# 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 <u>only</u> 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.

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# 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

# **Authentication**

① Either

(a) Navigate to https://forms.universalservice.org/portal

OR

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

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**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

# **Authentication**

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

⑤ Then click on the "Reset via Email" button

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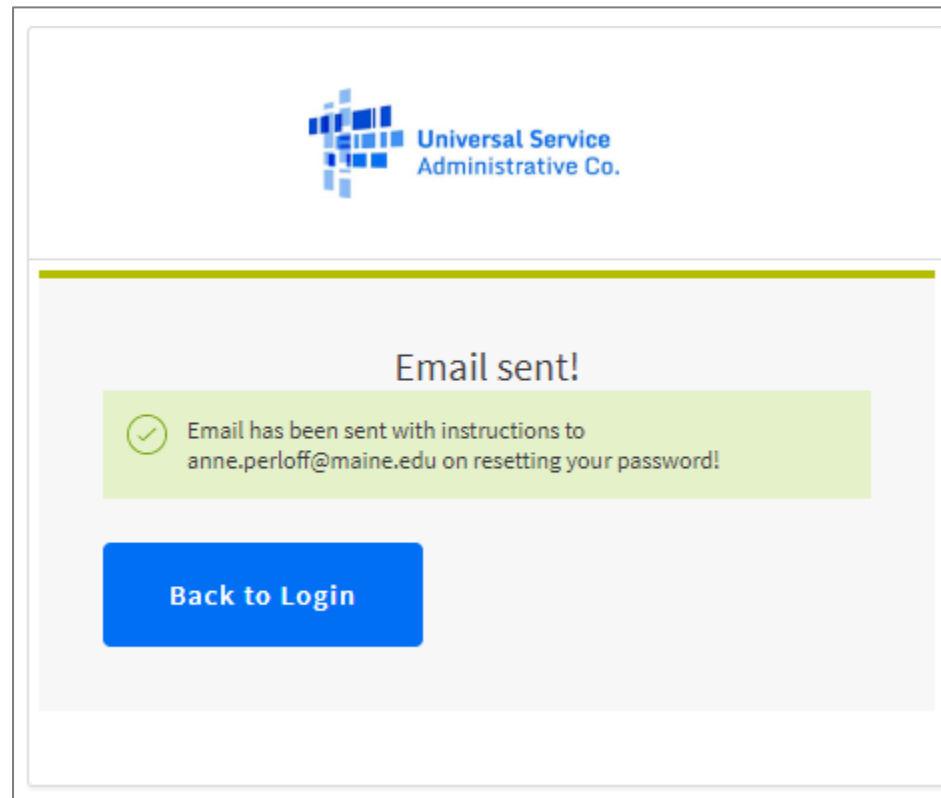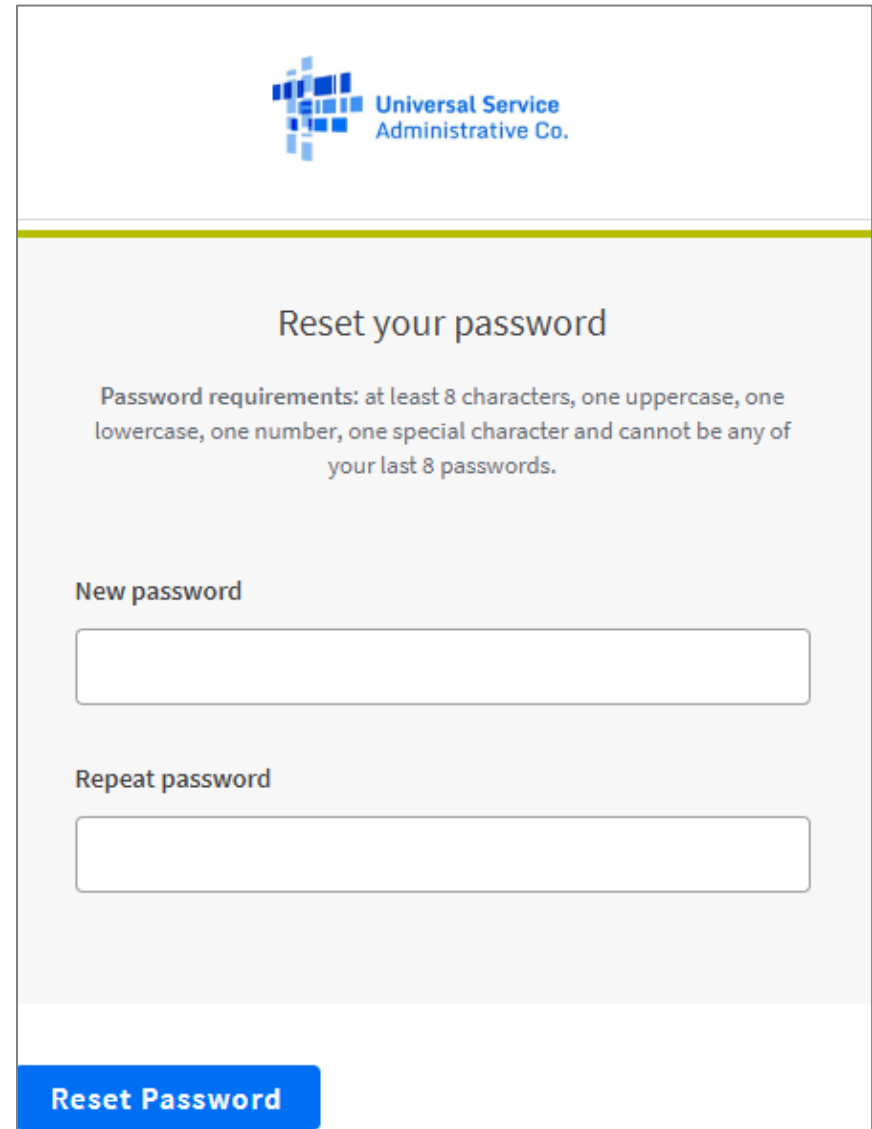
⑥ Click on the link in your email or copy and paste it into your browser.



**noreply@usac.org**
to me

7:09 AM (3 minutes ago)  ☆  ↩ Reply  ⋮

**Universal Service**
Administrative Co.

Hi Perloff, We received a request to reset your USAC account password. You can reset your password using the following link:

https://forms.universalservice.org/portal/reset-password/drpveCojUsu7YwpoNGza
This link expires in 1 hour.

If you did not make this request or experience difficulties in accessing your account, please reference this page to contact USAC.

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

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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

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

*A verification code will be sent to your email address.*

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

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:
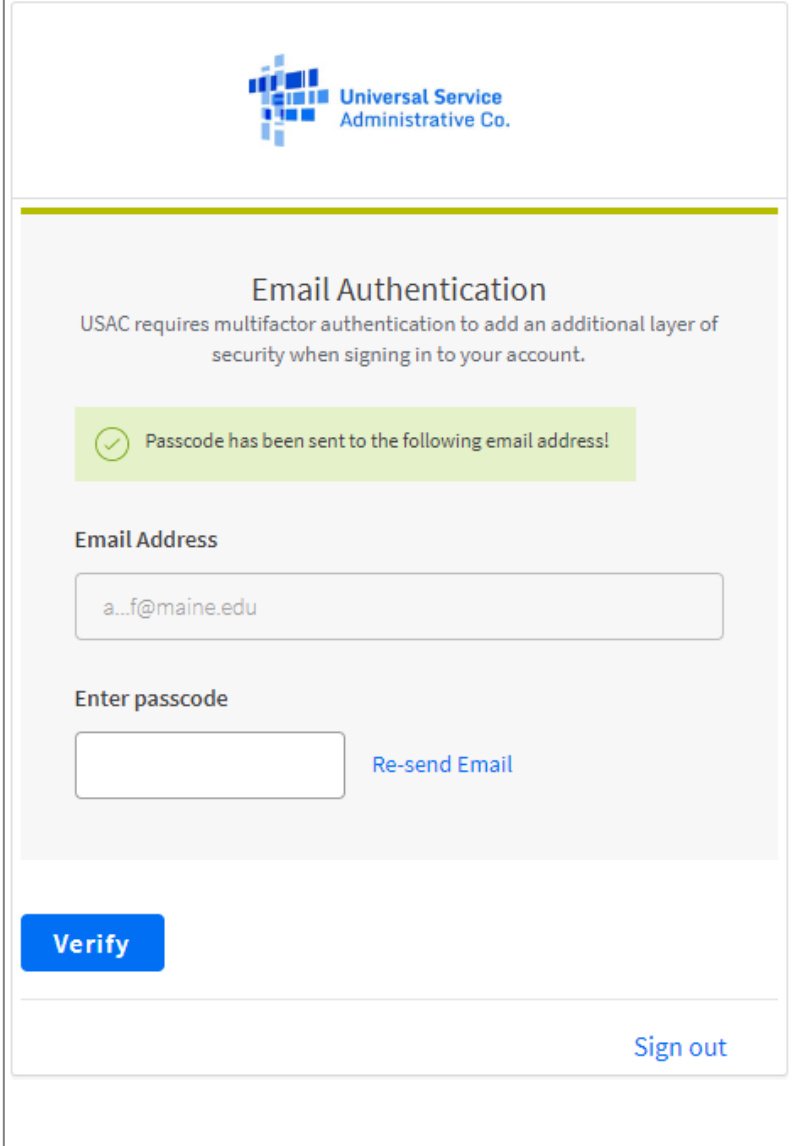
332744

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

# 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)*

# Modifying Authentication Settings

# Modifying Settings

Click on your username in the upper right-hand corner of the dashboard and select "Settings"
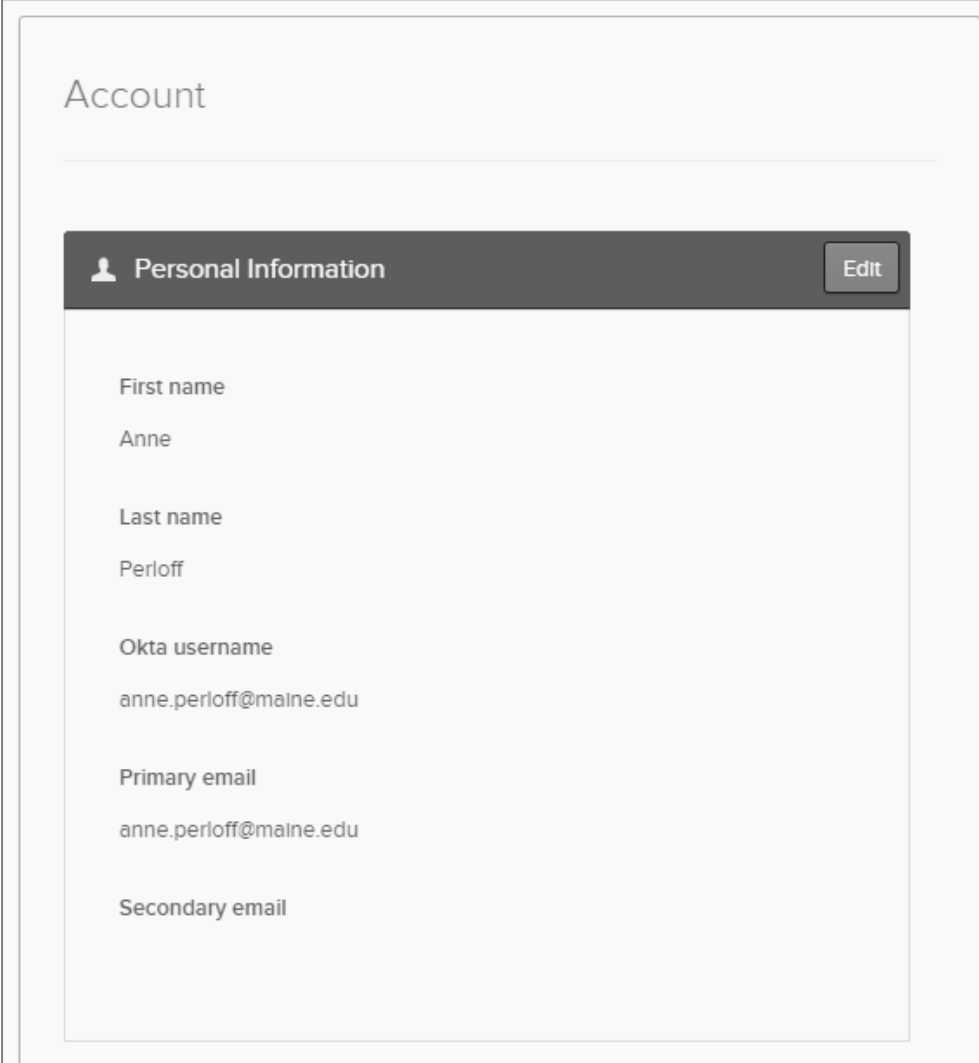
or click on the "Manage My Authentication Settings" link in the pop-up

# Modifying Settings

Click on the "Edit" button

# Modifying Settings – Account Image

Scroll to the "Security Image" section of the settings screen and click on the "Edit" button

Select an image and click on the "Save" button

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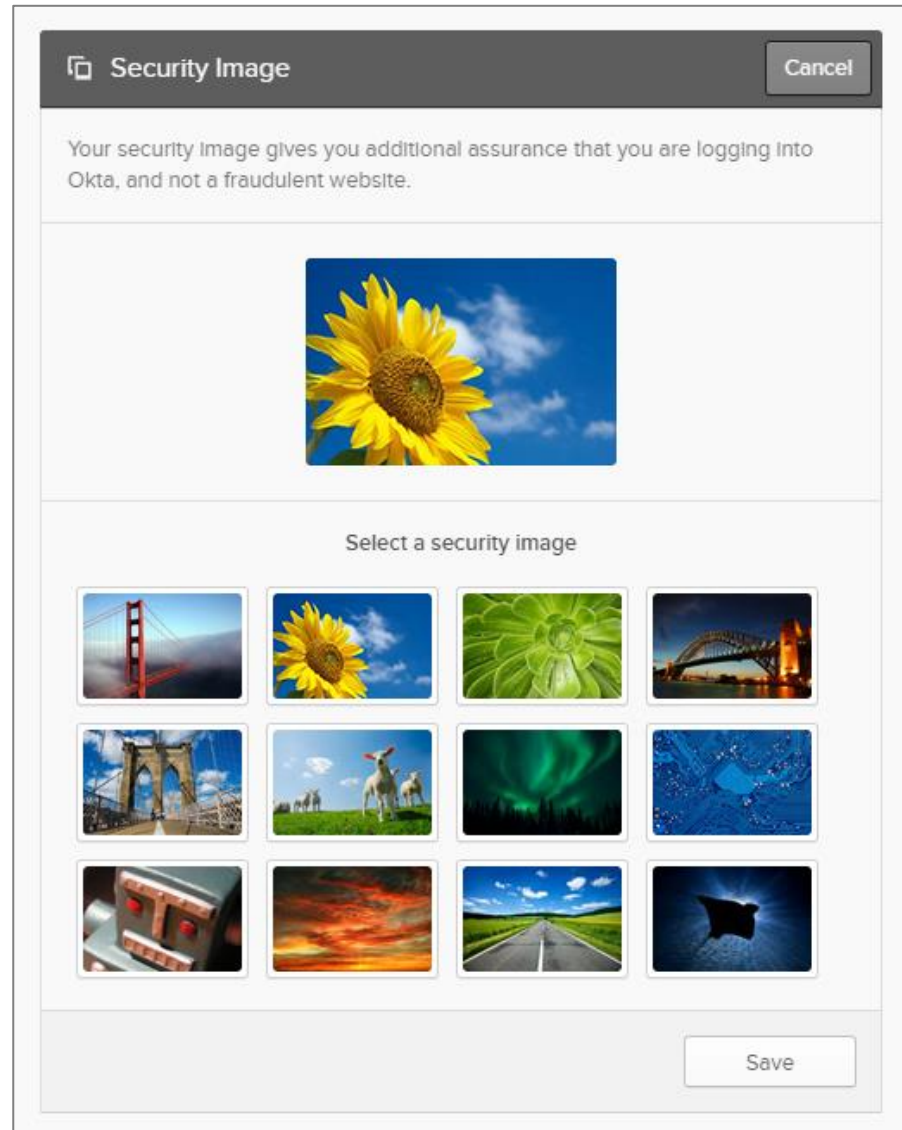
# Modifying Settings – Text Messages
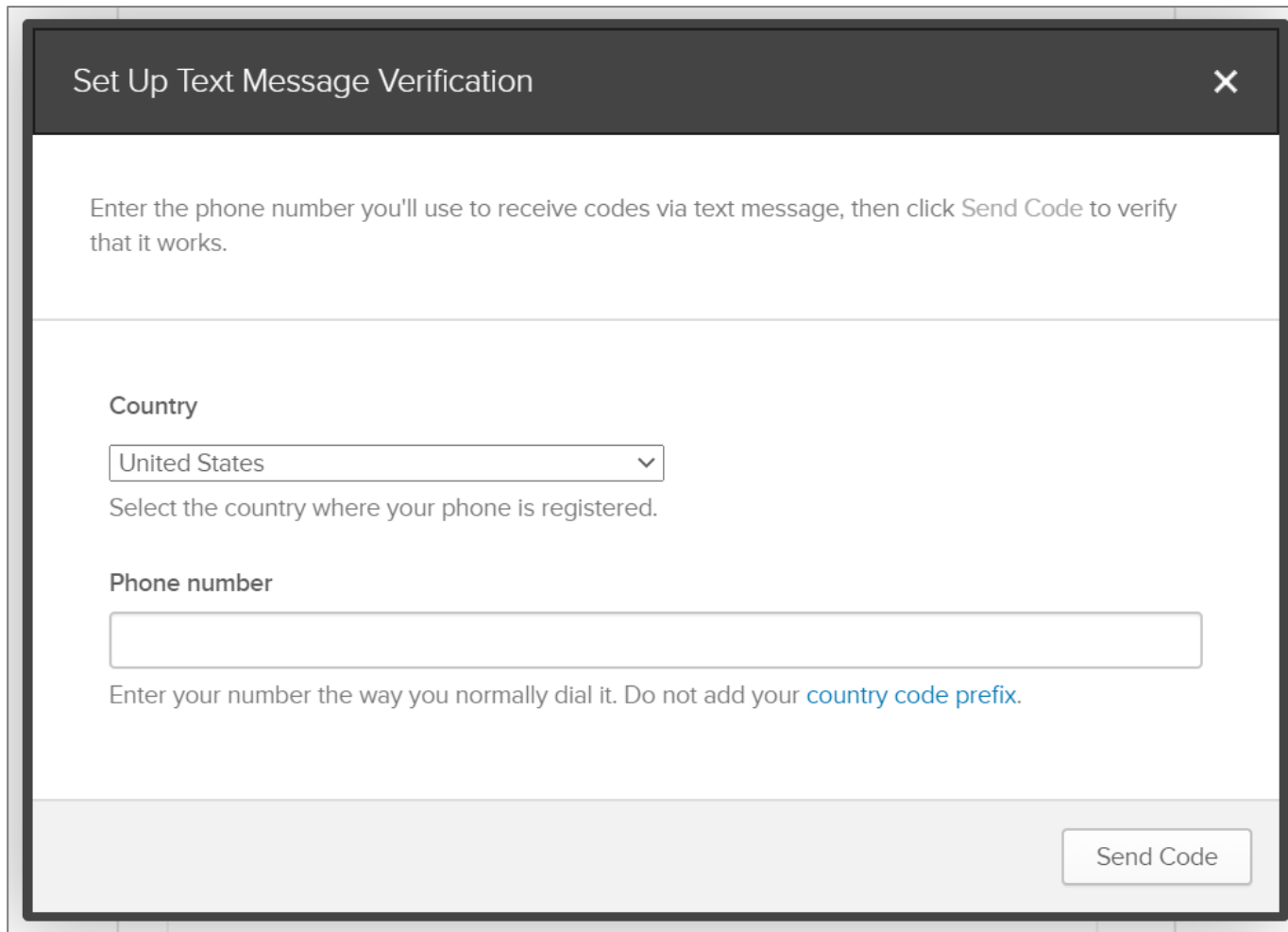
If you prefer to receive verification codes via text message, you can add a mobile phone number to your account. Before beginning, make sure pop-up blockers are disabled in your browser.

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

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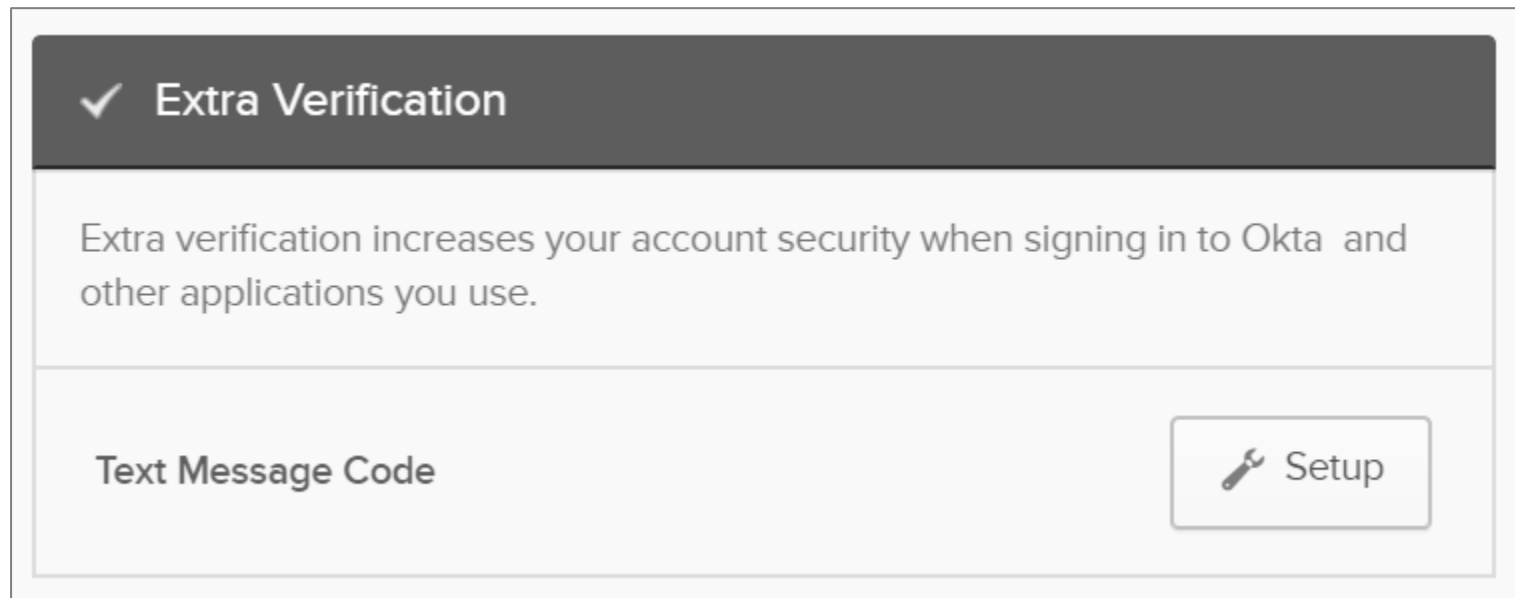
# Modifying Settings – Text Messages

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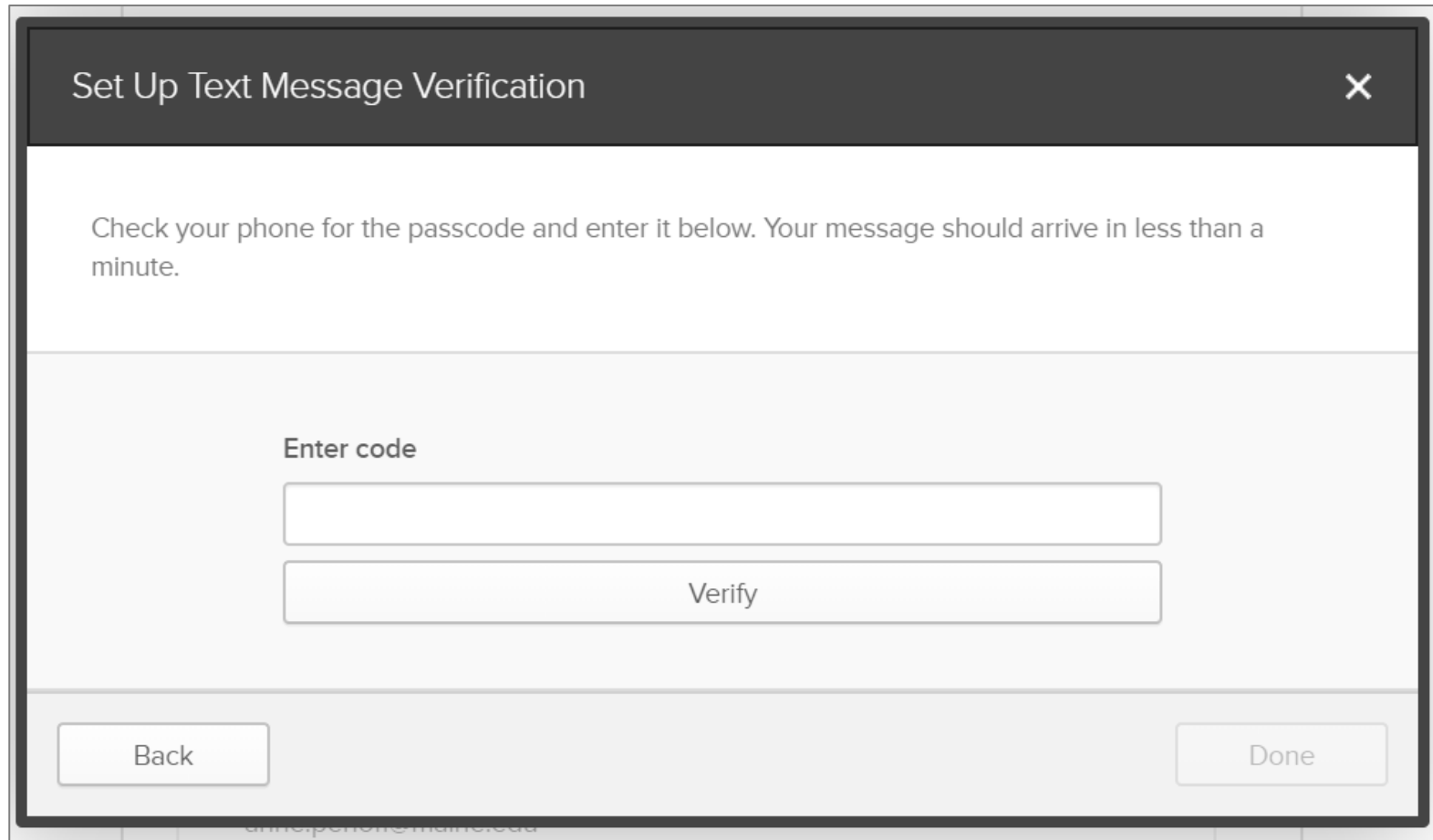


Set Up Text Message Verification ✕

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

**Country**

United States ⌄

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.

Send Code

A code will immediately be texted to the number you entered

# Modifying Settings – Text Messages
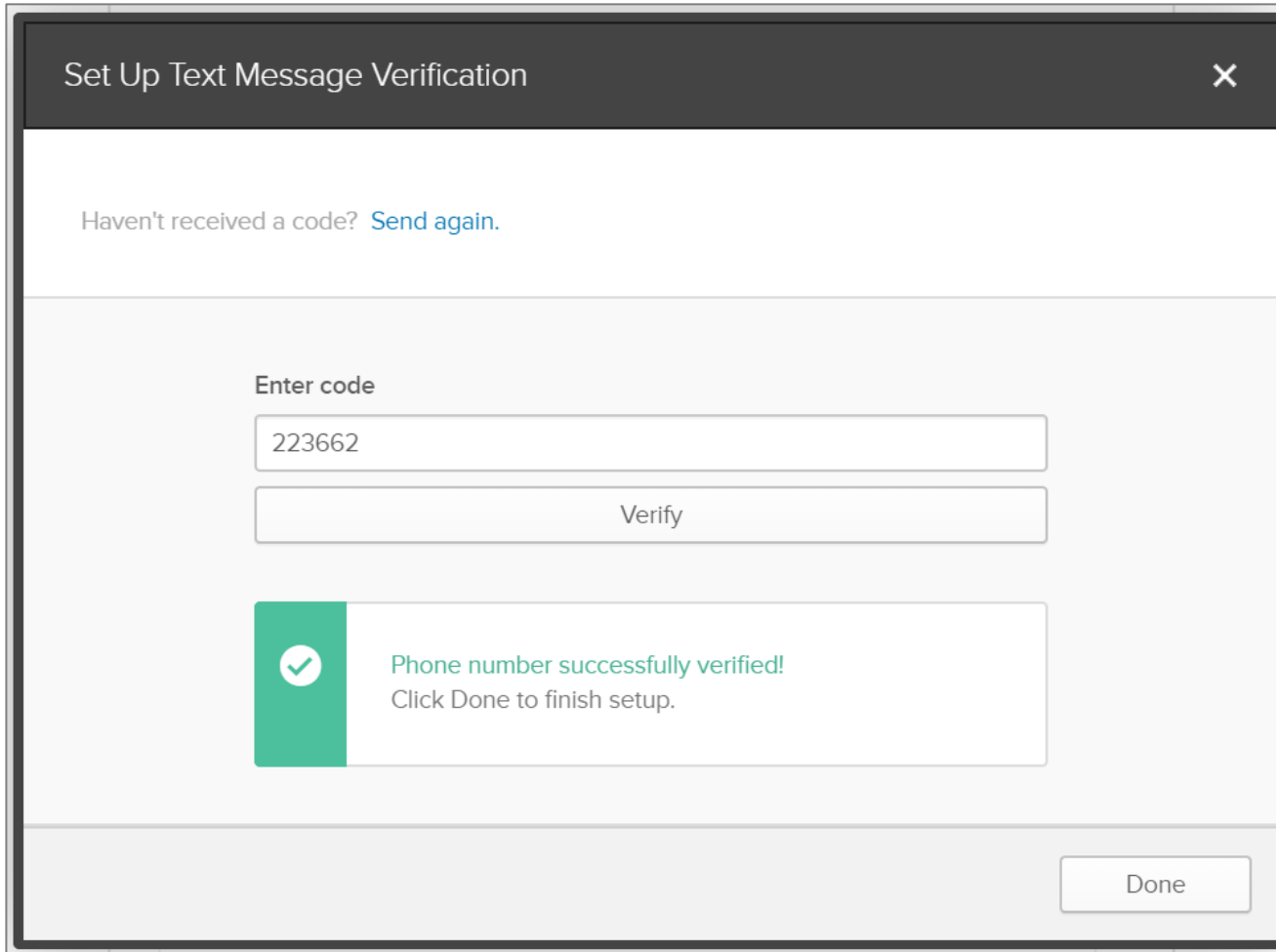
Enter the code you received and then click on the "Verify" button

Set Up Text Message Verification ✕

Check your phone for the passcode and enter it below. Your message should arrive in less than a minute.

Enter code

Verify

Back

Done

# Modifying Settings – Text Messages

Click on the "Done" button

# 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
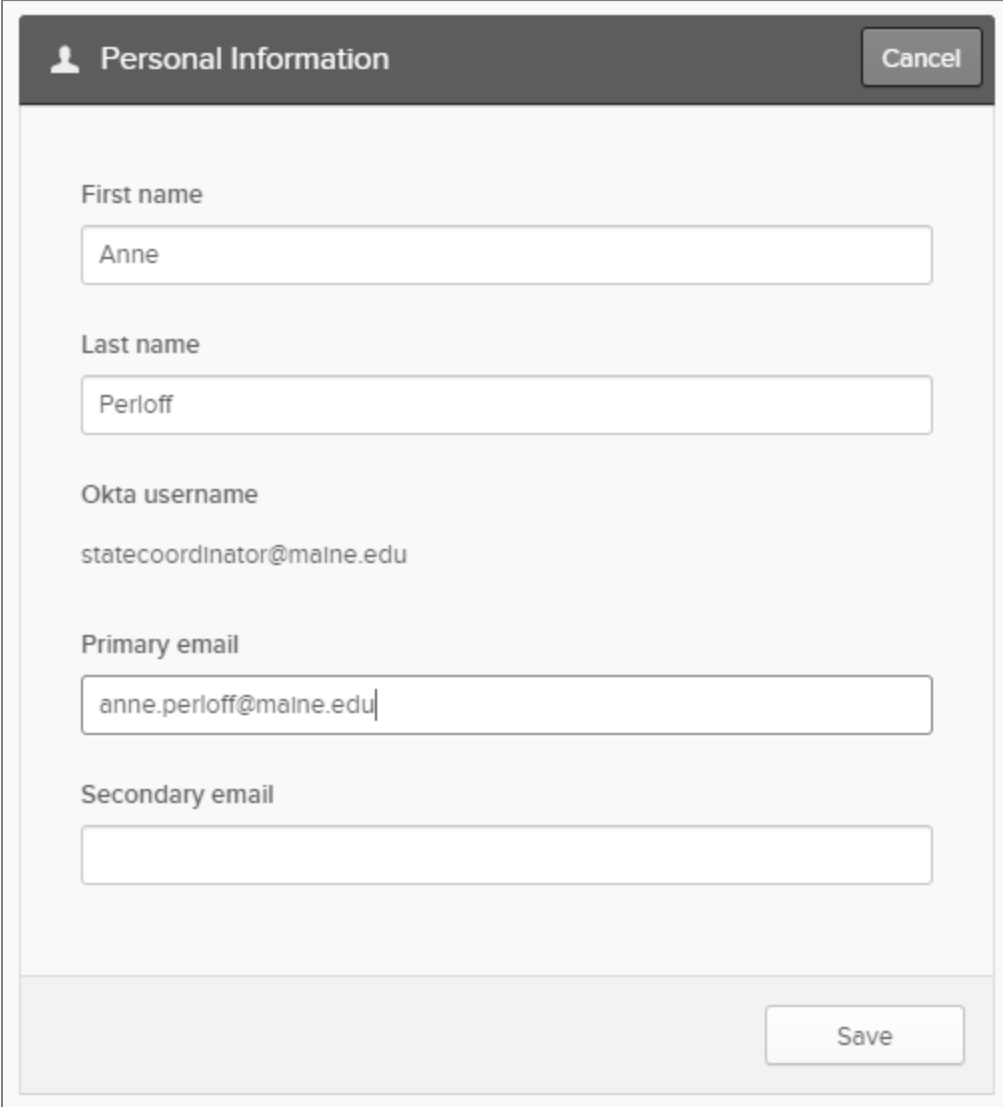
# Modifying Settings – Email Address

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

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# Modifying Settings – Email Address

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

# Modifying Settings

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

# Logging in After MFA is Set Up

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# Logging In

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**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

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

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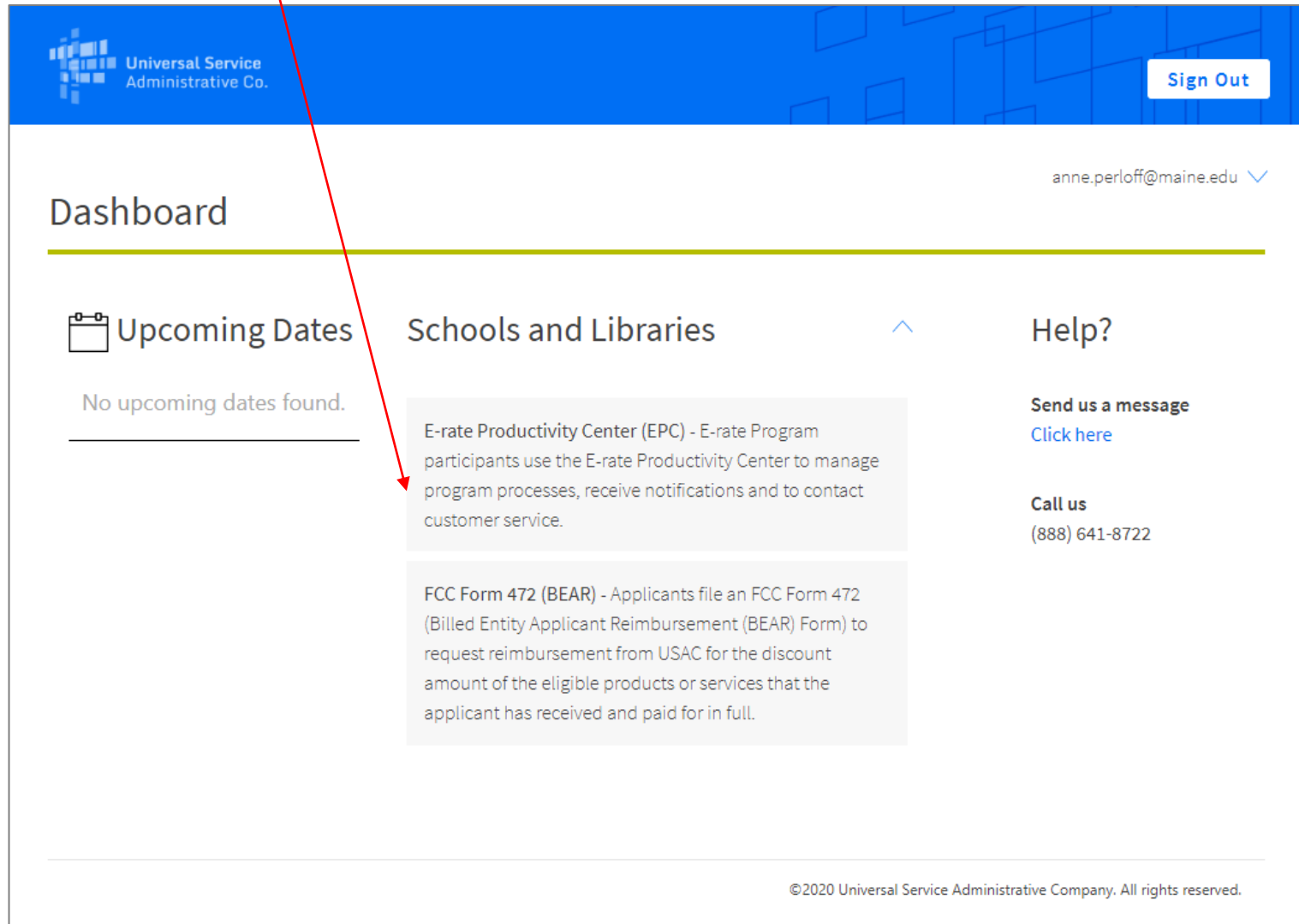verification code and enter it to proceed

# Using the Dashboard

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Click on an application block to go to that application

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

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