

# Contributor Office Hours

Accessing E-File

March 2, 2023



Universal Service  
Administrative Co.

# DISCLAIMER

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support.

# Housekeeping

- The audience will remain on mute.
- Enter questions at any time using the “**Questions**” box.
- If your audio or slides freeze, restart the webinar.
- A copy of the slide deck is in the “**Handouts**” section of webinar panel.
- This webinar is being recorded and a copy of the presentation will be on our website under Service Providers and “**Webinars**”.



The screenshot shows a webinar control panel with the following sections:

- Audio:** Includes a microphone icon with a red 'X' over it, indicating it is muted. The status is labeled "MUTED". Below it, the microphone is identified as "Microphone (HD Webcam C510)". There are also options for "Computer audio" (selected) and "Phone call". A volume slider is visible below the microphone selection.
- Speakers:** Identified as "Speakers (High Definition Aud...)" with a dropdown arrow.
- Handouts: 2:** Lists two files: "2017-05-05\_11-59-21.png" and "GTM iOS.jpeg".
- Questions:** A section with a text input field containing "[Enter a question for staff]" and a "Send" button. Above this section, the text "Ask questions here!" is displayed in red.
- Footer:** Contains the text "Multi sessions different registrants", "Webinar ID: 980-960-603", and the GoToWebinar logo.

A red text overlay "Download PDF of Slides here!" is positioned between the Audio and Handouts sections.

# Meet the Presenter

## **Amy Kavelman**

Senior Telecom Industry Analyst | Contributor Operations

Ms Kavelman is a member of the 499 team that analyzes revenue reported on the FCC Form 499-A.

Amy also develops and delivers most of the 499 training. She has worked at USAC for 12 years.

Raised in central Illinois, she moved to the Washington DC area in 1997.

# Agenda

- Introduction
- Webinar Format
- Accessing E-File
- Questions
- Assistance Resources

# “Office Hours” Webinar Format

- Office Hours will be held monthly.
- Brief presentation of a common topic at the beginning
- Open the floor to questions from attendees
  - Attendees type their question in the ‘Questions’ box in the GoToWebinar panel
  - USAC staff will repeat the question so everyone can hear
  - USAC staff will answer the question, keeping identify of the asker private
  - If question contains specific company information, USAC staff will follow-up with an email, keeping the question private.

# Accessing E-File

# Before You Log In

- Firefox and Chrome work best. Safari does not.
- Don't log in on your phone.
- If you get repeated error messages, clear browser history, cache, shut down all tabs and restart the browser.
- Don't open E-File on two different monitors or browsers.



## E-File Users

- Your email address is also your E-File username.
- Only an authorized Company Officer in E-File can add users, USAC staff cannot.
- If your email address changes, a 'new' username must be added and then the old one deleted. USAC staff cannot make these changes.
- If all Company Officers have left, the company will need to add a new one. This removes all old Company Officers.

## Temporary Access to E-File

- Sometimes, a user might be asked to correct forms on an inactive 499 Filer ID. This requires temporary access in E-File.
- Only a company officer can request temporary access.
- The request for temporary access is all online. USAC staff do not activate without the company initiating the request.
- USAC online [training module](#) walks the viewer through step by step.

# Upcoming E-File Enhancement

# New Planned E-File Feature – E-File Contributor Messages

---

- A new feature is planned for E-File in May 2023: E-File Contributor Messages
- This new feature will provide:
  - Service Provider users a tool to communicate securely regarding revenue reporting on FCC Forms 499 while capturing and saving all of that correspondence in one secure location.
  - In so doing, communication that previously occurred using e-mail will be performed directly in E-File.
- More information on this new feature is planned for announcement in the 2<sup>nd</sup> Quarter 498/499 Spotlight Newsletter and Service Provider webinars.

**Questions?**

# Contributors/Service Providers Customer Service Center (CSC)



**Call us at (888) 641-8722**

Monday – Friday 9 a.m. to 5 p.m. ET



**Email:** [CustomerSupport@usac.org](mailto:CustomerSupport@usac.org)

- Include in your email
  - 498 ID/Service Provider ID Number (SPIN)
  - 499 Filer ID



**Universal Service  
Administrative Co.**