

Accessing E-File User Guide

Last updated May 2023

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What is E-File?

E-File is USAC's online forms submission tool. E-File is the platform in which contributors and service providers can register with USAC and manage their forms, including the FCC Forms 499. This user guide will walk through how to access and navigate through the E-File system, and how to manage the FCC Form(s) 499 as Preparers or Company Officers for one or multiple companies.

Before getting started, it is important to know your role within E-File.

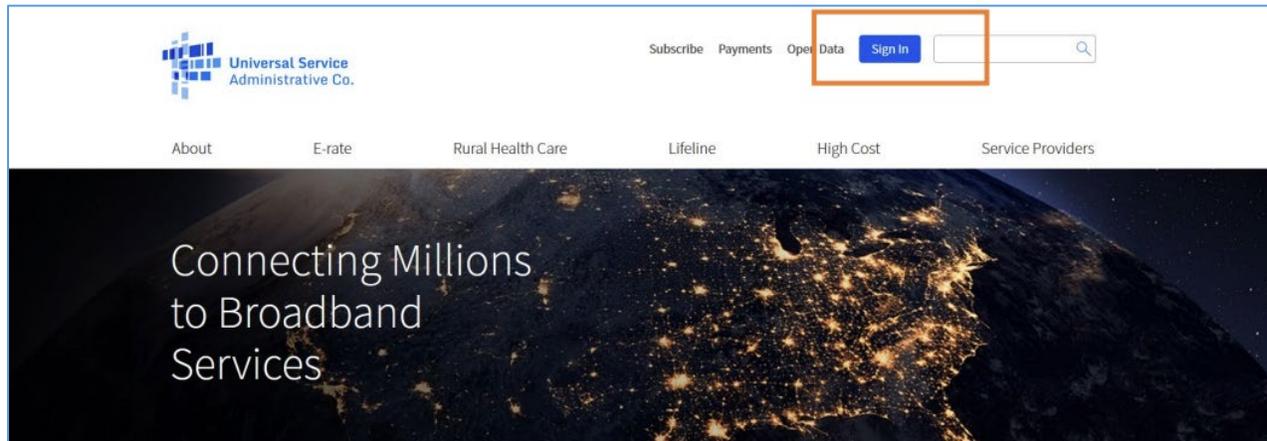
The **Preparer** has authorization to prepare the FCC Form 499-A/Q, access invoice copies, account histories, and other information related to the 499 Filer ID. The Preparer is not authorized to certify or submit an FCC Form 499-A/Q.

The **Company Officer** can perform all the same activities as a Preparer. In addition, the Company Officer can add or remove authorized users for the 499 Filer ID. Only the Company Officer can certify and submit an FCC Form 499-A/Q.

Use the Table of Contents functionality to jump to each section.

Sign In

1. Visit USAC's website at usac.org.
2. Click the blue **Sign In** button in the upper right-hand corner of the homepage.



3. Review the information and click **Continue**.



ACP Program providers, ACP Pilot Program Applicants, EPC users and BEAR Form filers: If this is your first time logging in to One Portal, please read this information carefully. Also, for returning ACP Pilot Program Applicants, due to a recent system issue, you may need to reset your password in order to log in. If your existing password doesn't work, click "Forgot Password" to reset.

USAC has added multifactor authentication (MFA) to increase the security of our Universal Service Fund (USF) IT applications. The first time you sign into an application, the system will prompt you to set up MFA for your account. To do this:

1. Click the blue **Continue** button below.
2. Click the **Forgot Password** link.
3. Enter your Username (your email address) and click **Reset via Email**.
4. When you receive the email, click the link to create a password. Your password must be at least eight characters long and include one lowercase letter, one uppercase letter, one number, and one special character.
5. Accept the system's terms of use and click **Sign In**.
6. On the next page, confirm the email associated with your account and click **Send Email**.
7. Check your email for a verification code.
8. Enter the code and click **Verify**.

After logging in, you will see USAC's new single portal application dashboard if you have access to more than one application. On this page you can access all of the USF applications associated with your log in. This means users no longer have to sign into multiple applications to interact with different USF programs.

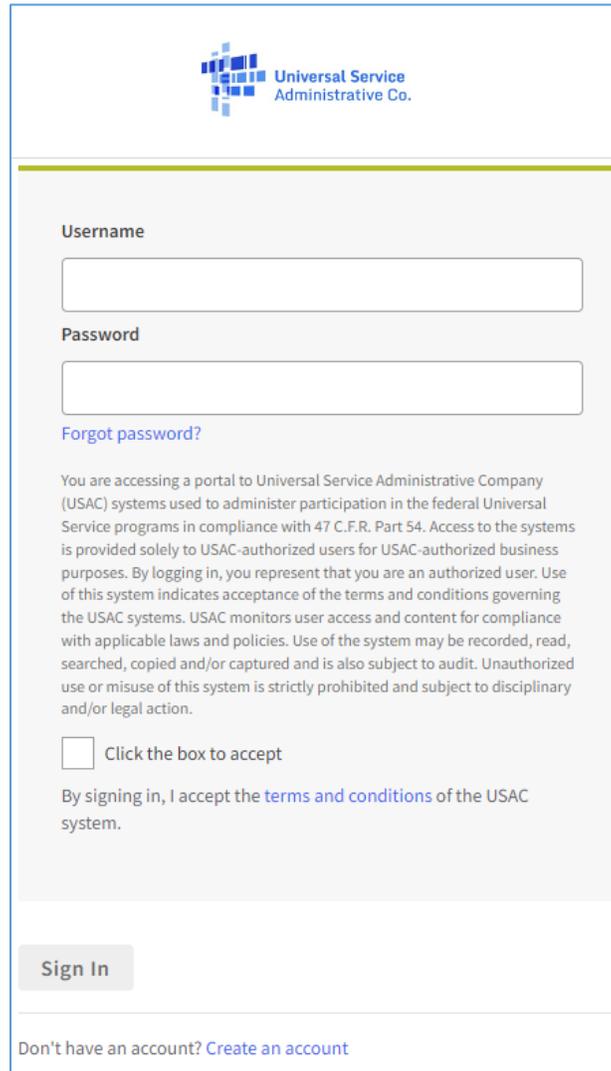
From the dashboard, you can visit the "Settings" page to add a cell phone number to your account. This will allow you to receive verification codes via either email or text message when you log in in the future.

To learn more about USAC's MFA and to find a list of all USF IT applications included in the single portal, visit [USAC's website](#). If you cannot access the email associated with your account and need to set up a new log in, please contact your organization's USF administrator. If you need to reset your password, click the "forgot password" link. More detailed instructions are available in [this video](#).

Continue

4. Enter your username and password.
5. Read the disclaimer. If you accept the terms and conditions, click the checkbox to accept the disclaimer.

Note: The sign in button will become clickable once these steps are completed. Click the blue sign in button at the bottom.

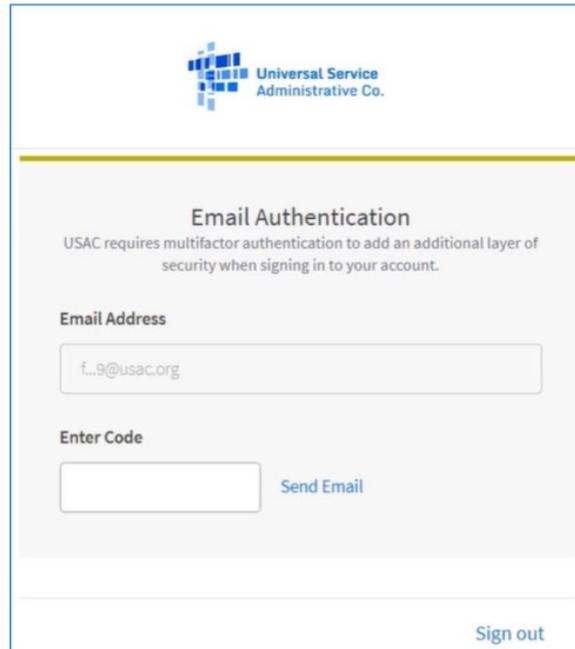


The screenshot shows the login interface for the Universal Service Administrative Co. portal. At the top, the company logo and name are displayed. Below this, there are two input fields: one for the 'Username' and one for the 'Password'. A link for 'Forgot password?' is located below the password field. A large block of text provides a disclaimer about the system's use, stating that access is for authorized users only and that the system is subject to audit. Below the disclaimer is a checkbox with the text 'Click the box to accept'. Underneath the checkbox, it says 'By signing in, I accept the terms and conditions of the USAC system.' At the bottom of the form is a 'Sign In' button. Below the button, there is a link that says 'Don't have an account? Create an account'.

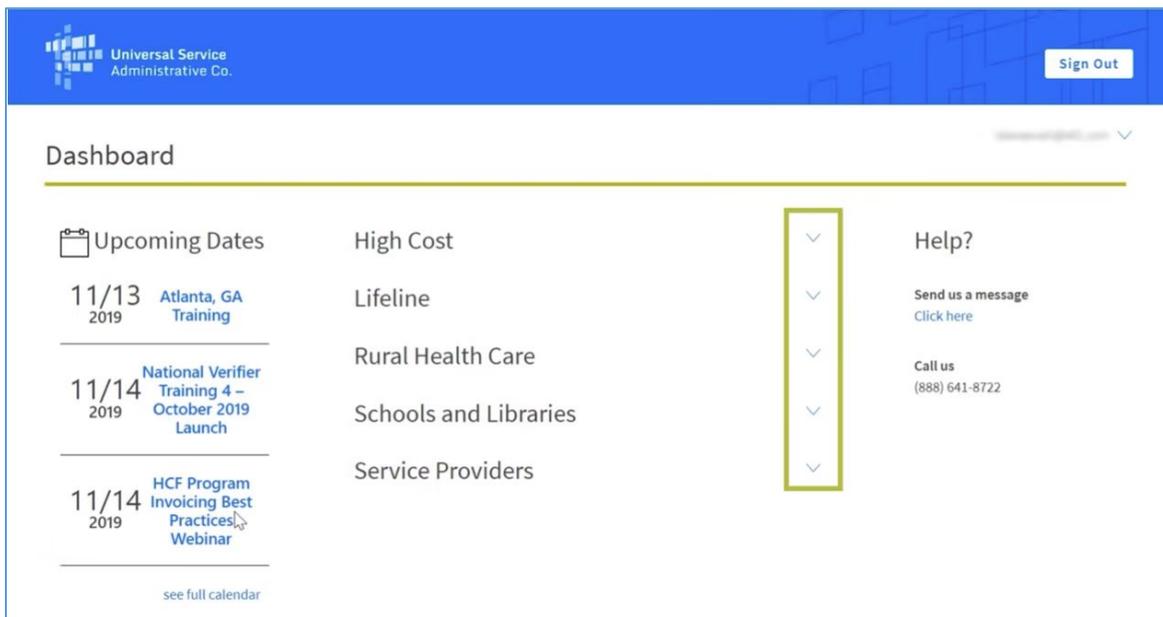
Multifactor Authentication

After signing in with your username and password, the system will prompt you to initiate the multifactor authentication process. Follow the steps below to complete this process.

1. Click **Send Email** to have a verification code sent to the email address listed. Open the email to retrieve the verification code.
2. Enter the code from the email into the box and click **Verify**.
Note: This code is only valid for 10 minutes from the time it was sent.

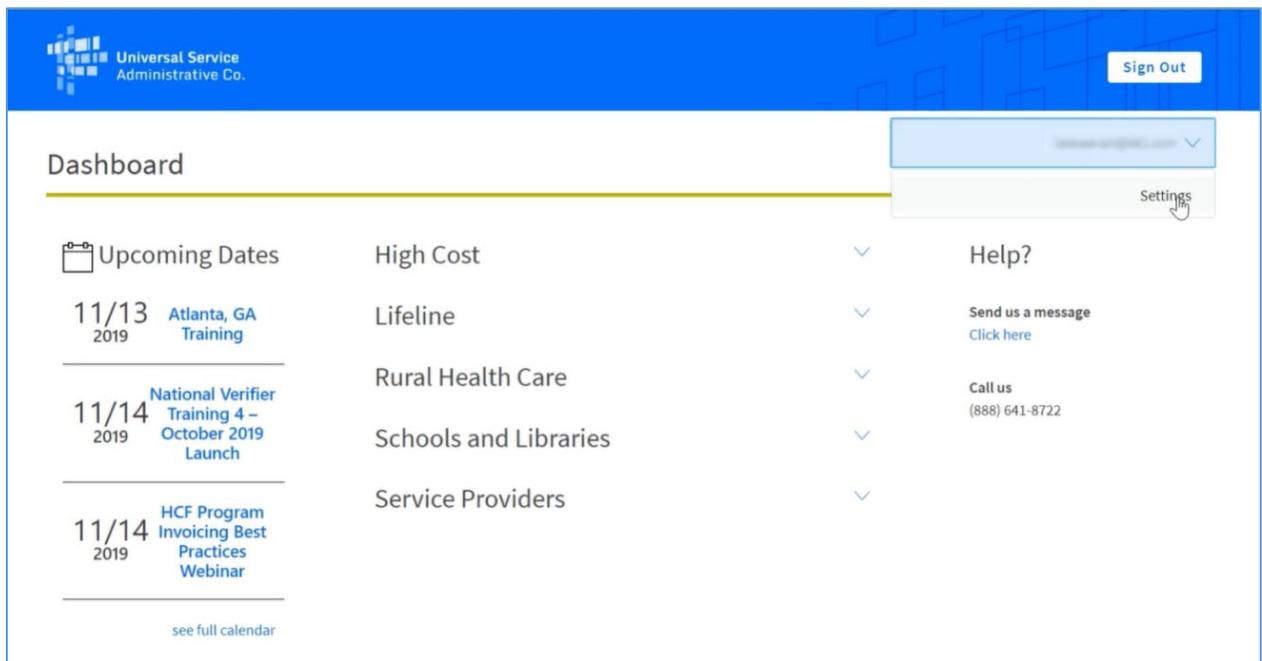


- Click the down arrow next to each selection to see and access the USAC systems. If you have access to only one USAC system, a page will appear giving you the option of either going directly to that USAC system or managing your multifactor authentication settings. If you have access to multiple USAC systems, you can manage your multifactor authentication settings from this dashboard page.



4. Select **Settings** under the arrow by your username in the upper righthand corner. USAC recommends that you visit this settings page to add a mobile phone number to your account. This will allow you to choose to receive login verification codes by email or text message. This is also the place where you may change the primary email address that would receive authentication codes in the future.

Note: Updating the primary email address does not update the username address you use when you log in.



The screenshot shows the USAC dashboard interface. At the top left is the logo and name 'Universal Service Administrative Co.'. At the top right is a 'Sign Out' button. Below the header is a 'Dashboard' section. On the right side of the dashboard, there is a user profile dropdown menu. The dropdown menu is open, showing the user's email address 'lshannon@usac.com' and a 'Settings' link with a mouse cursor pointing to it. The main dashboard content includes a calendar of upcoming dates on the left and a list of service categories on the right, each with a dropdown arrow. The service categories are: High Cost, Lifeline, Rural Health Care, Schools and Libraries, and Service Providers. The help section on the right includes 'Help?', 'Send us a message Click here', and 'Call us (888) 641-8722'.

5. To enter a mobile number that will be used to text you a verification code, find the extra verification box and click **Setup**.

Note: Make sure that the popup blocker is turned off on your internet browser as the next few screens are mini windows that popup over the main screen.



✓ Extra Verification

Extra verification increases your account security when signing in to Okta and other applications you use.

Required

Optional

Text Message Code

Setup

6. Enter the mobile phone that you wish to receive texts with the verification code. Then, select **Send Code** to authenticate your phone number.

Set Up Text Message Verification

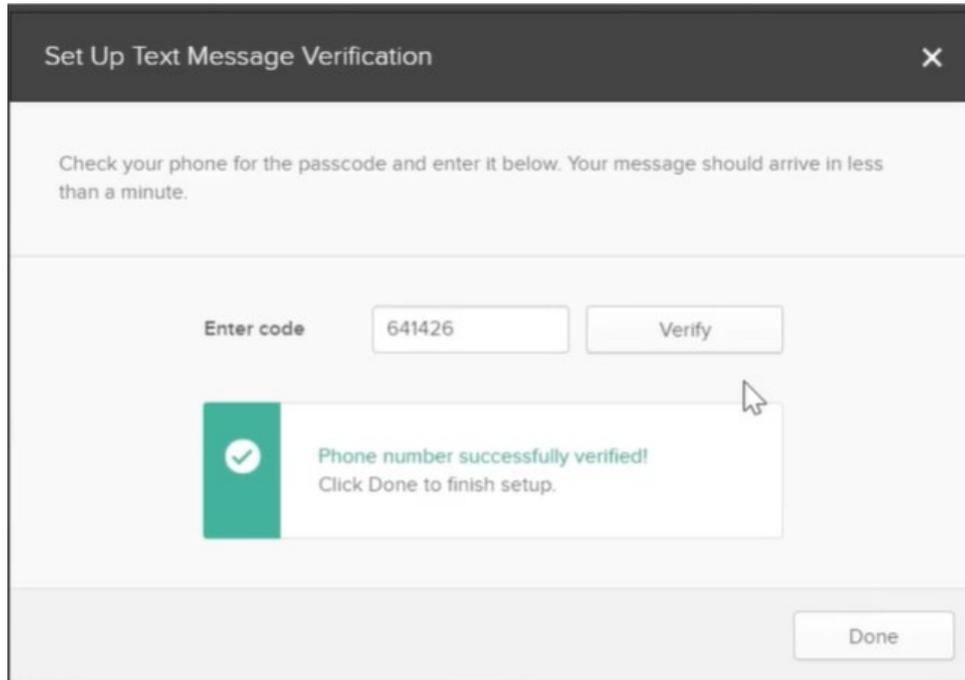
Enter the phone number you'll use to receive codes via text message, then click Send Code to verify that it works.

Country: United States
Select the country where your phone is registered.

Phone number: [Empty field]
Enter your number the way you normally dial it. Do not add your country code prefix.

Send Code

7. A code will be immediately texted to the number that you entered. Enter that code in the code verification box and click **Verify**. If you have entered the code accurately, the system will give you a message that you verified successfully.

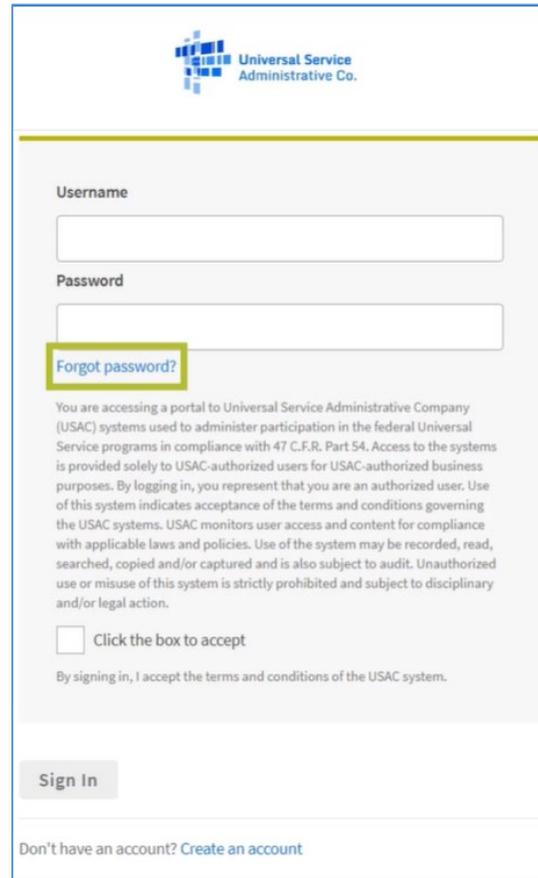


8. Select **Done** to take you back to the main settings page. The next time you log in, you will see a screen that prompts you to decide which method to deliver the code through email or text message.
9. Once you finish customizing your settings, click on the USAC banner on the top left to return to the dashboard.

Reset Password

Follow the steps below to change or reset your password.

1. Click the **Forgot Password** link on the main login screen.



Universal Service
Administrative Co.

Username

Password

Forgot password?

You are accessing a portal to Universal Service Administrative Company (USAC) systems used to administer participation in the federal Universal Service programs in compliance with 47 C.F.R. Part 54. Access to the systems is provided solely to USAC-authorized users for USAC-authorized business purposes. By logging in, you represent that you are an authorized user. Use of this system indicates acceptance of the terms and conditions governing the USAC systems. USAC monitors user access and content for compliance with applicable laws and policies. Use of the system may be recorded, read, searched, copied and/or captured and is also subject to audit. Unauthorized use or misuse of this system is strictly prohibited and subject to disciplinary and/or legal action.

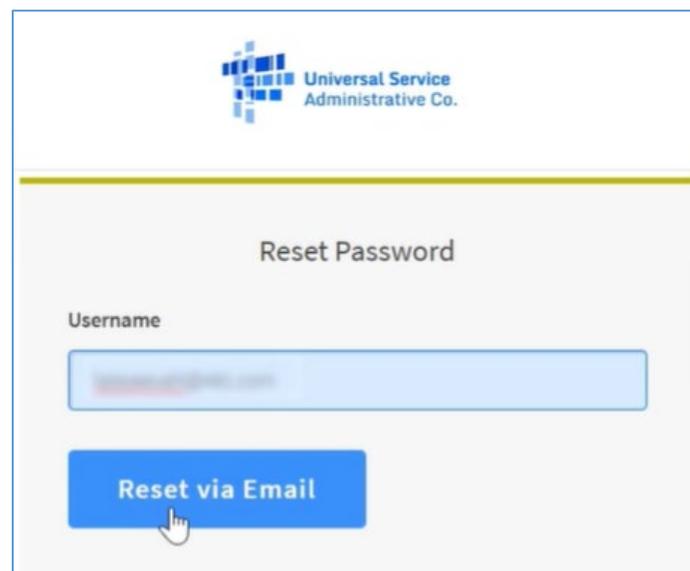
Click the box to accept

By signing in, I accept the terms and conditions of the USAC system.

Sign In

Don't have an account? [Create an account](#)

2. Enter your username in the box provided and click the **Reset Via Email** button.



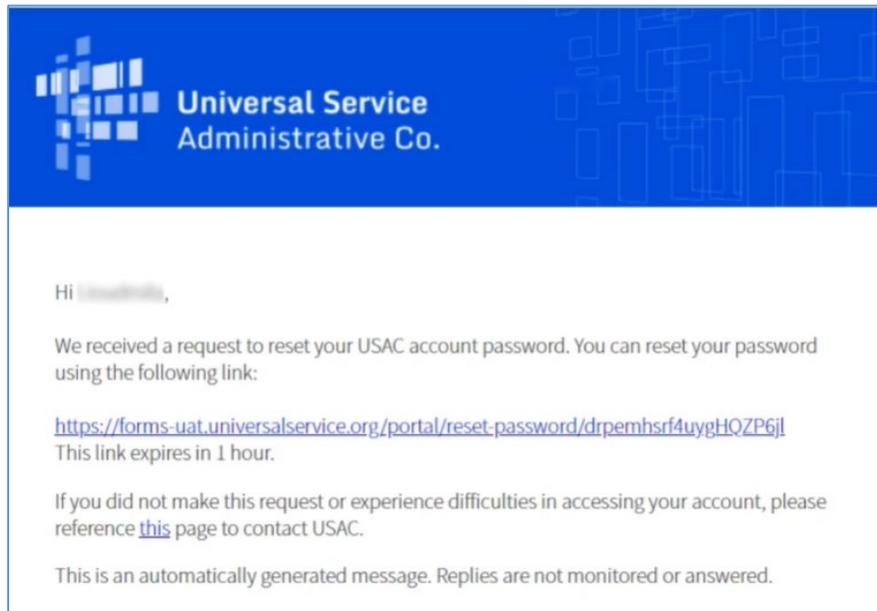
Universal Service
Administrative Co.

Reset Password

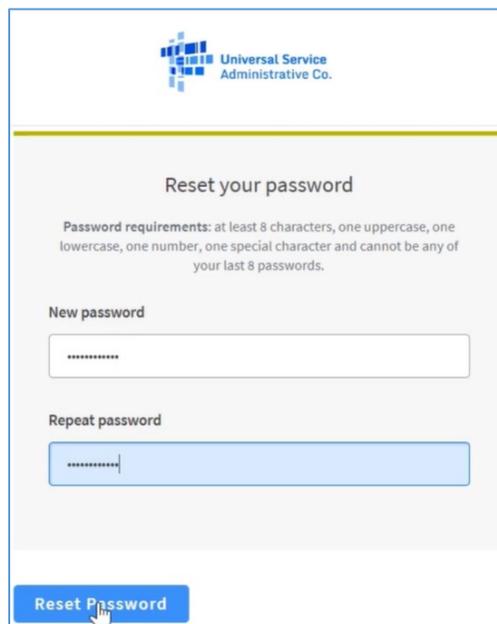
Username

Reset via Email

- USAC will send you an email that includes a link that will take you to a screen prompting you to change your password. Click the link to reset your password. This link is valid for only one hour.



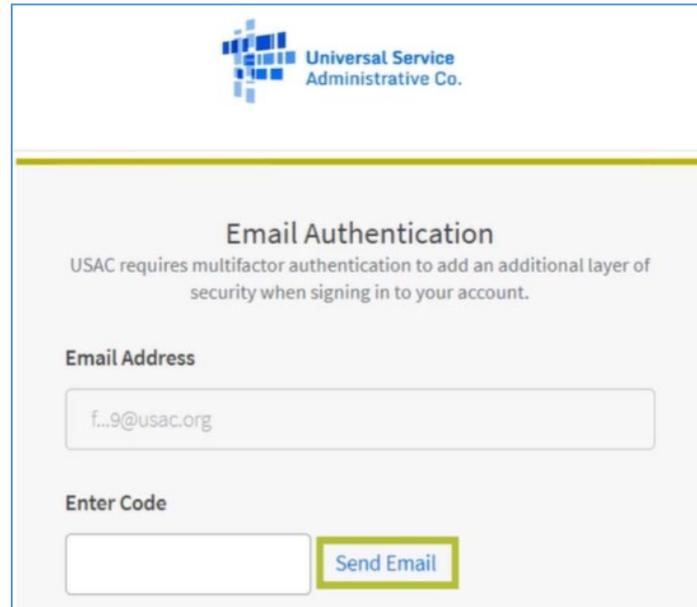
- Enter your new password and click the **Reset Password** button. The password must be eight characters, one uppercase, one lowercase, one number, contain one special character, and cannot be any of your last eight passwords.



The screenshot shows a web form titled "Reset your password" with the Universal Service Administrative Co. logo at the top. The form includes the following elements:

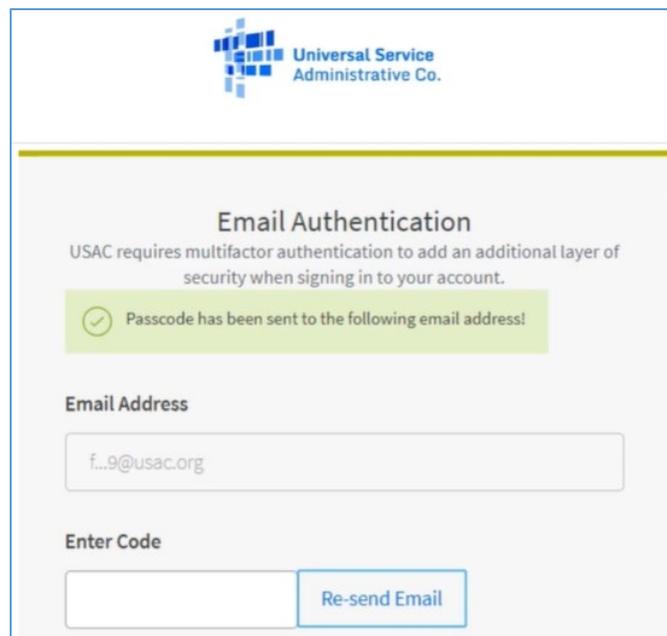
- Reset your password** (Section Header)
- Password requirements:** at least 8 characters, one uppercase, one lowercase, one number, one special character and cannot be any of your last 8 passwords.
- New password** (Text input field with a masked password "*****")
- Repeat password** (Text input field with a masked password "*****")
- Reset Password** (Blue button with a mouse cursor over it)

- Once the password reset is accepted, continue the login process with multifactor authentication. Initiate the authentication by clicking the **Send Email** link.



The screenshot shows the 'Email Authentication' page for Universal Service Administrative Co. The page includes the company logo and name at the top. Below the header, the text reads: 'Email Authentication' and 'USAC requires multifactor authentication to add an additional layer of security when signing in to your account.' There are two input fields: 'Email Address' containing 'f...9@usac.org' and 'Enter Code' which is empty. A 'Send Email' button is highlighted with a yellow border.

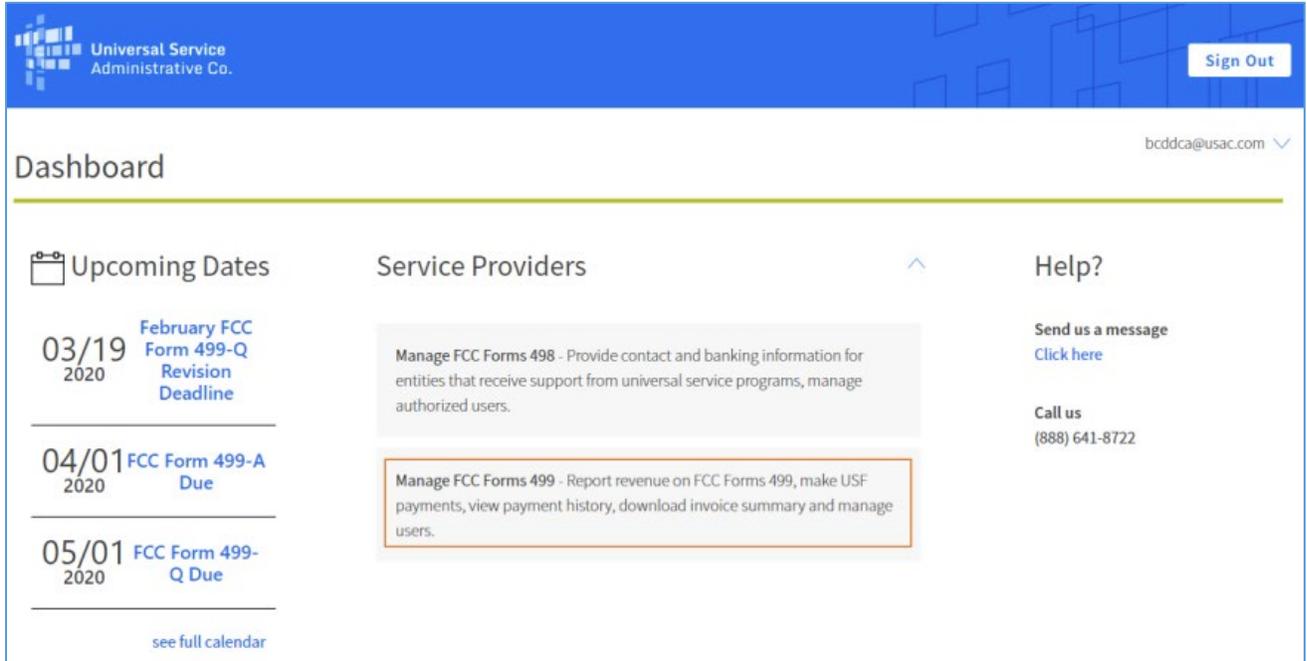
- You will then receive an email with a six-digit code. Enter the code into the box marked **Enter Code**. The code is only valid for 10 minutes.



The screenshot shows the 'Email Authentication' page after a confirmation message. The message, in a green box, says: 'Passcode has been sent to the following email address!'. The 'Email Address' field still contains 'f...9@usac.org'. The 'Enter Code' field is empty. A 'Re-send Email' button is now visible next to the 'Enter Code' field.

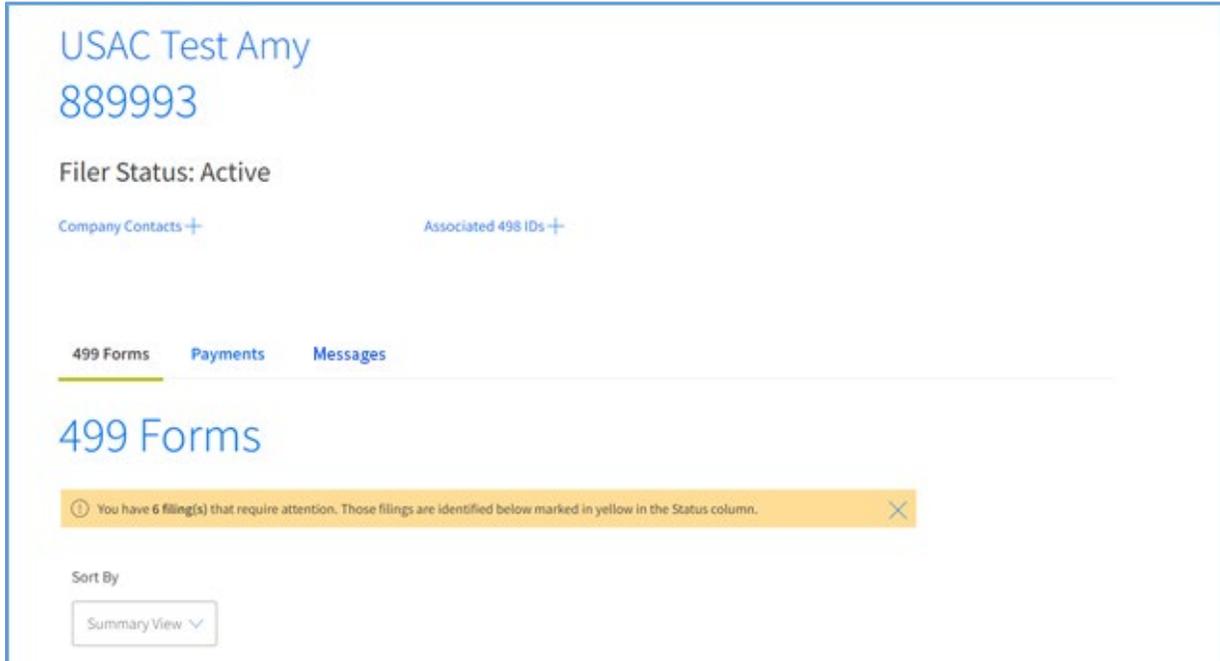
Dashboard

On the left-hand side of your screen are important upcoming dates. On the right-hand side of your screen are options to get in contact with the USAC Customer Service Center (CSC). Under the **Service Providers** dropdown are options to enter the FCC Forms 499 and/or FCC Forms 498.



The screenshot shows the USAC Dashboard interface. At the top left is the USAC logo and name. At the top right is a 'Sign Out' button and the user email 'bcddca@usac.com'. The main content area is divided into three columns: 'Upcoming Dates', 'Service Providers', and 'Help?'. The 'Upcoming Dates' column lists three dates: 03/19/2020 for a February FCC Form 499-Q Revision Deadline, 04/01/2020 for FCC Form 499-A Due, and 05/01/2020 for FCC Form 499-Q Due. The 'Service Providers' column has a dropdown menu with two options: 'Manage FCC Forms 498' and 'Manage FCC Forms 499'. The 'Help?' column provides contact information: 'Send us a message' with a 'Click here' link, and 'Call us' with the number (888) 641-8722.

Click on **Manage FCC Forms 499** to view your filer status, company contacts, and associated 498 IDs. If you are a Preparer or Company Officer for multiple companies, you will be able to select a company from the dropdown menu. To manage your FCC Forms 499, toggle between **499 Forms**, **Payments**, and **Messages**.



USAC Test Amy
889993

Filer Status: Active

Company Contacts + Associated 498 IDs +

499 Forms Payments Messages

499 Forms

ⓘ You have 6 filing(s) that require attention. Those filings are identified below marked in yellow in the Status column. ✕

Sort By

Summary View ▾

Forms

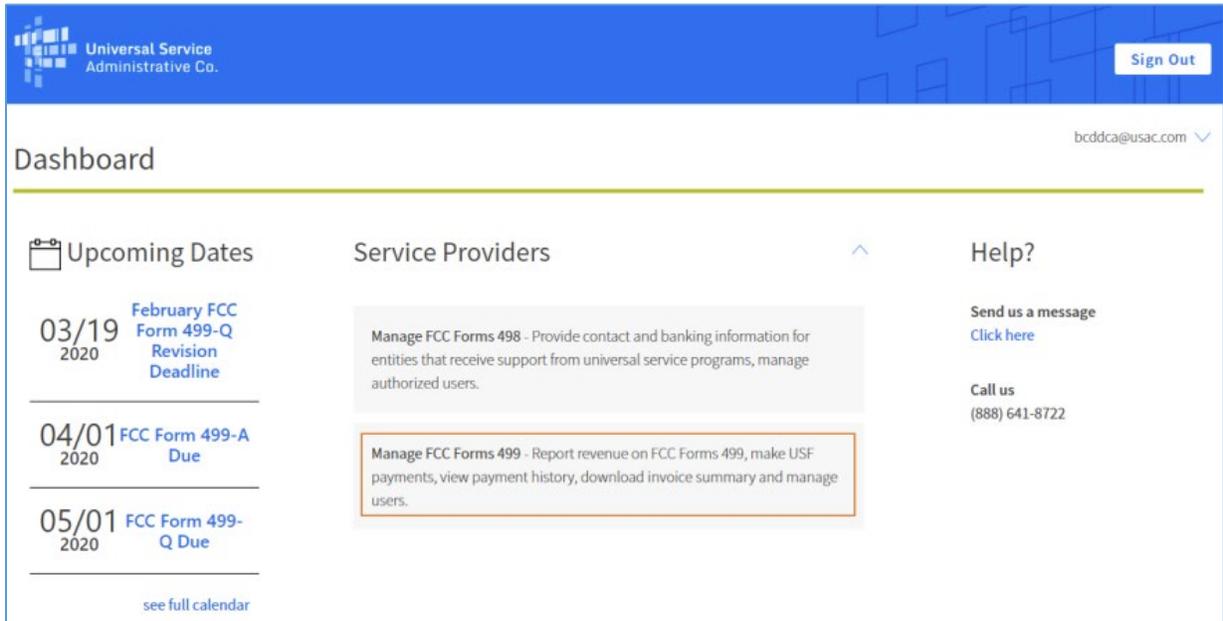
This section will walk through how to access, check status, and revise FCC Forms 499 A/Q in E-File.

Access Forms

Once you are logged into E-File, you will only be able to see the systems in which you have access.

Follow the steps below to access forms in E-File.

1. On your dashboard, click on the paragraph **Manage FCC Forms 499**.

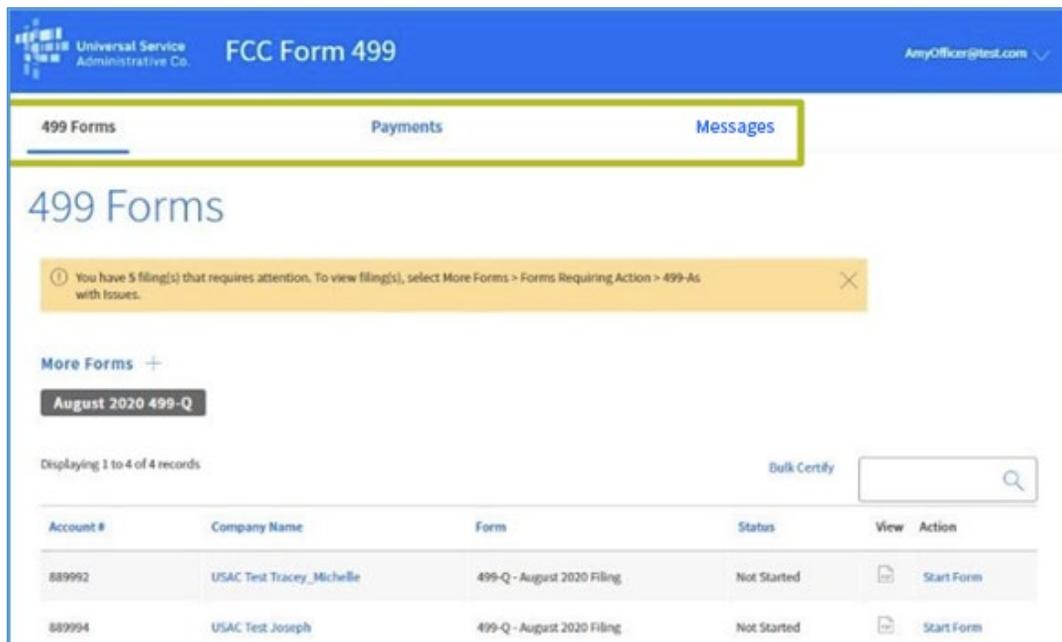


The dashboard shows the following sections:

- Upcoming Dates:**
 - 03/19 2020: February FCC Form 499-Q Revision Deadline
 - 04/01 2020: FCC Form 499-A Due
 - 05/01 2020: FCC Form 499-Q Due
- Service Providers:**
 - Manage FCC Forms 498 - Provide contact and banking information for entities that receive support from universal service programs, manage authorized users.
 - Manage FCC Forms 499 - Report revenue on FCC Forms 499, make USF payments, view payment history, download invoice summary and manage users.
- Help?:**
 - Send us a message [Click here](#)
 - Call us (888) 641-8722

Additional elements: Sign Out button, user email bcddca@usac.com, and a link to see full calendar.

2. Navigate to the Filer ID you wish to work on. Scroll to the bottom of the screen to see most current forms.
3. There will be several options to click on to access the form. To view a PDF version of your form, navigate to the **View** column and click the PDF icon.



The interface shows the following details:

- Navigation:** 499 Forms (selected), Payments, Messages
- Alert:** You have 5 filing(s) that requires attention. To view filing(s), select More Forms > Forms Requiring Action > 499-Ac with Issues.
- More Forms:** August 2020 499-Q
- Table:**

| Account# | Company Name | Form | Status | View | Action |
|----------|---------------------------|----------------------------|-------------|------|------------|
| 889992 | USAC Test Tracey_Michelle | 499-Q - August 2020 Filing | Not Started | | Start Form |
| 889994 | USAC Test Joseph | 499-Q - August 2020 Filing | Not Started | | Start Form |

- To start the form, select the **Start Form** action. To continue a form that's been started, click **Continue**. To revise a form, select the **Revise** action.

Sort By

Summary View ▼

Displaying 1 to 10 of 13 records

| 499 Forms | Receipt Date | Status | View | Action | DCA Approval Date |
|------------------------------|--------------|---------------|---|-------------------|-------------------|
| 499-Q - February 2023 Filing | | Not Started |  | Start Form | |
| 499-Q - November 2022 Filing | | USAC Estimate |  | Revise Certify | |
| 499-Q - August 2022 Filing | 08/25/2022 | Approved |  | Revise Certify | 08/26/2022 |

Note: Forms can be previewed, saved, certified, and submitted once you enter the form. The form can only be submitted by the Company Officer designated in E-File.

Certify and Submit Forms

Forms must be certified before they are submitted to USAC. The form can only be submitted by the Company Officer designated in E-File. Review the form, and if you are ready to submit it, click the **Preview and Certify the Form** button. When certifying the form, enter the date on which you are completing the form. If needed, you can also save the form and come back to it later.

| Account # | Company Name | Form | Status | View | Action |
|-----------|---------------------|--------------------------------------|--------------------------|---|------------------|
| 889993 | USAC Test Amy | 499-Q - November 2020 Filing - Rev 3 | Pending Officer Approval |  | Revise Certify |
| 80 | Communications, LLC | 499-A - 2022 Filing - Rev 1 | Pending Officer Approval |  | Revise Certify |
| 889994 | USAC Test | 499-A - 2022 Filing | Pending Officer Approval |  | Revise Certify |
| 889993 | USAC Test Amy | 499-A - 2020 Filing - Rev 2 | Pending Officer Approval |  | Revise Certify |

Check Form Status

You can find your form status under the **Status** column. Visit our [What to Expect After Filing](#) webpage to view a list of the possible terms for each Filer ID's individual forms.

Revise Forms

Follow the steps below to revise a form.

1. Under the **Action** column, click on the word **Revise** in blue text. Please note that if **Revise** is not blue and clickable, you cannot revise the form.

| Displaying 1 to 8 of 8 records | | | | | Bulk Certify | <input type="text"/> |
|--------------------------------|--------------|---------------------|----------|--|------------------|----------------------|
| Account # | Company Name | Form | Status | View | Action | |
| 889997 | USAC Test 3R | 499-A - 2020 Filing | Approved |  | Revise Certify | |

2. Once you click **Revise**, you will be taken into the data entry screen. Revenues are carried forward to the revision you are working on. Find the line number you need to revise and enter the new revenue number.

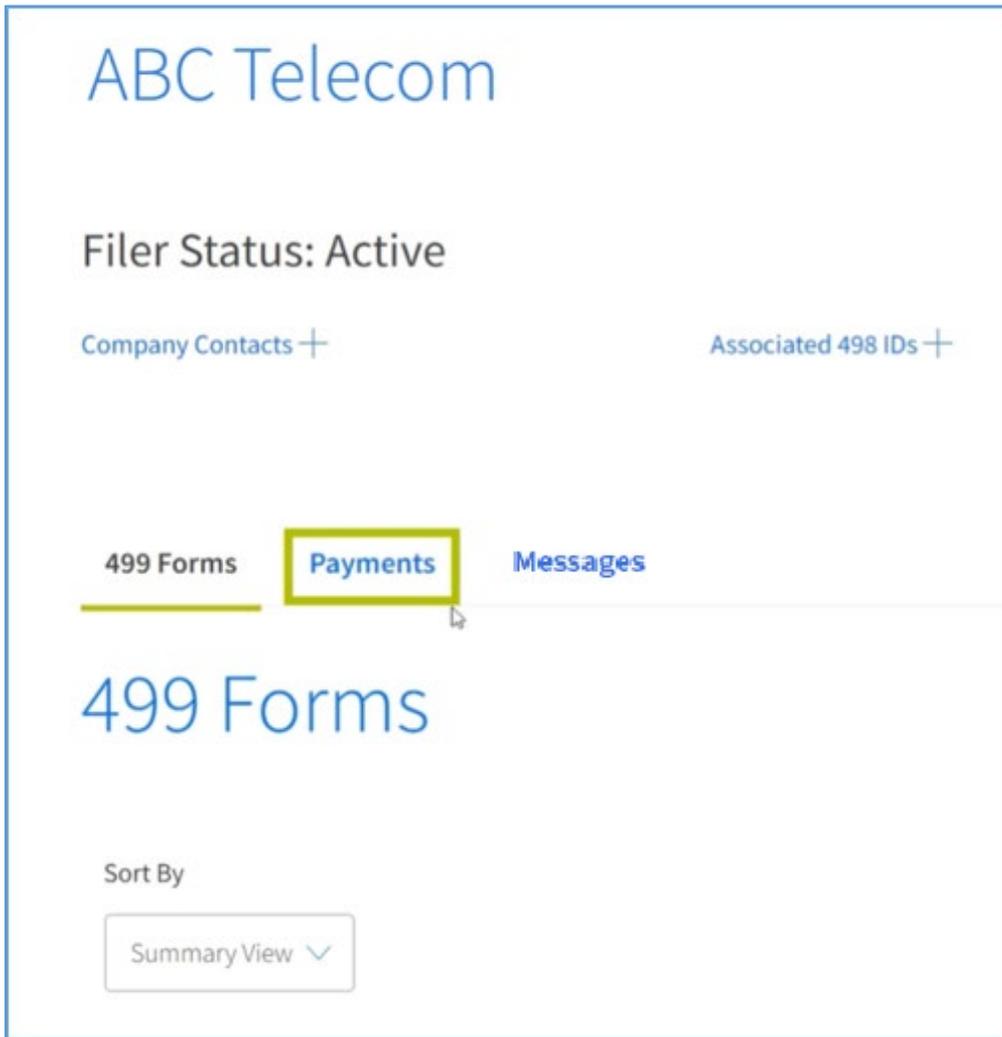
Note: Only Company Officers can certify to submit the revision to USAC. Revisions are processed in the next month with invoice processing. Your revision data is sent to third party administrators on or around the 20th of each month.

Payments

Payment History

Follow the steps below to view your payment history.

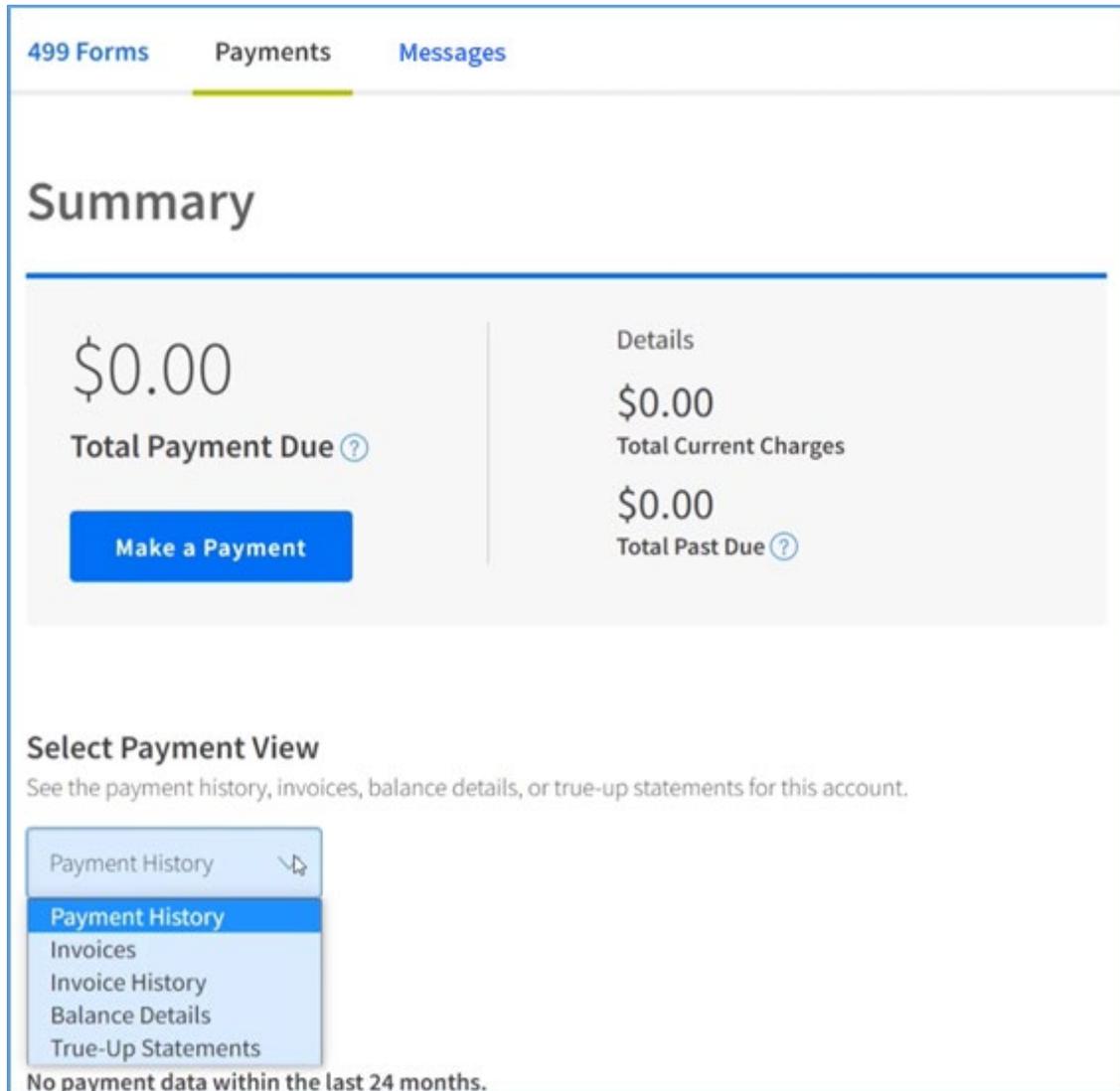
1. Click the **Payments** tab.



The screenshot shows the ABC Telecom account dashboard. At the top, the company name "ABC Telecom" is displayed. Below it, the "Filer Status: Active" is shown. There are two expandable sections: "Company Contacts +" and "Associated 498 IDs +". A navigation bar contains three tabs: "499 Forms", "Payments", and "Messages". The "Payments" tab is highlighted with a yellow border and a mouse cursor is pointing at it. Below the navigation bar, the text "499 Forms" is displayed. At the bottom, there is a "Sort By" section with a dropdown menu currently set to "Summary View".

2. Click the blue hyperlink under the company name column for the account you would like to view and click **Payment History**.

Note: If you click on **Make a Payment**, you will be routed to the Department of Treasury's website.



499 Forms **Payments** Messages

Summary

| | |
|--|---|
| <p>\$0.00</p> <p>Total Payment Due ?</p> <p>Make a Payment</p> | <p>Details</p> <p>\$0.00 Total Current Charges</p> <p>\$0.00 Total Past Due ?</p> |
|--|---|

Select Payment View

See the payment history, invoices, balance details, or true-up statements for this account.

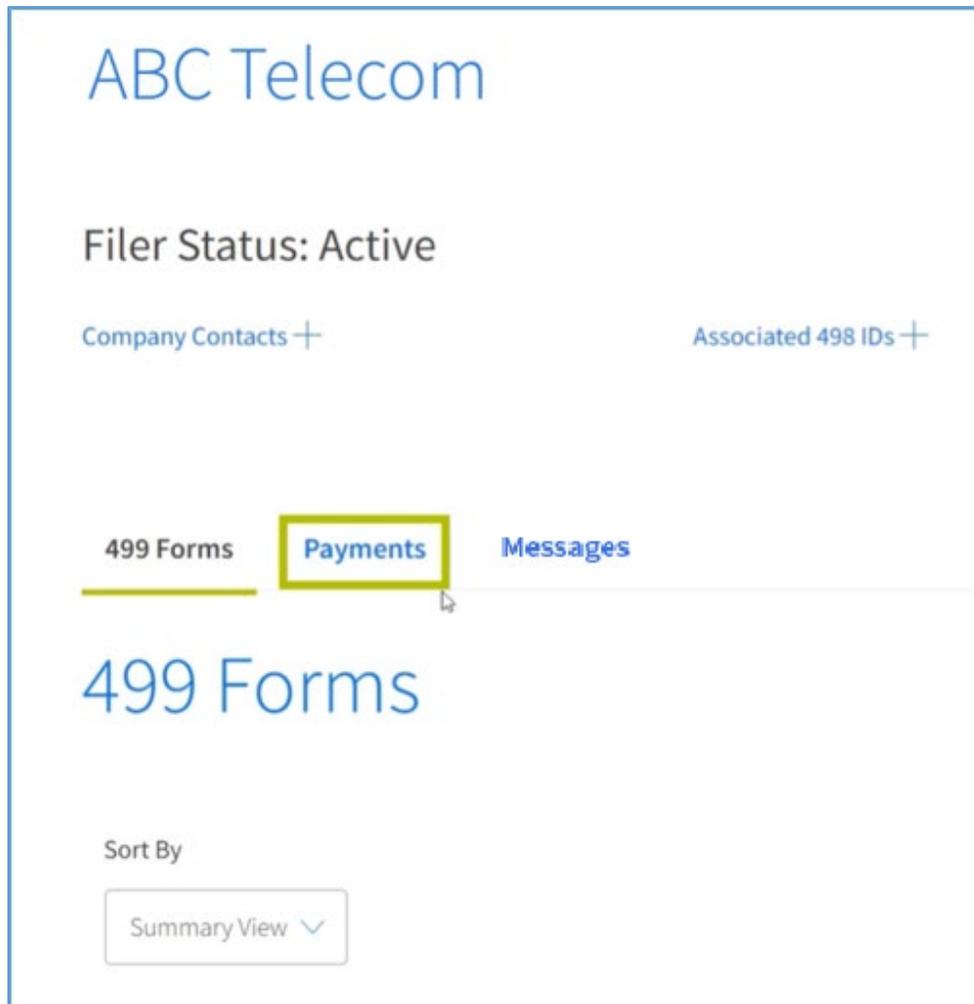
- Payment History
- Payment History**
- Invoices
- Invoice History
- Balance Details
- True-Up Statements

No payment data within the last 24 months.

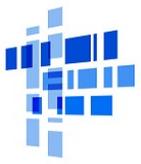
Balance Details

Follow the steps below to view your balance details.

1. Click the **Payments** tab.



2. From the **Select Payment View** drop-down, click **Balance Details**.



Summary

\$0.00

Total Payment Due [?](#)

[Make a Payment](#)

Details

\$0.00

Total Current Charges

\$0.00

Total Past Due [?](#)

Select Payment View

See the payment history, invoices, balance details, or true-up statements for this account.

Balance Details [▼](#)

Balance Details

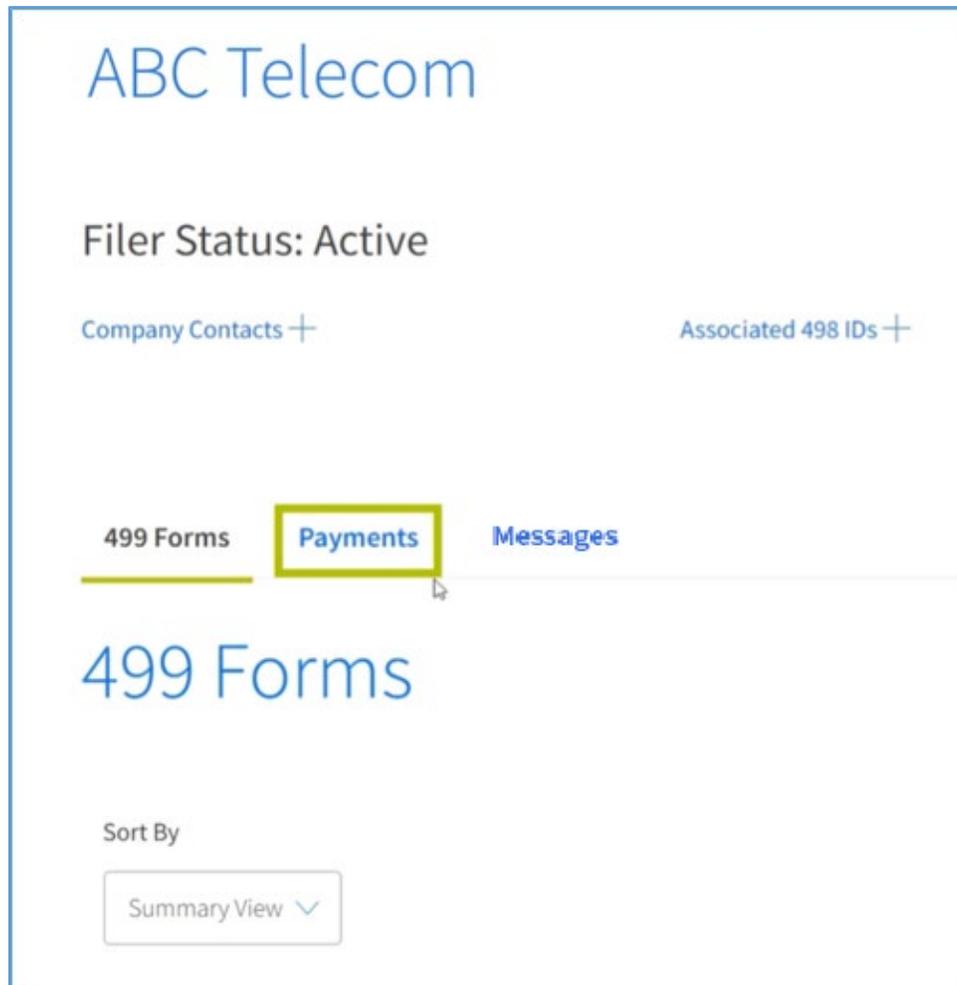
This section shows current balance due amounts by specific invoice with details of principal and related Interest & Penalties, if any, per invoice. These amounts incorporate payments, netting, interest and penalties since your last invoice.

Note that payments and netting are applied to the oldest invoice first. When that balance is zero, that invoice will disappear from this page and any subsequent payments and netting will be applied to the next oldest invoice.

USAC Invoices

Follow the steps below to view USAC invoices.

1. Click the **Payments** tab.



The screenshot shows the profile page for ABC Telecom. At the top, the company name "ABC Telecom" is displayed. Below it, the "Filer Status: Active" is shown. There are two expandable sections: "Company Contacts +" and "Associated 498 IDs +". A horizontal navigation bar contains three tabs: "499 Forms", "Payments", and "Messages". The "Payments" tab is highlighted with a yellow border and a mouse cursor is pointing at it. Below the navigation bar, the text "499 Forms" is prominently displayed. At the bottom, there is a "Sort By" section with a dropdown menu currently set to "Summary View".



2. Find the drop down under the **Select Payment View** heading and click **Invoices**. A list of filer invoices for the past 24 months will be displayed with the most current invoice at the top of the list.

The screenshot shows a web interface with three tabs: "499 Forms", "Payments" (highlighted), and "Messages". Below the tabs is a "Summary" section with a large "\$0.00" and "Total Payment Due" with a help icon. A blue "Make a Payment" button is below this. To the right, under "Details", are "Total Current Charges" and "Total Past Due", both showing "\$0.00" with help icons. Below the summary is a "Select Payment View" section with the instruction "See the payment history, invoices, balance details, or true-up statements for this account." A dropdown menu is open, showing options: "Payment History", "Invoices" (highlighted), "Invoice History", "Balance Details", and "True-Up Statements". At the bottom of the screenshot, it says "No payment data within the last 24 months."

- Click on the PDF icon to display the invoice. A separate window will open displaying the invoice.

Select Payment View
See the payment history, invoices, balance details, or true-up statements for this account.

Invoices ▼

Invoices

Displaying 10 of 23 records

| Invoice # | Statement Month | View |
|----------------|-----------------|---|
| UBDI0001142912 | September 2020 |  |
| UBDI0001135934 | August 2020 |  |
| UBDI0001128943 | July 2020 |  |
| UBDI0001122830 | June 2020 |  |
| UBDI0001116842 | May 2020 |  |



**Universal Service
Administrative Co.**

File ID:
Billing Contact:

Invoice Number
Statement Date: 08/23/2020
New Balance
Payment Due Date: 09/15/2020

STATEMENT OF ACCOUNT

| Date | Description | Charges/Credits |
|-------------------------|--|-----------------|
| Previous Balance | | |
| 08/15/2020 | Payment | |
| 08/14/2020 | Support Mechanism Adjustment - 2020 499A | |
| 08/14/2020 | Support Mechanism Charges | |

TOTAL OUTSTANDING USAC BALANCE AS OF 08/14/2020

Transactions occurring after 08/14/2020 are not reflected in this statement.

*Please note that this is just the summary page of your invoice. A full invoice with more detail is being mailed to you.

Payment Information

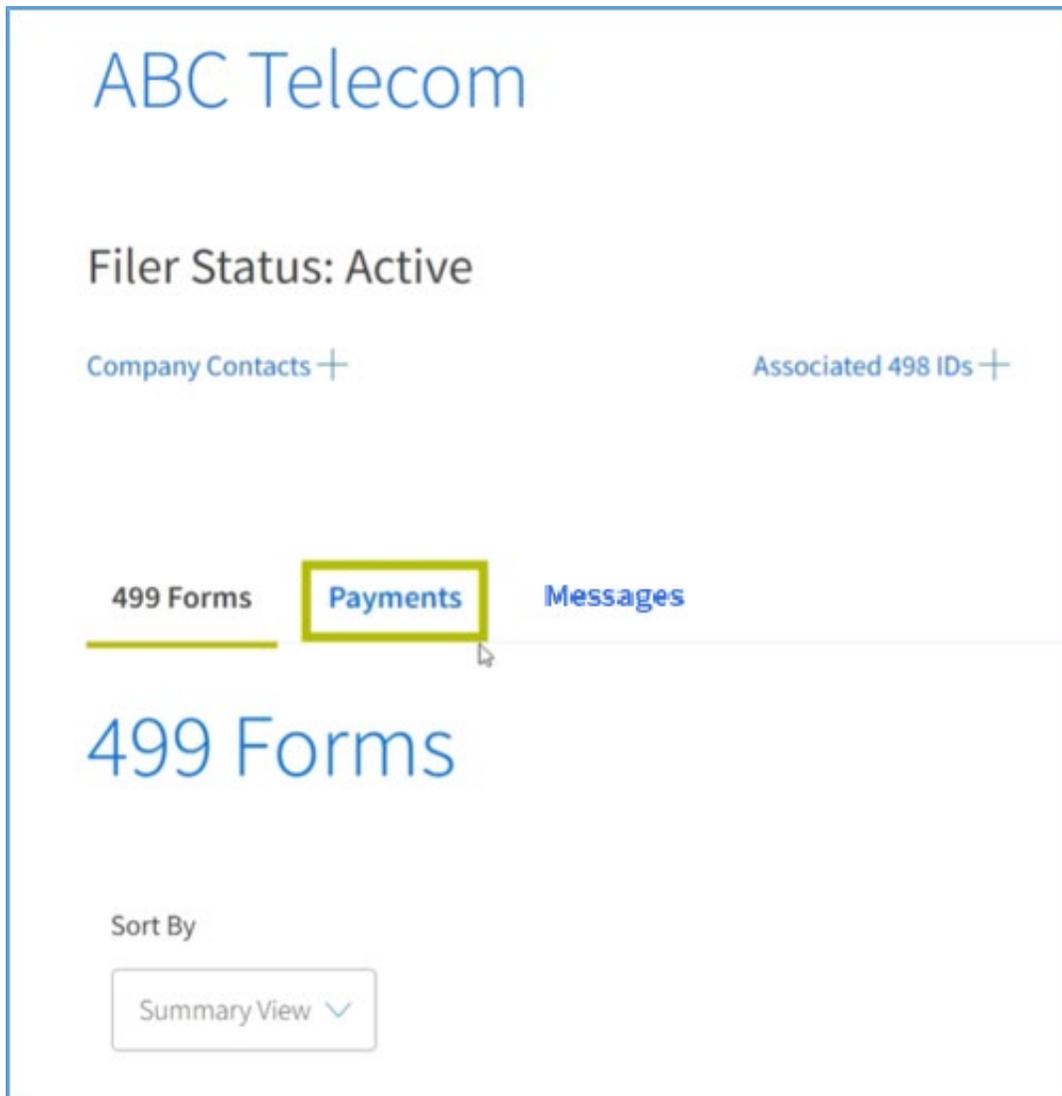
To make payments go to www.usac.org/pay

Under the Debt Collection Improvement Act of 1996 (Pub. L. 104-134) (DCIA), your BALANCE DUE is a demand that you pay a DEBT owed to the United States on or before the DUE DATE. Any portion of the DEBT unpaid after the DUE DATE is a DELINQUENT DEBT, which incurs interest at the annual rate equal to the U.S. prime rate as of the DATE OF DELINQUENCY plus 3% percent from that DATE until the DEBT is paid in full. Any portion of the DEBT unpaid more

Invoice History

Follow the steps below to view your invoice history.

1. Click the **Payments** tab.



2. Click on the option titled **Invoice History** under the **Select Payment View** dropdown.

3. Enter a **Begin Date** and **End Date** to view your invoice history for a specific time period, or you can leave this section blank to view your entire invoice history.

Note: Click **Search** to download an Excel spreadsheet with your invoice history.

Select Payment View

See the payment history, invoices, balance details, or true-up statements for this account.

Invoice History 

Invoice History

Create a spreadsheet of your invoice history by selecting a date range and searching or leave the date fields blank for your full account history.

Begin Date (Optional) 

mm/dd/yyyy

End Date (Optional) 

mm/dd/yyyy

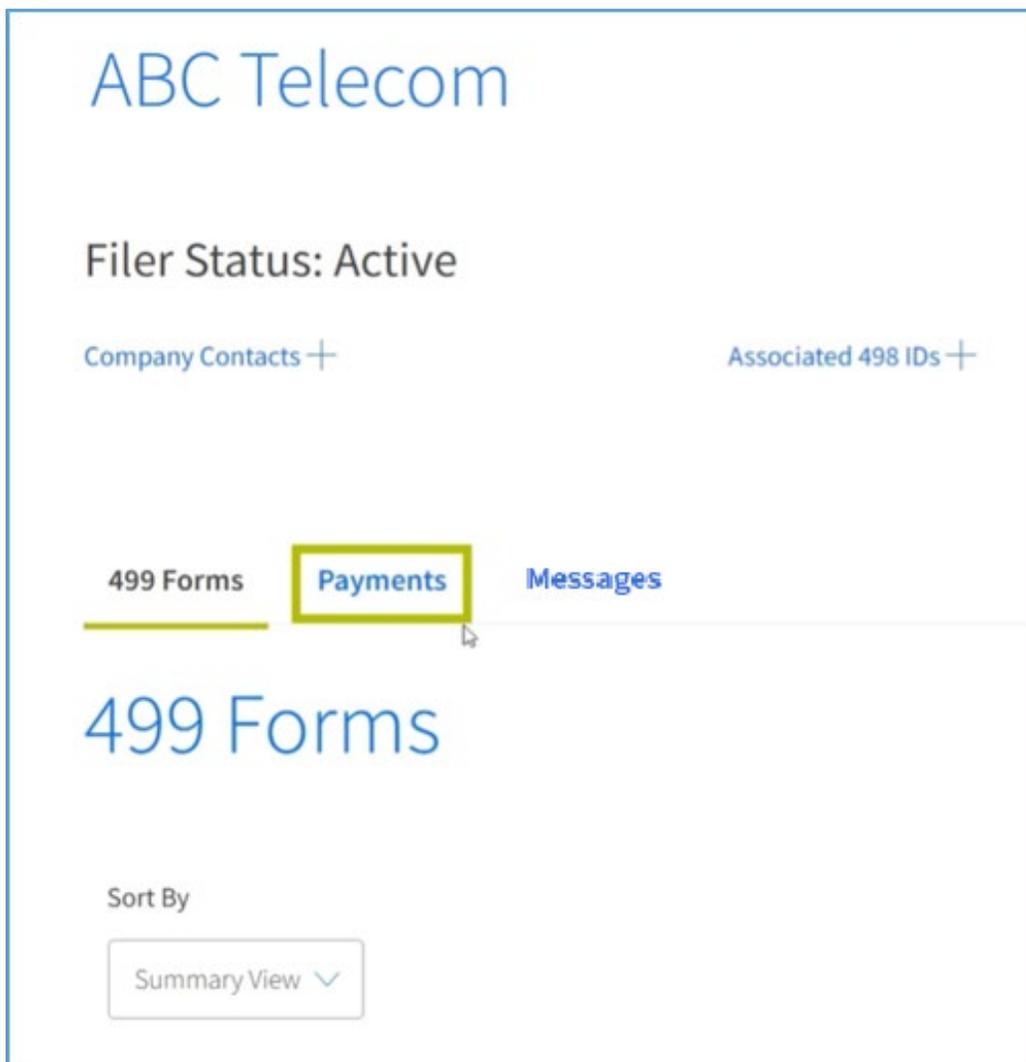
Search [Clear Search](#)

True-Up Statements

A True-Up is the process of reconciling the revenue reported on an FCC Form 499-A to the projected revenue on the respective FCC Forms 499-Q. Service providers are now able to see the past two years of true-up statements in E-File.

To view True-Up statements, follow the step below.

1. Select the **Payments** tab.



The screenshot shows the profile page for ABC Telecom. At the top, the company name "ABC Telecom" is displayed. Below it, the "Filer Status: Active" is shown. There are two expandable sections: "Company Contacts +" and "Associated 498 IDs +". A navigation bar contains three tabs: "499 Forms", "Payments", and "Messages". The "Payments" tab is highlighted with a yellow border and a mouse cursor is pointing at it. Below the navigation bar, the heading "499 Forms" is visible. At the bottom, there is a "Sort By" section with a dropdown menu currently set to "Summary View".

- Under **Select Payment View**, click **True-Up Statements** from the drop-down list.

Note: You can only view your two most recent True-Up Statements. The PDF icon under the **View** column provides the true-up calculation for your Filer ID.

[499 Forms](#) [Payments](#) [Messages](#)

Summary

| | |
|--|---|
| <p>\$0.00</p> <p>Total Payment Due ?</p> <p>Make a Payment</p> | <p>Details</p> <p>\$0.00</p> <p>Total Current Charges</p> <p>\$0.00</p> <p>Total Past Due ?</p> |
|--|---|

Select Payment View
See the payment history, invoices, balance details, or true-up statements for this account.

True-Up Statements [v](#)

True-Up Statements

There are no true-up statements for your account at this time.

Contributor Messages

Contributor Messages: Responding to 499-A Issues

USAC analysts review submitted FCC Forms 499-A to ensure that revenues are reported accurately. On occasion, they have questions regarding revenues reported on these forms and will send a message to request a response. If USAC sends a message requesting a response, the FCC Form 499-A status will be changed to **Issue-Carrier Response Required**.

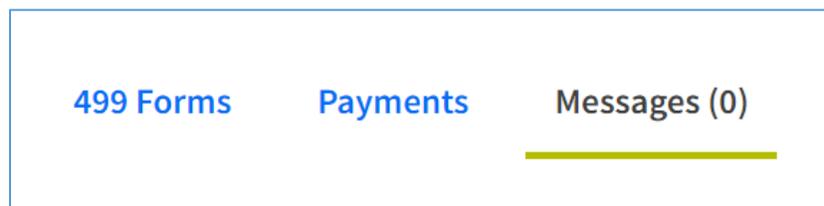
When USAC sends a message, the Preparer receives an automated email notification alerting them to the new message. In some cases, USAC may send an email notification to the Company Officers as well.

Regardless of whether they received the automated notice, all company users with access to E-File can view and reply to the message. You can respond with any questions or answers you may have, though please note that your responses will be visible to all company users as well.

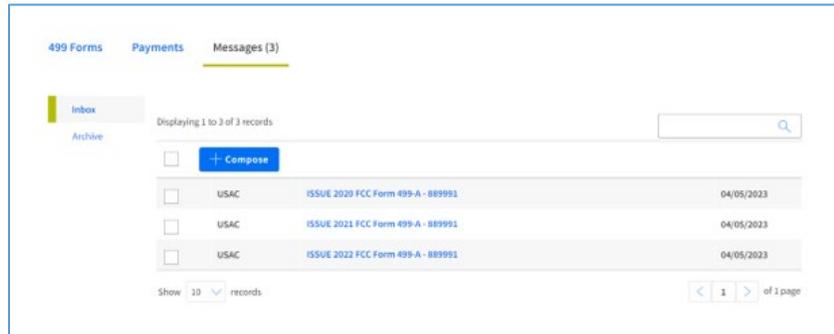
If the information you provide satisfies the analyst's question, the analyst will respond to let you know that the FCC Form 499-A was approved. If the information you provide needs further clarification, they will continue to communicate through messages until it is determined that a revision of the FCC Form 499-A is required, or the FCC Form 499-A is approved.

Follow the steps below to view messages with 499-A issues:

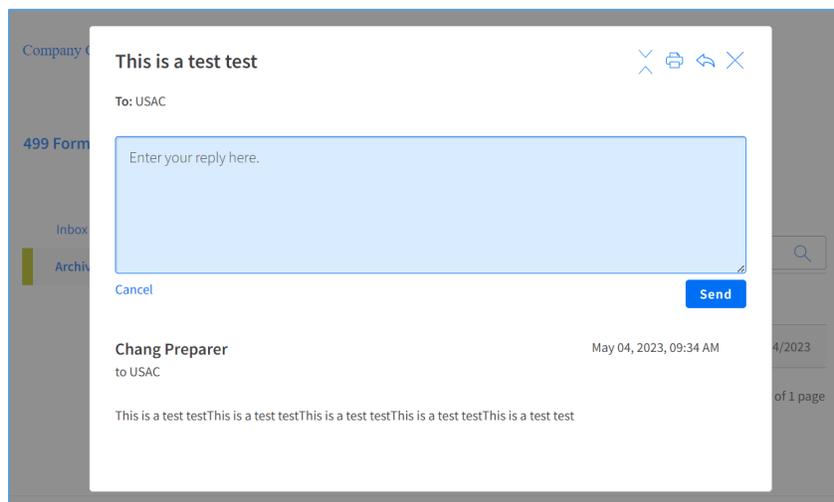
1. On the Filer ID main page, from the options tabs, select **Messages**.



2. In the Inbox, look for messages with "ISSUE" in the message name as well as the correct year of the FCC Form 499-A.
 - a. If you don't see the message, check the message archive by selecting Archive in the left-side menu.



3. Click on the message name to open the message.
4. Click the reply arrow in the top-right corner to add your reply, then click the blue “Send” button to submit the reply.

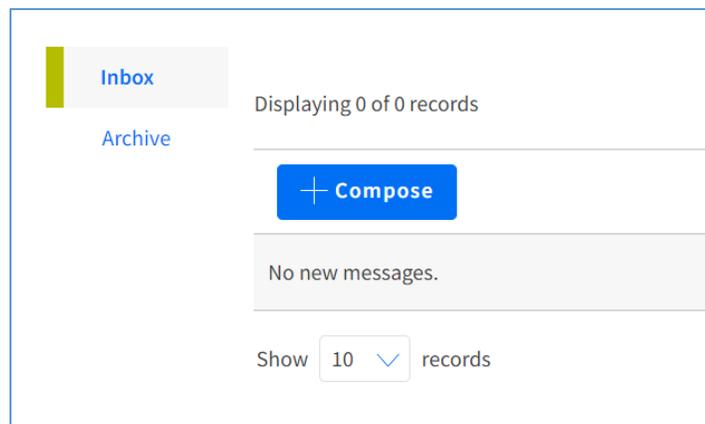


Contributor Messages: Sending General Questions

Contributor Messages allows you to send a message about topics related to the FCC Form 499-A, e.g., billing, payments, or information on your company’s submitted form. USAC analysts will review the message and respond within 24-48 hours (not including weekends or federal holidays).

Please follow the steps below to send a message:

1. In the “Inbox” view, click the blue “Compose” button.



2. Select the appropriate company and message category.
3. Write the subject line and message content.
4. Click the “Send” button.

Note: For general USAC questions or requests for technical assistance, please continue to contact the USAC Customer Service Center (CSC) using our [Contact Form](#) or calling (888) 641-8722. The CSC is operational Monday through Friday from 9 a.m. to 5 p.m. ET.

For example, direct these common questions to the CSC:

- Where is the login page/guide/Form 499-A?
- How do I certify a form?
- I need help adding a new user.
- How do I reset to an incomplete 499-A?

Issue Emails

The E-File Contributor Messages feature (p. 28-30) replaced the Issue Emails tab in E-File on May 15, 2023.

Previously, USAC sent Issue Emails when the USAC analysts who review FCC Forms 499-A needed to ask follow-up questions. As of May 15, 2023, USAC now uses Contributor Messages for these communications instead of sending an Issue Email.

Note: You can still respond to any issue emails received before this transition date. USAC will continue to communicate on either communication channel until announced otherwise.

As described in the Contributor Messages section, if information you provide satisfies the analyst's question, the analyst will send you an email to let you know that the FCC Form 499-A was approved. If the information you provide needs further clarification, they will continue to communicate through email until it is determined that a revision of the FCC Form 499-A is required, or the FCC Form 499-A is approved.

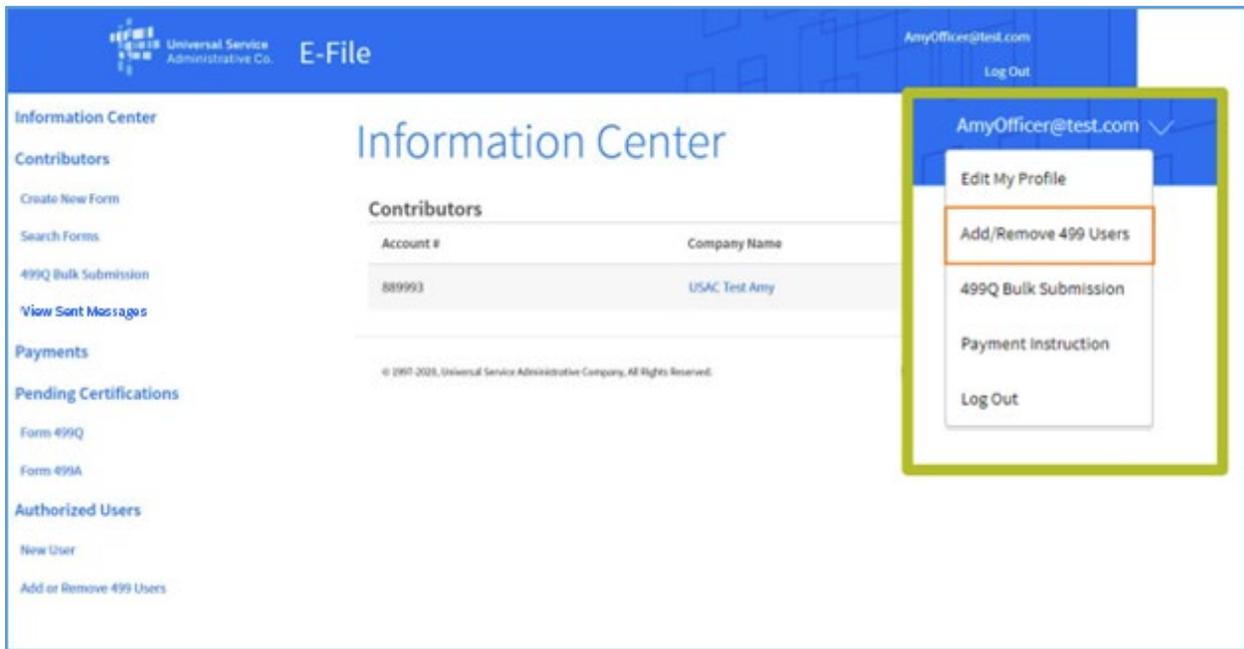
Administrative Overview

Add or Remove Users

In E-File, Company Officers can fill out FCC Forms 499, pay USAC invoices, add or remove users, and certify FCC Forms 499. A maximum of five Company Officers can be assigned to an account. Only Company Officers can grant access to additional users or remove existing users in E-File.

Follow the steps below to learn how to add additional users.

1. Click the down arrow next to your user ID in the top right-hand corner of the screen, then select the option **Add/Remove 499 Users**.



The screenshot shows the E-File Information Center interface. The top navigation bar includes the Universal Service Administrative Co. logo, the text "E-File", and the user ID "AmyOfficer@test.com" with a "Log Out" link. The main content area is titled "Information Center" and features a "Contributors" table with columns for "Account #" and "Company Name". A table with one row is visible, showing account number 889993 and company name USAC Test Army. A user menu is open in the top right corner, listing options: "Edit My Profile", "Add/Remove 499 Users" (highlighted with an orange border), "499Q Bulk Submission", "Payment Instruction", and "Log Out". The left sidebar contains various navigation links such as "Contributors", "Create New Form", "Search Forms", "499Q Bulk Submission", "View Sent Messages", "Payments", "Pending Certifications", "Form 499Q", "Form 499A", "Authorized Users", "New User", and "Add or Remove 499 Users".

| Account # | Company Name |
|-----------|----------------|
| 889993 | USAC Test Army |

2. To create or add a user to an account, click **Add User Accounts** at the top of your screen.

E-FILE

User: [redacted] | [Log Out of E-File](#)
[Cancel](#)

ADD OR REMOVE USER ACCOUNTS

Add User: To create/add a user to an account, click "Add User Accounts". [Add User Accounts](#)

Remove User: To remove a user's access to an account, check the "Remove" check box next to the person's name and click "Save".

889993 **USAC Test Amy**

| Officer(s) | | Remove | Preparer(s) | | Remove |
|-------------|---------------------|--------------------------|-------------|------------------|--------------------------|
| Amy Officer | AmyOfficer@test.com | <input type="checkbox"/> | Amy User | AmyUser@test.com | <input type="checkbox"/> |
| [redacted] | [redacted] | <input type="checkbox"/> | | | |

[Save](#) [Cancel](#)

3. Enter in the contact information of the user you are adding.

E-FILE

ADD NEW USER ACCOUNT

Enter the email address of the user you would like to add and click "Submit".

Email Address:

[Submit](#) [Cancel](#)

4. Place a check mark in the box confirming that the user ID you are adding meets the USAC terms and conditions. Scroll down to assign a role to the new user.

E-FILE

"ADD USER ACCOUNT" NON-EXISTING ACCOUNT

Email Address:

i This email address is not associated with an existing E-File user account. To continue granting entitlements to this person, complete the requested information below. Select whether the person's E-File account should have the capabilities of a company officer or preparer; select the Filer ID(s) the person should have access to, and click "Submit."

Name

Position Title

Phone Number

Click this box to confirm that

- The email address listed above is specific to the person and not an email address shared with another person(s); and
- The email address listed above is the address to which business communications, including confidential business communications, may be sent. The email address will be used to create an E-File user account and/or give the existing E-File user account additional entitlements.

5. Determine the level of access you will grant to the new user. Company Officers are the only persons who can certify an FCC Form 499. Company Officers can also add/remove users who have authority to access the account.



• If granting company officer entitlements to the person listed above, clicking the box also confirms that their person listed above is a company officer of the selected company(ies) and Filer ID(s) identified below. [Click here for more information](#)

Company Officer
 Preparer

All FilerIDs

889993

Selected FilerIDs

Submit Cancel

6. Select which Filer IDs the new user will have access to by highlighting the Filer ID and clicking the right arrow button to move it to the **Selected Filer IDs** column.

• If granting company officer entitlements to the person listed above, clicking the box also confirms that the person listed above is a company officer of the selected company(ies) and Filer ID(s) identified below. [Click here for more information](#)

Company Officer
 Preparer

All FilerIDs

889993

Selected FilerIDs

→
←

Submit Cancel

7. Complete the set up by clicking the **Submit** button.

E-FILE

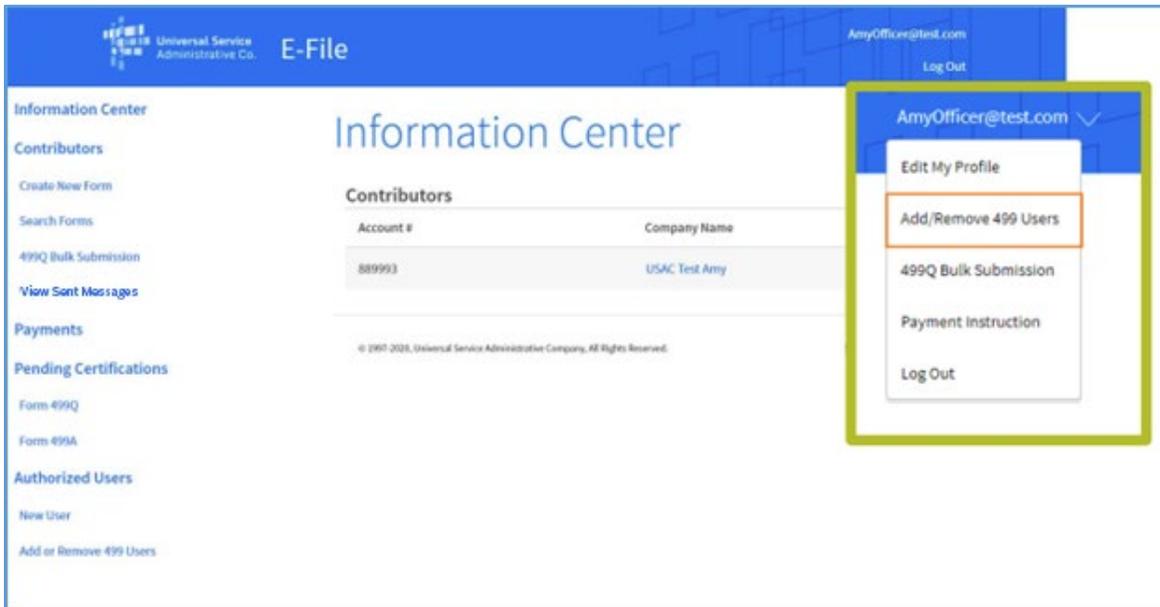
ADD/REMOVE USER ACCOUNT - SUCCESS

 Your request has been processed successfully.

Return

Follow the steps below to learn how to remove additional users.

1. Click the down arrow next to your user ID in the top right-hand corner of the screen, then select the option **Add/Remove 499 Users**. The next screen will list current users assigned to that account.



2. To remove a user's access to an account, check the **Remove** check box next to the person's name and click **Save**.

[Cancel](#)

ADD OR REMOVE USER ACCOUNTS

Add User: To create/add a user to an account, click "Add User Accounts". [+ Add User Accounts](#)

Remove User: To remove a user's access to an account, check the "Remove" check box next to the person's name and click "Save".

| 889993 | USAC Test Amy | Remove | Preparer(s) | Remove |
|-------------|---------------------|--------------------------|-------------|--------|
| Officer(s) | | <input type="checkbox"/> | | |
| Amy Officer | AmyOfficer@test.com | <input type="checkbox"/> | | |

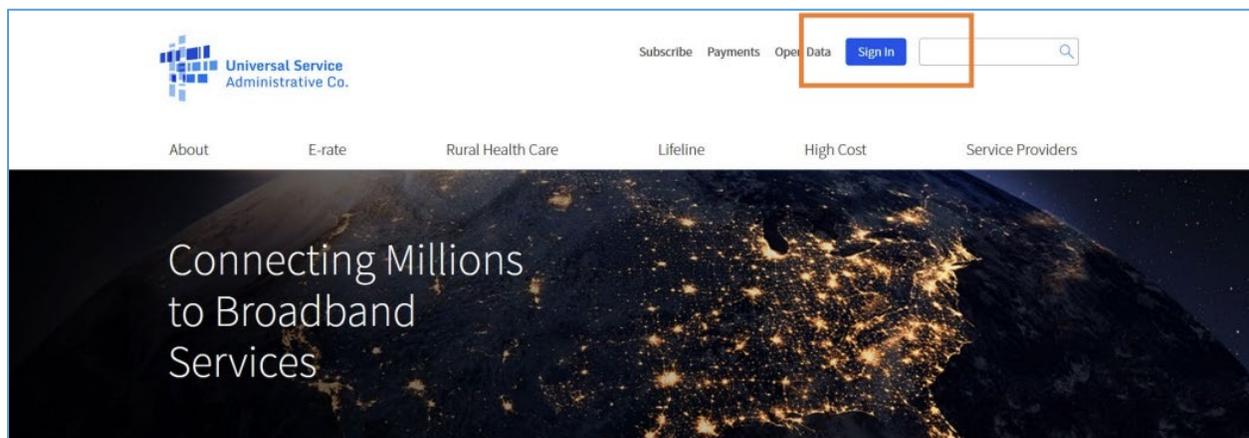
[Save](#)
[Cancel](#)

Temporary Access

Occasionally, USAC will require a company to submit a missing form on an inactive 499 Filer ID. You must reactivate the Filer ID to complete any missing forms.

Follow the steps below to temporarily reactivate a 499 Filer ID.

1. Go to usac.org and click on the blue **Sign In** button in the upper right-hand corner of the page.



2. Review the information and click **Continue** to proceed.



ACP Program providers, ACP Pilot Program Applicants, EPC users and BEAR Form filers: If this is your first time logging in to One Portal, please read this information carefully. Also, for returning ACP Pilot Program Applicants, due to a recent system issue, you may need to reset your password in order to log in. If your existing password doesn't work, click "Forgot Password" to reset.

USAC has added multifactor authentication (MFA) to increase the security of our Universal Service Fund (USF) IT applications. The first time you sign into an application, the system will prompt you to set up MFA for your account. To do this:

1. Click the blue **Continue** button below.
2. Click the **Forgot Password** link.
3. Enter your Username (your email address) and click **Reset via Email**.
4. When you receive the email, click the link to create a password. Your password must be at least eight characters long and include one lowercase letter, one uppercase letter, one number, and one special character.
5. Accept the system's terms of use and click **Sign In**.
6. On the next page, confirm the email associated with your account and click **Send Email**.
7. Check your email for a verification code.
8. Enter the code and click **Verify**.

After logging in, you will see USAC's new single portal application dashboard if you have access to more than one application. On this page you can access all of the USF applications associated with your log in. This means users no longer have to sign into multiple applications to interact with different USF programs.

From the dashboard, you can visit the "Settings" page to add a cell phone number to your account. This will allow you to receive verification codes via either email or text message when you log in in the future.

To learn more about USAC's MFA and to find a list of all USF IT applications included in the single portal, visit [USAC's website](#). If you cannot access the email associated with your account and need to set up a new log in, please contact your organization's USF administrator. If you need to reset your password, click the "forgot password" link. More detailed instructions are available in [this video](#).

Continue

3. On the main login screen, scroll down and select **Create an account**. Do not log in if you are requesting temporary access.



Universal Service
Administrative Co.

Username

Password

[Forgot password?](#)

You are accessing a portal to Universal Service Administrative Company (USAC) systems used to administer participation in the federal Universal Service programs in compliance with 47 C.F.R. Part 54. Access to the systems is provided solely to USAC-authorized users for USAC-authorized business purposes. By logging in, you represent that you are an authorized user. Use of this system indicates acceptance of the terms and conditions governing the USAC systems. USAC monitors user access and content for compliance with applicable laws and policies. Use of the system may be recorded, read, searched, copied and/or captured and is also subject to audit. Unauthorized use or misuse of this system is strictly prohibited and subject to disciplinary and/or legal action.

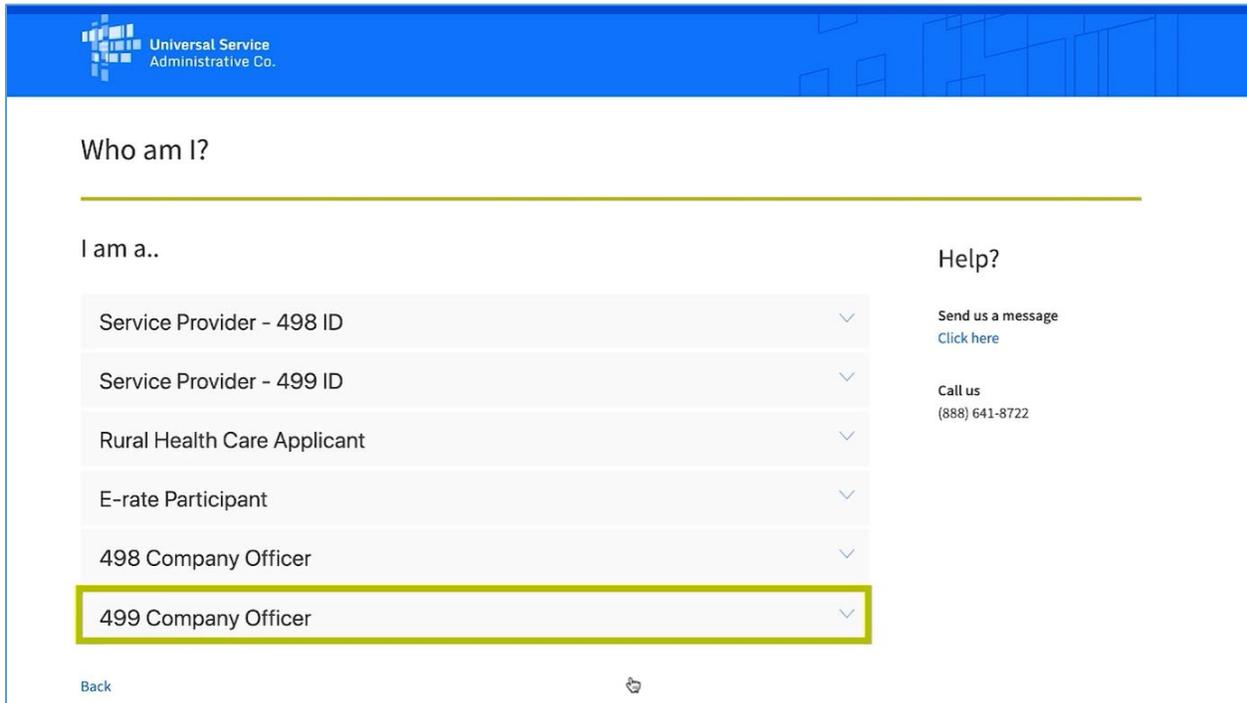
Click the box to accept

By signing in, I accept the terms and conditions of the USAC system.

Sign In

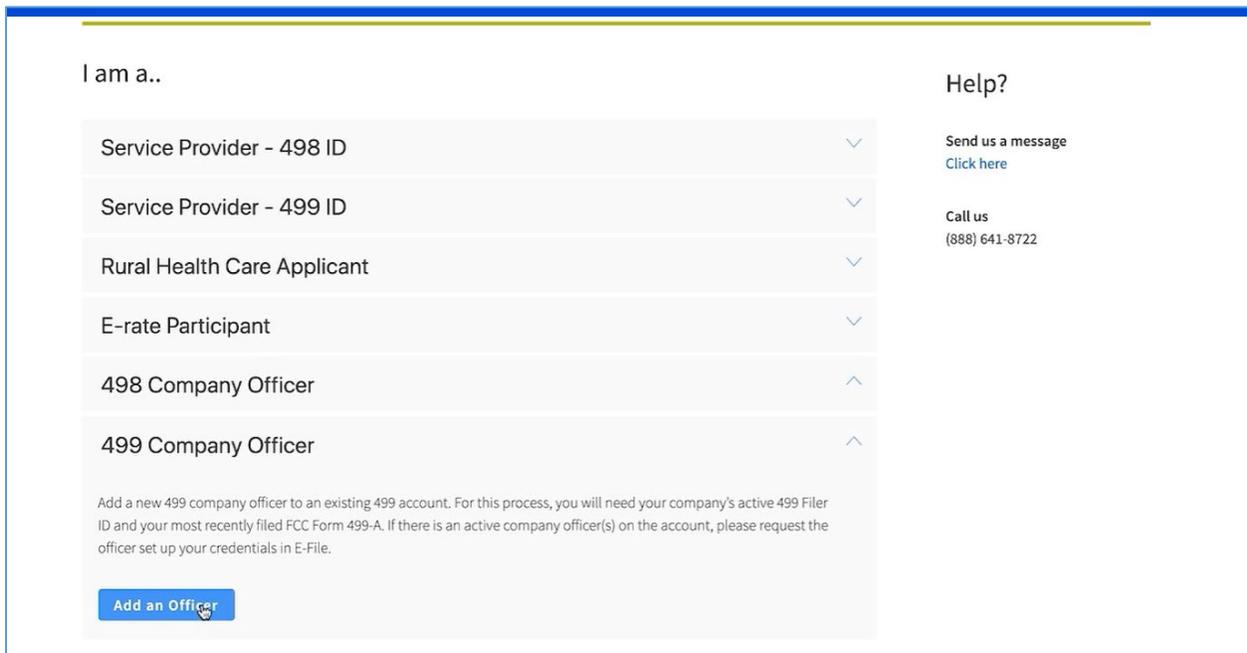
Don't have an account? [Create an account](#)

4. From the **Who am I?** screen, select **499 Company Officer**.



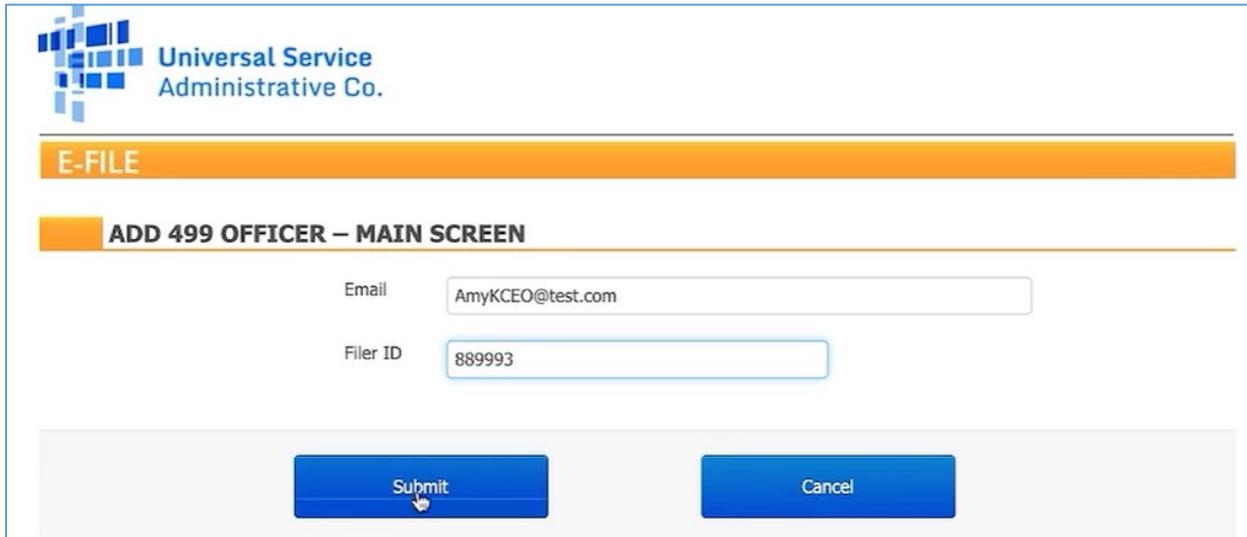
The screenshot shows the 'Who am I?' section of a web application. It features a blue header with the Universal Service Administrative Co. logo. Below the header, the text 'Who am I?' is followed by a horizontal line. Underneath, there is a dropdown menu labeled 'I am a..' with the following options: 'Service Provider - 498 ID', 'Service Provider - 499 ID', 'Rural Health Care Applicant', 'E-rate Participant', '498 Company Officer', and '499 Company Officer'. The '499 Company Officer' option is highlighted with a yellow border. To the right of the dropdown menu is a 'Help?' section with links for 'Send us a message Click here' and 'Call us (888) 641-8722'. At the bottom left of the dropdown menu area is a 'Back' link, and at the bottom center is a mouse cursor icon.

5. From the dropdown, click the **Add an Officer** button.



The screenshot shows the 'Add an Officer' button on the web application. The 'I am a..' dropdown menu is expanded, showing the '499 Company Officer' option selected. Below the dropdown menu, there is a text box with the following text: 'Add a new 499 company officer to an existing 499 account. For this process, you will need your company's active 499 Filer ID and your most recently filed FCC Form 499-A. If there is an active company officer(s) on the account, please request the officer set up your credentials in E-File.' Below this text is a blue button labeled 'Add an Officer' with a mouse cursor icon over it. To the right of the dropdown menu is a 'Help?' section with links for 'Send us a message Click here' and 'Call us (888) 641-8722'.

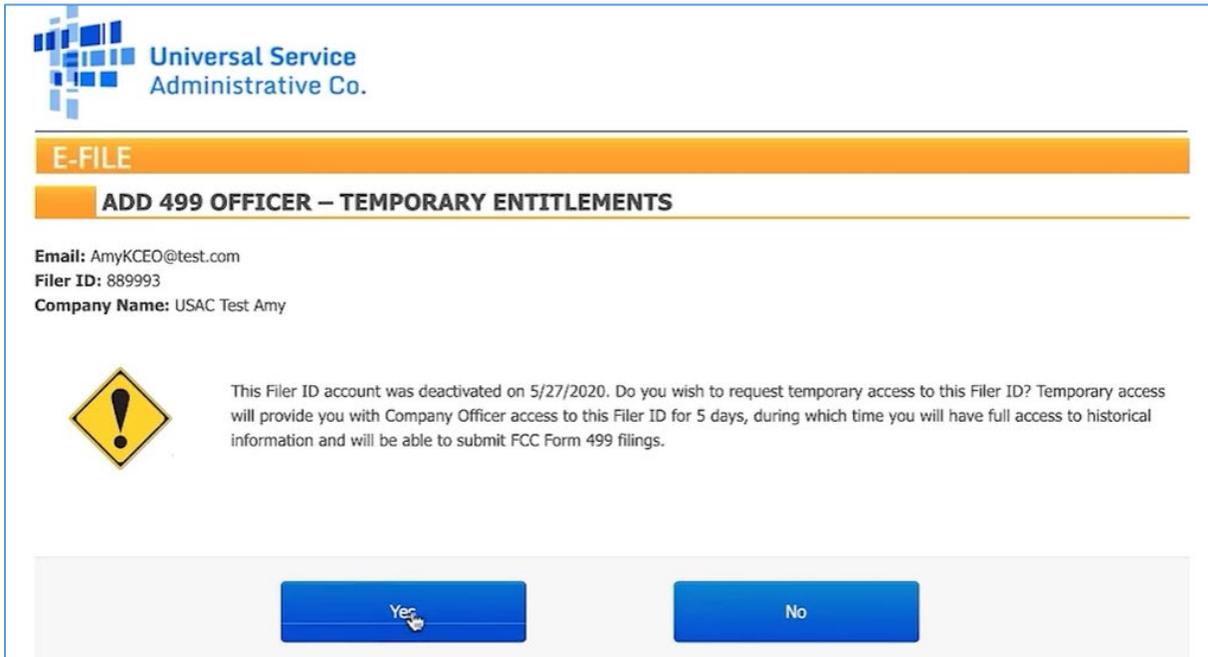
6. Enter the Company Officer's email address and the Filer ID of the company and click **Submit**.



The screenshot shows a web interface for the Universal Service Administrative Co. (USAC) E-FILE system. At the top left is the USAC logo. Below it is a blue header bar with the text "E-FILE". Underneath is a yellow bar with the text "ADD 499 OFFICER – MAIN SCREEN". The main content area contains two input fields: "Email" with the value "AmyKCEO@test.com" and "Filer ID" with the value "889993". At the bottom of the form are two blue buttons: "Submit" and "Cancel".

Note: The email address you enter should be the Company Officer’s email address instead of a generic email address. As of the addition of E-File Contributor Messages on May 15, 2023, USAC now sends financial information through E-File messages instead of emails. However, USAC may send automatic notifications about new messages to this email address.

7. The system will recognize that the 499 Filer ID you’ve entered is currently inactive and will display the day that it was deactivated. By selecting **Yes**, the system will set up temporary access to the 499 Filer ID using the email address that was entered on the previous screen.



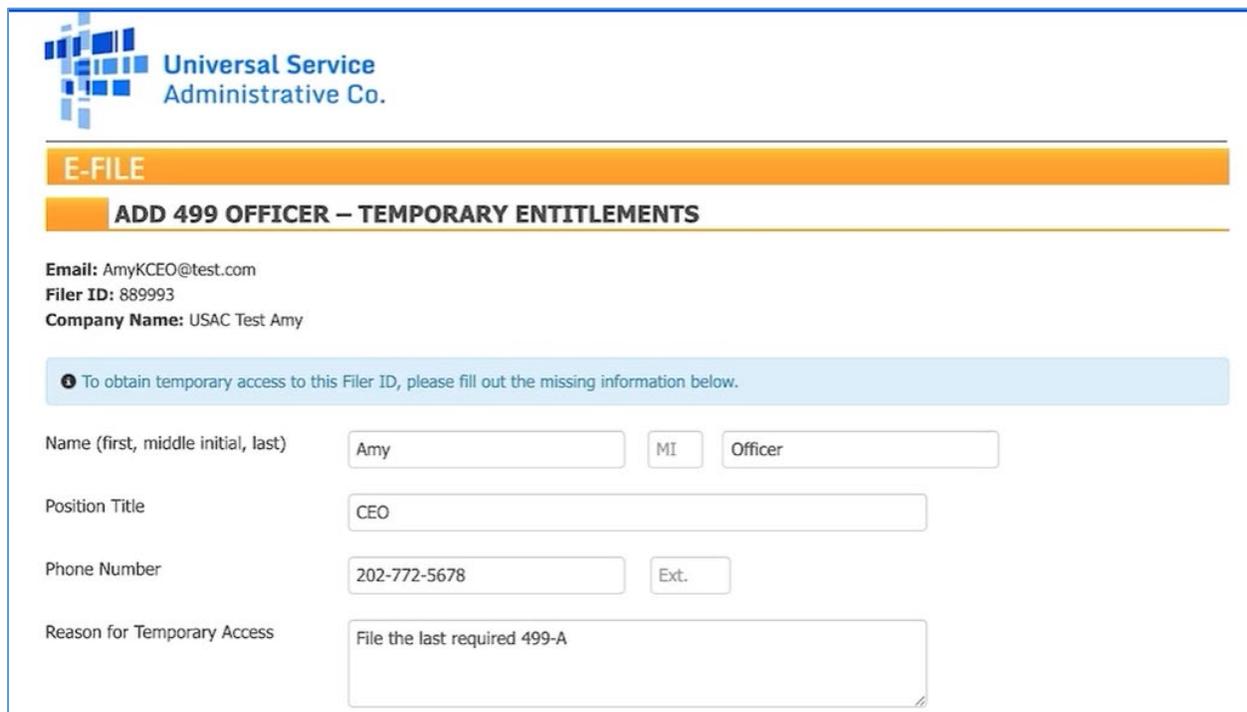
E-FILE

ADD 499 OFFICER – TEMPORARY ENTITLEMENTS

Email: AmyKCEO@test.com
Filer ID: 889993
Company Name: USAC Test Amy

 This Filer ID account was deactivated on 5/27/2020. Do you wish to request temporary access to this Filer ID? Temporary access will provide you with Company Officer access to this Filer ID for 5 days, during which time you will have full access to historical information and will be able to submit FCC Form 499 filings.

- On the next screen, enter the information required to build a temporary user ID. Please provide a reason for requesting the temporary access.



E-FILE

ADD 499 OFFICER – TEMPORARY ENTITLEMENTS

Email: AmyKCEO@test.com
Filer ID: 889993
Company Name: USAC Test Amy

To obtain temporary access to this Filer ID, please fill out the missing information below.

Name (first, middle initial, last)

Position Title

Phone Number

Reason for Temporary Access

Note: Include dashes when entering a phone number.

9. Read the terms outlined for the temporary access and check each of the boxes to certify that you understand and will adhere to the terms outlined and click **Submit**.

Company Name: USAC Test Amy

To obtain temporary access to this Filer ID, please fill out the missing information below.

Name (first, middle initial, last)

Position Title

Phone Number

Reason for Temporary Access

Click here if you are an officer listed on the FCC Form 499-A.

Click this box to confirm that

- You are a Company Officer for USAC Test Amy, Filer ID 889993
- Your email address listed above is specific to you and not an email address shared with any other person(s)
- Your email address listed above is the address to which business communications, including confidential business communications, may be sent regarding USAC Test Amy, Filer ID 889993. Your email address will be used to create your E-File account and/or to give your existing E-File user account Company Officer entitlements for USAC Test Amy, Filer ID 889993. Click [here](#) for more information.

Note: Once approved, the access will be at the Company Officer level, meaning the user can both enter and certify the form.

10. Once successfully submitted, you will see a screen with a green checkmark. The Company Officer will receive further instructions from USAC via email to validate the request. This may take up to two business days.

E-FILE

ADD 499 OFFICER – TEMPORARY ENTITLEMENTS

Email: AmyKCEO@test.com
Filer ID: 889993
Company Name: USAC Test Amy

 Your request has been sent to USAC Customer Support. You will receive an email message from USAC when your temporary access has been approved. This normally takes 2 days. For Company Officers who currently do not have E-File access (through another account), the email will include your user name and password, at which point you will be able to log in to E-File.

[Exit](#)

Contact Us

If you have additional questions about accessing E-File, please fill out our [Contact Form](#) or call the USAC Customer Service Center (CSC) at (888) 641-8722. The CSC is operational Monday through Friday from 9 a.m. to 5 p.m. ET.