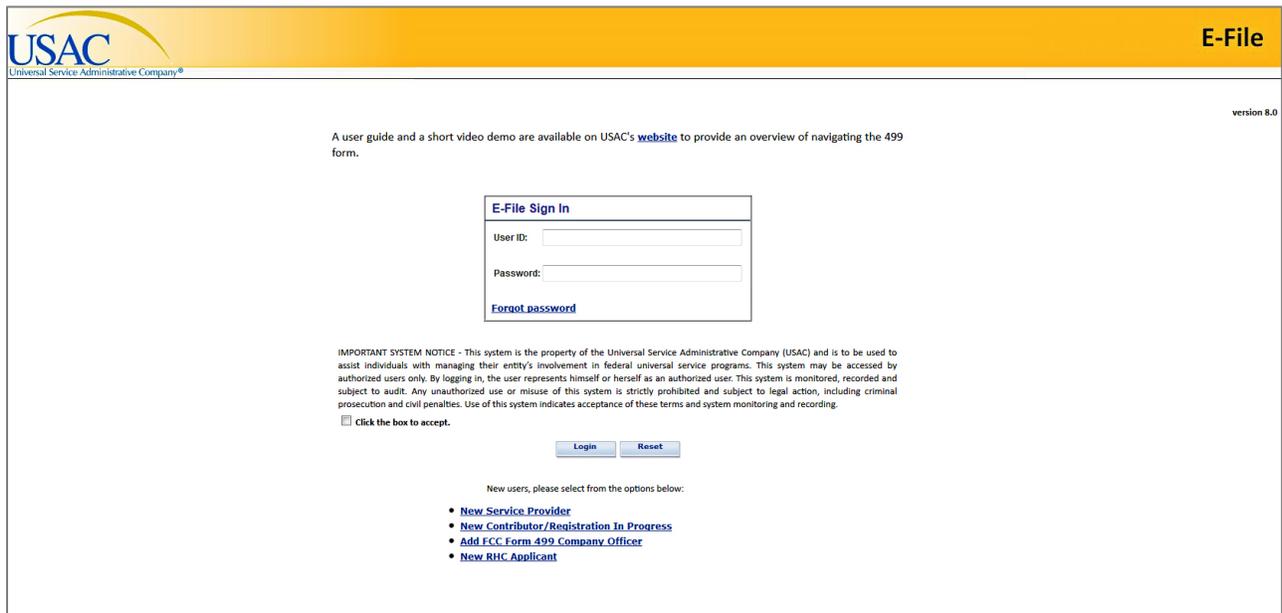


Overview

- The FCC Form 497
- Establishing User Accounts
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The FCC Form 497

To access the FCC Form 497, go to the E-File system at <https://forms.universalservice.org>



The screenshot shows the USAC E-File system login page. At the top left is the USAC logo, and at the top right is the text "E-File" and "version 8.0". The main content area contains a message: "A user guide and a short video demo are available on USAC's [website](#) to provide an overview of navigating the 499 form." Below this is an "E-File Sign In" form with fields for "User ID:" and "Password:", and a "[Forgot password](#)" link. Underneath the form is an "IMPORTANT SYSTEM NOTICE" and a checkbox labeled "Click the box to accept." Below the notice are "Login" and "Reset" buttons. At the bottom, it says "New users, please select from the options below:" followed by a bulleted list: "• [New Service Provider](#)", "• [New Contributor/Registration In Progress](#)", "• [Add FCC Form 499 Company Officer](#)", and "• [New RHC Applicant](#)".

If you have used E-File in the past, or if you have received a USAC assigned User ID and password, enter your information into the spaces provided to sign in.

If your company is new to E-File, select “New Service Provider” or “New Contributor” and begin the process of establishing a user account.

Establishing User Accounts

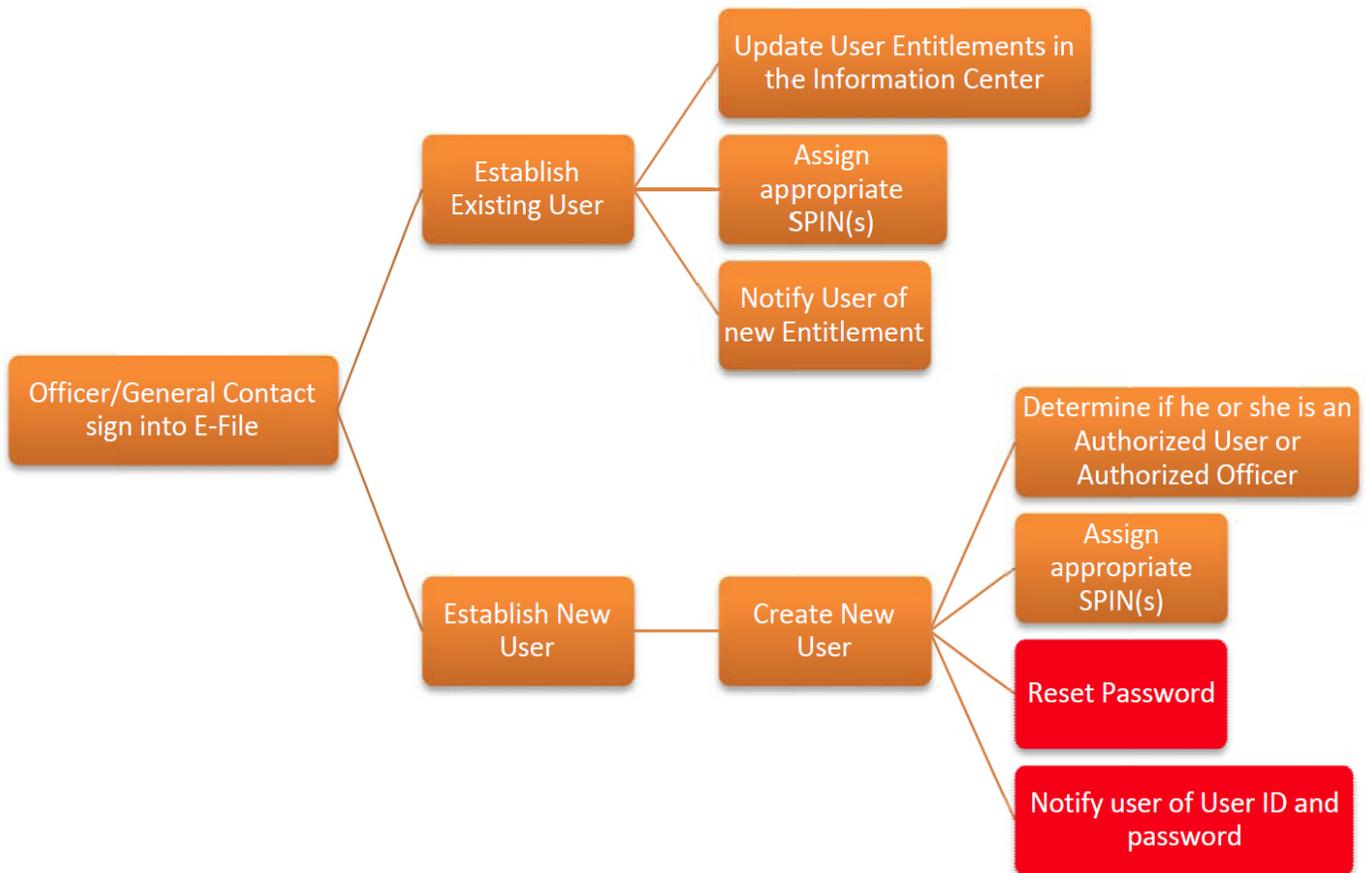
New Service Providers

If you are one of the following, you must complete an [FCC Form 498](#):

- A new service provider
- A company without a SPIN (Service Provider Identification Number)
- A company with an outdated FCC Form 498
- A company with a SPIN who has never used E-File

Complete the form and mail or fax a copy to USAC. USAC will then provide a user ID and password.

Establishing User Accounts Process Overview



Authorized Users vs. Authorized Officers

Once you've created an account in E-File by completing an [FCC Form 498](#), the FCC Form 498 General Contacts or Officers must establish user entitlements for the [FCC Form 497](#). Individuals can be listed as Authorized Officers (company officers who can enter data, save data, and certify forms) or Authorized Users (company employees and consultants who can enter data and save data).

Current E-File Users

FCC Form 498 General Contacts and/or Officers establish "Form 497" users and entitlements.

Once in the E-File system, select "Authorized Users" (see red box below) to view current users. To modify existing users, select "Manage your LI Entitlements" (see orange box below).

Information Center

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- Form 555
- Form 555 Pre-Production
- 525 Online Form
- 481 Online Form
- 690 Online Form
- 54.314 Certifications
- Pending Certifications
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- Download Forms
- Authorized Users**
- New User
- Pending Users
- My Account
- Change Password
- FAQs

Information Center

Service Providers

Form 498 ID	Company Name	Form 498 ID Status	Action
143044026	Answer I.T., LLC	Active	498 ID Activity for 143044026
143044025	CENTRAL VALLEY OFFICE SUPPLY, ...	Active	498 ID Activity for 143044025

Schools & Libraries

Form 498 ID	Company Name	Tax ID	
143044025	CENTRAL VALLEY OFFICE SUPPLY, ...	770580730	[entitlements] [Deactivate]
143044026	Answer I.T., LLC	204177247	[entitlements] [Deactivate]

High Cost & Low Income [Manage your LI Entitlements](#)

Form 498 ID	Company Name	Tax ID	
143044025	CENTRAL VALLEY OFFICE SUPPLY, ...	770580730	[entitlements] [agents] [Deactivate]
143044026	Answer I.T., LLC	204177247	[entitlements] [agents] [Deactivate]

Authorized Users

Email	Full Name	
bsmith@gmailtest.com	Bill Smith	[reset pwd] [entitlements]
John690@abc.com	John Doe	[reset pwd] [entitlements]

In the "Authorized Users" section, the names of all authorized users established by the FCC Form 498 General Contact or Officer will be displayed. Select "entitlements" (red box below) to add Authorized Users and Authorized Officers that will have access to the FCC Form 497.

Information Center - Authorized Users

Authorized Users

Email	Full Name	
bsmith@gmailtest.com	Bill Smith	[reset pwd] [entitlements]
John690@abc.com	John Doe	[reset pwd] [entitlements]

[Information Center](#)

After clicking on “entitlements”, existing user accounts will show the entitlement established for them as LI FCC Form 497 User or LI FCC Form 497 Officer.

All assigned and available HCLI FCC Form 497 SPINs will display as well. Check the “LI 497 User” (example in red box below) that you would like to assign and then click “Assign” to assign it to a user.

Authorized User Management - Entitlements User: Joe Smith
[My Account](#) | [Log Out](#)

User Email: John690@abc.com
Full Name: John Doe

Assigned [Remove](#)

<input type="checkbox"/> Filer ID	<input type="checkbox"/> SLD 472	<input type="checkbox"/> RHC Invoice	<input type="checkbox"/> LI 497	<input type="checkbox"/> HCLI 525	<input type="checkbox"/> HCLI 481	<input type="checkbox"/> HCLI 690
					<input type="checkbox"/> 143044026	<input type="checkbox"/> 143044026

Available [Assign](#)

<input type="checkbox"/> Filer ID	<input type="checkbox"/> SLD 472	<input type="checkbox"/> RHC Invoice	<input checked="" type="checkbox"/> LI 497 Not Selected Not Selected 497 User	<input type="checkbox"/> HCLI 525 Not Selected	<input type="checkbox"/> HCLI 481 481 User	<input type="checkbox"/> HCLI 690 690 User
<input type="checkbox"/> 143044026	<input type="checkbox"/> 143044026	<input checked="" type="checkbox"/> 143044026	<input checked="" type="checkbox"/> 143044025	<input type="checkbox"/> 143044026	<input type="checkbox"/> 143044025	<input type="checkbox"/> 143044025
<input type="checkbox"/> 143044025	<input type="checkbox"/> 143044025	<input checked="" type="checkbox"/> 143044025	<input checked="" type="checkbox"/> 143044025	<input type="checkbox"/> 143044025		

If the assignment was successful, you will receive a confirmation message on the screen. Officers and General Contacts must notify users about the entitlement change.

Authorized User Management - Entitlements - Confirmation Message

The selected Filer ID's / SPIN's are successfully assigned to the User: 'John690@abc.com'.
All the terms and conditions of this website apply to all users of the system.
Please click OK to go back to Assign/Remove Filer ID/SPIN Page.

[OK](#)

If the assignment was not successful, you will receive a failure message. Select “OK” to return to the Information Center page to try again.

Authorized User Management - Entitlements - Failure Message

You have not selected any Filer ID/SPIN to be assigned for User: 'John690@abc.com'.
Please click OK to go back to Assign/Remove Filer ID/SPIN Page.

[OK](#)

New Users

FCC Form 498 General Contacts and/or Officers must set up Form 497 users and entitlements for new users. To begin, select "New User" to establish new accounts.

**E-File**

Universal Service Administrative Company®

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- Rural Health Care
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- 525 Online Form
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- Pending Users
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- General E-File FAQs
- E-Certification FAQs
- E-File Form 498 FAQs

Information Center

Welcome Joe Smith

[My Account](#) | [Log Out](#)

To revise or deactivate a Form 498 ID, or to consolidate multiple Form 498 IDs, click the "498 ID Activity" button for appropriate Form 498 ID.

Service Providers

Form 498 ID	Company Name	Form 498 ID Status	Action
143044026	Answer I.T., LLC	Active	498 ID Activity for 143044026
143044025	CENTRAL VALLEY OFFICE SUPPLY, ...	Active	498 ID Activity for 143044025

Schools & Libraries

Form 498 ID	Company Name	Tax ID	
143044025	CENTRAL VALLEY OFFICE SUPPLY, ...	770580730	[entitlements] [Deactivate]
143044026	Answer I.T., LLC	204177247	[entitlements] [Deactivate]

Rural Health Care

Form 498 ID	Company Name	Tax ID	
143044025	CENTRAL VALLEY OFFICE SUPPLY, ...	770580730	[entitlements] [Deactivate]
143044026	Answer I.T., LLC	204177247	[entitlements] [Deactivate]

High Cost & Low Income

Form 498 ID	Company Name	Tax ID	
143044025	CENTRAL VALLEY OFFICE SUPPLY, ...	770580730	[entitlements] [agents] [Deactivate]
143044026	Answer I.T., LLC	204177247	[entitlements] [agents] [Deactivate]

Authorized Users

Email	Full Name	
bsmith@gmailtest.com	Bill Smith	[reset pwd] [entitlements]

FAQs

- [General E-File FAQ's](#)
- [E-Certification FAQ's](#)
- [E-File Form 498 FAQ's](#)
- [E-File Form 499 FAQ's](#)
- [E-File User Guide](#)

When prompted, enter the new user's email address and select "Search."

User Management - Assign New User

User: Joe Smith

[My Account](#) | [Log Out](#)

Please enter the email address of the user you wish to add. If that user already exists, the existing user profile information will be displayed on the next screen. If the user does not exist, you will be prompted to create the user. Please note that the user's logon id for E-File will be his or her email address.

Email:

Check "LI 497 User" to establish data entry only permissions. Check "LI 497 Officer" to establish data entry and certification permissions. Once user information has been entered, select "Next" at the bottom of the page.

User Management - Assign New User

Please enter the email address of the user you wish to add. If that user already exists, the existing user profile information will be displayed on the next page. If you will be prompted to create the user. Please note that the user's logon id for E-File will be his or her email address.

Email:

'new497user2@usac.com' is a new-user. Please fill out the below.

LI 497 User LI 497 Officer
 HCLI 525 Agent

Check the SPINs for which you want to assign to that particular user. Select "Save" when you've assigned the user a SPIN.

User: Joe Smith
[My Account](#) | [Log Out](#)

Please ensure you add at least one entitlement above to this user. In order to successfully create a user they must have at least one entitlement. Once you have added an entitlement the "save button" will be available.

User Email:

Full Name:

Filer ID	SLD Form 472	RHC Invoice	LI Form 497	Form 525	Form 481	Form 690
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/> 143044026	<input type="checkbox"/> 143044026	<input type="checkbox"/> 497 User	<input type="checkbox"/> Not Selected	<input type="checkbox"/> Not Selected	<input type="checkbox"/> Not Selected
	<input type="checkbox"/> 143044025	<input type="checkbox"/> 143044025	<input checked="" type="checkbox"/> 143044026	<input type="checkbox"/> 143044026	<input type="checkbox"/> 143044026	<input type="checkbox"/> 143044026
			<input type="checkbox"/> 143044025	<input type="checkbox"/> 143044025	<input type="checkbox"/> 143044025	<input type="checkbox"/> 143044025

You will receive a confirmation message if the assignment was successful. Return to the Information Center and select "Authorized Users" to set passwords.

For each new user, select “reset pwd” and select “OK” to reset the password for the selected user.

USAC
Universal Service Administrative Company®

E-File

Welcome Joe Smith
[My Account](#) | [Log Out](#)

Information Center - Authorized Users

Authorized Users

Email	Full Name		
bsmith@gmailtest.com	Bill Smith	[reset pwd]	[entitlements]
John690@abc.com	John Doe	[reset pwd]	[entitlements]
new497user2@usac.org	John Doe	[reset pwd]	[entitlements]

Reset password for selected user ?

[Information Center](#)

FAQs

- [General E-File FAQ's](#)
- [E-Certification FAQ's](#)
- [E-File Form 498 FAQ's](#)
- [E-File Form 499 FAQ's](#)
- [E-File User Guide](#)

You will receive a confirmation message with the new password. Officers and General Contacts must provide authorized users with their E-File User IDs and passwords.

Authorized User Management - Confirmation Message

The password is reset for the User ID 'new497user2@usac.org'.
The new password is 'new497user2@usac.org!'. Please inform user about the new password.

Helpful Tips and Common Questions

E-File:

- Do not share your User ID and/or password with anyone.
- A [user guide](#) and some [FAQs](#) are available on the USAC website.
- Users will be locked out after three failed login attempts.

I don't know my password:

- Officers and General Contacts should call (888) 641-8722 for help.
 - Use prompts #3, #1 and
 - USAC will reset your password over the phone.
- Other users must contact their General Contact or Officer to reset their password.

My company has a new Officer:

- Complete a new FCC Form 498 and fax it to (888) 637-6226.

Contact Information for Other Questions

(888) 641-8722

CustomerSupport@usac.org

FCC Form 497 Questions

- (866) 873-4727
- Form497@usac.org

Online FCC Form 497 Questions

- (202) 776-0200

Glossary

FCC Form 497	Form used by ETCs to request reimbursement for participating in the Low-Income Program. Support claims are due to USAC by the 8 th of each month, or the next business day if the 8 th day falls on a Saturday, Sunday, or federal holiday.
FCC Form 498	Form used to collect remittance, payment, and contact information for service providers that receive support from the universal service programs (High Cost, Lifeline, Rural Health Care, and Schools and Libraries) administered by USAC.
E-File	The Universal Service Administrative Company (USAC) online form submission application that allows universal service fund (USF) contributors and service providers, as well as beneficiaries of program support, to electronically enter data, process invoices, submit, verify, and certify FCC forms. E-File also allows the Company Officers and General Contacts to perform administrative tasks such as resetting passwords and managing entitlements.
SPIN	The Service Provider Identification Number is a unique number that USAC assigns to each service provider once that service provider has submitted the FCC Form 498 to USAC. Every service provider is required to have a SPIN in order to participate in any universal service programs and to receive payments from USAC.
Company Officer	The officer of a service provider company who is authorized to certify that data set forth in the FCC Form 498 is true, accurate, and complete. The 498 Company Officer has access to certify forms through the E-File system and occupies a position specified in the corporate by-laws (or partnership agreement), and would typically be president, vice president of operations, vice president of finance, comptroller, treasurer, or a comparable position. If the reporting entity is a sole proprietorship, the owner must sign the certification. He or she is able to view, enter data, and certify certain forms for his or her associated SPIN and/or Filer ID.
General Contact	The employee of a service provider company who filled out the FCC Form 498. This individual is listed on Line 8. The latest General Contact on file has access to submit and modify data in the E-file system, and to create delegated or authorized users. A General Contact is able to view, enter data for, and certify FCC Forms 472, 481, 497, 525, and Item 21 attachments for his or her associated SPIN, and view and submit FCC Form 498 data to a 498 Company Officer for review, approval and certification. He or she is able to perform administrative tasks related to Authorized User accounts to which he or she has access such as electronically activating, deactivating, managing entitlements, and resetting passwords.
Authorized User	An Authorized User is an employee of the service provider company who has been granted access to view and enter data for forms by a Company Officer or General Contact. .