

June 26, 2015

EPC Update – How to Log In

USAC is rolling out the first phase of its new IT system, named E-rate Productivity Center (EPC) and pronounced "epic."

The first phase – the customer portal for applicants, service providers, and consultants – will eventually be the point of entry for all transactions with USAC. Once it is fully operational, it will provide a host of new features and better customer service.

This is the second in a series of Special Edition News Briefs that will cover specific information on what you will need to do, when you need to do it, and how to do it.

The first step to access the portal will be to log in to your account as the account administrator. You can [watch a video](#) that demonstrates this process or follow the steps below.

Account administrator

USAC is creating accounts with account administrators in EPC based on information from recently certified program forms. The account administrator for an account must have a non-generic email address in our system and be:

- For an applicant, the authorized person on an FCC Form 471 for FY2015 (independent school, independent library, school district, library system, consortium, or statewide applicant).
- For a service provider, the Schools and Libraries contact on the most recently updated FCC Form 498.
- For a consultant, the main contact for the consultant organization.

Access your account

After the account is created, USAC will send each account administrator an invitation email from **EPC.Application.Administrator@usac.org** with the subject line "USAC EPC Account Creation." USAC will start creating accounts today and complete the initial rollout by the end of next week.

Your email will include your username and a URL to access EPC.

- Click the URL or copy and paste it into a browser.
- Enter your username.
- Click Forgot Password.
- Follow the instructions provided.

Create your password.

The system will send you an email with a new URL. You must click the URL (or paste it into your browser) within 15 minutes. When you return to the system, you will create your password.

Your password must be at least eight characters long and contain at least one of each of the following:

- A number (0 through 9)
- An upper-case character (A through Z)
- A lower-case character (a through z)
- A special character (e.g., !, #, \$, %).

Accept the terms and conditions.

After you have created your password, you will see a welcome message that contains a link to the complete terms and conditions for using your password.

- Click on the link provided in the text of the welcome message.
- Review the terms and conditions.
- If you agree to accept the terms and conditions, click the button at the bottom of the screen labeled "Accept."

After you accept the terms and conditions, we suggest that you review and update your profile.

- In the menu under your name, choose Profile.
- To change your large image, click Change cover. You can select an image file from your computer or download an image from the web. Note that you cannot delete an image once you have added it, but you can always replace one image with another.
- To change your photo, click Change photo. You can select a photo (or other image file) from your computer or download a photo from the web. As above, you cannot delete a photo once you have added it, but you can always replace one photo with another.
- You should also review and, if necessary, update your name, title, address, and other contact information by clicking the Manage User Profile button in the upper right-hand corner of your profile screen.
- NOTE FOR SERVICE PROVIDERS: Most of the contact information in your account is pulled directly from our system. At this point, it can only be changed by updating your FCC Form 498.

For more information on EPC – including a glossary of EPC terms, a user guide, and helpful videos –visit the [EPC main page](#) on our website. You can also call the Client Service Bureau at (888) 203-8100.

In our next Special Edition News Brief on EPC, we will discuss what to do if you don't receive an email after USAC has completed the initial rollout.

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