September 30, 2017

The E-rate Productivity Center (EPC) Has a New Look

Last night, USAC updated the user interface in EPC. Early next week, we will add information to the About EPC page and post a short video to the USAC website to show you what has changed.

For now, here is a summary of what you will see when you log in:

Minor style updates

You will see slight changes to colors, shapes, and fonts.

Navigation changes

- When you click the **Records** tab and select a specific type of record to view, the filters for that record search are now located at the top of the page as drop-down menus rather than on the left-hand side.
- In the previous version of EPC, when you were in a record — such as an applicant entity record — a navigation menu for accessing related EPC pages appeared on the left-hand side of the screen. This menu now appears at the top of the record screen. All of the menu options are still available but in a slightly different order.
- The USAC logo – which you can click to return to your landing page – no longer appears on every screen. For example, you will not see a logo if you are filing a form, a customer service case, or a post-commitment request. To access the logo, simply click one of the main menu tabs (**News**, **Tasks**, **Records**, **Reports**, **Actions**).
- Your username does not appear in the top right corner of the screen. In its place, you will see a circle with a silhouette. When you hover over the circle, your name appears. If you click the circle, a drop-down menu appears with links to your profile, your settings, and the sign-out option.
  - To replace the silhouette with a photo, click the circle, choose **Profile** from the menu, click the **PHOTOS** button, and upload the photo of your choice. As in the previous version of EPC, after you have uploaded a photo, you can change the photo to a different photo, but you cannot change it back to a silhouette.

Password reset screen

The password reset screen functionality remains the same, but the screen itself will look different and will include instructional text. You can click **Forgot your password?** on the login page to access this screen.

If you do not see the updates described above, log out of EPC and log back in again. Please open a customer service case in EPC or call the Client Service Bureau (CSB) at (888) 203-8100 if you have any questions or need assistance.