E-Rate Productivity Center (EPC) Guide for Account Administrators

This guide provides steps for EPC Account Administrators to create new users, check the active/inactive status of their users, to deactivate active users, and reactivate inactive users.

1. **How to Create a New User**

2. **How to Review a User Status (Active/Inactive) and Deactivate a User**

3. **How to Reactivate a User Previously Associated with Your Organization**
How to Create a New User

1. From your My Applicant Landing Page, click on Manage Users

2. Click the checkbox for your Billed Entity Name and select Create a New User

3. Enter the new user information and scroll down to User Permissions
4. Select either **Full** or **Partial** Permissions for All or for each permission type and click **Continue**

5. Confirm User Details and click **Submit**
How to Review a User Status (Active/Inactive) and Deactivate a User

1. From the Landing page after login, select Manage Users.

2. Click on your Billed Entity Name and select Add and Remove Existing Users.

3. Review each user’s status under the column “Active”. Click the user’s Name if you want to deactivate a user that is active.
4. After clicking the user’s name, select **Related Actions** and then select **Deactivate User.**

5. Enter a note and select **Submit** and then select **Yes** on the screen that appears to deactivate the user.
How to Reactivate a User Previously Associated with Your Organization

1. If you know the name of the user previously associated with your organization, in EPC navigate to Records and click Users

2. Change the user status from “Active” to “Inactive” and enter the name and click Search.

3. Once you locate the user click on the Name link:
4. Select ‘Related Actions’ and ‘Reactivate User’

5. Enter a note and select **Submit** and then select **Yes** on the screen that appears to deactivate the user.