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.

How to Create a New User

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

My Applicant Landing Page

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

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

Manage Users

Existing Organizations

	Billed Entity Name	City	State
☑			
☑	Any County School District	SPRINGFIELD	AZ

CANCEL   CREATE A NEW USER   ADD AND REMOVE EXISTING USERS   MANAGE USER PERMISSIONS

3. Enter the new user information and scroll down to User Permissions

Create A User for

User Details

User Type
Applicant

First Name *

Job Title *

Last Name *

Phone Number *

Middle Initial

Phone Extension

Email

Email *

Confirm Email *

will be used as the username for the new account

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.

Apply All	470 Permission	471 Permission	472 Permission	498 Permission	Post-Commitment Permission	486 Permission	Appeals Permission
Full	Full	Full	Full	School or Library Official	Full	Full	Full

CANCEL   CONTINUE

4. Select either **Full** or **Partial** Permissions for All or for each permission type and click **Continue**

5. Confirm User Details and click **Submit**

Confirm User Details

User Details

User Type	Applicant
First Name	
Last Name	
Middle Initial	

Job Title	
Phone Number	
Phone Extension	

Email

Email

Address

Address Line 1	
Address Line 2	
City	
State	

County	
Zip Code	
Zip Code Extension	

User Permissions

Apply All	470 Permission	471 Permission	472 Permission	498 Permission	Post-Commitment Permission	486 Permission	Appeals Permission
	Full	Full	Full	School or Library Official	Full	Full	Full

PREVIOUS   CANCEL   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.

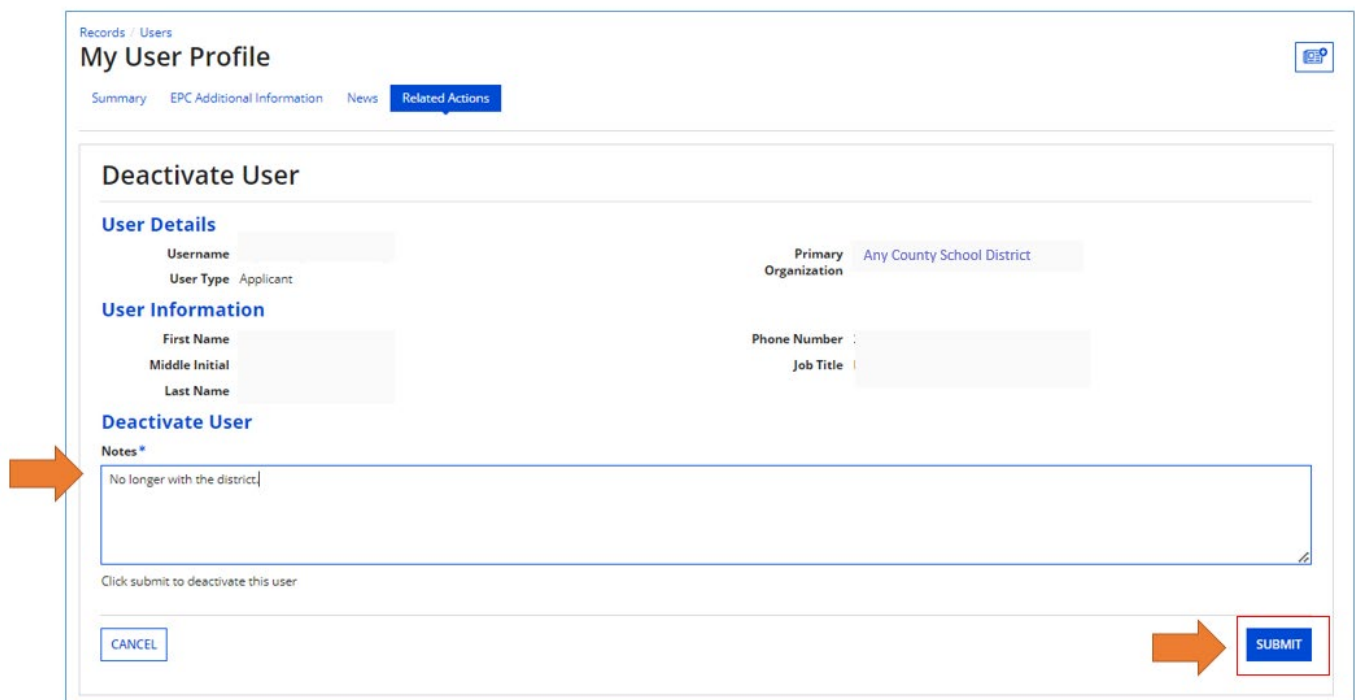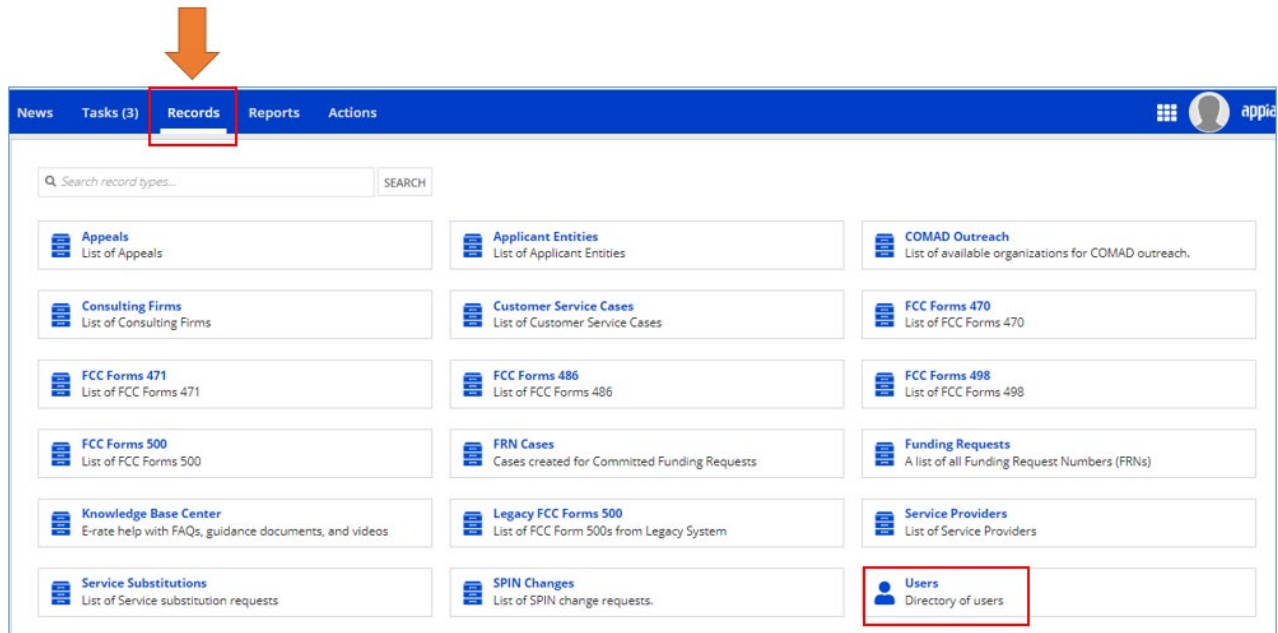4. After clicking the user's name, select **Related Actions** and then select **Deactivate User**.

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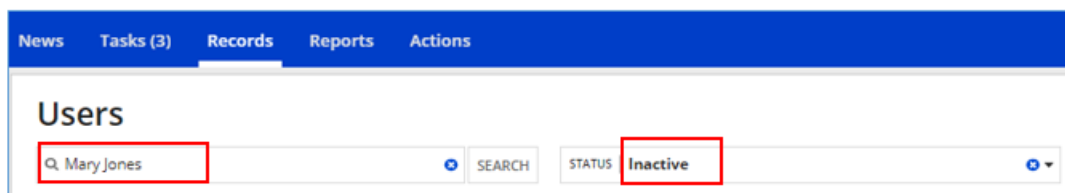
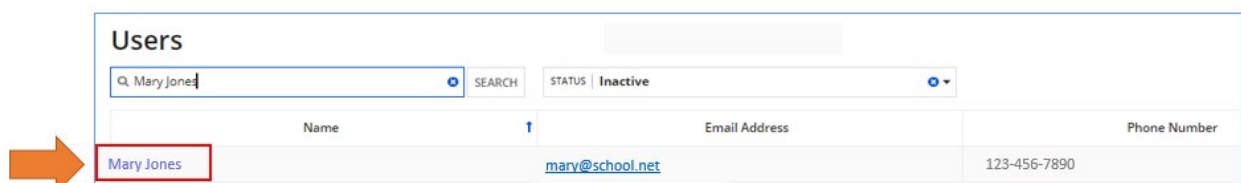**How to Reactivate a User Previously Associated with Your Organization**

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:

![Universal Service Administrative Co. logo]

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.