

# Establish an EPC Account Administrator

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# Background

All entities that have filed or appeared on an E-Rate Form 471 have an EPC Portal Account.

- School districts have an EPC account that lists their member schools.
- Independent schools or schools that do not belong to a school district also have an EPC account. Schools that are the only school in their school district may be listed in EPC as the school rather than at the school district level.
- Libraries have an EPC account.

To set up the account administrator for your billed entity's EPC account, you will need to email a written request to USAC.

***If sending the request from the email address of the account administrator:***

The email address of the account administrator must include their name and the entity's email domain

e.g. johndoe@schooldistrict.org

***If sending the request from another email account:***

You must make the request on entity letterhead and include the signature of the authorized person who should be set up as the account administrator

# Email USAC a Request

- ① Create a new email to the recipient [SLDPR@GDIT.com](mailto:SLDPR@GDIT.com)
- ② Copy the text below into the body of the email message or onto entity letterhead

Please establish the EPC account administrator for [BILLED ENTITY NUMBER] - [BILLED ENTITY NAME] as indicated below.

1. Name of Account Administrator: [NAME]
2. Job Title: [TITLE]
3. Mailing Address: [ADDRESS], [CITY], [STATE], [ZIP]
4. Phone Number: [PHONE]
5. Email Address: [EMAIL]

*(Note that since the EPC user account will act as an authorized signature, USAC requires the email address to contain the account administrator's name. It cannot be a generic email address such as [erate@schoolname.org](mailto:erate@schoolname.org).)*

- ③ Fill in the [ ] fields with the appropriate information for the account administrator

Please establish the EPC account administrator for 5555 - RED SCHOOL DISTRICT as indicated below.

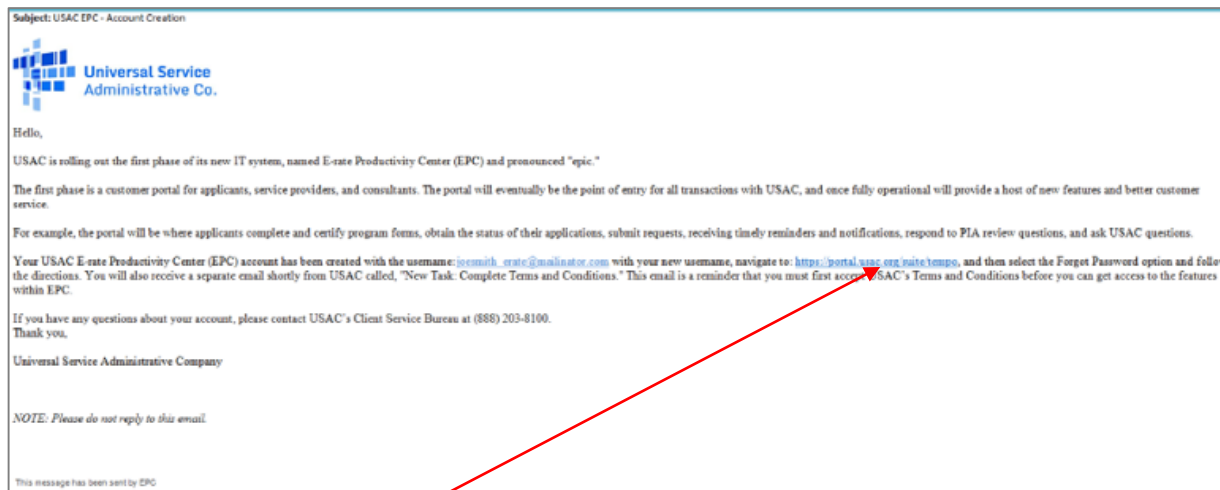
1. Name of Account Administrator: John Doe
2. Job Title: Superintendent
3. Mailing Address: 1 Main Street, Bangor, ME 04401
4. Phone Number: 207-555-5555
5. Email Address: john.doe@redschoool.org



- ④ If you are using letterhead:
  - obtain the signature of the authorized person
  - scan and save the signed letter to your computer
  - attach the document to the email message
- ⑤ Send the completed email to [SLDPR@GDIT.com](mailto:SLDPR@GDIT.com)
- ⑥ The account administrator will receive an email invitation with the subject “USAC EPC-Account Creation”

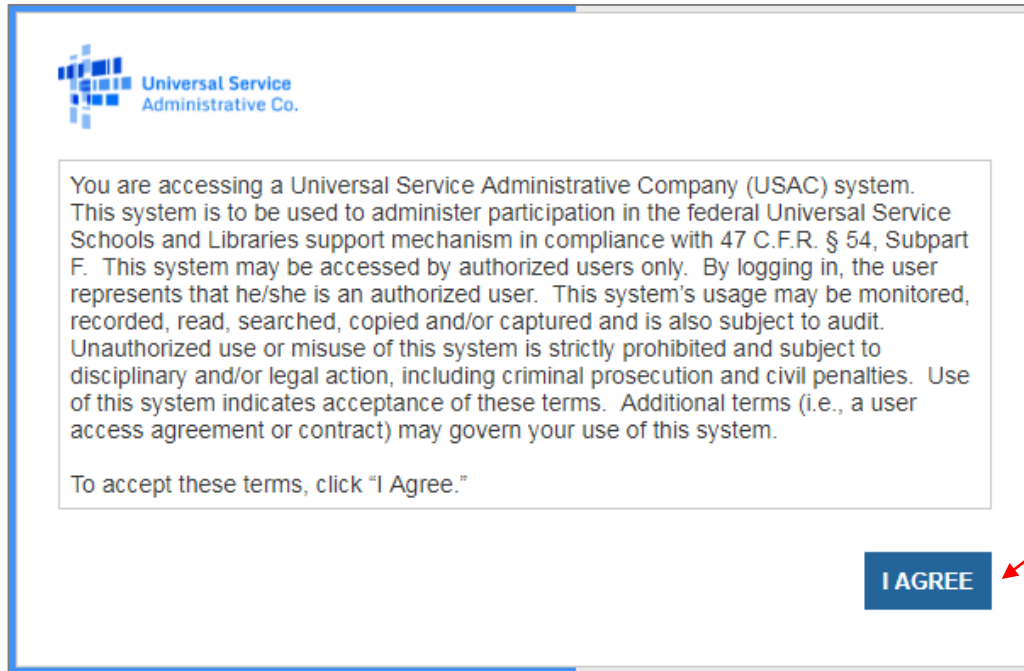
# Set the Password


# Set the Password



① Click on the link to the EPC Portal in the invitation email

# Set the Password



 Universal Service  
Administrative Co.

You are accessing a Universal Service Administrative Company (USAC) system. This system is to be used to administer participation in the federal Universal Service Schools and Libraries support mechanism in compliance with 47 C.F.R. § 54, Subpart F. This system may be accessed by authorized users only. By logging in, the user represents that he/she is an authorized user. This system's usage may be monitored, recorded, read, searched, copied and/or captured and is also subject to audit. Unauthorized use or misuse of this system is strictly prohibited and subject to disciplinary and/or legal action, including criminal prosecution and civil penalties. Use of this system indicates acceptance of these terms. Additional terms (i.e., a user access agreement or contract) may govern your use of this system.

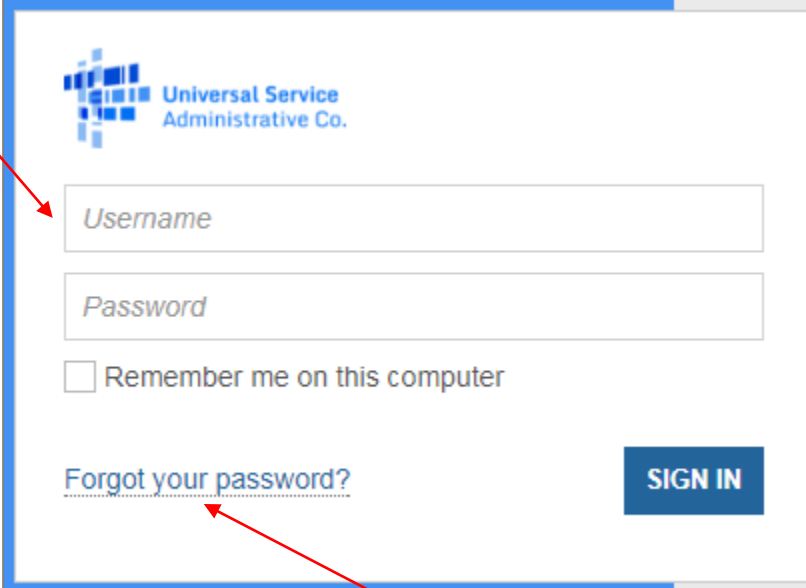
To accept these terms, click "I Agree."

**I AGREE**

② Click on the "I AGREE" button to proceed

# Set the Password

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 Click on the “Forgot your password?” link

*The "Forgot Password" screen will display*

⑤ Enter the username again

Universal Service  
Administrative Co.

## Forgot Password

Username

Enter your username and click "Send Email". An email will be sent to the email address associated with your user account. Follow the link in the email to reset your password.

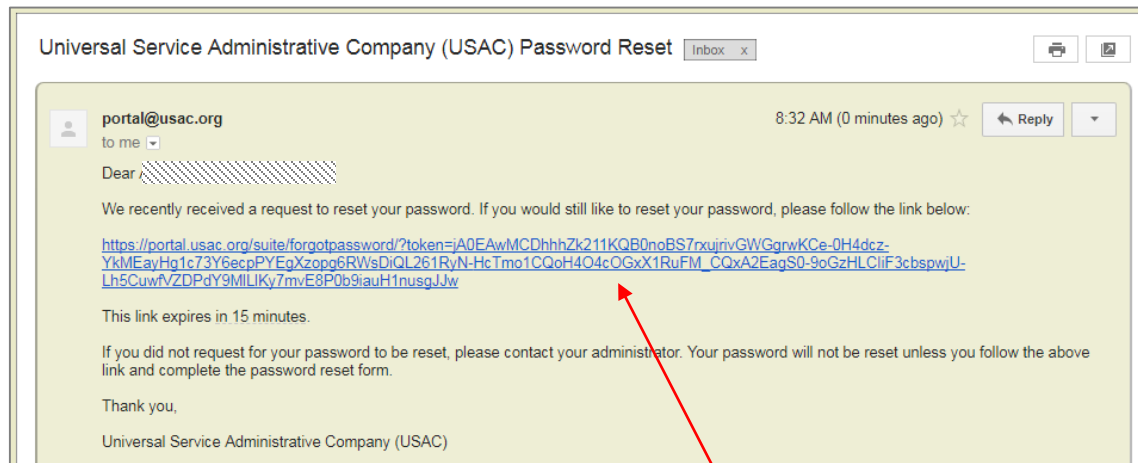
[Back to sign-in page](#)

SEND EMAIL

⑥ Click on the "SEND EMAIL" button

# Set the Password

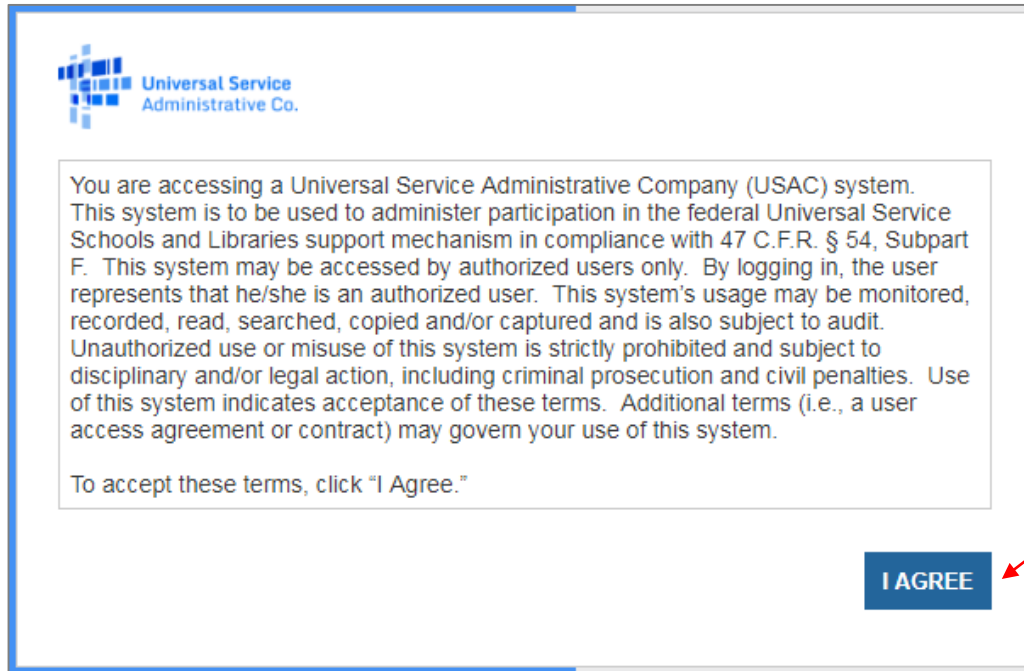
*The EPC system will send an email to the user with a temporary link to reset the password  
(Note: the link is only active for 15 minutes)*



⑦ Click on the link in the email

# Set the Password

*The Informational Screen will display again*



⑧ Click on the "I AGREE" button to proceed



# Set the Password

The “Change Password” screen will display

The screenshot shows a web form titled "Change Password" for Universal Service Administrative Co. The form contains the following elements:

- Logo for Universal Service Administrative Co.
- Section header: **Change Password**
- Instruction: Please complete the form to change your password.
- Username field: A text box with a hatched pattern, indicating it is pre-filled or read-only.
- New Password field: An empty text box.
- Confirm New Password field: An empty text box.
- Buttons: A light blue "CANCEL" button and a dark blue "SUBMIT" button.

Red arrows point from the "SUBMIT" button to the instruction text and from the "New Password" and "Confirm New Password" fields to the step 9 text.

⑨ Enter the desired password twice:

- first in the “New Password” text box

and

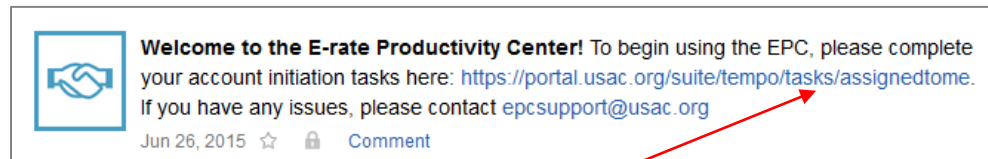
- then in the “Confirm New Password” text box

⑩ Click on the “SUBMIT” button

# Complete the Task

# Complete the Task

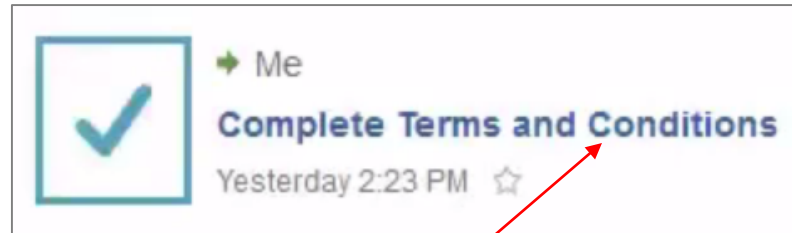
*The news page for the EPC account will display with a welcome message*



① Click on the link in the message

# Complete the Task

*A task to complete the Terms and Conditions will display*



② Click on the task

The terms and conditions will display

- ③ Read the terms and conditions listed
- ④ Scroll to the bottom of the page
- ⑤ Click on the “ACCEPT” button
- ⑥ You can now use the EPC Portal

## Complete Terms of Service Agreement

Please agree to the following Terms of Service before gaining access to EPC.

**Terms of Service:**

Last Updated October 20, 2017

### EPC ACCESS AGREEMENT

This EPC Access Agreement (“Agreement”) applies to the E-rate Productivity Center and all E-rate Productivity Center-related systems and networks (collectively “EPC”) provided by the Universal Service Administrative Company (“USAC”), Applan Corporation’s (“Applan”) business process management software suite and associated documentation (collectively the “Software”) is a part of EPC. EPC was created in support of the federal Universal Service Schools and Libraries Support Mechanism (also known as the “E-rate Program”) that helps entities such as eligible schools and libraries obtain telecommunications at affordable rates.

USAC allows four types of subscribers to access and use EPC, each of which is a “Subscriber” for purposes of this Agreement: (1) applicants (“Applicants”), (2) service providers (“Service Providers”), (3) consultants (“Consultants”), and (4) United States government agencies (“Agency” or “Agencies”), excluding the Federal Communications Commission. This Agreement defines the relationships between both USAC and (i) the Subscriber, and (ii) each person who accesses EPC as authorized by and on behalf of the Subscriber. Both Subscriber and each person who accesses EPC as authorized by and on behalf of the Subscriber are referred to as “you” (and variations such as “your”) in this Agreement.

BY ACCESSING OR USING OR REGISTERING FOR ACCESS TO EPC AS A REPRESENTATIVE OR EMPLOYEE OF A SUBSCRIBER, YOU CONFIRM THAT: (1) YOU ARE AT LEAST 18 YEARS OLD; (2) YOU WILL BE ACCESSING AND USING EPC ONLY WITHIN THE UNITED STATES, INCLUDING ITS VARIOUS STATES AND TERRITORIES (COLLECTIVELY REFERRED TO AS “UNITED STATES”); (3) YOU HAVE READ THIS AGREEMENT; **AND** (4) BOTH YOU AND THE COMPANY, ORGANIZATION OR ENTITY ON WHOSE BEHALF YOU ARE ACCEPTING THIS AGREEMENT AND/OR ACCESSING OR USING EPC, ACCEPT THIS AGREEMENT. **IF YOU CANNOT CONFIRM EACH OF (1) THROUGH (4) ABOVE, THEN PLEASE CLICK “DECLINE” BELOW, AND YOU MUST NOT ACCEPT THIS AGREEMENT AND YOU MAY NOT ACCESS OR USE EPC.**

USAC may amend this Agreement at any time, with or without notice to you, by posting revised terms at [www.usac.org/si/tools/e-rate-productivity-center/default](http://www.usac.org/si/tools/e-rate-productivity-center/default). You can determine when this Agreement was last revised by referring to the “last updated” legend at the top of this Agreement. Your continued access to or use of EPC after USAC has posted revised terms signifies your acceptance of such revised terms. No other amendment to or modification of this Agreement will be binding unless in writing and signed by USAC’s duly authorized representative or posted to the site by USAC’s duly authorized representative.

**1. Access and Use; Restrictions; and Rights.**

1.1 **Right to Access and Use.** Subject to the terms and conditions of this Agreement, USAC will make EPC available to you for access within the United States solely for the Authorized Purpose, defined below.

(a) “Authorized Purpose” means use of EPC by your Authorized Users (defined in Section 1.2) to electronically enter data and certify forms, edit forms, revise forms, update forms, respond to inquiries from USAC, request assistance, file appeals, request changes, check the status of requests, retrieve historical information, upload documents, and submit customer service cases, in each case solely for administering the Subscribers’ participation in the E-rate Program in accordance with 47 C.F.R. Part 54, Subpart F. Subscribers that are Applicants or Service Providers may also designate Consultant Authorized Users (defined in Section 1.2) account functions in EPC to act on behalf of the Applicant or Service Provider.

(b) You may be presented with warning notices when you take certain action such as accessing EPC or electronically signing a form. The contents of the notices are a part of this Agreement and are incorporated herein by reference as if included in their entirety. You must accept and comply with the terms and conditions of the notices. You acknowledge that USAC may modify EPC and/or the form or content of notices at any time and for any reason or no reason with or without notice to you. USAC is not responsible for any costs or expenses you may incur as a result of any modifications to EPC or notices.