

# Change the General Contact

*Note: Only the Account Administrator  
can change the General Contact*

***Before you begin:***

*The new General Contact must already be in the EPC system.*

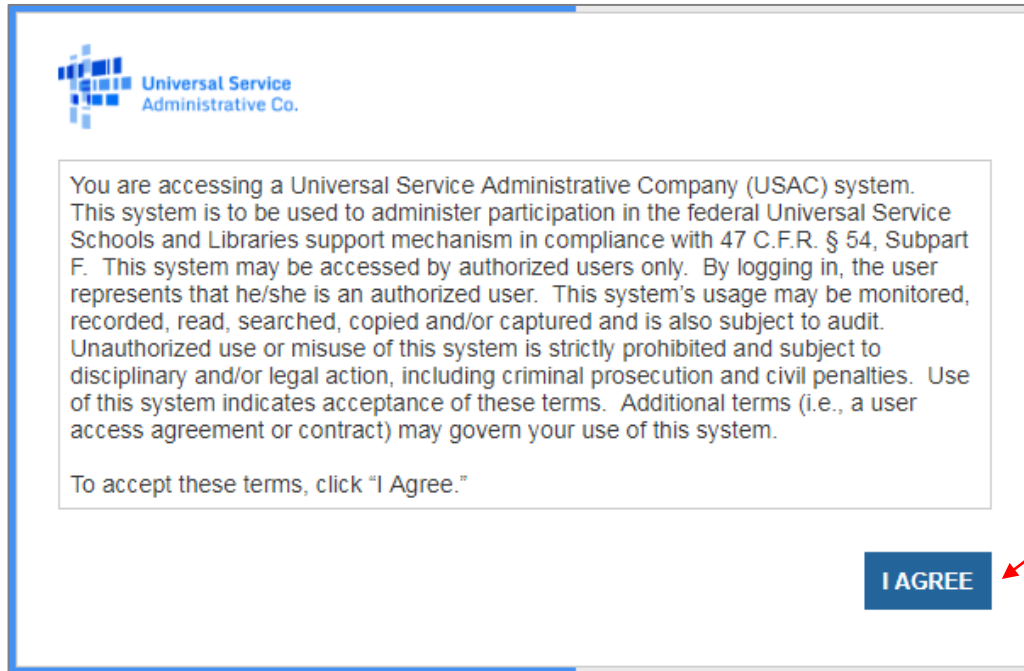
*If the user is not in the system, you first must follow the steps to create a new user.*

# Table of Contents

Topic	Page
Log Into EPC	4
Modify the General Contact	8

# Log Into EPC

① Navigate to the EPC Portal at <https://portal.usac.org/suite/>



② Click on the "I AGREE" button to proceed

③ Enter the username (the user's full email address)

Universal Service  
Administrative Co.

Username

Password

Remember me on this computer

[Forgot your password?](#)

**SIGN IN**


④ Enter the password

⑤ Click on the "SIGN IN" button

Your EPC "Landing Page" will display

News Tasks (15) Records **Reports** Actions Applan

## My Landing Page



[Funding Request Report](#) | [FCC Form 470](#) | [FCC Form 471](#) | [FCC Form 486](#) | [Appeal](#) | [FCC Form 500](#) | [SPIN Change](#) | [Service Substitution](#) | [Manage Users](#) | [Manage Organizations](#) | [USAC Website](#) | [Contact Us](#) | [Help](#)

Welcome, [School District 6!](#)

### Notifications

Notification Type

Funding Year

Status  All  
 Generated  
 Not Generated

Notification	Description	Issued Date	Generated By	Generated On
No items available				

### My Entities

Entity	Entity Number	City	State	Zip Code
School District 6	116	Springfield	ME	04487
School District 6 School A	117	Springfield	ME	04487
School District 6 School B	118	Springfield	ME	04487
School District 6 NIF	119	Springfield	ME	04487


# Modify the General Contact



# Modify the Contact

① On the landing page, click the link to your organization. In most cases, this will be the school district rather than a child school.

## My Landing Page



Universal Service Administrative Co.

Welcome, [School District 6!](#)

[Funding Request Report](#) | [FCC Form 470](#) | [FCC Form 471](#) | [FCC Form 486](#) | [Appeal](#) | [FCC Form 500](#) | [SPIN Change](#) | [Service Substitution](#) | [Manage Users](#) | [Manage Organizations](#) | [USAC Website](#) | [Contact Us](#) | [Help](#)

### Notifications

Notification Type:

Funding Year:

Status:  All  
 Generated  
 Not Generated

Notification	Description	Issued Date	Generated By	Generated On
No items available				

### My Entities

Entity	Entity Number	City	State	Zip Code
<a href="#">School District 6</a>	116	Springfield	ME	04487
<a href="#">School District 6 School A</a>	117	Springfield	ME	04487
<a href="#">School District 6 School B</a>	118	Springfield	ME	04487
<a href="#">School District 6 NIF</a>	119	Springfield	ME	04487

# Modify the Contact

The organization's dashboard will display

Records / Applicant Entities

## #116 - School District 6

[CREATE A NEW USER](#) [ADD OR REMOVE EXISTING USERS](#) [MANAGE USER PERMISSIONS](#) ...

**Summary** Customer Service Modifications Additional Information Discount Rate Contracts FCC Forms FRN Appeals News Related Actions

### Organization Details

<b>Name</b>	School District 6	<b>Applicant Type</b>	School District
<b>Entity Number</b>	116	<b>Status</b>	Active
<b>FCC Registration Number</b>	1234564560		

### Contact Information

<b>Physical Address</b>	100 Main Street Springfield, ME 04487	<b>Phone Number</b>	555-555-7878
<b>Mailing Address</b>	100 Main Street Springfield, ME 04487	<b>Email</b>	school.district6.user1@mailinator.com
		<b>Website URL</b>	

### Account Administrator

**Name** School District 6 User 1

### General Contact

**Name** School District 6 User 1

### Applicant Attributes

<b>School District Sub-Type</b>	<input checked="" type="checkbox"/> Public School District	<b>Does this organization have an endowment?</b>	No
	<input type="checkbox"/> Private School District		
	<input type="checkbox"/> Charter School District		
	<input type="checkbox"/> ESA School District		
<b>State School Code</b>			
<b>State LEA Code</b>			
<b>NCES Public State Code</b>			
<b>NCES Public District Code</b>			
<b>NCES Public Building Code</b>			



# Modify the Contact

Records / Applicant Entities

## #116 - School District 6

CREATE A NEW USER   ADD OR REMOVE EXISTING USERS   MANAGE USER PERMISSIONS   ...

Summary   Customer Service   Modifications   Additional Information   Discount Rate   Contracts   FCC Forms   FRN Appeals

### Organization Details

**Name** School District 6

**Entity Number** 116

**FCC Registration Number** 1234564560

### Contact Information

**Physical Address** 100 Main Street  
Springfield, ME 04487

**Mailing Address** 100 Main Street  
Springfield, ME 04487

**Status** Active

**Phone Number** 555-555-7878

**Email** school.district6.user1@m

**Website URL**

This function allows you to designate the general contact for your entity.

- Manage Organization
- Modify Account Administrator
- Create a Customer Service Case
- Manage General Contact
- Manage Organization Relationships
- Create FCC Form 470
- Create FCC Form 471
- Create FCC Form 486
- Manage Contracts
- Create Appeal
- Create SPIN Change Request
- Create Service Substitution Request

② Click on the “three dots” button to see more tasks and then select the “Manage General Contact” option

# Modify the Contact

*The list of users established in EPC for your organization will display, with the current General Contact checked*

### Organization Details

<b>Name</b>	School District 6	<b>FCC Registration Number</b>	1234564560
<b>Address</b>	100 Main Street Springfield, ME 04487	<b>Organization Type</b>	Applicant
<b>Mailing Address</b>	100 Main Street Springfield, ME 04487	<b>Phone Number</b>	555-555-7878
		<b>Email</b>	school.district6.user1@mailinator.com

### Modify General Contact

**Current General Contact**  
anne.████████████████████

**Select a new General Contact \***

<input type="checkbox"/>	First Name	Last Name	Email	Title
<input type="checkbox"/>	Jeffrey	████████████████████	jeff.████████████████████	Executive Director
<input checked="" type="checkbox"/>	Anne	████████████████████	anne.████████████████████	E-Rate Coordinator

# Modify the Contact

③ Check the check box located next to the user who you wish to make the new General Contact

### Organization Details

**Name** School District 6  
**Address** 100 Main Street  
Springfield, ME 04487  
**Mailing Address** 100 Main Street  
Springfield, ME 04487

**FCC Registration Number** 1234564560  
**Organization Type** Applicant  
**Phone Number** 555-555-7878  
**Email** school.district6.user1@mailinator.com

### Modify General Contact

**Current General Contact**  
anne

**Select a new General Contact \***

<input type="checkbox"/>	First Name	Last Name	Email	Title
<input checked="" type="checkbox"/>	Jeffrey		jeff	Executive Director
<input type="checkbox"/>	Anne		anne	E-Rate Coordinator

④ Uncheck the check box next to the current General Contact

⑤ Click on the "CONTINUE" button

# Modify the Contact

*The email address / username of the Current General Contact and the New General Contact will display*

### Organization Details

<b>Name</b>	School District 6	<b>FCC Registration Number</b>	1234564560
<b>Address</b>	100 Main Street Springfield, ME 04487	<b>Organization Type</b>	Applicant
<b>Mailing Address</b>	100 Main Street Springfield, ME 04487	<b>Phone Number</b>	555-555-7878
		<b>Email</b>	school.district6.user1@mailinator.com

### Modify General Contact

<b>Current General Contact</b>	<b>New General Contact</b>
anne	jeff

⑥ Verify that the information is correct and click on the “SUBMIT” button