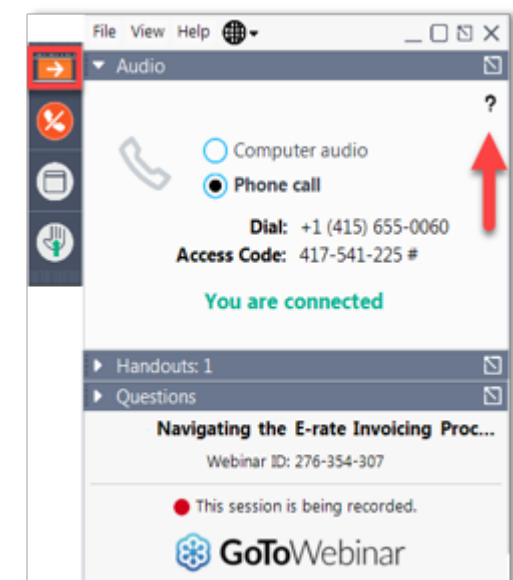
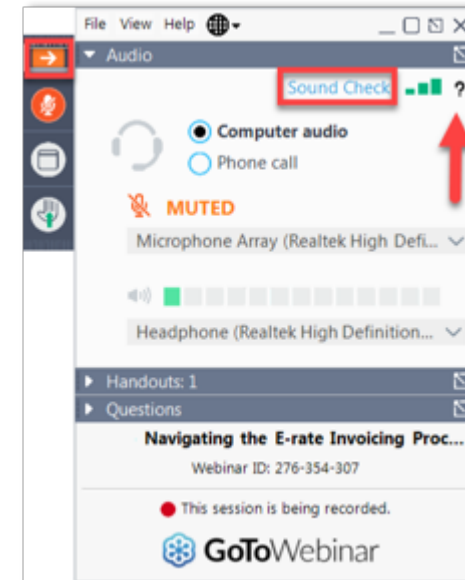
# Housekeeping

- Audio is available through your computer's speakers
- The audience will remain on mute
- If your audio or slides freeze, restart the webinar
- A copy of the slide deck is in the **Handouts** section of the webinar panel



# Housekeeping – Technical Issues

- Use the **Sound Check** link and click the question mark icon for audio help.
- Exit the webinar and click the Check System Requirements link in the event confirmation email to determine whether your computer meets GoToWebinar's requirements.
- If issues persist, call (833) 851-8340 to troubleshoot with GoToWebinar.



# 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 today's webinar content.



# E-Rate Customer Service Center (CSC)



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

Monday – Friday 8 a.m. to 8 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 the landing page.

# MEET THE TEAM



**Pam Lloyd**

Senior Director | E-Rate



**Samantha Jones**

Senior Program Analyst | E-Rate



**Katie Loosarian**

Program Analyst | E-Rate

# AGENDA

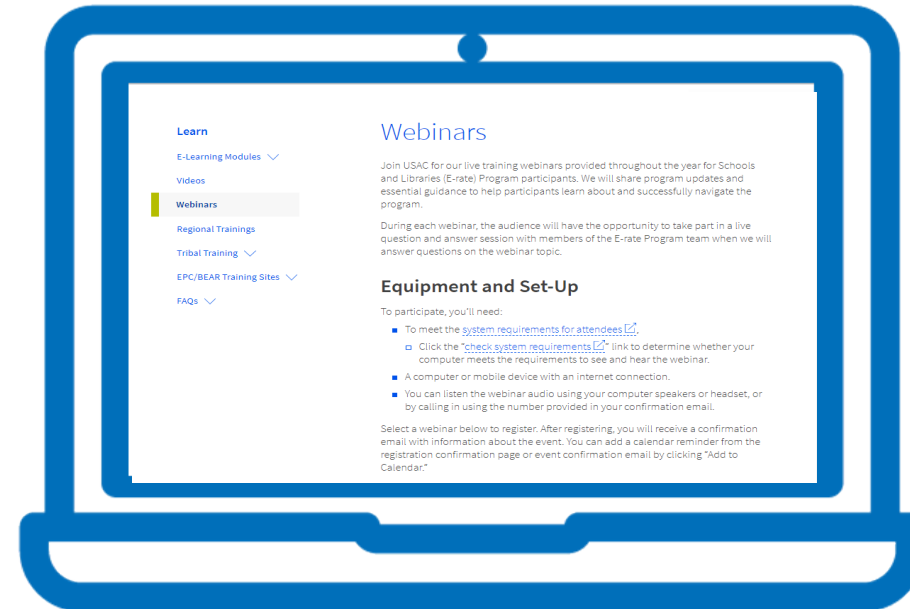
- Office Hours Overview and Purpose
- EPC Invoicing eLearning Module Pre-Requisites
- Q & A



# Office Hours Overview and Purpose

# OFFICE HOUR WEBINARS & TRAINING SERIES

- Assist program participants in formulating pertinent questions.
- Provide targeted program information.
- Help program participants.



# OFFICE HOUR WEBINARS

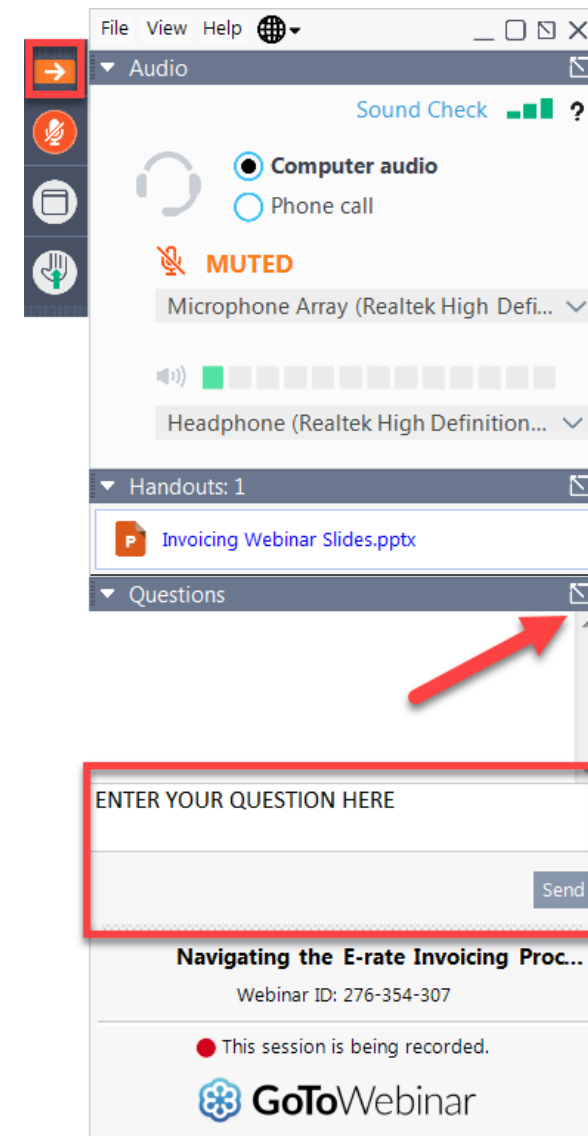
- Participants should read the assigned materials and watch assigned videos in advanced of the webinar and come prepared to ask questions during the Q&A.
- USAC team members will provide a high level overview of the materials.
- Questions related to the topics and experience level will be given priority.

# PRE-REQUISITS

- [EPC Invoicing Applicant Courses 1-3 eLMs](#)
- [EPC Invoicing Service Provider Courses 1-4 eLMs](#)

# HOUSEKEEPING – Q&A

- Use the “Questions” box in your webinar control panel to submit your question in writing.
  - Click the box with the arrow above the questions box to expand it.
  - Ask questions related to webinar content.



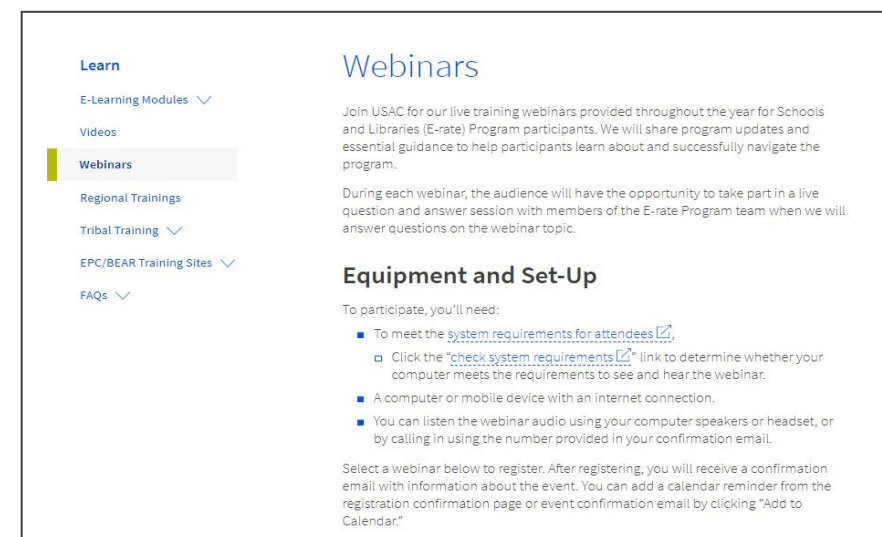
The screenshot displays a webinar control panel with several sections. At the top, there is a 'File View Help' menu and a globe icon. Below this is the 'Audio' section, which includes a 'Sound Check' indicator and options for 'Computer audio' (selected) and 'Phone call'. A 'MUTED' status is shown with a microphone icon. Below the audio section is the 'Handouts: 1' section, which lists 'Invoicing Webinar Slides.pptx'. The 'Questions' section is expanded, showing a text input field with the placeholder text 'ENTER YOUR QUESTION HERE' and a 'Send' button. A red arrow points to the 'Questions' section header, and a red box highlights the text input field and the 'Send' button. Below the 'Questions' section, the webinar title 'Navigating the E-rate Invoicing Proc...' and the ID 'Webinar ID: 276-354-307' are displayed. A red dot indicates 'This session is being recorded.' The GoToWebinar logo is at the bottom.

**Questions?**

# UPCOMING WEBINARS

**Our next office hour is  
on: 10/25  
Applicants at 2 p.m. ET  
Service Providers at 3:30  
p.m. ET**

**Topic: Taking questions on  
the system consolidation and  
eLMs**



The screenshot shows a web page with a navigation menu on the left and a main content area on the right. The navigation menu includes: Learn, E-Learning Modules (with a dropdown arrow), Videos, Webinars (highlighted with a yellow bar), Regional Trainings, Tribal Training (with a dropdown arrow), EPC/BEAR Training Sites (with a dropdown arrow), and FAQs (with a dropdown arrow). The main content area is titled "Webinars" and contains the following text: "Join USAC for our live training webinars provided throughout the year for Schools and Libraries (E-rate) Program participants. We will share program updates and essential guidance to help participants learn about and successfully navigate the program." Below this is a paragraph: "During each webinar, the audience will have the opportunity to take part in a live question and answer session with members of the E-rate Program team when we will answer questions on the webinar topic." A section titled "Equipment and Set-Up" follows, with the text "To participate, you'll need:" and a bulleted list: "■ To meet the [system requirements for attendees](#), □ Click the ["check system requirements"](#) link to determine whether your computer meets the requirements to see and hear the webinar." "■ A computer or mobile device with an internet connection." "■ You can listen the webinar audio using your computer speakers or headset, or by calling in using the number provided in your confirmation email." At the bottom of the main content area, it says: "Select a webinar below to register. After registering, you will receive a confirmation email with information about the event. You can add a calendar reminder from the registration confirmation page or event confirmation email by clicking "Add to Calendar."

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

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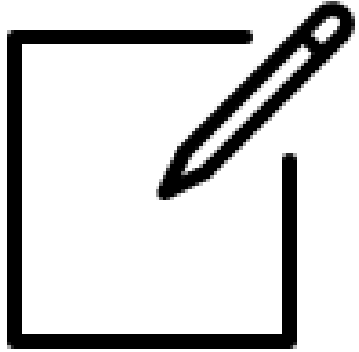


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2. Select the **Contact Us** link from the upper right menu on the landing page.



# Take Our Survey



- We want to hear about your webinar experience.
- A survey will appear on your screen at the end of the webinar.
- If you are not able to complete the survey today, one will be emailed to you within one to two business days.
- We appreciate your feedback!

**Thank You!**





**Universal Service**  
Administrative Co.