

Multifactor Authentication for EPC and BEARs

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The Basics

What is happening?

Beginning July 27, 2020, all EPC and BEAR system users will need to log in using multifactor authentication (MFA).

MFA is a method of authenticating a computer user during the login process by requiring the user to enter two or more separate pieces of information, such as a password known to the user and a code generated and sent to the user to enter on the website in order to gain access.

This process is being implemented to increase the security of Universal Service Fund applications.

How do I set up MFA?

The first time you sign in, the system will prompt you to set up MFA for your account by doing the following:

1. Go to <https://www.usac.org/e-rate/> and click the blue “Sign In” button at the top of the page.
2. Click on the blue “Continue” button at the bottom of the instructions page.
3. On the next page, click on the “Forgot Password” link.
4. Enter your username (your email address) and click “Reset via Email”.
5. You will be sent an email with a link to reset your password. **The link will be good for only one hour.** You can click the link or copy and paste it into your browser.
6. You will be prompted to create a password, and then re-enter it. Your password must contain at least eight characters and include one lowercase letter, one uppercase letter, one number, and one special character (e.g., !, @, #, \$, %, &, or =). Enter your desired password and click “Reset Password”.
7. On the next page, confirm the email associated with your account and click “Send Email”.
8. A verification code will be sent to your email address. **The code will be good for only ten minutes.** Navigate to your email (don't close your browser) to get the code, then return to your browser window, enter the code in the field provided, and click “Verify”.
9. You will then go to your dashboard (if you access more than one application) or a pop-up (if you access only one application).

What is my account username?

If you have an EPC username then that is the email address / username that will be used for the multifactor authentication.

If you only use the BEAR site (and do not have an EPC login), then the email address / username that you use on the online BEAR form will be used for the multifactor authentication.

What accounts are included?

After logging in, you will see the dashboard for USAC's new single portal application (One Portal) if you have credentials for more than one application (for example both an EPC login and a BEAR system login).

If you only have access to one application, then it will be a pop- up for the one you have access to.

What happens after MFA is set up?

On subsequent visits, you will receive a one-time code verification codes via either email or text message before you can log in.

Authenticating MFA

① Either

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

or

(b) Navigate to <https://www.usac.org/e-rate/> and click on the “blue Sign” In button

Authentication

EPC users and BEAR Form filers: If this is your first time logging in to One Portal, please read this information carefully.

USAC has added multifactor authentication (MFA) to increase the security of our Universal Service Fund (USF) IT applications. The first time you sign into an application, the system will prompt you to set up MFA for your account. To do this:

1. Click the blue **Continue** button below.
2. Click the **Forgot Password** link.
3. Enter your Username (your email address) and click **Reset via Email**.
4. When you receive the email, click the link to create a password. Your password must be at least eight characters long and include one lowercase letter, one uppercase letter, one number, and one special character.
5. Accept the system's terms of use and click **Sign In**.
6. On the next page, confirm the email associated with your account and click **Send Email**.
7. Check your email for a verification code.
8. Enter the code and click **Verify**.

After logging in, you will see USAC's new single portal application dashboard if you have access to more than one application. On this page you can access all of the USF applications associated with your log in. This means users no longer have to sign into multiple applications to interact with different USF programs.

From the dashboard, you can visit the "Settings" page to add a cell phone number to your account. This will allow you to receive verification codes via either email or text message when you log in in the future.

To learn more about USAC's MFA and to find a list of all USF IT applications included in the single portal, visit [USAC's website](#). If you cannot access the email associated with your account and need to set up a new log in, please contact your organization's USF administrator. If you need to reset your password, click the "forgot password" link. More detailed instructions are available in [this video](#).

Continue

You will see this One Portal informational screen

② Scroll to the bottom of the page if necessary, and click on the "Continue" button

③ On the next screen, click on the “Forgot password?” link

Universal Service Administrative Co.

Username

Password

[Forgot password?](#)

You are accessing a portal to Universal Service Administrative Company (USAC) systems used to administer participation in the federal Universal Service programs in compliance with 47 C.F.R. Part 54. Access to the systems is provided solely to USAC-authorized users for USAC-authorized business purposes. By logging in, you represent that you are an authorized user. Use of this system indicates acceptance of the terms and conditions governing the USAC systems. USAC monitors user access and content for compliance with applicable laws and policies. Use of the system may be 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.

Click the box to accept

By signing in, I accept the terms and conditions of the USAC system.

Sign In

Don't have an account? [Create an account](#)

④ On the next screen, enter your Username (your email address)

⑤ Then click on the "Reset via Email" button

Universal Service Administrative Co.

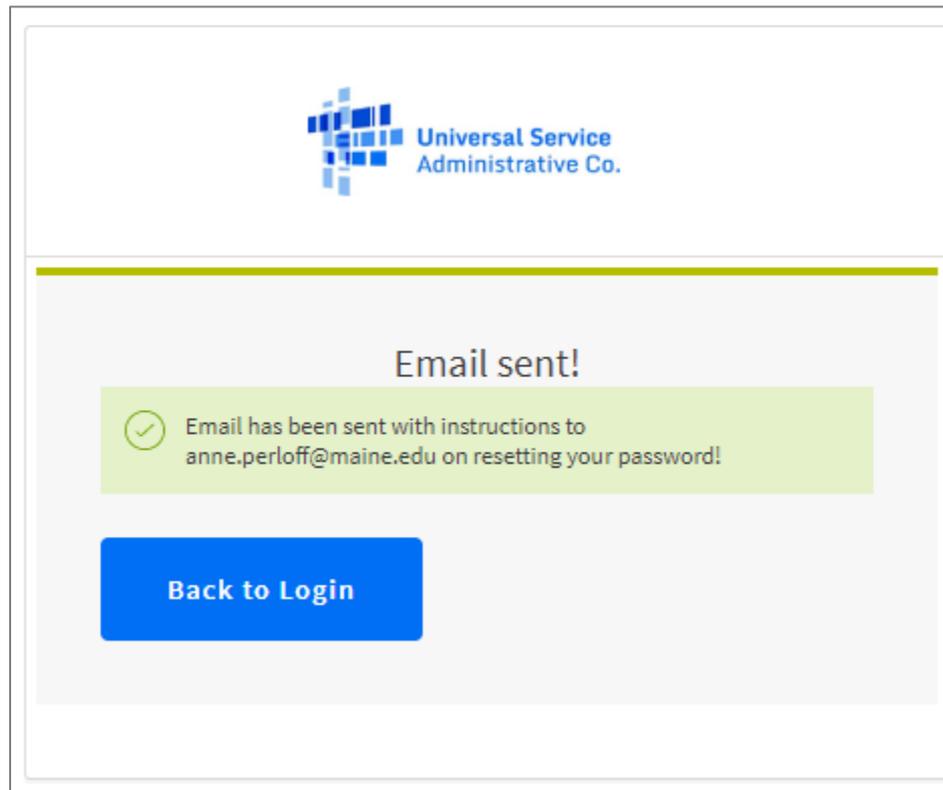
Reset Password

Username

Reset via Email

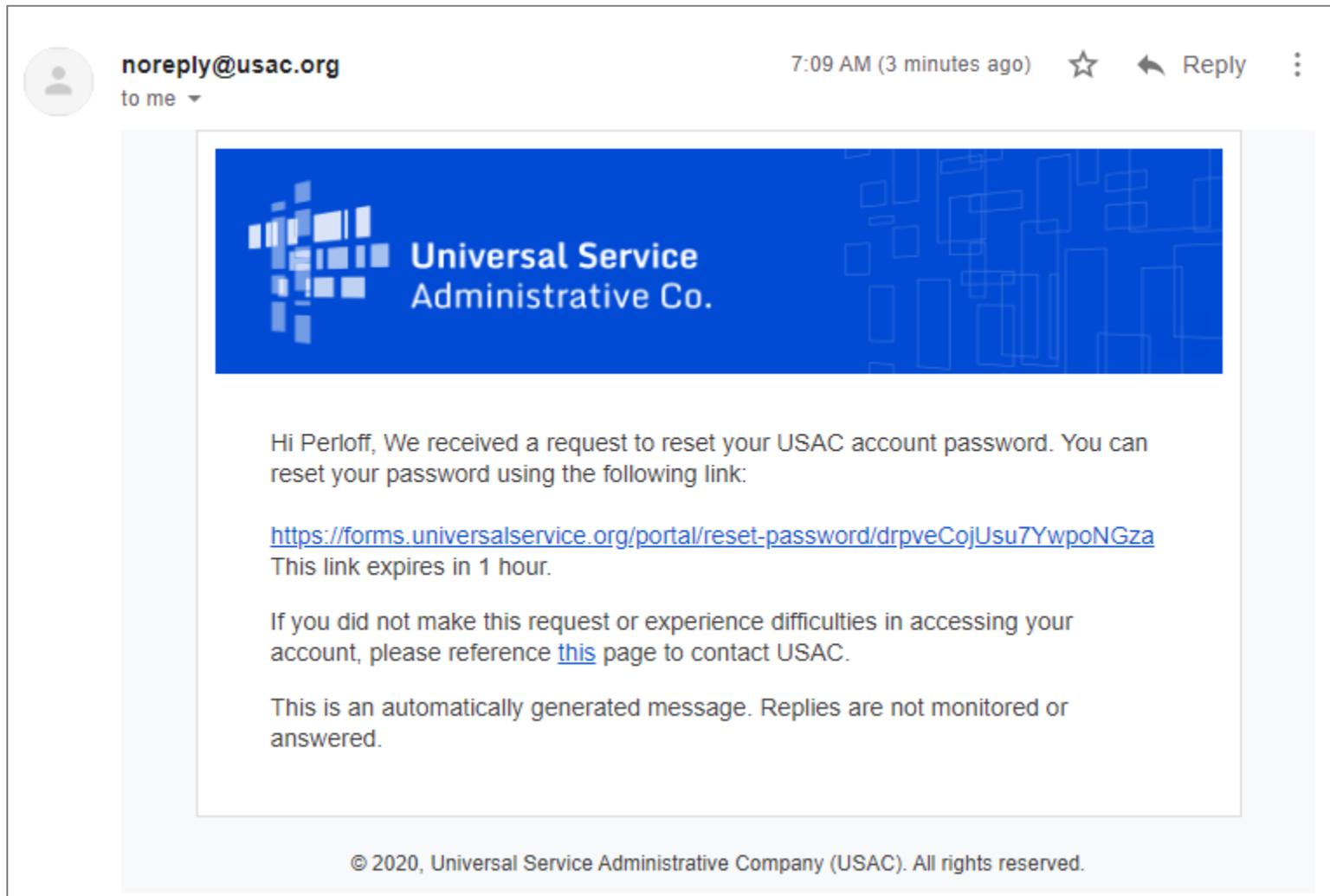
A message will display indicating that you have been sent an email with instructions on resetting your password.

NOTE: The link will be good for only one hour.



Authentication

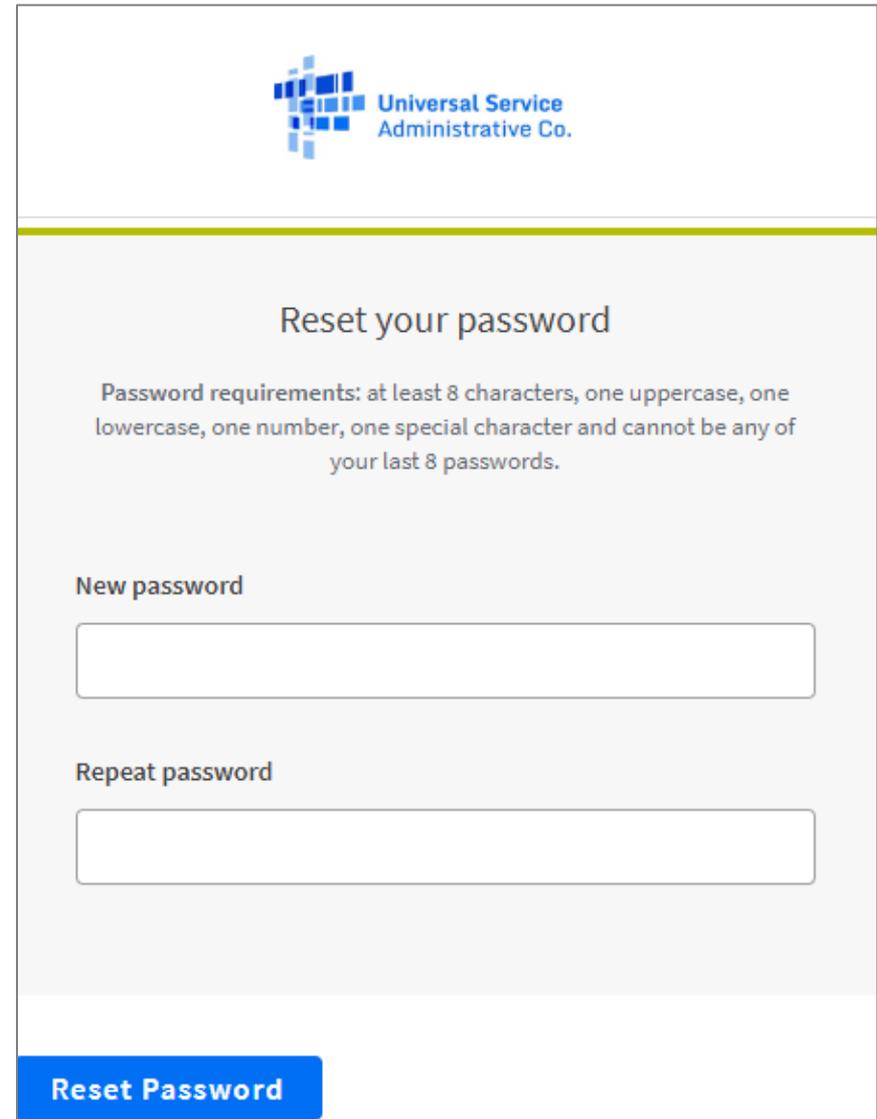
⑥ Click on the link in your email or copy and paste it into your browser.



⑦ Enter your desired password two times

Your password must contain at least eight characters and include one lowercase letter, one uppercase letter, one number, and one special character (e.g., !, @, #, \$, %, &, or =)

Then click on the “Reset password” button



The screenshot shows a web form for resetting a password. At the top, there is a logo for Universal Service Administrative Co. consisting of a blue grid of squares. Below the logo, the text "Universal Service Administrative Co." is displayed. The main heading of the form is "Reset your password". Underneath this heading, the password requirements are listed: "Password requirements: at least 8 characters, one uppercase, one lowercase, one number, one special character and cannot be any of your last 8 passwords." There are two input fields: "New password" and "Repeat password". At the bottom of the form, there is a blue button labeled "Reset Password".

 Universal Service
Administrative Co.

Email Authentication

USAC requires multifactor authentication to add an additional layer of security when signing in to your account.

Email Address

[Send Email](#)

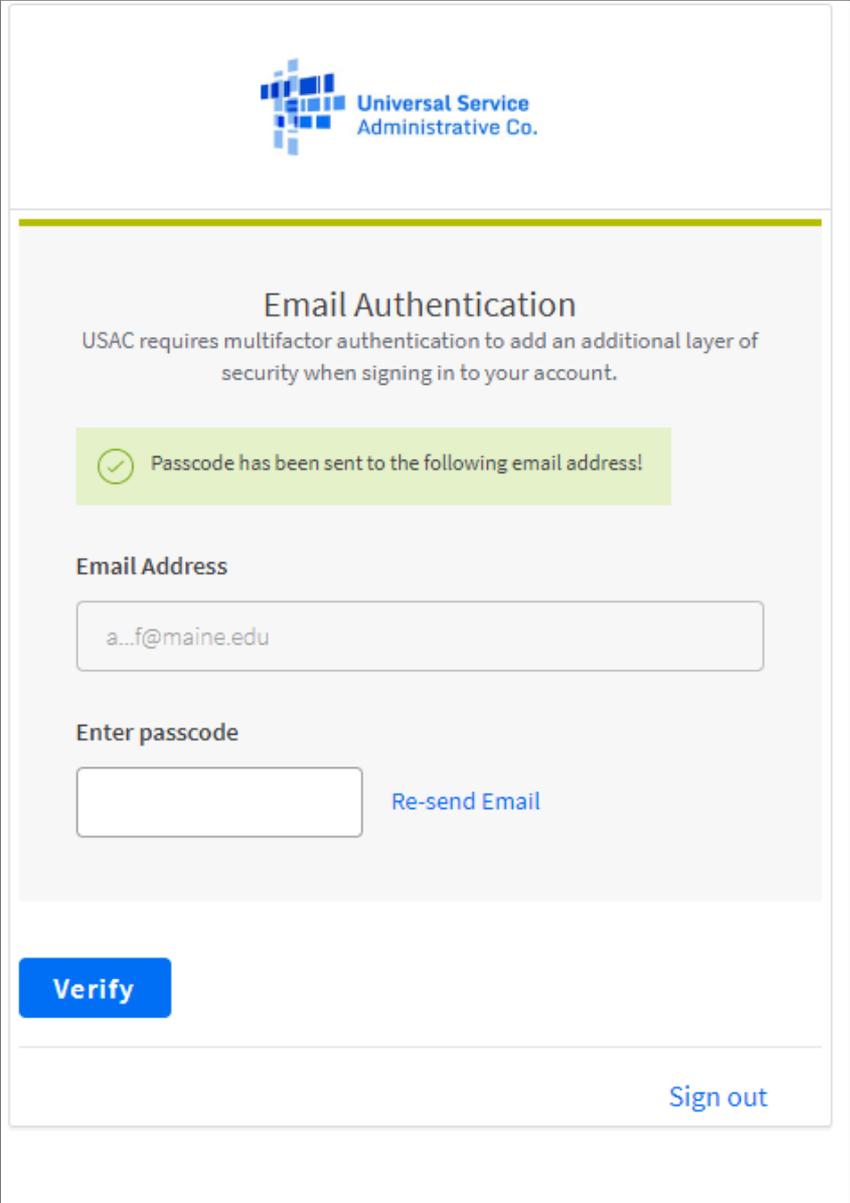
[Sign out](#)

⑧ On the next page, confirm the email associated with your account is correct (only a portion will be shown) and click on the "Send Email" button

Authentication

A verification code will be sent to your email address.

NOTE: *The code will be good for only ten minutes.*



The screenshot shows the Universal Service Administrative Co. (USAC) Email Authentication interface. At the top right is the USAC logo. The main heading is "Email Authentication" with a sub-message: "USAC requires multifactor authentication to add an additional layer of security when signing in to your account." A green success message states: "Passcode has been sent to the following email address!". Below this is an "Email Address" field containing "a...f@maine.edu". An "Enter passcode" field is empty, with a "Re-send Email" link to its right. A blue "Verify" button is positioned at the bottom left of the form area, and a "Sign out" link is at the bottom right.

⑨ Navigate to your email (but don't close your browser) to get the code

Universal Service Administrative Company (USAC) - Prod - Action Required: One-time verification code

Hi Perloff,

You are receiving this email because a request was made for a one-time code that can be used for authentication.

Please enter the following code for verification:

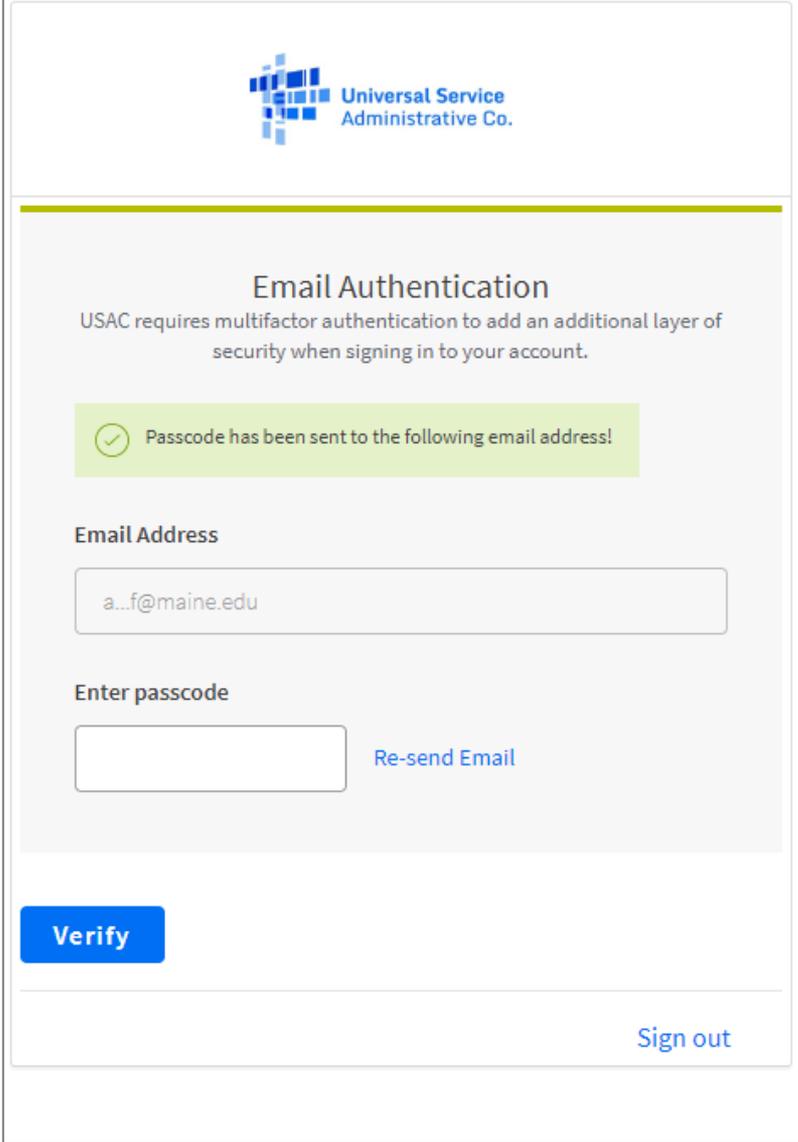
332744

This Token will be valid for 10 minutes.

If you believe you have received this email in error, please reach out to your system administrator.

This is an automatically generated message. Replies are not monitored or answered.

⑩ Return to your browser window, enter the code in the field provided, and click on the “Verify” button



The screenshot shows the Universal Service Administrative Co. (USAC) Email Authentication interface. At the top left is the USAC logo, consisting of a grid of blue squares of varying shades, followed by the text "Universal Service Administrative Co.". Below the logo is a horizontal yellow line. The main content area has a light gray background and is titled "Email Authentication". Underneath the title, it states: "USAC requires multifactor authentication to add an additional layer of security when signing in to your account." A green notification box with a checkmark icon contains the text: "Passcode has been sent to the following email address!". Below this, there are two input fields: "Email Address" with the value "a...f@maine.edu" and "Enter passcode" which is currently empty. To the right of the passcode field is a blue link labeled "Re-send Email". At the bottom left of the form is a prominent blue button labeled "Verify". At the bottom right, there is a blue link labeled "Sign out".

Authentication

You will then go to your dashboard (if you access more than one application such as both EPC and the BEAR system) or a pop-up (if you access only one application)

Universal Service Administrative Co. Sign Out

anne.perloff@maine.edu

Dashboard

Upcoming Dates Schools and Libraries Help?

No upcoming dates found.

E-rate Productivity Center (EPC) - E-rate Program participants use the E-rate Productivity Center to manage program processes, receive notifications and to contact customer service.

FCC Form 472 (BEAR) - Applicants file an FCC Form 472 (Billed Entity Applicant Reimbursement (BEAR) Form) to request reimbursement from USAC for the discount amount of the eligible products or services that the applicant has received and paid for in full.

Send us a message [Click here](#)

Call us (888) 641-8722

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Make Your Selection

- Select **Continue** to go to your program's system.
- Select **Manage My Authentication Settings** to update either your email address or phone number to access your account.

[Manage My Authentication Settings](#)

[Continue](#)

Modifying Authentication Settings

Modifying Settings

Click on your username in the upper right-hand corner of the dashboard and select “Settings”

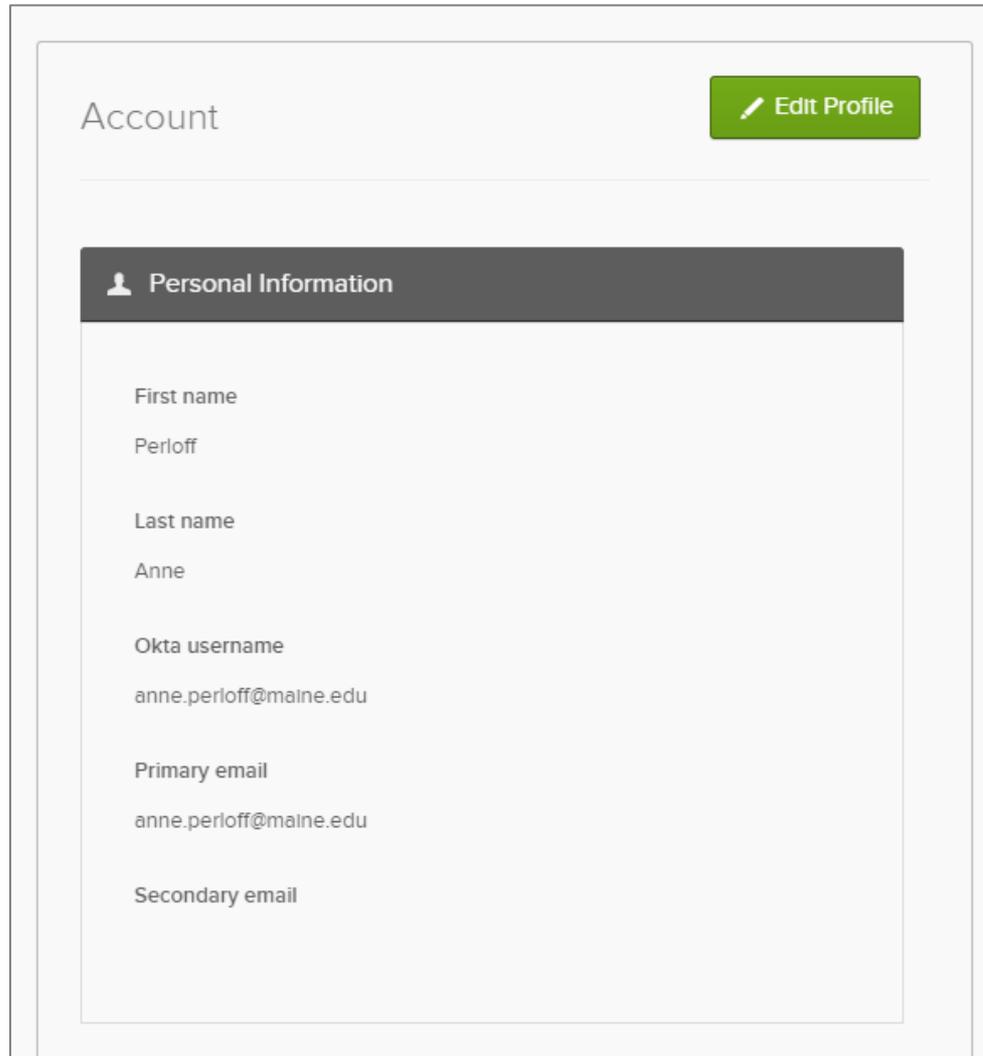
The screenshot shows the top navigation bar of the Universal Service Administrative Co. dashboard. On the left is the logo and name. On the right is a 'Sign Out' button. Below the navigation bar is a user profile dropdown menu for 'anne.perloff@maine.edu' with a 'Settings' link. The main dashboard area contains sections for 'Upcoming Dates' (with a 'No upcoming dates found.' message), 'Schools and Libraries' (with a list of items like 'E-rate Productivity Center (EPC)' and 'FCC Form 472 (BEAR)'), and a 'Help?' section with a 'Send us a message' link.

or click on the “Manage My Authentication Settings” link in the pop-up

The pop-up dialog box is titled 'Make Your Selection'. It contains two bullet points: 'Select **Continue** to go to your program's system.' and 'Select **Manage My Authentication Settings** to update either your email address or phone number to access your account.' At the bottom, there are two buttons: 'Manage My Authentication Settings' (a blue link) and 'Continue' (a blue button).

Modifying Settings

Click on the “Edit Profile” button



The screenshot displays a user account settings interface. At the top left, the word "Account" is visible. In the top right corner, there is a green button with a pencil icon and the text "Edit Profile". Below this, a dark grey header bar contains a person icon and the text "Personal Information". The main content area lists several fields with their current values:

- First name:** Perloff
- Last name:** Anne
- Okta username:** anne.perloff@maine.edu
- Primary email:** anne.perloff@maine.edu
- Secondary email:** (field is empty)

Modifying Settings – Account Image

Select a security image and click on the “Create my Account” button

Welcome to Universal Service Administrative Company (USAC) - Prod, Perloff!
Create your Universal Service Administrative Company (USAC) - Prod account

 Click a picture to choose a security image
Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.

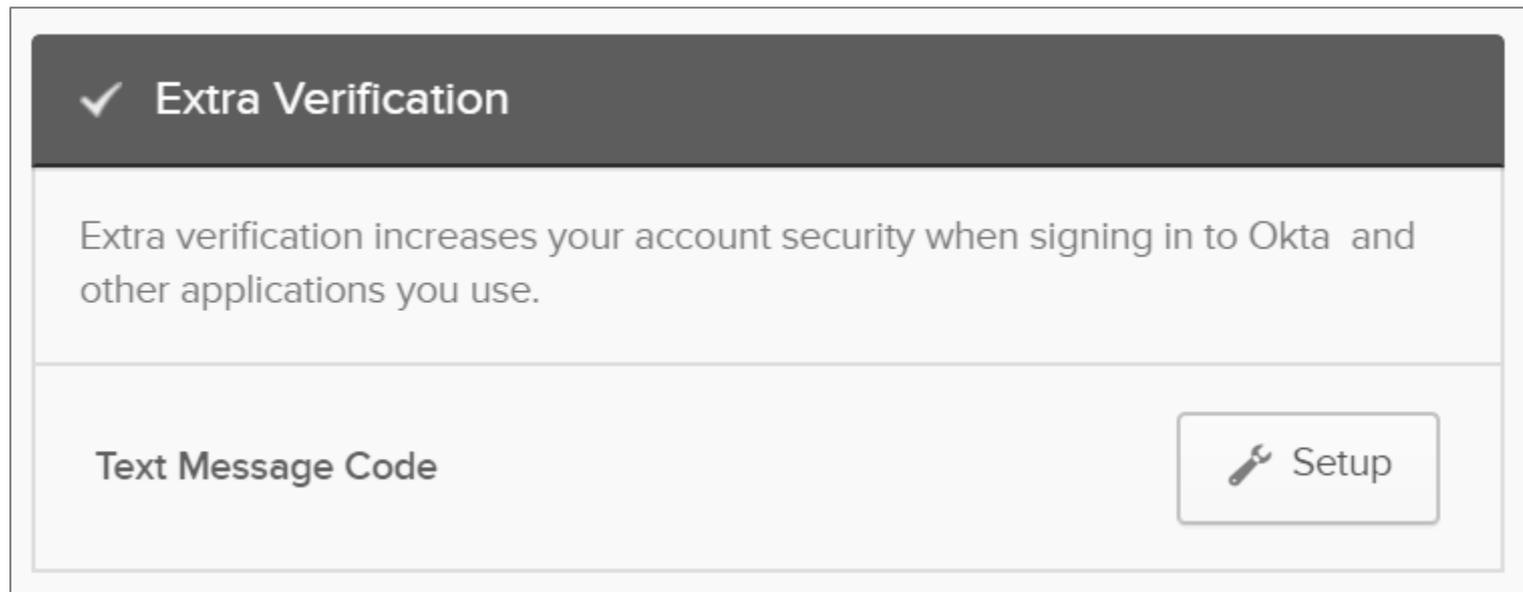
| | | |
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|  |  |  |

Create My Account

Modifying Settings – Text Messages

If you prefer to receive verification codes via text message, you can add a mobile phone number to your account. Before beginning, make sure pop-up blockers are disabled in your browser.

Scroll to the “Extra Verification” section of the settings screen and click on the “Setup” button.



Modifying Settings – Text Messages

Enter your cell phone number and then click on the “Send code” button

Set Up Text Message Verification ✕

Enter the phone number you'll use to receive codes via text message, then click Send Code to verify that it works.

Country

▼

Select the country where your phone is registered.

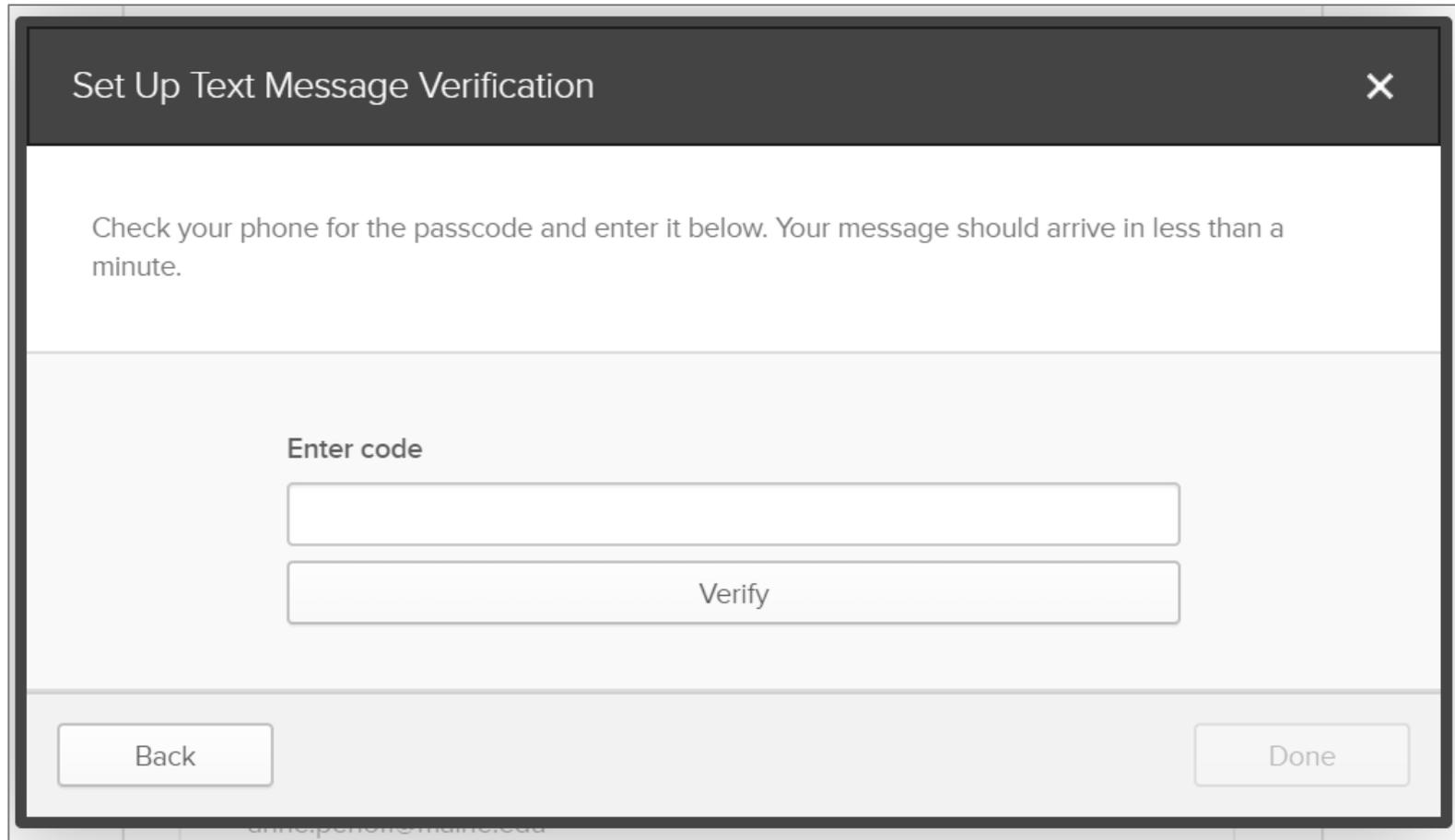
Phone number

Enter your number the way you normally dial it. Do not add your [country code prefix](#).

A code will immediately be texted to the number you entered

Modifying Settings – Text Messages

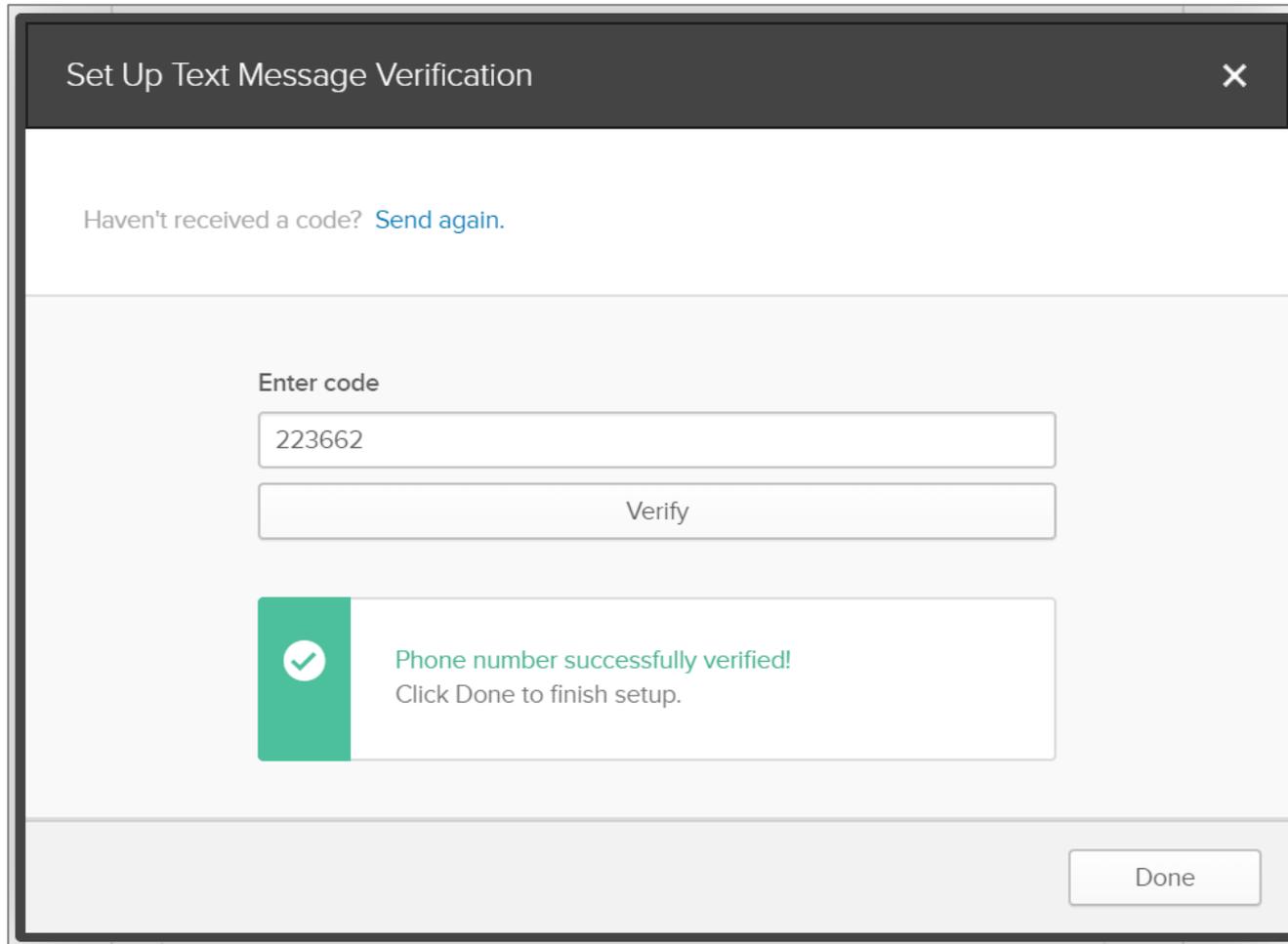
Enter the code you received and then click on the “Verify” button



The screenshot shows a dialog box titled "Set Up Text Message Verification" with a close button (X) in the top right corner. The main text inside the dialog reads: "Check your phone for the passcode and enter it below. Your message should arrive in less than a minute." Below this text is a label "Enter code" followed by a text input field. Underneath the input field is a "Verify" button. At the bottom of the dialog, there are two buttons: "Back" on the left and "Done" on the right.

Modifying Settings – Text Messages

Click on the “Done” button



The screenshot shows a dialog box titled "Set Up Text Message Verification" with a close button (X) in the top right corner. Below the title bar, there is a link that says "Haven't received a code? [Send again.](#)".

The main content area contains the following elements:

- A label "Enter code" above a text input field containing the number "223662".
- A "Verify" button below the input field.
- A success message box with a green checkmark icon and the text: "Phone number successfully verified! Click Done to finish setup."
- A "Done" button in the bottom right corner of the dialog.

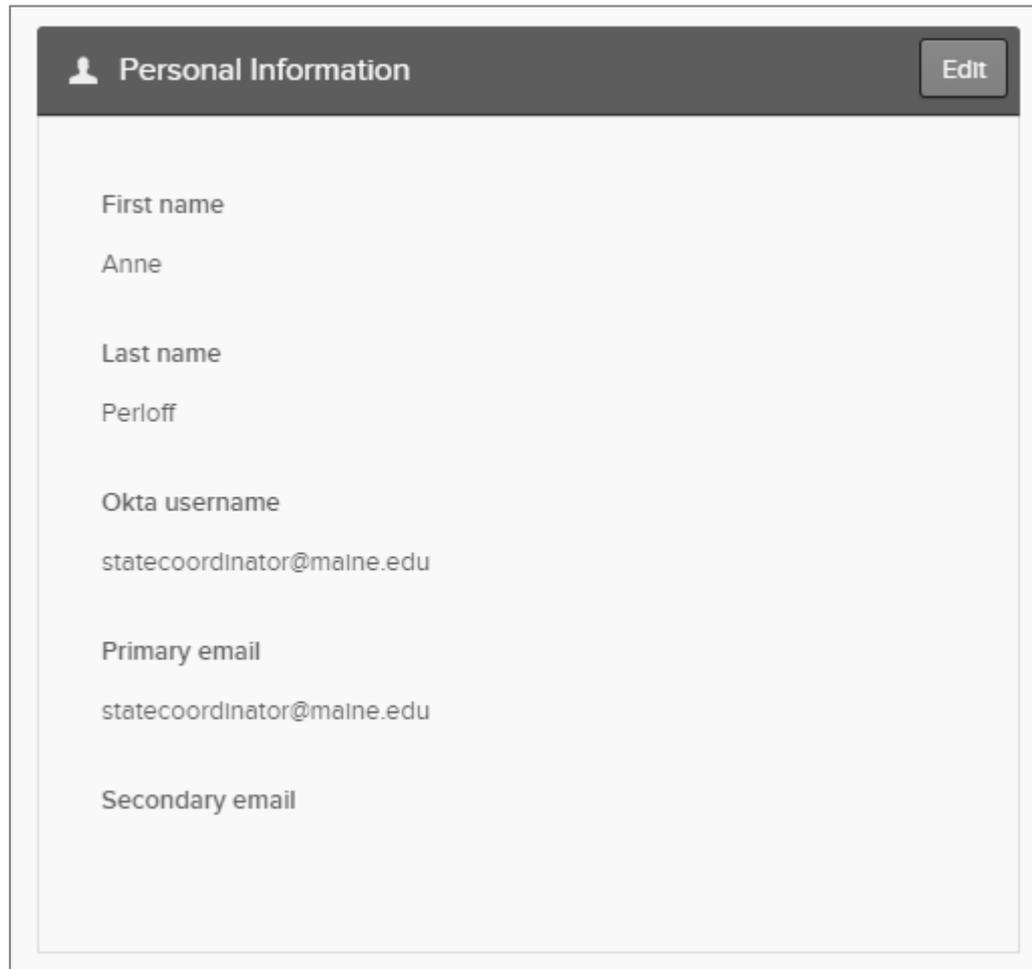
Modifying Settings – Email Address

You can also choose to receive verification codes at an email address that is different from your account login username email address and/or include a second email address.

If you update the primary email in the settings, you are only designating the email address to which verification codes will be sent. It will not change the username address you use when you log in.

Modifying Settings – Email Address

Scroll to the “Personal Information” section of the settings screen and click on the “Edit” button

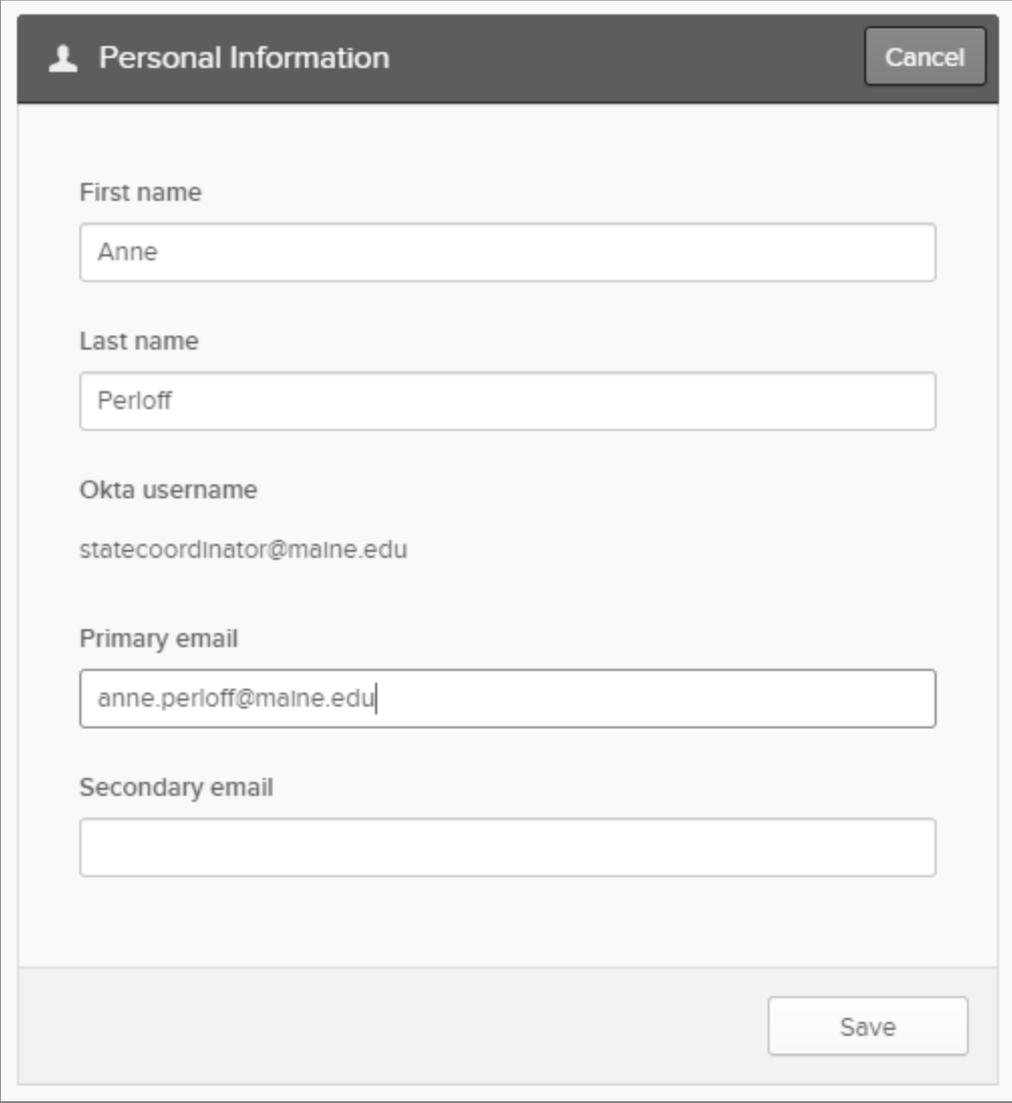


The screenshot displays a settings interface for 'Personal Information'. At the top, there is a dark header bar with a person icon on the left and an 'Edit' button on the right. Below the header, the following fields are visible:

- First name**: Anne
- Last name**: Perloff
- Okta username**: statecoordinator@maine.edu
- Primary email**: statecoordinator@maine.edu
- Secondary email**: (field is empty)

Modifying Settings – Email Address

Enter a new primary email address and/or a secondary email address and click on the “Save” button



The screenshot shows a 'Personal Information' settings window. At the top left is a person icon and the title 'Personal Information'. At the top right is a 'Cancel' button. The form contains the following fields:

- First name:** A text box containing 'Anne'.
- Last name:** A text box containing 'Perloff'.
- Okta username:** A text box containing 'statecoordinator@maine.edu'.
- Primary email:** A text box containing 'anne.perloff@maine.edu'.
- Secondary email:** An empty text box.

At the bottom right of the form is a 'Save' button.

Modifying Settings – Email Address

You will need to check your email for a confirmation email and click on the link to confirm the change

 Personal Information Edit

First name
Anne

Last name
Perloff

Okta username
statecoordinator@maine.edu

Primary email
statecoordinator@maine.edu

Check the email sent to anne.perloff@maine.edu to confirm it as your primary email.

[I didn't request this change](#)

Secondary email

Modifying Settings

Click on the USAC logo in the banner to return to the dashboard or popup

The screenshot displays the 'Settings' page for a user. At the top, there is a blue banner with the 'Universal Service Administrative Co.' logo on the left and a 'Sign Out' button on the right. Below the banner, the user's email 'statecoordinator@maine.edu' is visible with a dropdown arrow. The main content area is titled 'Settings' and contains a section for 'Account'. Within this section, there is a 'Personal Information' card with an 'Edit' button. The card lists the following details: First name: Anne; Last name: Perloff; Okta username: statecoordinator@maine.edu; Primary email: statecoordinator@maine.edu. A red arrow points from the text above to the USAC logo in the banner.

Logging in After MFA is Set Up

① Either

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

or

(b) Navigate to <https://www.usac.org/e-rate/> and click on the “blue Sign” In button

EPC users and BEAR Form filers: If this is your first time logging in to One Portal, please read this information carefully.

USAC has added multifactor authentication (MFA) to increase the security of our Universal Service Fund (USF) IT applications. The first time you sign into an application, the system will prompt you to set up MFA for your account. To do this:

1. Click the blue **Continue** button below.
2. Click the **Forgot Password** link.
3. Enter your Username (your email address) and click **Reset via Email**.
4. When you receive the email, click the link to create a password. Your password must be at least eight characters long and include one lowercase letter, one uppercase letter, one number, and one special character.
5. Accept the system's terms of use and click **Sign In**.
6. On the next page, confirm the email associated with your account and click **Send Email**.
7. Check your email for a verification code.
8. Enter the code and click **Verify**.

After logging in, you will see USAC's new single portal application dashboard if you have access to more than one application. On this page you can access all of the USF applications associated with your log in. This means users no longer have to sign into multiple applications to interact with different USF programs.

From the dashboard, you can visit the "Settings" page to add a cell phone number to your account. This will allow you to receive verification codes via either email or text message when you log in in the future.

To learn more about USAC's MFA and to find a list of all USF IT applications included in the single portal, visit [USAC's website](#). If you cannot access the email associated with your account and need to set up a new log in, please contact your organization's USF administrator. If you need to reset your password, click the "forgot password" link. More detailed instructions are available in [this video](#).

Continue

You will see this One Portal informational screen

② Scroll to the bottom of the page if necessary, and click on the "Continue" button

Enter your username and One Portal password, click the box to accept the system's terms of use and then click on the "Sign In" button to proceed



Universal Service Administrative Co.

Username

Password

[Forgot password?](#)

You are accessing a portal to Universal Service Administrative Company (USAC) systems used to administer participation in the federal Universal Service programs in compliance with 47 C.F.R. Part 54. Access to the systems is provided solely to USAC-authorized users for USAC-authorized business purposes. By logging in, you represent that you are an authorized user. Use of this system indicates acceptance of the terms and conditions governing the USAC systems. USAC monitors user access and content for compliance with applicable laws and policies. Use of the system may be 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.

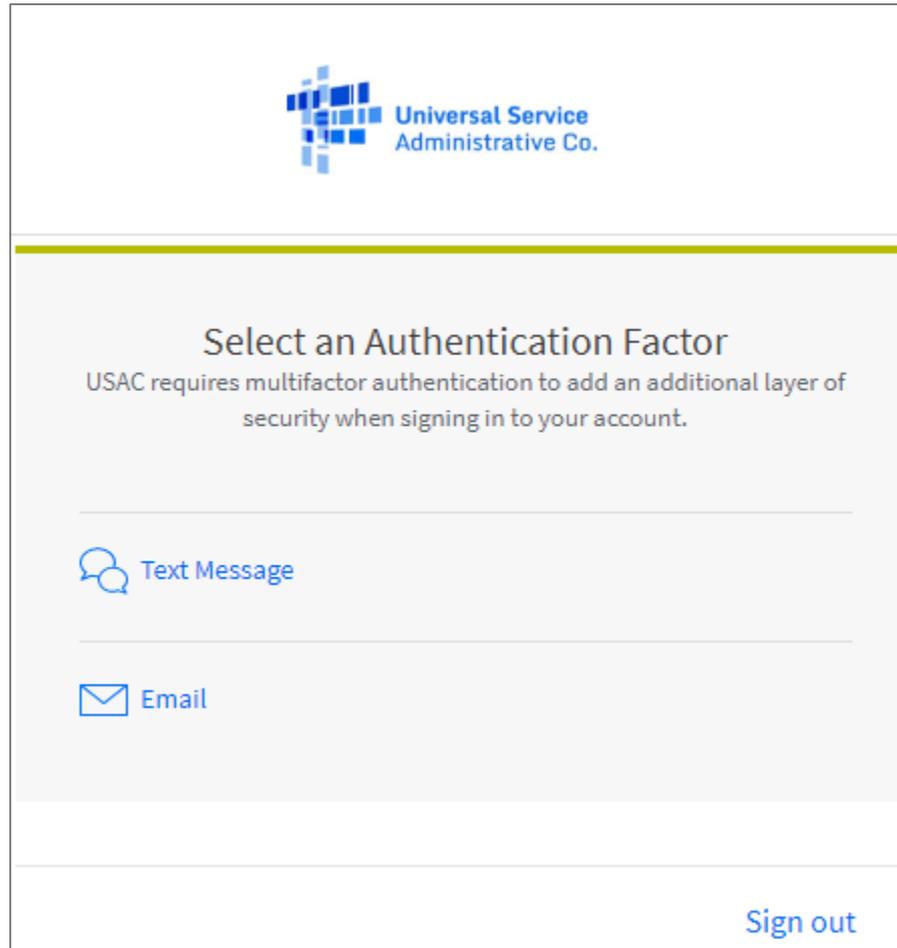
Click the box to accept

By signing in, I accept the terms and conditions of the USAC system.

Sign In

Don't have an account? [Create an account](#)

Choose the authentication factor you desire (choices will vary depending on what you set up in the settings menu)



The screenshot shows the Universal Service Administrative Co. logo at the top. Below it, a yellow horizontal line separates the header from the main content area. The main content area has a light gray background and contains the following text and options:

Select an Authentication Factor
USAC requires multifactor authentication to add an additional layer of security when signing in to your account.

Text Message

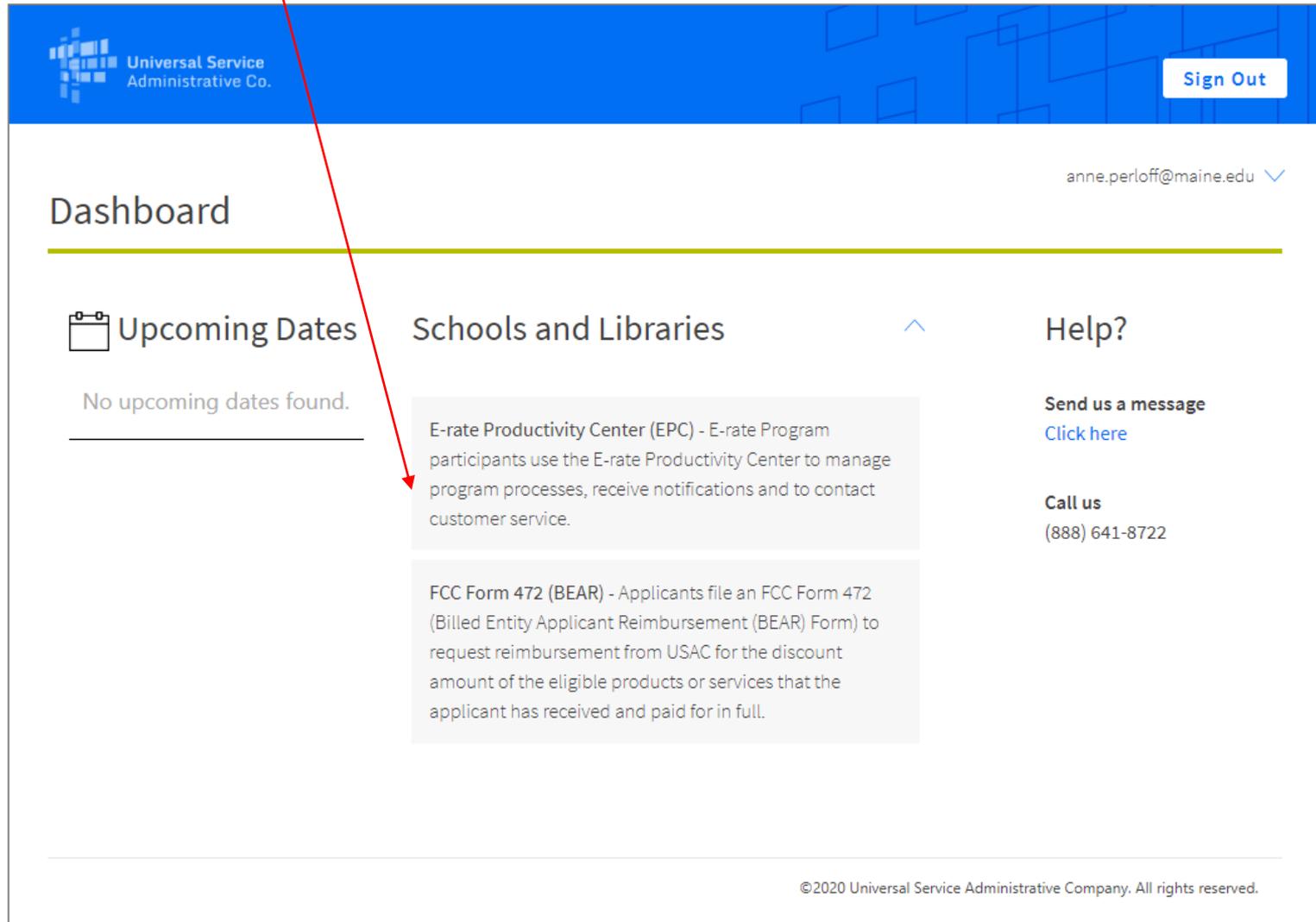
Email

Sign out

Check your email or phone for a
verification code and enter it to proceed

Using the Dashboard

Click on an application block to go to that application



Universal Service Administrative Co. Sign Out

anne.perloff@maine.edu

Dashboard

Upcoming Dates

No upcoming dates found.

Schools and Libraries

E-rate Productivity Center (EPC) - E-rate Program participants use the E-rate Productivity Center to manage program processes, receive notifications and to contact customer service.

FCC Form 472 (BEAR) - Applicants file an FCC Form 472 (Billed Entity Applicant Reimbursement (BEAR) Form) to request reimbursement from USAC for the discount amount of the eligible products or services that the applicant has received and paid for in full.

Help?

Send us a message
[Click here](#)

Call us
(888) 641-8722

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You will be taken to either the EPC Landing Page or the BEAR login screen depending on which application block you clicked on

When you are done, don't forget to sign out of both the application (EPC or BEARs) and One Portal