Schools and Libraries Cybersecurity Pilot Program Newsletter

August 22, 2024

This fall, the Federal Communications Commission (FCC) will open the window to submit applications for the Schools and Libraries Cybersecurity Pilot Program (Pilot Program). The three-year Pilot Program will provide up to $200 million in Universal Service Fund (USF) support to offset the cost of eligible cybersecurity services and equipment to protect eligible schools' and libraries' broadband networks and data.

Manage Pilot Program User Permissions in EPC

Beginning August 26, applicants will be able to begin making administrative updates in the E-Rate Productivity Center (EPC) for the Cybersecurity Pilot Program. Once the administrative window is open, applicants will be able to select an Account Administrator (i.e., an employee of the school, library, school district, library system, or consortium who will manage your account), grant rights to other users (including consultants and other third parties), and provide or update information on the individual schools in your school district or library sites in your library system.

The Account Administrator designates and determines which EPC users can view, create, certify, and submit Pilot Program forms and requests. An overview of the available user permission levels is provided below.

Full-Rights users will be able to complete and certify forms on behalf of the school, library, school district, library system, or consortium, update profile information, and receive all Pilot Program communications from USAC.
Partial-Rights users will be able to add users and forms (but not certify those forms) and update profile information.
View-Only Rights users will be able to view (but not update) information in EPC.

To review and set user permission levels:

Log into EPC
From the landing page, click **Manage Users**
Check the checkbox for your Billed Entity Number (BEN) and select **Manage User Permissions**
Select **CBR User Permissions**
Select the appropriate **CBR 484 Permission** level for each user
Click **Submit**

To update user permission levels, add users, or reactivate a deactivated user or submit a customer service case, please see the [EPC Navigation Guide](#).

Reminder: Consultant Limit for EPC Accounts in Cyber Portal

Due to the sensitive nature of the data collected in the FCC Form 484 application, USAC will limit the number of consultants who can access an applicant's cybersecurity information in the Cyber Portal to three consultants. A list of the consultants that currently have access to an applicant's account profile will be transferred to the Cyber Portal prior to the launch of the FCC Form 484 application. However, to access the FCC Form 484, the Account Administrator (i.e., a school, library, or consortium official) must grant a consultant access to the EPC account in the EPC Cybersecurity Pilot Program section, with a limit of three consultants per applicant account. This will not affect the E-Rate user experience or account management for E-Rate in EPC.

Need Help? Submit a Customer Service Case in EPC

Applicants can request customer service assistance using EPC by filing a customer service case. Prior to doing so, new EPC users should call (888) 203-8100 to set up a new user account. Take the following steps to submit a customer service case:

Log into [One Portal](#) to access EPC.
Select the **Contact Us** link from the upper right menu on your landing page.
In the Topic field of the **Create a Case** form, choose **Cybersecurity Pilot**

See the [EPC Navigation Guide](#) for more information.

Service Providers

USAC has added a [Cybersecurity Pilot Program service providers page](#) to our website with information to help new service providers get started and will host a webinar targeted to interested service providers on October 15 at 3 p.m. ET. Service providers can register below.

Upcoming Trainings

Schools and Libraries Cybersecurity Pilot Program Form 484 Part 1 Overview and FAQs

September 10, 2024 3:00 p.m. ET - Register

This session will walk through the information required to complete the FCC Form 484 Part 1 and respond to frequently asked questions about the form.

Schools and Libraries Cybersecurity Pilot Program Overview for Service Providers

October 15, 2024 3:00 p.m. ET - Register

This session will walk service providers through their role in the Cybersecurity Pilot Program and the steps providers can take to start participating.

Resources

USAC and the FCC have updated the Cybersecurity Pilot Program frequently asked questions. These will be updated throughout the program.

To learn more about cybersecurity generally, including some free and low-cost tools that may be available to you, visit the Department of Homeland Security's Cybersecurity & Infrastructure Security Agency (CISA) website and the U.S. Department of Education's Cybersecurity Preparedness website.

To learn more about the Pilot Program, including its important dates and trainings, visit USAC's Cybersecurity Pilot Program webpage and sign up for Pilot Program emails. Visit the Learn section of USAC's website to find newsletters, webinars, and FAQs. Interested applicants can also visit the FCC's Cybersecurity webpage for further resources.

Need Help? Contact Us!
Call us at (888) 203-8100 Monday through Friday, 8 a.m. to 8 p.m. ET or submit a customer service case in EPC.