



# **Fall Training EPC Administrative Window**

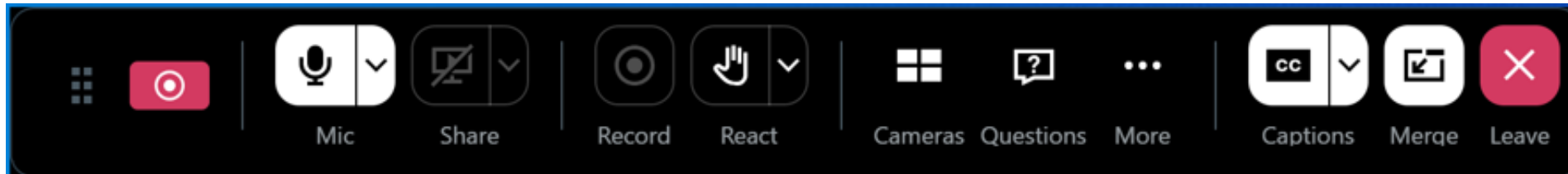
**December 2, 2025**

# Disclaimer

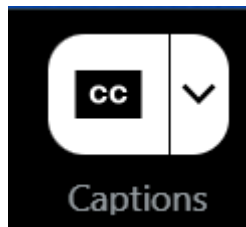
- To accommodate attendees, real-time closed caption is an option during this presentation.
- Each attendee has the option to turn captioning on or off.
- If you choose to use captioning, we apologize in advance for any transcription errors or distractions and appreciate your understanding.
- **Please be aware, this webinar is being recorded.**

# Housekeeping – Closed Captioning (CC)

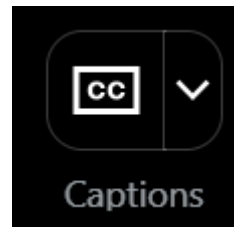
- Attendees control their own captioning



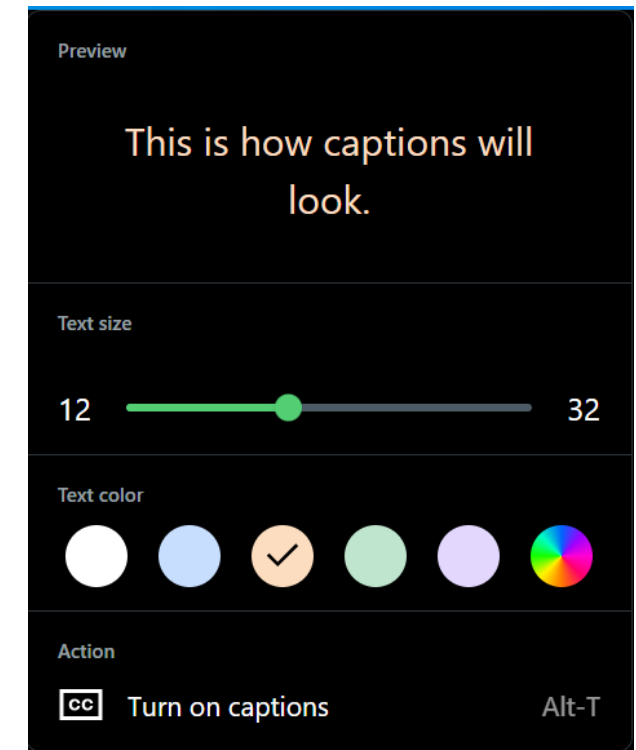
- You control the font size and color on CC
- Toggle CC off and on at your preference



Captions ON



Captions OFF



# Housekeeping – Audio

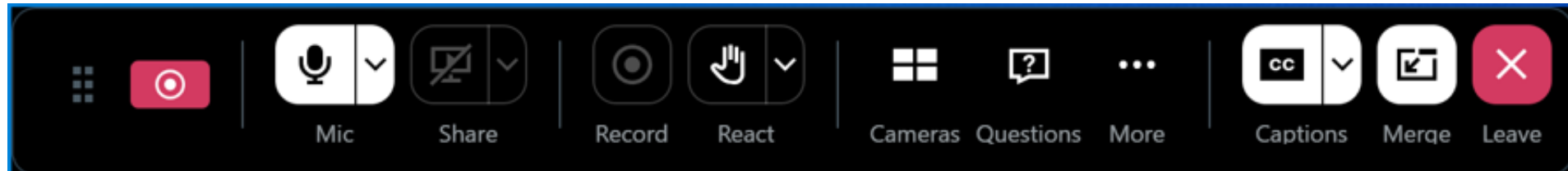
- **Audio is available through your computer's speakers.**
- Double-check your speaker settings.
- Make sure you are connected to a source that works.
- The audience is muted.
- If your audio or slides freeze, restart the webinar.



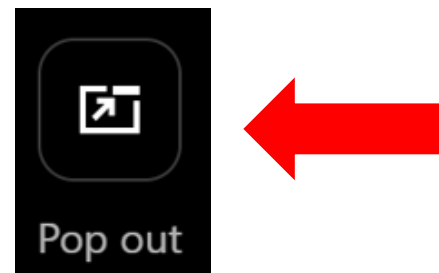
# Housekeeping – Screen Views



- Two ways to view the webinar
  1. Multiple windows open, can **merge** into one

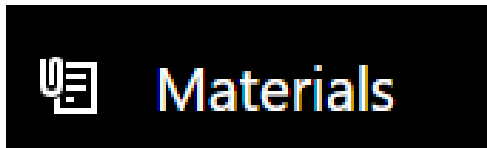


2. One window for all content, can **pop out** into multiple windows

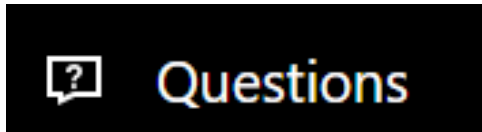


# Housekeeping – Materials & Questions

- A copy of the slide deck is in the **Materials** section of the webinar panel



- Enter questions at any time using the **Questions** box



Questions

×



**No questions yet**

Questions you send and answers from the staff will appear here

Your question will be sent to staff

Send

## Housekeeping – Technical Issues

- 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.

# E-Rate Customer Service Center (CSC)



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

Monday – Friday 8 a.m. to 8 p.m. ET

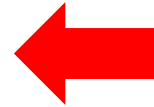


**Create a customer service case in the**  
**[E-Rate Productivity Center \(EPC\)](#):**

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

# E-Rate Fall Training Series 2025

- ✓ E-Rate Program Overview – September 18
- ✓ Pre-Commitment – September 25
- ✓ Invoicing – November 19
- ✓ Category Two Budgets – November 20
- ✓ Post-Commitment – November 25
- ☐ **EPC Admin Window** – December 2
- ☐ Eligible Services – December 3



The screenshot shows the E-Rate Webinars page. The navigation bar includes links for About, E-Rate (selected), Rural Health Care, Lifeline, High Cost, and Service Providers. Below the navigation bar, there are links for USAC, E-Rate, Learn, and Webinars. The main content area is titled 'Webinars' and includes a description of the webinars, a 'Sign up' link for the E-Rate News Brief, and a section for 'Upcoming Trainings'.

- The E-Rate Fall Training Webinar Series is suitable for all E-Rate experience levels.
- Webinars are recommended for both applicants and service providers.
- A webinar tailored to service providers was held in June 2025. Handouts and a recording of this webinar are available on the E-Rate [Webinars](#) page.
- Please visit the E-Rate [Webinars](#) page for additional information including course descriptions, registration links for future webinars, and access to recordings and handouts from previous webinars.

# Meet the E-Rate Team



**Tyanna Smith**

Manager | E-Rate

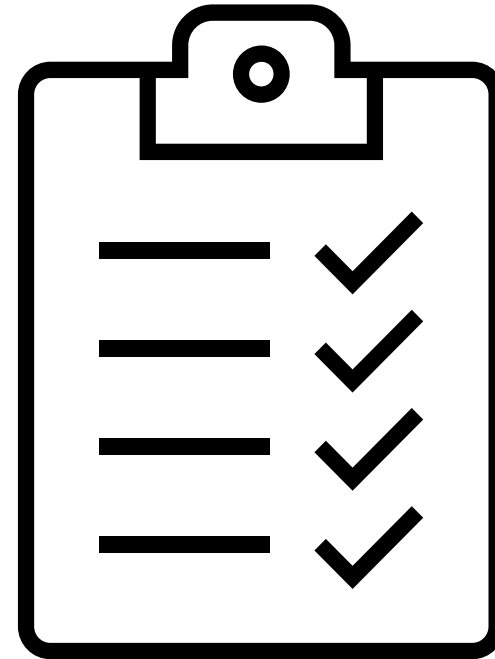


**Nekose Wills**

Outreach | E-Rate

# Agenda

- About the Administrative Window
- Information to be Updated
- Funding Year 2026-2030
- Entity Profile Updates
- Account Administrators
- Entity Search Tool
- Admin Window eLearning Module (eLM)
- What if I Miss the Administrative Window?
- Administrative Window Tips



# About the Admin Window

# What is the Administrative Window?

- Time when applicants update their EPC entity profile information (e.g., discount rate information) for the FCC Form 471 application filing window.
- Occurs from October to early January prior to the FCC Form 471 application filing window.



- Official Admin Window dates are announced in the [E-Rate News Brief](#).
- EPC profiles are locked before the FCC Form 471 application filing window to prevent changes that impact an entity's discount rate.

# Why do we have the Administrative Window?

- To ensure the applicant's discount remains accurate by collecting National School Lunch Program (NSLP), full-time student counts and square footage for entities tied to a school district, library system, or consortium.
- Allow faster processing of FCC Form 471 application funding requests
- Provide a simple self-service option for updating annual student count or entity information.
- Reduce review time during Program Integrity Assurance (PIA) review.

| Calendar Months |          |          |          |                             |          |          |          |                              |          |          |          |                       |
|-----------------|----------|----------|----------|-----------------------------|----------|----------|----------|------------------------------|----------|----------|----------|-----------------------|
| July 2025       | Aug 2025 | Sep 2025 | Oct 2025 | Nov 2025                    | Dec 2025 | Jan 2026 | Feb 2026 | Mar 2026                     | Apr 2026 | May 2026 | Jun 2026 | July 2026             |
|                 |          |          |          | EPC Admin Window for FY2026 |          |          |          | File FCC Form 471 for FY2026 |          |          |          | Services START FY2026 |

# Information to Update

# What is updated every Admin Window?

- EPC profile information including address, email, phone etc.
- Account administrator contact
  - Is your account administrator correct? Do you have one on file?
- User rights levels
  - Are there at least two full rights who can certify forms?
- New entities
- Consultants on your account
- School student counts and NSLP
- Library square footage

# What Changes to Make?

|                                                                                                                               | Schools / School Districts | Libraries and Library Systems | Consortia |
|-------------------------------------------------------------------------------------------------------------------------------|----------------------------|-------------------------------|-----------|
| Account Administrator is active and current                                                                                   | X                          | X                             | X         |
| Account Administrator adds new users and deactivates users that no longer work for the organization                           | X                          | X                             | X         |
| Account Administrator reviews and updates all user rights by form/transaction, ensuring at least 2 full rights users per form | X                          | X                             | X         |
| Account Administrator updates/adds consulting firm (CRN) and consulting firm users and updates rights                         | X                          | X                             | X         |
| New or closed entities requested via a customer service case                                                                  | X                          | X                             | X         |
| Update entity relationships (child entities, consortia members)                                                               | X                          | X                             | X         |
| Update student counts / library square footage; update entity subtypes / add Tribal affiliation                               | X                          | X                             |           |
| Review/update entity profiles to ensure that are no errors due to missing information                                         | X                          | X                             |           |
| Update entity contact information and FCC registration number                                                                 | X                          | X                             | X         |
| Establish your new Category 2 Budget                                                                                          | X                          | X                             |           |

# Start Early, End On Time!

- Administrative window updates
  - 103k schools need latest student counts
  - 21k Account Administrators
  - 2.4k new entities created each year
- Start early to allow enough time to complete all updates!
- Do not wait until the last week of the administrative window to make and request your changes
- If entity profile updates (e.g., student counts, new entities) are needed outside of the administrative window, this may slow down application review and delay your Funding Commitment Decision Letter(s).



# About the New C2 Cycle

# FY2026 – FY2030 Category Two (C2) Budget Management

Funding Year (FY) 2026 will be the first year of the FY2026 – FY2030 funding cycle.

- Unused funds from the FY2021 – FY2025 C2 budget **will not** roll over to the FY2026 – FY2030 funding cycle.
- Applicants should update their entity profiles in EPC and will be **required** to validate their student counts or library square footage in the first year they apply for C2 support during the FY2026 – FY2030 cycle.
- The [E-Rate C2 Budget Tool FY2021+](#) provides data on the C2 budget cycles for FY2021–FY2025 and FY2026–2030. It is available on E-Rate's [Tools](#) page, along with a [video](#) on how to use the tool and a [glossary of terms](#).

# Establishing Your C2 Budget for This Cycle

- Update your entity profile in EPC during the Administrative Window.
  - This information determines your discount.
  - For instructions, please see the [Admin Window eLM](#).
- **Forecast Budget:** Beginning in the FY2026 – FY2030 budget cycle, all entities will have a Forecast budget status based on the information in their EPC profile. This means that any updates you make to the entity profile will automatically reflect in an updated budget amount, without the need to request a replacement budget.

News Tasks (91,946) Records Reports Actions

Records / Applicant Entities  
#126423 - FAIRFAX COUNTY PUBLIC SCHOOLS

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

### Category Two Budget Status

Category Two Budget information presented below reflects data starting in FY2016.

▼ 2026-2030

▼ 2026-2030 (Budgeted Entity)

► Show column definitions

| Budget Status | Budget          | Total In-Review Requested Costs | Total Committed Costs | Total In-Review Requested and Committed Costs | Remaining Budget |
|---------------|-----------------|---------------------------------|-----------------------|-----------------------------------------------|------------------|
| Forecast      | \$31,284,611.00 | -                               | -                     | -                                             | \$31,284,611.00  |

[Hide Details](#)

Your student count has changed relative to the count used to establish your existing C2 budget. To request a replacement C2 budget in 2025, click [Request Replacement C2 Budget](#).

### Category Two Budget Details

| Funding Year | Budget Status | Budget          | Funding Year In-Review Requested Costs | Total In-Review Requested Costs | Funding Year Committed Costs | Total Committed Costs | Total In-Review Requested and Committed Costs | Remaining Budget |
|--------------|---------------|-----------------|----------------------------------------|---------------------------------|------------------------------|-----------------------|-----------------------------------------------|------------------|
| 2026         | Forecast      | \$31,284,611.00 | -                                      | -                               | -                            | -                     | -                                             | \$31,284,611.00  |
| 2027         | -             | -               | -                                      | -                               | -                            | -                     | -                                             | -                |
| 2028         | -             | -               | -                                      | -                               | -                            | -                     | -                                             | -                |
| 2029         | -             | -               | -                                      | -                               | -                            | -                     | -                                             | -                |
| 2030         | -             | -               | -                                      | -                               | -                            | -                     | -                                             | -                |

5 items

[SHOW ALLOCATION BREAKDOWN](#)

► 2021 - 2025

Your district's schools manage the Category Two Budget information for the FY2015 to FY2020 budget cycle. Please visit the associated school profiles for more details.

## Establishing Your C2 Budget for This Cycle (Cont.)

- **Preliminary Budget:** The entity has **certified** a Form 471 application within the FY2026 – FY2030 C2 budget cycle. This means that the entity has certified the accuracy of the budget data currently in the entity profile, but Program Integrity Assurance (PIA) review of the application is not complete.
- **Confirmed Budget:** Program Integrity Assurance (PIA) review of FY2026 – FY2030 C2 Form 471 application is **complete**. The C2 budget in the entity profile is now **fixed**. It can only be changed via an Appeal for the current funding year. Beginning in FY2027, the entity can request a replacement C2 budget if the student count has increased for the next year.

# Update Entity Profile

# Update Entity Profile

- To update things like address, email, etc., you must update the Entity profile.

The screenshot displays the Appian user interface. The top navigation bar includes 'News', 'Tasks (29)', 'Records', 'Reports', and 'Actions'. The main content area is titled 'My Applicant Landing Page' and features the 'Universal Service Administrative Co.' logo. A red callout box labeled '1' points to the text 'Welcome, Independent School 702!'. Below this, there is a 'Pending Inquiries' section with a 'Type' dropdown menu set to '-- Select a Type --'. On the right side, a user profile icon is shown next to the 'appian' logo. Below the profile icon, there are three buttons: 'CREATE A NEW USER', 'ADD OR REMOVE EXISTING USERS', and 'MANAGE USER PERMISSIONS'. A red callout box labeled '2' points to a dropdown menu icon next to the 'MANAGE USER PERMISSIONS' button. This dropdown menu is open, showing options: 'Manage Organization', 'Modify Account Administrator', 'Create a Customer Service Case', 'Manage General Co', 'Manage Annexes', 'Manage Organization', and 'Create FCC Form 470'. A red callout box labeled '3' points to the 'Manage Organization' option in this dropdown menu. Below the dropdown menu, there is a table with columns 'Applicant Type' and 'Status'. The table contains one row with 'School' under 'Applicant Type' and 'Active' under 'Status'.

News Tasks (29) Records Reports Actions

My Applicant Landing Page

Training

Universal Service Administrative Co.

Welcome, Independent School 702!

Pending Inquiries

Type -- Select a Type --

CREATE A NEW USER ADD OR REMOVE EXISTING USERS MANAGE USER PERMISSIONS

Manage Organization

Modify Account Administrator

Create a Customer Service Case

Manage General Co

Manage Annexes

Manage Organization

Create FCC Form 470

Applicant Type School

Status Active

# Update Entity Profile

- Address determines urban/rural status which impacts your discount
- Verifies service delivery during invoicing

## Modify An Organization

|                                         |                                                                             |
|-----------------------------------------|-----------------------------------------------------------------------------|
| <b>Name *</b>                           | <b>Organization Type</b>                                                    |
| Test Entity – APPLICANT SCHOOL DISTRICT | Applicant                                                                   |
| <b>Physical Address</b>                 |                                                                             |
| <b>Address Line 1 *</b>                 | <b>Zip Code *</b>                                                           |
| 2000 L St NW                            | 20005                                                                       |
| <b>Address Line 2</b>                   | <b>Zip Code Extension</b>                                                   |
| Suite 200                               | 4924                                                                        |
| <b>City *</b>                           | <b>County *</b>                                                             |
| Washington, District of Columbia        | Other                                                                       |
| <b>State *</b>                          | Please ensure that the address, city, state, and zip code are correct       |
| DC                                      | <b>Please Specify *</b>                                                     |
|                                         | District Of Columbia                                                        |
|                                         | Please enter the name of the county and ensure that it is spelled correctly |

# Update Related Entity Profiles

Records / Applicant Entities

#17010490 - Test Entity – APPLICANT SCHOOL DISTRICT

Summary

Customer Service

Modifications

Additional Information

Discount Rate

Category Two Budget

Category

Related Organizations

Relationship Type

Related Entities

Entities

| Entity Nu | Entity Name            | Cit |
|-----------|------------------------|-----|
| 17010549  | Test Entity – Test NIF | Wa  |
| 17010504  | Child School 1         | Ne  |
| 17010548  | NIF Entity             | NIF |
| 17010506  | Child Entity 2         | Ne  |

# Update Entity Profile - School

- Entity types and subtypes verify eligibility
- Student counts determine your discount rate

### School Information

**School Sub-Type \***

☒ Public School

☐ Private School

Check All That Apply [Show Help](#)

☐ Pre-K

☐ Head Start

☒ Adult Education

☐ Juvenile Justice

☒ Dormitory

☐ Charter School

☐ Tribal School

**Is this school part of a school district?**

Yes

☐ New Construction School

☐ Swing Space

☐ Detention Center

☐ General-Use School

☐ ESA School

☐ BIE

**Number of Full Time Students \***

42

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

30

**Community Eligibility Program (CEP)? \***

☐ Yes

☒ No

**Alternative Discount Method \***

None

Indicate if an alternative discount mechanism was used to calculate the number of students eli

# Updating Student Counts

- Students counts from approved FCC Form 471 are in the EPC entity profile prior to the Administrative Window
- Update your students counts based on the most recent data you have during the Administrative Window
- If you receive National School Lunch Program (NSLP) and full-time student counts after the Administrative Window closes, use them for the next Funding Year

# Updating Entity Profile - Library

- Library main branch and associated school district determine discount rate
- Square footage determines C2 budget

### Library Information

**Library Sub-Type\***

☒ Public Library
 ☐ Private Library

**Check All That Apply**

☐ Academic
 ☐ Research
 ☐ Tribal Library
 ☐ Bookmobile
 ☐ Kiosk
 ☐ New Construction Library
 ☒ Main Branch
 ☐ Tribal College/University Library (for public use)
 ☐ State Library Agency - Library

**FSCS KEY**

DC0039

**FSCS SEQ**

002

### Category Two Budget Information

**Square Footage\***

10000

Square footage must be provided to qualify for Category Two funding.

### Associated School District

| BEN      | NAME                                    |
|----------|-----------------------------------------|
| 17009864 | Test Entity – Applicant School District |

If this library is no longer a main branch, please unselect the Main Branch Checkbox

### ▼ Search for School Districts

**BEN Search**

**State Search**

Please select a value ▼

# Update Library System (Parent) and Branch (Child) Profiles

- 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, designate your library as your main branch.
- **Add square footage from bookmobiles. A bookmobile 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.
- Confirm the main branch is associated with the correct school district.

# Indicating Tribal Status

- In July 2023, the FCC expanded the eligibility to Tribal Colleges/University Libraries.
- Entities with the following Tribal subtypes will be asked to provide their Tribal Affiliation based on a dropdown menu:
  - Tribal library
  - Tribal school
  - BIE (Bureau of Indian Education)
- If one of the entity subtypes above are selected and the school or library does not meet the definition of Tribal under the FCC order, we recommend you deselect the entity subtype accordingly.
- Tribal entity eligibility will be reviewed as part of the FCC Form 471 application review process.

| Applicant Information |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Applicant Information                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Applicant Information                                                      |          |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|----------|
| Latitude              | Not Found                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Latitude                                  | 45.019                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | User-Entered Latitude                                                      | 45.019   |
| Longitude             | Not Found                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Longitude                                 | -93.3712                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | User-Entered Longitude                                                     | -93.3712 |
| Urban/Rural Status    | Not Found                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Urban/Rural Status                        | Urban                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | User-Entered Urban/Rural Status                                            | Urban    |
| Library Sub-Type      | <input type="checkbox"/> Public Library<br><input type="checkbox"/> Private Library<br><input type="checkbox"/> Academic<br><input type="checkbox"/> Research<br><input checked="" type="checkbox"/> Tribal Library<br><input type="checkbox"/> Bookmobile<br><input type="checkbox"/> Kiosk<br><input type="checkbox"/> New Construction Library<br><input type="checkbox"/> Main Branch<br><input checked="" type="checkbox"/> Tribal College/University Library (for public use)<br><input type="checkbox"/> State Library Agency - Library | School Sub-Type                           | <input type="checkbox"/> Public School<br><input type="checkbox"/> Private School<br><input type="checkbox"/> Pre-K<br><input type="checkbox"/> Head Start<br><input type="checkbox"/> Adult Education<br><input type="checkbox"/> Juvenile Justice<br><input type="checkbox"/> Dormitory<br><input type="checkbox"/> Charter School<br><input checked="" type="checkbox"/> Tribal School<br><input type="checkbox"/> New Construction School<br><input type="checkbox"/> Swing Space<br><input type="checkbox"/> Detention Center<br><input type="checkbox"/> General-Use School<br><input type="checkbox"/> ESA School<br><input checked="" type="checkbox"/> BIE<br><input type="checkbox"/> ESA School District with no Schools | Community Eligibility Program (CEP)?                                       | No       |
|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Alternative Discount Method               | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Does this organization have an endowment?                                  | No       |
|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Number of Full Time Students              | 521                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Total Number of Students Eligible for National School Lunch Program (NSLP) | 273      |
| Square Footage        | 2743                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Is this school part of a school district? | No                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                            |          |

**Tribal Affiliation \***  
  

- Akiachak Native Community
- Akiak Native Community
- Alabama-Coushatta Tribe of Texas
- Alabama-Quassarte Tribal Town
- Alaska Native Corporation
- Alatna Village
- Algaaciq Native Village (St. Mary's)

# FY2025 Community Eligibility Program(CEP) Changes

- The minimum allowable Community Eligibility Program (CEP) % changed from 40% to 25% starting in FY 2024.
- Applicants are no longer required to submit a Receipt Acknowledgement Request (RAL) for CEP % between 25-39%.
- Applicants can now update the CEP % in their EPC entity profile for 25%+.
- Reminder: Check the base year to ensure it is updated to the start of your CEP cycle.
- For more information on CEP, visit our [website](#).

|                                                                            |          |
|----------------------------------------------------------------------------|----------|
| User-Entered Latitude                                                      | 31.0837  |
| User-Entered Longitude                                                     | -97.5966 |
| User-Entered Urban/Rural Status                                            | Urban    |
| Community Eligibility Program (CEP)?                                       | Yes      |
| CEP Percentage                                                             | 34.55%   |
| CEP Base Year                                                              | 2022     |
| Does this organization have an endowment?                                  | No       |
| Number of Full Time Students                                               | 602      |
| Total Number of Students Eligible for National School Lunch Program (NSLP) | 333      |

# **Account Administrators**

# Who is responsible?

- Account Administrators are responsible for updating the EPC profile during the administrative window.
- If you are unsure who your Account Administrator is, navigate to the Applicant Entity Profile page in EPC and look under the field Account Administrator.
- If your organization does not have an account administrator, call the Customer Service Center:
  - (888) 203-8100, Monday through Friday, 8 a.m. to 8 p.m. ET

# EPC Account Administrator Role

- Every organization (independent school, independent library, school district, library system, consortium) with an account in EPC **needs an Account Administrator**.
  - The Account Administrator **must be an employee of the Billed Entity Number's (BEN's) school or library** and cannot be a consultant.
  - For billed entity and service provider accounts, the Account Administrator is tied to their 498 ID. See [Applicant 498](#) and [Service Provider 498](#) pages on our website.
- Consultants and Service Providers also need to create Consultant and Service Provider Accounts and Account Administrators for their EPC accounts.

# EPC Account Administrator Permissions

- **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.
  - Deactivate users who no longer work for the organization.

# Account Administrator Grants User Permissions

- The Account Administrator determines which rights to grant each user.
  - Instructions for granting user rights can be found in the User Rights section of the [Admin Window eLM](#).

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

|                        |                                  |                                |                         |
|------------------------|----------------------------------|--------------------------------|-------------------------|
| <b>Name</b>            | ABC School District              | <b>FCC Registration Number</b> | 1231231234              |
| <b>Address</b>         | 123 Street<br>Lawrence, KS 66046 | <b>Organization Type</b>       | Applicant               |
| <b>Mailing Address</b> | 123 Street<br>Lawrence, KS 66046 | <b>Phone Number</b>            | 785-555-5555            |
|                        |                                  | <b>Email</b>                   | 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 | ▼         | Full ▼         | Full ▼         | School or Library Official ▼ | Full ▼                     | Full ▼         | Full ▼             |
| applicant1 test    | applicanttest1@mailinator.com    | ▼         | Full ▼         | Full ▼         | School or Library Official ▼ | Full ▼                     | Full ▼         | Full ▼             |

CANCEL SUBMIT

# User “Rights” Levels

The Account Administrator determines which EPC users can view, create, certify, and submit FCC forms and requests. It is a good practice to review these levels annually and update where needed.

- A “Full-Rights” user **can complete and certify forms on behalf of the BEN**, update profile information, and receive all USAC communications regarding the BEN.
  - For example, you may determine that a **school or library official** should have this level.
- A “Partial-Rights” user can **create forms** (but not certify those forms) and update profile information.
  - You may decide that a general financial contact should have this access level.
- “View-Only” rights users can view (but not update) the accounts.

# User Permissions

| Abilities                | Full Rights | Partial Rights | View Only Rights |
|--------------------------|-------------|----------------|------------------|
| Create Forms             | X           | X              | -                |
| Certify and Submit Forms | X           | -              | -                |
| Update Profile           | X           | X              | -                |
| View Account             | X           | X              | X                |
| Respond to Outreach      | X           | -              | -                |

# Resources

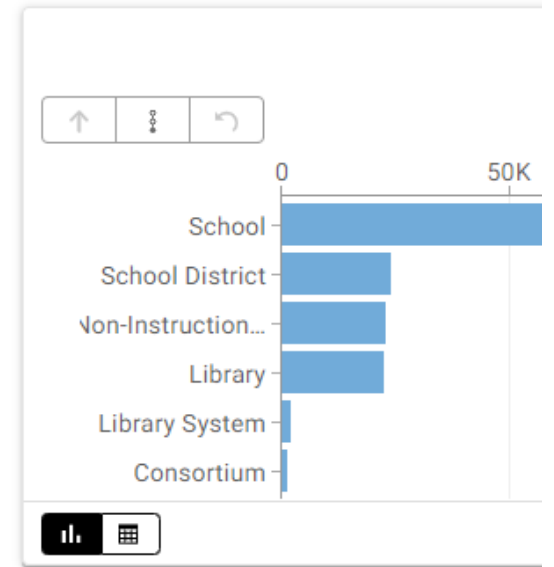
# E-Rate Entity Search Tool

- The [E-Rate Entity Search Tool](#) available in Open Data so you can view and download entity data
- Once you make updates to entities in EPC, the data will show in the tool the next day
- For instructions on to use Open Data, view our [Open Data eLM](#) or [webinar trainings](#)

## [E-Rate Entity Search Tool](#)

The E-Rate Entity Search Tool enables the search of E-Rate Productivity Center (EPC) information about schools, libraries, school districts, library systems, consortia, and non-instructional facilities (NIFs). For Annexes information, please refer to the ["E-Rate Supplemental Entity Information: Annexes"](#) dataset.

Watch the [video walkthrough](#) to learn how to use the tool.



# How to Update your EPC Profile During the Administrative Window eLearning Module (eLM)

- Explaining User Permissions
- Updating Profile
- Requesting C2 Budget Replacement
- Reporting Student Counts
- [How to Update Your E-Rate EPC Profile During the Administrative Window](#)



# What if I Miss the Administrative Window?

Once the Administrative Window Closes, the filing window for the FCC Form 471 applications will begin shortly after:

- EPC profiles are now “locked”: No new changes can be made that affect an entity’s discount calculation.
- Applicants would need to submit a Receipt Acknowledgement Letter (RAL Modification) after certifying their FCC Form 471.

To file a Modification Request (RAL), follow these instructions:

1. Find and open the appropriate FCC Form 471. You can find your forms on your Landing Page under Forms and Post-Commitment Requests, or from your entity Summary page under FCC Forms.
2. Filter the forms by FCC Form 471, Funding Year, and Certified.
3. Click on the FCC Form 471 that you want to update.
4. Near the top of the page (under the form name), click "Related Actions."
5. Click "Submit Modification Request (RAL)."

# Administrative Window Tips

- Start early and do not wait until the last minute!
- Ensure your Account Administrator is active.
- Ensure your consultant firm is current.
- Leverage EPC self-service capabilities.
- Request new entities via a customer service case early in the window. ([Customer service documentation needed for new entities.](#))
- Leverage the open data tool to review existing and updated entity data.
- Set yourself up for success for FCC Form 471 application window.
- Help us help you!

# Live Q&A

Submit your questions about today's topics:

- Items related to the EPC Administrative Window
  - Making changes
  - Account administrators and permissions
  - Funding Years 2026-2030
  - Missing the window

Questions



**No questions yet**  
Questions you send and answers from the staff will appear here

Your question will be sent to staff

Send

## Q&A Tips

- ✓ Type your queries into the “Questions” box in your webinar control panel.
- ✓ Write in full sentences.
- ✓ Ask one question at a time.
- ✓ Click the box to expand it and see all the written answers.

# Questions?

# Contact Us • E-Rate Customer Service Center (CSC)



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

Monday – Friday 8 a.m. to 8 p.m. ET

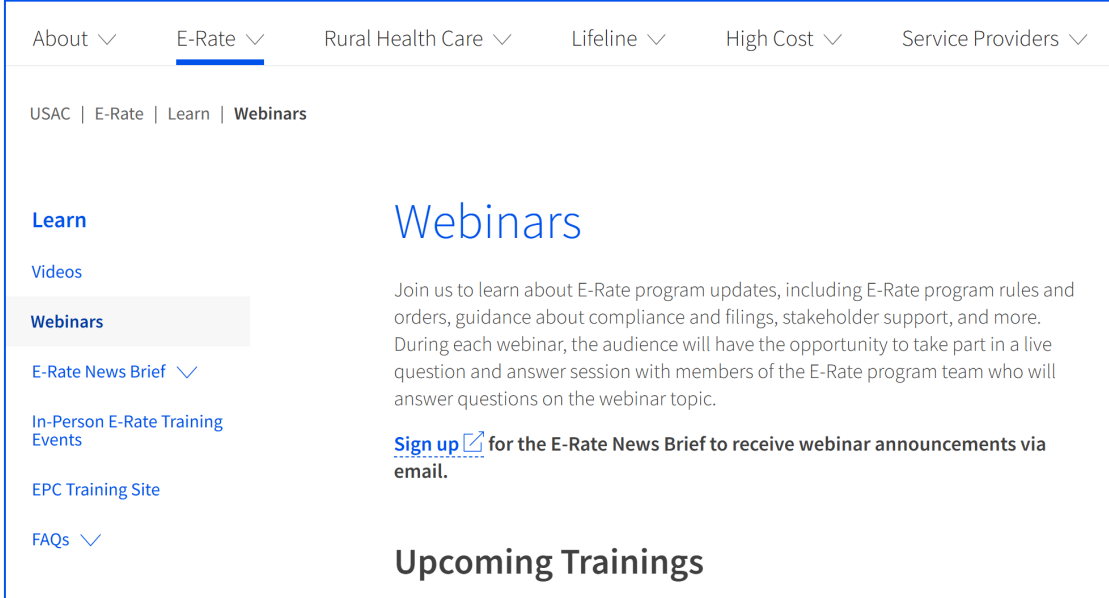


**Create a customer service case**

1. Log in to the [E-Rate Productivity Center \(EPC\)](#)
2. Select the **Contact Us** link from the upper right menu on the landing page.

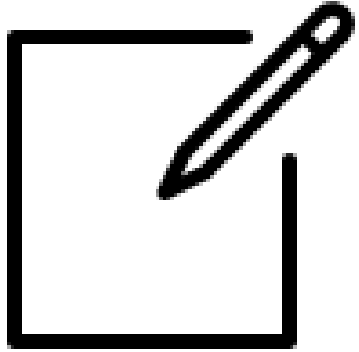
# Upcoming Webinars

- Our next webinar is **December 3** on **Eligible Services**.
- Please visit the E-Rate [Webinars](#) page for additional information.



The screenshot shows the E-Rate Webinars page. The top navigation bar includes links for About, E-Rate (selected), Rural Health Care, Lifeline, High Cost, and Service Providers. Below the navigation bar, the breadcrumb trail reads USAC | E-Rate | Learn | Webinars. The left sidebar contains a 'Learn' section with links for Videos, Webinars (highlighted), E-Rate News Brief, In-Person E-Rate Training Events, EPC Training Site, and FAQs. The main content area features the title 'Webinars' and a paragraph explaining the purpose of the webinars: to provide updates on E-Rate program rules, compliance, and stakeholder support, with a live Q&A session. A 'Sign up' link with an external icon is provided for the E-Rate News Brief to receive webinar announcements via email. At the bottom of the main content area, the heading 'Upcoming Trainings' is visible.

# 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.