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.

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.
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.

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.

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.

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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:
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:

   ![Select the drop-down menu](image)

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

   ![Manage EPC User Profile](image)

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

   ![User Details page](image)

   **NOTE:** Items marked with an asterisk (*) are required.
Change your password

1. Under your username, select Settings.

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

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.