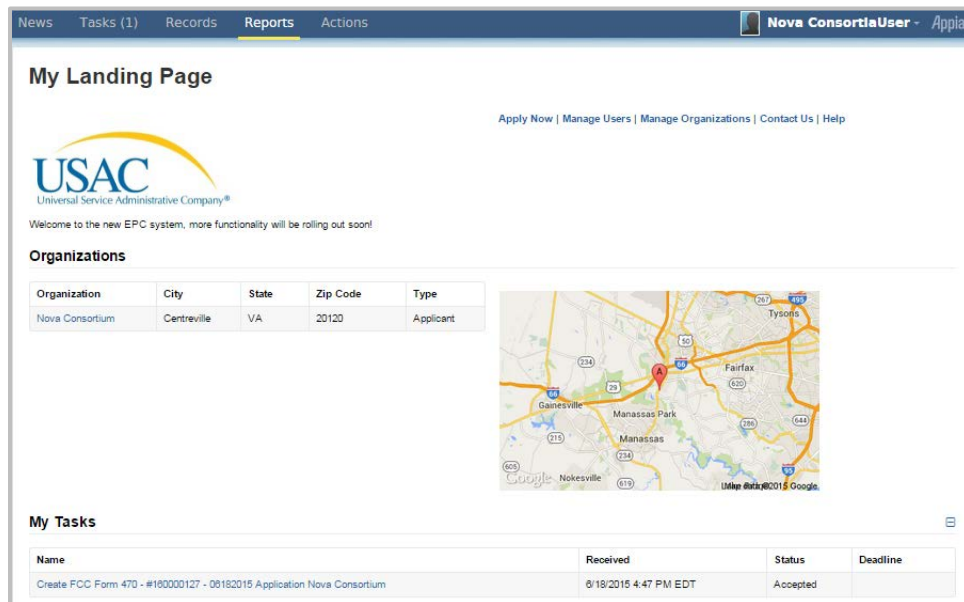


# E-RATE PRODUCTIVITY CENTER (EPC) APPLICANT USER GUIDE

## Navigating EPC

When you first log in to EPC, you will see your landing page.



## Landing Page

You can return to your landing page at any time by clicking the USAC logo on any screen.

On your landing page you can access links to:

- **Contact Us** – Assists you with opening a customer service case
- **Help** – Directs you to the EPC knowledge base
- **Organizations** – Provides a link to each of your organizations
- **Tasks** – Links to any open action items
- **Customer Service Cases** – Links to your customer service cases

## Main Menu

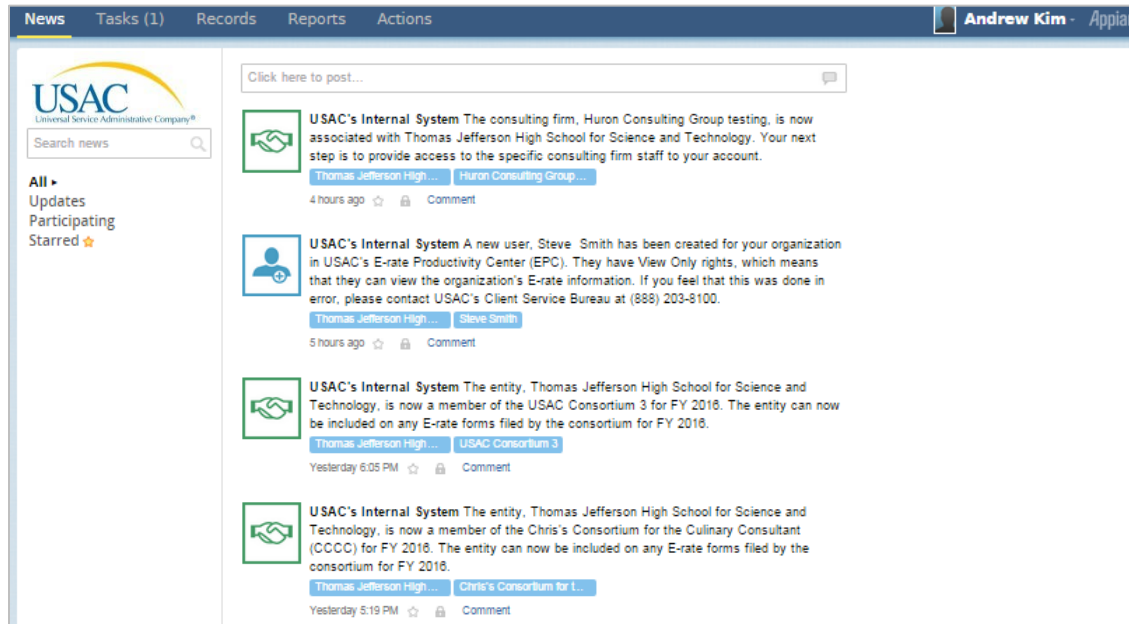
The menu bar at the top of the page includes:

- News
- Tasks
- Records
- Reports
- Actions

**DISCUSSED IN THIS GUIDE:** Landing page, Main Menu, News, Tasks, star icon, add/remove search filters, breadcrumbs, notifications, managing user profile, changing your password, system timeout

## News

Select the **News** page to view a list of current news items. These include interest items for you and your team. You can also follow organizations in the system to receive updates in the news feed. The sample news feed below shows notices about new organization relationships and a new user.



**USAC's Internal System** The consulting firm, Huron Consulting Group testing, is now associated with Thomas Jefferson High School for Science and Technology. Your next step is to provide access to the specific consulting firm staff to your account.  
 Thomas Jefferson High School for Science and Technology · Huron Consulting Group  
 4 hours ago ☆ Comment

**USAC's Internal System** A new user, Steve Smith has been created for your organization in USAC's E-rate Productivity Center (EPC). They have View Only rights, which means that they can view the organization's E-rate information. If you feel that this was done in error, please contact USAC's Client Service Bureau at (888) 203-8100.  
 Thomas Jefferson High School for Science and Technology · Steve Smith  
 5 hours ago ☆ Comment

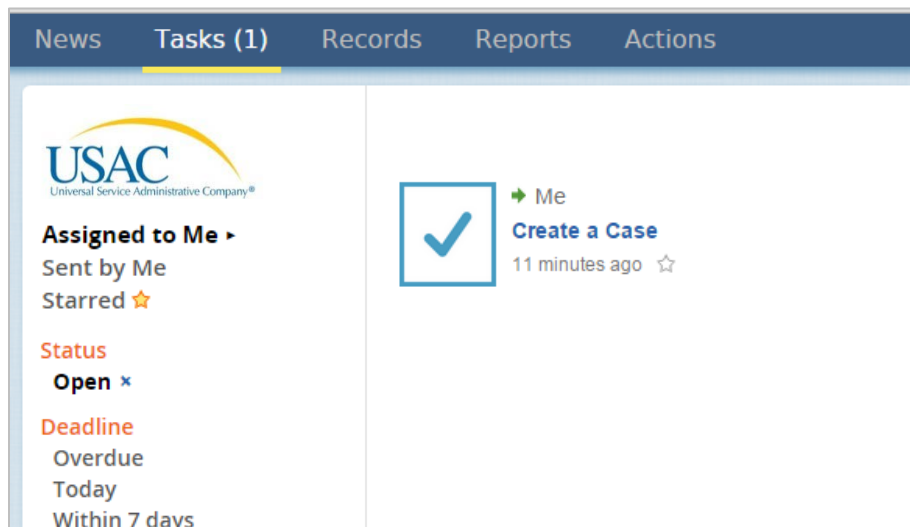
**USAC's Internal System** The entity, Thomas Jefferson High School for Science and Technology, is now a member of the USAC Consortium 3 for FY 2016. The entity can now be included on any E-rate forms filed by the consortium for FY 2016.  
 Thomas Jefferson High School for Science and Technology · USAC Consortium 3  
 Yesterday 6:05 PM ☆ Comment

**USAC's Internal System** The entity, Thomas Jefferson High School for Science and Technology, is now a member of the Chris's Consortium for the Culinary Consultant (CCCC) for FY 2016. The entity can now be included on any E-rate forms filed by the consortium for FY 2016.  
 Thomas Jefferson High School for Science and Technology · Chris's Consortium for the Culinary Consultant  
 Yesterday 5:19 PM ☆ Comment

## Tasks

Select the **Tasks** page to view a list of your open tasks in the system as well as the tasks of other users in your organization. Once you are on the task list, you can select a link to jump directly to a specific task.

**NOTE:** If you submit a customer service case, you can locate the case on the **Records** page. Customer services cases are not shown on the **Tasks** page once they are submitted.



**Assigned to Me** ▶  
 Sent by Me  
 Starred ☆

**Status**  
 Open ×

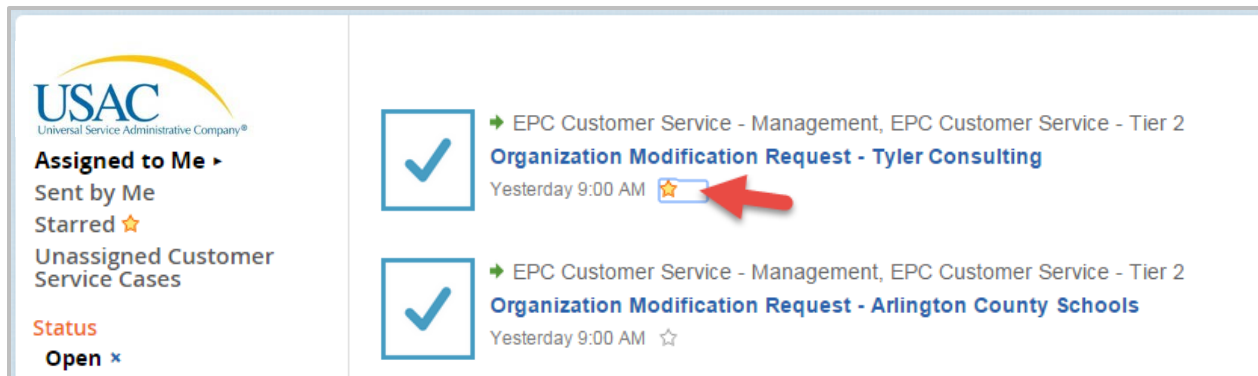
**Deadline**  
 Overdue  
 Today  
 Within 7 days

Me  
 Create a Case  
 11 minutes ago ☆

**DISCUSSED IN THIS GUIDE:** Landing page, Main Menu, News, Tasks, star icon, add/remove search filters, breadcrumbs, notifications, managing user profile, changing your password, system timeout

## Star icon

On the **News** and **Tasks** pages, you can select the star icon under an item to categorize it so it is easier to find the next time.



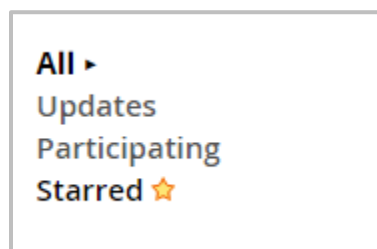
The screenshot shows the USAC interface with a left-hand menu and a list of tasks. The left-hand menu includes:
 

- Assigned to Me >
- Sent by Me
- Starred ☆
- Unassigned Customer Service Cases
- Status
- Open x

 The task list contains two items:
 

- Organization Modification Request - Tyler Consulting (Yesterday 9:00 AM) with a star icon highlighted by a red arrow.
- Organization Modification Request - Arlington County Schools (Yesterday 9:00 AM) with a star icon.

After you have starred an item, sort by selecting **Starred** on the left-hand menu to display only those choices. To display all the menu items again, select **All**.

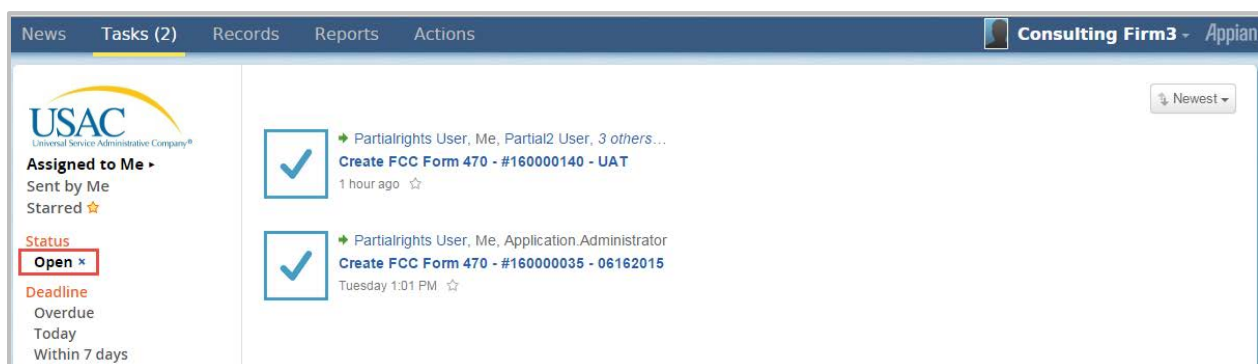


The screenshot shows the left-hand menu with the following options:
 

- All >
- Updates
- Participating
- Starred ☆

## Add/Remove Search Filters

The left-hand menu on the **Tasks** page includes filters to help you find items more quickly. If you select a filter, to clear it select the **X** icon next to the filter name to show the entire list again.



The screenshot shows the USAC interface with the 'Tasks (2)' tab selected. The left-hand menu includes:
 

- Assigned to Me >
- Sent by Me
- Starred ☆
- Status
- Open x (highlighted with a red box)
- Deadline
- Overdue
- Today
- Within 7 days

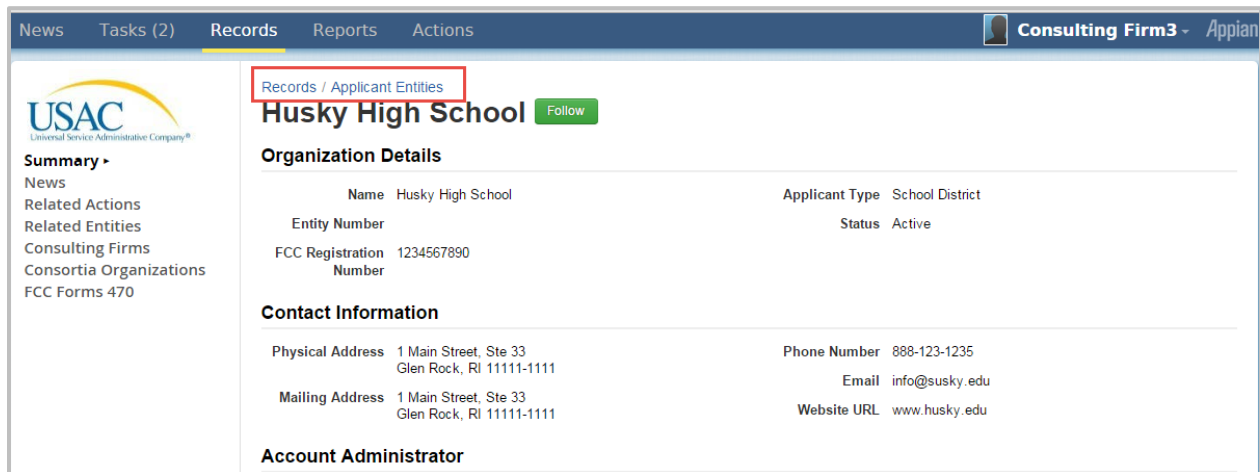
 The task list contains two items:
 

- Create FCC Form 470 - #160000140 - UAT (1 hour ago)
- Create FCC Form 470 - #160000035 - 06162015 (Tuesday 1:01 PM)

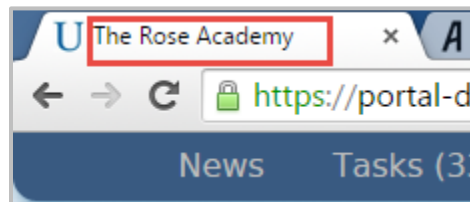
**DISCUSSED IN THIS GUIDE:** Landing page, Main Menu, News, Tasks, star icon, add/remove search filters, breadcrumbs, notifications, managing user profile, changing your password, system timeout

## Breadcrumbs

While you move around in the system, you will see breadcrumbs that show you where you are.



You can also look at the page title in the browser tab to see the name of the specific item you are working on.



## Notifications

Users will receive email notifications regarding:

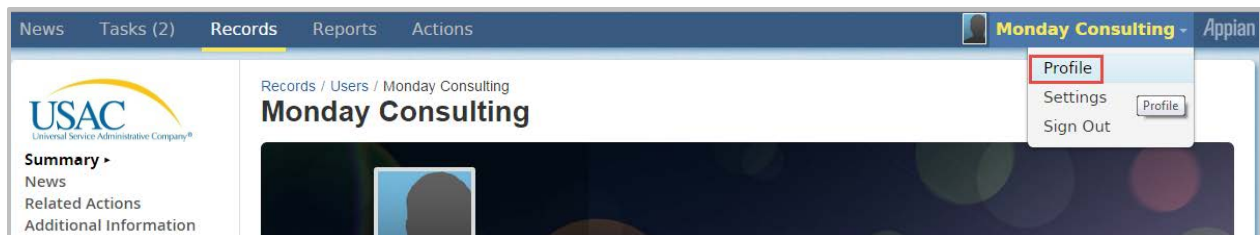
- Items of interest in your organization.
- Task notification emails, such as new users or modifications to the organization.

These notifications will include a link to the system to view the item or task referenced.

## Profile Images

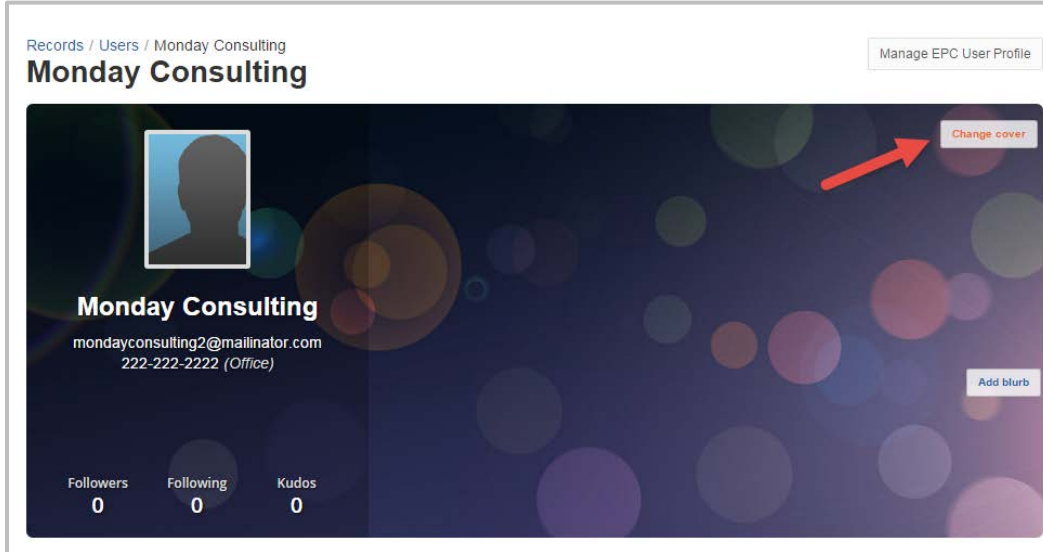
To change your profile images:

1. After logging in, access your profile by opening the drop-down menu under your user name:

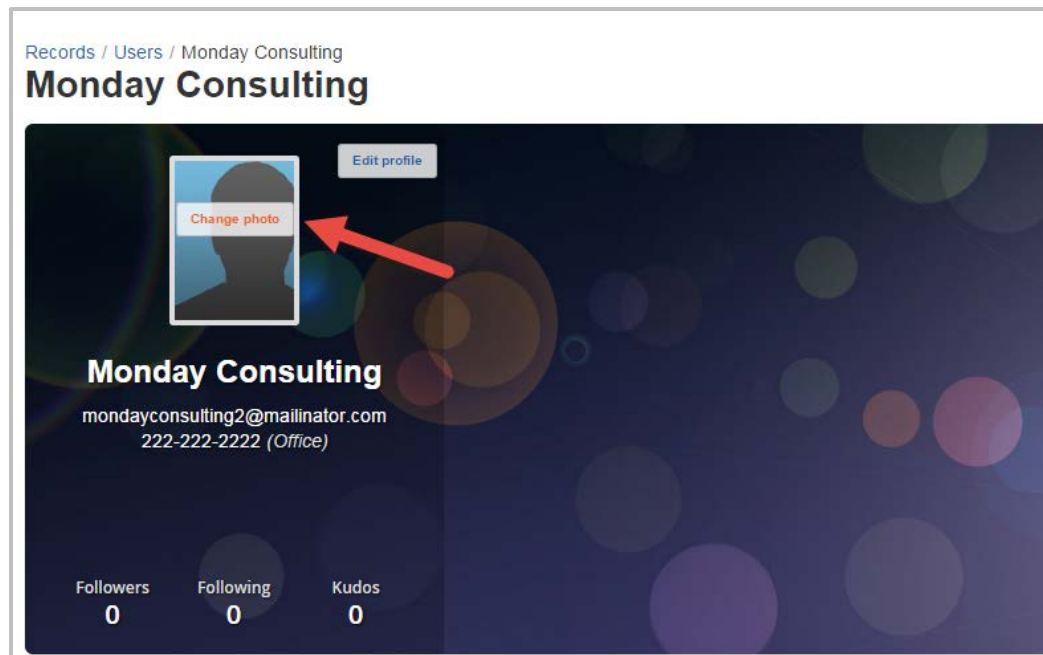


**DISCUSSED IN THIS GUIDE:** Landing page, Main Menu, News, Tasks, star icon, add/remove search filters, breadcrumbs, notifications, managing user profile, changing your password, system timeout

2. Click **Change cover** to change the background image.



3. Click **Change photo** to change the smaller profile image.

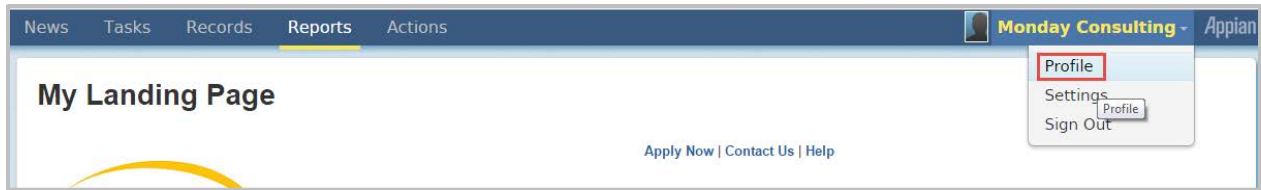


**NOTE:** Once added, you cannot delete images, only replace them. If you make a change to your email address using the **Edit profile** function, it will not be saved in the system. Your user name email cannot be changed once it is created in the system.

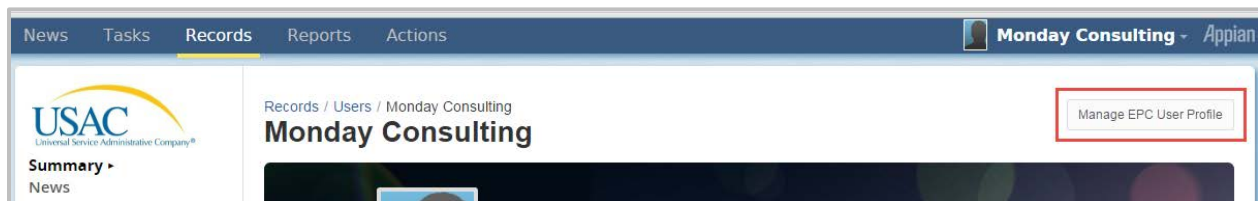
## Manage User Profile

To change your contact information:

1. Select the drop-down menu under your user name in the top right corner of the screen:

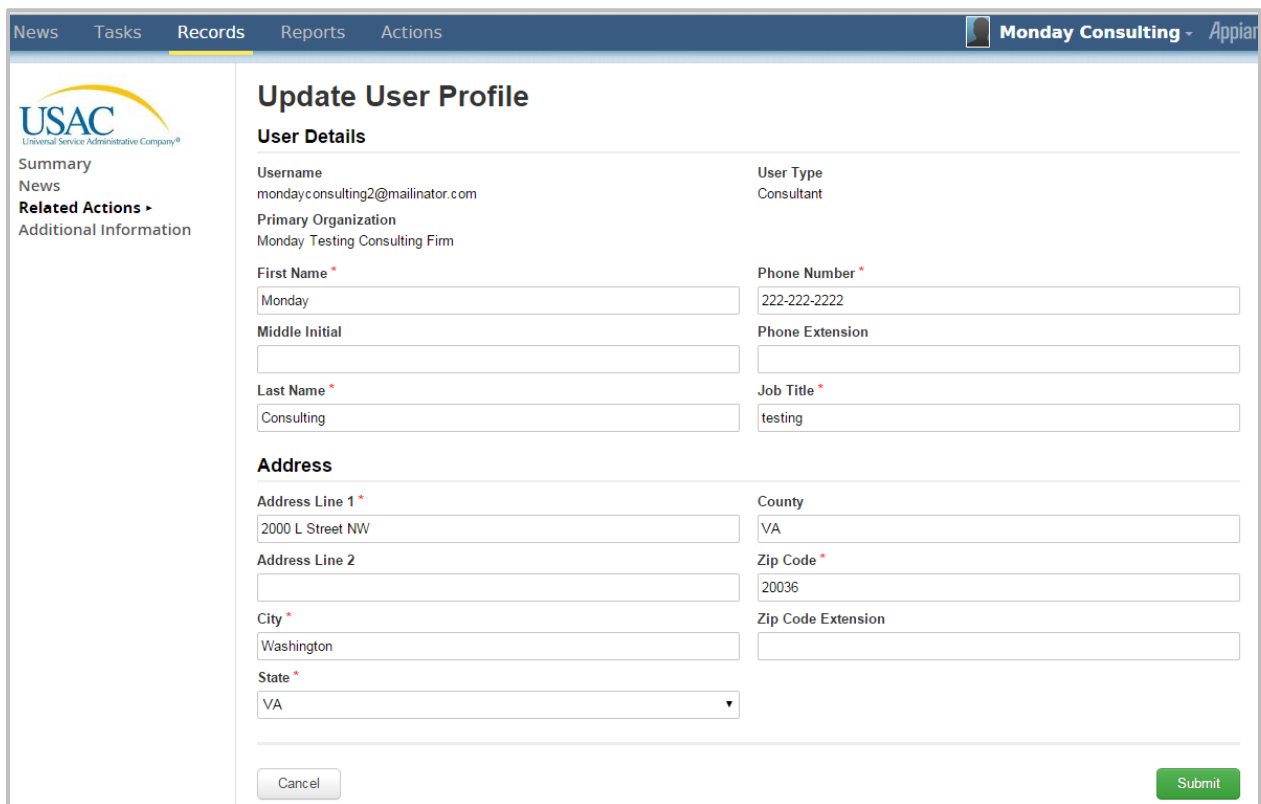


2. On the user profile page, select **Manage EPC User Profile**.



3. Make the necessary changes on the **User Details** page and click **Submit**.

**NOTE:** Items marked with an asterisk (\*) are required.



The screenshot shows the 'Update User Profile' form with the following fields:

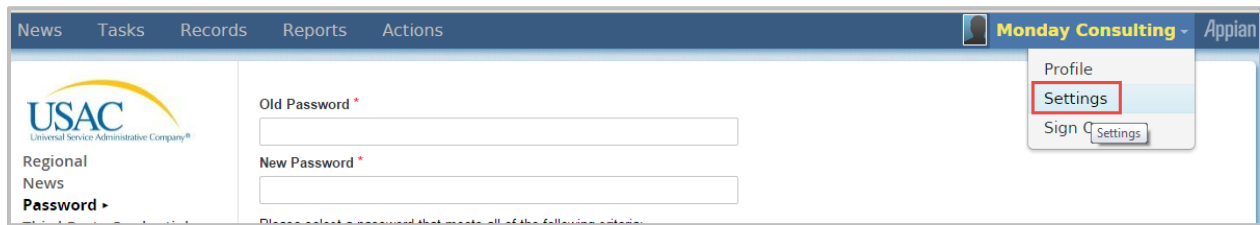
User Details	
Username	User Type
mondayconsulting2@mailinator.com	Consultant
Primary Organization	
Monday Testing Consulting Firm	
First Name *	Phone Number *
Monday	222-222-2222
Middle Initial	Phone Extension
Last Name *	Job Title *
Consulting	testing
Address	
Address Line 1 *	County
2000 L Street NW	VA
Address Line 2	Zip Code *
	20036
City *	Zip Code Extension
Washington	
State *	
VA	

Buttons: Cancel, Submit

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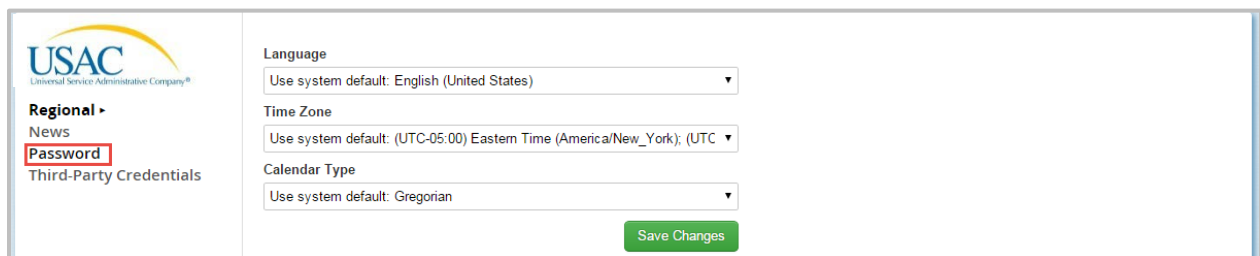
## Change your password

1. Under your username, select **Settings**.



The screenshot shows the top navigation bar with 'News', 'Tasks', 'Records', 'Reports', and 'Actions'. On the right, the user's name 'Monday Consulting' is displayed with a dropdown menu. The dropdown menu contains 'Profile', 'Settings', and 'Sign Out Settings'. The 'Settings' option is highlighted with a red box. On the left side of the page, the USAC logo and a sidebar menu are visible, with 'Password' highlighted in red.

2. On the left-hand menu, select **Password**.



The screenshot shows the 'Password' settings page. The left sidebar menu has 'Password' highlighted in red. The main content area contains three dropdown menus: 'Language' (set to 'Use system default: English (United States)'), 'Time Zone' (set to 'Use system default: (UTC-05:00) Eastern Time (America/New\_York); (UTC)'), and 'Calendar Type' (set to 'Use system default: Gregorian'). A green 'Save Changes' button is located at the bottom right of the settings area.

3. Enter your old password and new password, following the rules listed.
4. Click **Save Changes**.

## System Timeout

The system will issue you a warning after 60 minutes of inactivity. You will be automatically logged out after 65 minutes.