# 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


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.

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.
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.
3. 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.

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

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.
2. Enter your username in the box provided and click the **Reset Via Email** button.
3. 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.

![Email screenshot]

4. 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.

![Password reset form screenshot]
5. Once the password reset is accepted, continue the login process with multifactor authentication. Initiate the authentication by clicking the **Send Email** link.

6. 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.
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.

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.
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.
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.
4. 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.

**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.
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](#)

<table>
<thead>
<tr>
<th>Account #</th>
<th>Company Name</th>
<th>Form</th>
<th>Status</th>
<th>View</th>
<th>Action</th>
</tr>
</thead>
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<tr>
<td>889997</td>
<td>USAC Test JR</td>
<td>499-A - 2020 Filing</td>
<td>Approved</td>
<td></td>
<td>Revise</td>
</tr>
</tbody>
</table>

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.
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.
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

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.
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.

![Image of Select Payment View and Summary](image-url)
3. Click on the PDF icon to display the invoice. A separate window will open displaying the invoice.
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.
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.
2. 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.
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**.

   ![Messages Tab](image)

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


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**.

2. To create or add a user to an account, click **Add User Accounts** at the top of your screen.
3. Enter in the contact information of the user you are adding.

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

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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](#).

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3. **On the main login screen, scroll down and select Create an account.** Do not log in if you are requesting temporary access.
4. From the **Who am I?** screen, select **499 Company Officer**.
5. From the dropdown, click the **Add an Officer** button.

6. Enter the Company Officer's email address and the Filer ID of the company and click **Submit**.
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.
8. On the next screen, enter the information required to build a temporary user ID. Please provide a reason for requesting the 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.

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.
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.