

e-Rate Productivity Center (EPC)

USAC EPC SERVICE PROVIDER USER GUIDE

RELEASE 1.2 - JANUARY 2016 (FINAL)

Contents

Getting Started.....	2
Recommended Browsers	2
User Names	2
Signing In for the First Time	2
Accessing the System	3
General Notes for Using EPC.....	5
Breadcrumbs	6
Notifications	6
Profile Images	6
Manage User Profile	7
Change your password.....	8
System Timeout	8
Landing Page	9
News	10
Receipt Acknowledgement Letter (RAL)	11
News Posts, Messages, Tasks, or Kudos	12
Tasks.....	13
Manage Users	14
Viewing Users in EPC.....	14
Manage Users in Service Providers.....	14
Create a New User	16
Add or Remove Existing Users	17
Manage User Permissions.....	18
Manage Organization.....	20
Modify Account Administrator	20
Manage Organization Relationships	20
Add a Consulting Firm	20
Remove a Relationship	20
Reports – Landing Page.....	21
Landing Page	21
Create a Customer Service Case or a Whistleblower Case	22
Contact Us/Create a Customer Service Case	22

Create a Whistleblower Case	23
Search and Export Certified Form 471 Funding Requests	25
Actions Tab.....	25
Tasks Tab.....	27

Getting Started

Recommended Browsers

- Internet Explorer
- Firefox
- Safari
- Chrome

User Names

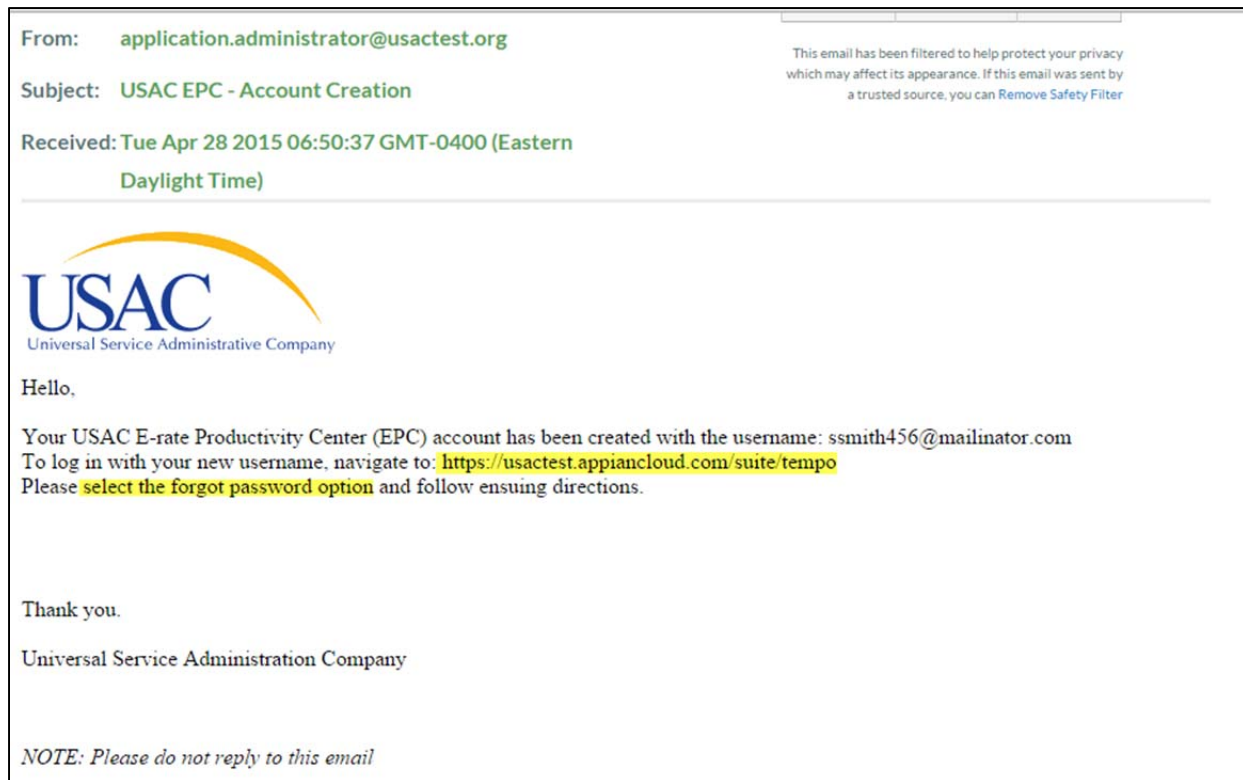
Your email address will be your user name for logging in to the system. Your email address cannot be changed.

Do not log in to the system using more than one user name (email address) at a time. If you are representing multiple organizations and have multiple user names, you must close your browser before logging in with the second user name.

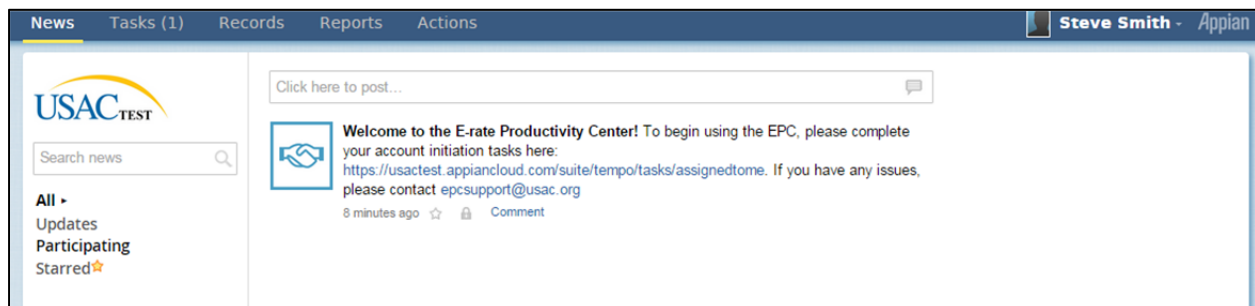
Signing In for the First Time

You will receive an email inviting you to sign in to EPC. Follow the instructions in the email to sign in for the first time. You will:

1. Receive an Invitation Email with the subject “USAC EPC Account Creation”
2. Navigate to URL included in the email message.
3. Enter the username provided in the email message.
4. Select the **Forgot Password** link on the log in screen.
5. Follow the instructions to reset your password.



6. After setting your password, log in.
7. Your news page will include a welcome message with link to complete the terms and conditions. Click the link in the News item to go to your task to read the terms and conditions.



After you have read and agreed to the terms and conditions click the button to accept them. You can now use the EPC system.

HINT: Click on the USAC logo to navigate to your Landing Page.

Accessing the System

After your initial log in, to access the system later:

1. Navigate to the URL provided to access the log in screen, for example, <https://portal.usac.org>
2. Read and acknowledge the access terms and then click **I Agree**.

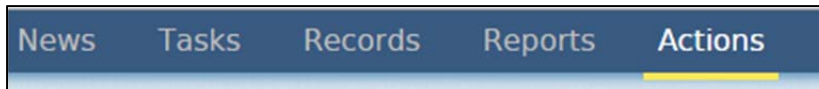


You are accessing a Universal Service Administrative Company (USAC) system. This system is to be used to administer participation in the federal Universal Service Schools and Libraries support mechanism in compliance with 47 C.F.R. § 54, Subpart F. This system may be accessed by authorized users only. 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](#)

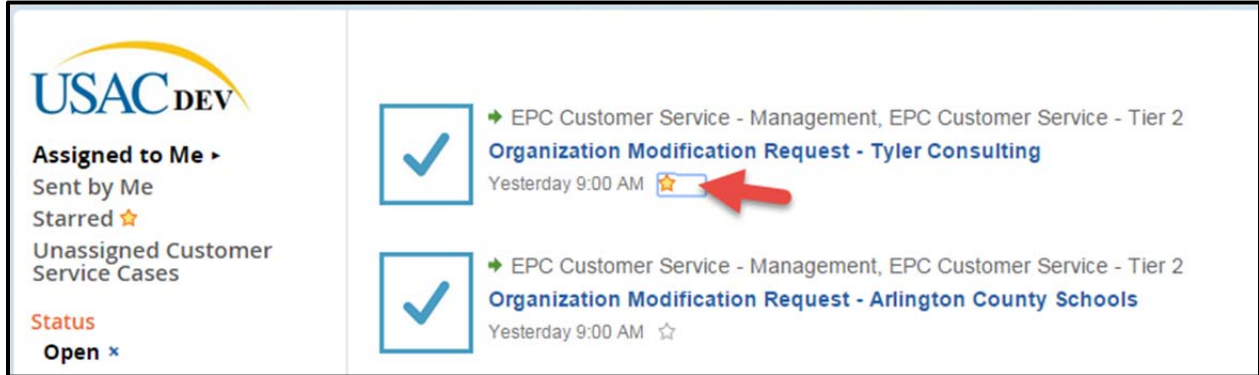
3. Enter your email address and password. If you have forgotten your password, select **Forgot Password** to reset it.
4. Your EPC landing page opens. You will see a menu at the top of the screen:



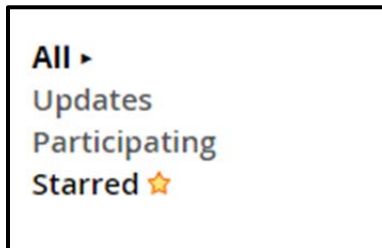
General Notes for Using EPC

Items marked with an asterisk (*) on forms are required.

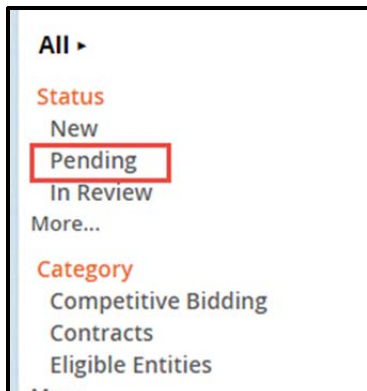
On the News and Tasks lists, you can select the **Star** under an item to find it more quickly.



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



The left-hand panel may include 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.

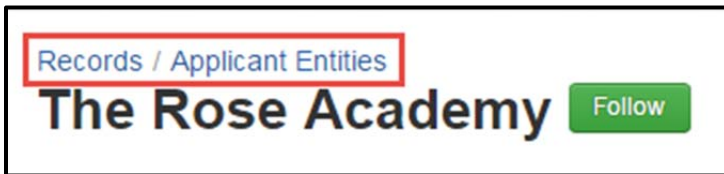


NOTE: Some pages will also include **Related Actions** on the left-hand panel. Here you will locate important links to other functions for the particular entity you are working on.

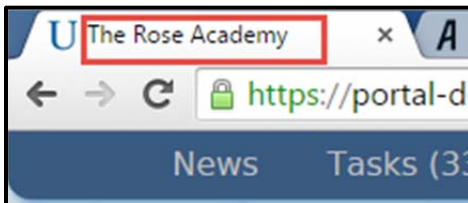


Breadcrumbs

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



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



Notifications

You will also receive email notifications regarding:

- Items you are following or you have worked on
- Task notification emails.

These notifications will include a link to the system to view the item or task. Examples of email notifications are new users added to an organization you manage, or modifications to the organization.

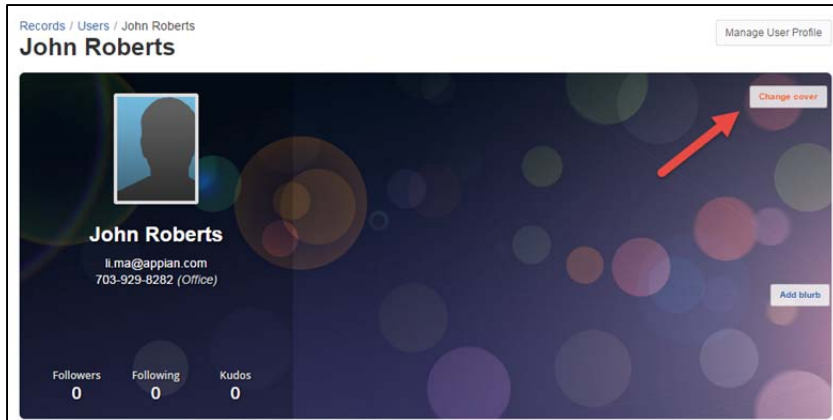
Profile Images

To change your profile images:

1. After logging in, access your profile:



2. Click **Change cover** to change large image.



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



NOTES: Once added, you cannot delete images, only replace them. If you make a change to your email address using the Edit Profile function on the image, it will not be saved in the system. Your email can not be changed once it is created in the system.

Manage User Profile

To change your user profile for EPC:

1. Select the drop-down menu under your user name at the top right:



2. On the user profile page, select Manage EPC User Profile.
3. Make the necessary changes on the User Details page and submit.

Update User Profile

User Details

<p>Username andrew.kim@tj.com</p> <p>Primary Organization Thomas Jefferson High School for Science and Technology</p>	<p>User Type Applicant</p>
---	---------------------------------------

<p>First Name * <input type="text" value="andrew"/></p> <p>Middle Initial <input type="text"/></p> <p>Last Name * <input type="text" value="kim"/></p>	<p>Phone Number * <input type="text" value="444-555-8888"/></p> <p>Phone Extension <input type="text"/></p> <p>Job Title * <input type="text" value="Principal"/></p>
---	--

Address

<p>Address Line 1 * <input type="text" value="6580 Braddock Rd"/></p> <p>Address Line 2 <input type="text"/></p> <p>City * <input type="text" value="Alexandria"/></p> <p>State * <input type="text" value="VA"/></p>	<p>County <input type="text"/></p> <p>Zip Code * <input type="text" value="22312"/></p> <p>Zip Code Extension <input type="text"/></p>
---	---

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 **Change Password**.

System Timeout

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

Landing Page


When you log in to the system you will see your landing page.

TIP: You can also return to your landing page by clicking the USAC logo on any screen.

News Tasks (15) Records **Reports** Actions
ServiceProvider - Appian

My Landing Page

[Funding Request Report](#) | [FCC Form 470](#) | [FCC Form 471](#) | [Manage Organizations](#) | [USAC Website](#) | [Contact Us](#) | [Help](#)



Welcome, CB School District!

My Entities

Entity	Entity Number	City	State	Zip Code
CBURG School	385	Radford	VA	24141
CB School District	380	Radford	VA	24141
CB School 2	381	Radford	VA	24141
CB NIF	384	Reston	VA	24141

My Tasks

Name	Received	Status	Deadline
Create FCC Form 471 - 161002101 - tesst2535 again	1/12/2016 10:04 AMEST	Assigned	
Create FCC Form 471 - 161001404 - TestEPCDEV-579	1/13/2016 12:00 AMEST	Assigned	
Create FCC Form 471	1/14/2016 12:00 AMEST	Assigned	
Create FCC Form 470	12/9/2015 11:42 AMEST	Accepted	
Create FCC Form 471 - 161001073 - CB 1920	1/13/2016 12:00 AMEST	Assigned	
Create FCC Form 471 - 161001239 - testing BMIC excel	1/13/2016 12:00 AMEST	Assigned	
Create FCC Form 471 - 161000958 - 1799 Test CB	1/14/2016 12:00 AMEST	Assigned	
Create FCC Form 471 - 161001552 - Test 579 Dark Fiber	1/14/2016 12:00 AMEST	Assigned	
Create FCC Form 471 - 161001479 - Test 2183	1/14/2016 12:00 AMEST	Assigned	
Create FCC Form 471 - 161001323 - SIT Test for 1908	1/13/2016 12:00 AMEST	Assigned	

1 - 10 of 15

Customer Service Cases

Case ID	Topic	Nickname	Status	Date Created
No items available				

FCC Forms

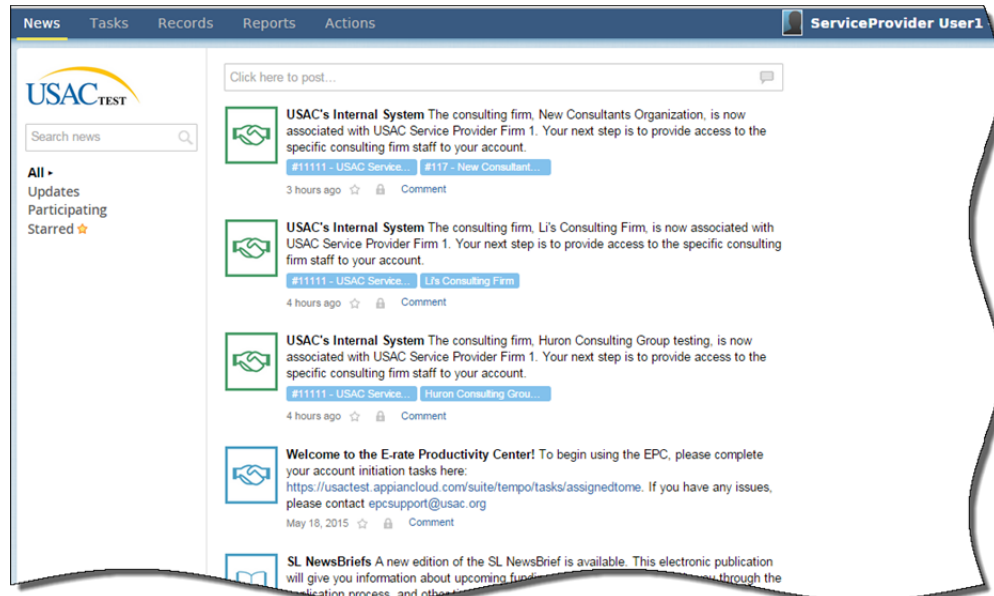
Form Type:
Status: All Incomplete Certified

Funding Year:

Nickname	Application Number	Funding Year	Status
CBURG 470	160000487	2016	Certified
CBURG 470	160000488	2016	Certified

News

Select the News tab to view a list of current news items. These include items you and your team are working on. You can also **follow** items in the system – such as users, applicant entities, service providers, and consulting firms – and receive updates on their status as well, here in the News feed. The sample news feed below shows new organization relationships and a new user.

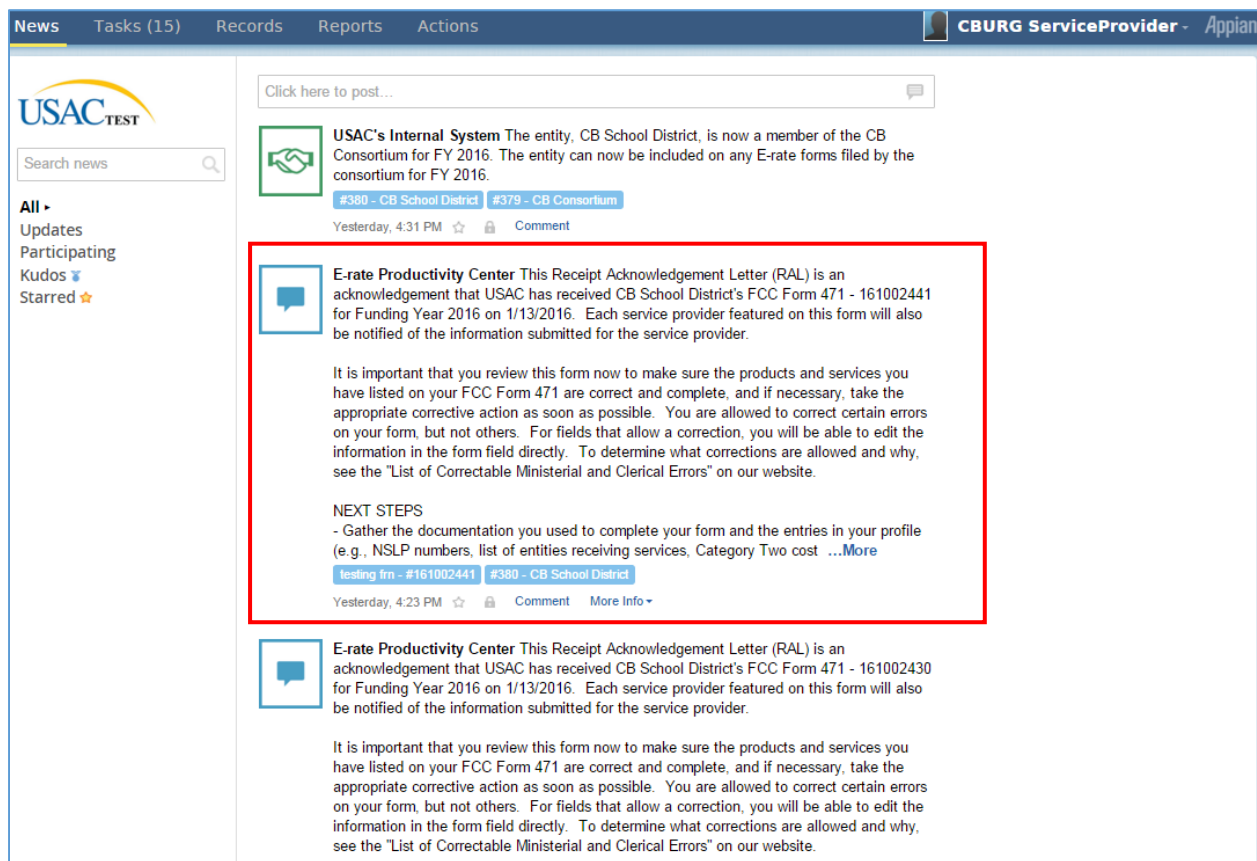


Receipt Acknowledgement Letter (RAL)

You can view information relating to news, FCC Forms, updates, documents and correspondence from USAC through your **News Tab** in EPC. USAC also sends correspondence to you via the **News Tab**.

The **Receipt Acknowledgement Letter (RAL)** is an acknowledgement that USAC sends to the applicant to advise the receipt status of their FCC Form 471 - Application for Funding Year 2016. Each service provider featured on the form will also be notified of the information submitted for the service provider.

The RAL specifies important information for the applicant to review and you must respond immediately to ensure the products and services listed on your FCC Form 471 are correct and complete, and if necessary, take the appropriate corrective action as soon as possible. You will be allowed to correct certain errors on the form, but not others. For fields that allow a correction, you will be able to edit the information in the form field directly. To determine what corrections are allowed and why, see the "List of Correctable Ministerial and Clerical Errors" on our website.



The screenshot shows the 'News' tab in the USAC EPC interface. The top navigation bar includes 'News', 'Tasks (15)', 'Records', 'Reports', and 'Actions'. The user is logged in as 'CBURG ServiceProvider'. The main content area displays a list of news items. The second item, titled 'E-rate Productivity Center', is highlighted with a red box. This item contains the following text:

E-rate Productivity Center This Receipt Acknowledgement Letter (RAL) is an acknowledgement that USAC has received CB School District's FCC Form 471 - 161002441 for Funding Year 2016 on 1/13/2016. Each service provider featured on this form will also be notified of the information submitted for the service provider.

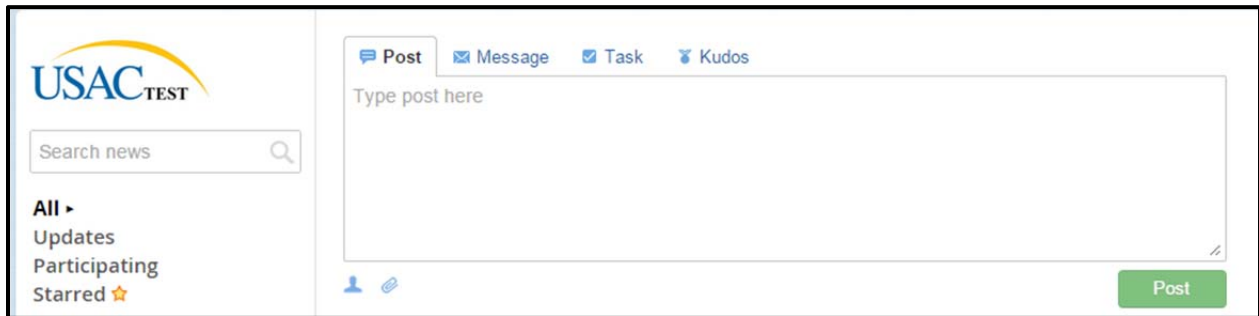
It is important that you review this form now to make sure the products and services you have listed on your FCC Form 471 are correct and complete, and if necessary, take the appropriate corrective action as soon as possible. You are allowed to correct certain errors on your form, but not others. For fields that allow a correction, you will be able to edit the information in the form field directly. To determine what corrections are allowed and why, see the "List of Correctable Ministerial and Clerical Errors" on our website.

NEXT STEPS
 - Gather the documentation you used to complete your form and the entries in your profile (e.g., NSLP numbers, list of entities receiving services, Category Two cost ...[More](#)

testing frm - #161002441 #380 - CB School District
 Yesterday, 4:23 PM ☆ 🔒 Comment More Info ▾

News Posts, Messages, Tasks, or Kudos

To add a news item, click in the text field. Tabs appear to add a Post, Message, Task, or send Kudos.

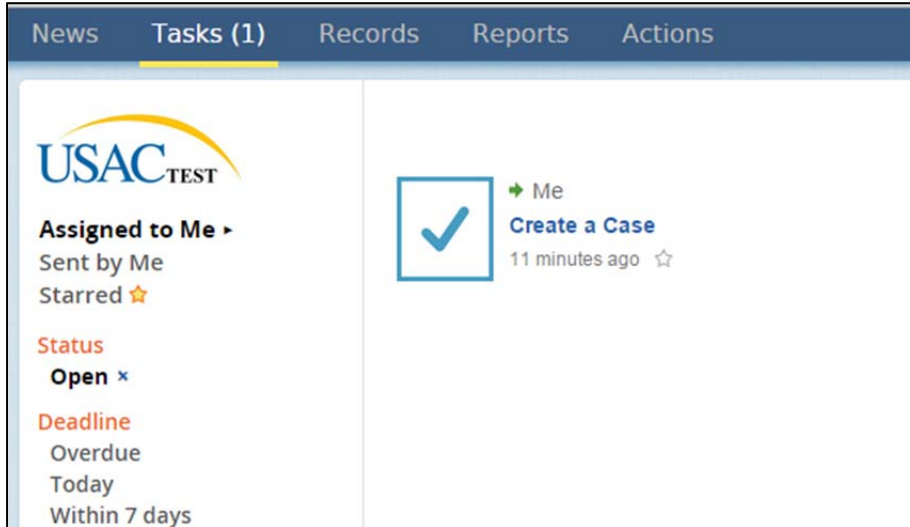


Posts are displayed on the News page. Other users can comment on the posts. Messages and tasks will be sent to the user you choose.

Tasks

The tasks menu lists your open tasks in the system as well as the tasks of other users in your organization. You can select the task link to jump directly to it.

NOTE: After you have submitted a customer service case, you can locate the case in your Records. Cases are not shown under Tasks once they are submitted.



Manage Users

[Viewing Users in EPC](#)

[Manage Users in Applicant Entities/Consulting Firms/Service Providers](#)

[Create a New User](#)

[Add or Remove Existing Users](#)

[Manage User Permissions](#)

Viewing Users in EPC

To view users, select the **Records** menu. Under Records, you will all the entities and users in EPC but you will only be able to modify information for your own entity.

Under Records, you can view:

- **Applicant Entities** – includes schools, school districts, libraries, library systems, consortia and NIFs (non-instructional facilities).
- **Consulting Firms**
- **Customer Service Cases** – the customer service cases are displayed based on your user and group. The list will include cases assigned to your group, including those that have been accepted by other users in your group.
- **Knowledge Base Center** – E-rate help with FAQs and user guides
- **Service Providers**
- **Users**
- **Whistleblower Cases** – displays the whistleblower cases you have created

Manage Users in Service Providers

Navigate to Records → Service Providers

Select the name of an organization to view its details. The details include:

- Organization Details
- Contact Information
- Account Administrator
- General Contact

Records / Service Providers

#11111 - USAC Service Provider Firm 1 Follow

Create a New User Add or Remove Existing ... Manage Service Provide... ***

Organization Details

Name USAC Service Provider Firm 1	Organization Type Service Provider Organization
Doing Business As	DUNS Number 00000001
SPIN 11111	Status Active

Contact Information

Address 111 Test Street Reston, VA 20171	Phone Number 111-111-1111
Mailing Address 111 Test Street Reston, VA 20171	Email usac.service.provider.firm1@test.org
	Website URL

Account Administrator

Name ServiceProvider User1

General Contact

A General Contact has not been indicated.

On the left-hand panel you will also see links to News and Related Actions. You can view the organization's:

- Summary
- News
- Related Actions
- Consulting Firms
- Customer Service Cases







NOTE: You must be the **applicant account administrator** to modify your organization. As an service provider user who is not the account administrator, you can **create a customer service case** or **create a whistleblower case**.

Select **Related Actions** to display a list of actions for your organization. The available actions will vary depending on the type of organization. If you are an organization account administrator, you will see:

- Create a New User
- Add or Remove Existing Users
- Manage Service Provider User Permissions
- Modify Account Administrator
- Create a Customer Service Case
- Manage Organization Relationships

Records / Service Providers

#11111 - USAC Service Provider Firm 1 [Follow](#)

-  **Create a New User**
This function allows you to create a user for your entity.
-  **Add or Remove Existing Users**
This process allows user to add and remove users from an organization
-  **Manage Service Provider User Permissions**
This process allows for updates to the service provider's user permissions
-  **Modify Account Administrator**
This process allows you to transfer the Account Administrator function to another individual.
-  **Create a Customer Service Case**
This function allows you to submit a question about an E-rate form or topic. You can also submit a specific request or an attachment.
-  **Manage Organization Relationships**
Process to relate an Organization to another Organization

Create a New User

Navigate to **Records** → **Service Providers** → **<Organization>**

1. Select Related Actions on the left-hand menu.
2. Select **Create a New User**.
3. Enter the User Details:
 - Name
 - Title
 - Phone
 - Email
4. Modify the address if necessary. The address for the user defaults to the address for the organization.

Address

Address Line 1 *	County
<input type="text" value="927 15th St NE"/>	<input type="text"/>
Address Line 2	Zip Code *
<input type="text" value="2005"/>	<input type="text" value="23228"/>
City *	Zip Code Extension
<input type="text" value="Richmond"/>	<input type="text" value="1233"/>
State *	
<input type="text" value="VA"/>	

5. Select the Permissions for the new user:
 - Full can certify forms
 - Partial can create and edit forms
 - View only can see forms for your organization but not create or edit them

User Permissions

In the table below, you can designate the permissions that you wish to give to each of your users for the various tasks you can complete in the portal. This table will continue to grow (for example, to including invoicing) as more functionality comes online.

- Full rights users can start, complete, submit and certify forms.
- Partial rights users can start and enter data in the form, but cannot submit and certify them.
- View Only users can only see forms created by other people in your organization but cannot create forms themselves.

Apply All	Invoice Permission	473 Permission
⌵	View Only	View Only

6. Click **Continue**.
7. Confirm the information, then **Submit**. The new user will receive an invitation email to sign in to EPC, create a password, and accept the terms and conditions. Once the new user accepts the terms and conditions, he or she will have access to the functionality that the role permits.

Add or Remove Existing Users

Use the **Add or Remove Existing Users** function to add an existing user to an organization, including consultants.

NOTES: Account Administrators and customer service representatives can add applicant users.

Before you can add a user from a **consulting firm** to an organization, the consulting firm must be related to the organization:

- Select Related Items → Manage Organization Relationships
- Choose Add a Consulting Firm.

After that, you can add users from the consulting firm to the organization as described below.

Navigate to Records → Service Providers → <Organization> Related Actions

Add a User

1. Select **Add or Remove Existing Users**.
2. The Organization Details opens showing the associated users.
3. In the **Search For Users to Add** section enter the name and email of the user to add.
4. Select **Search**.
5. Select the user from the list.
6. Click **Submit**, then confirm the new user.

Remove a User


To remove a consultant user, select the X icon next to the user name on the list of users.

Manage User Organization Associations

Organization Details

Name	Thomas Jefferson High School for Science and Technology	FCC Registration Number	1234567890
Address	6560 Braddock Rd Sennie Alexandria, VA 22312-9876	Organization Type	Applicant
Mailing Address	999 A Lane Fairfax, VA 22181-4444	Phone Number	703-750-8311 ext.333
		Email	admin1@tjhsst.edu

Existing User Permissions

Name	Email	470 Permission	471 Permission	
andrew kim	andrew.kim@tj.com	View Only	View Only	
Bob Schmidt	bob.schmidt@huron.com	Full	Full	 X
Debbie Tom	debbie.tom@tj.com	View Only	View Only	
Frank Overstone	frank.overstone@example.com	Full	View Only	
John Smith	john.smith@tj.test.org	Partial	Partial	
422 Consultant User	422consultant@example.com	View Only	View Only	X
New User	new@user.com	View Only	View Only	
Applicant User1	applicant.user1@test.com	View Only	View Only	
Steve Smith	ssmith456@mailinator.com	Full	Full	
Jane Wu	jwu1234@mailinator.com	View Only	View Only	
Stephen Smith	stephensmith1@mailinator.com	View Only	View Only	

To remove other users:

1. Navigate to **Records—>Users**.
2. Locate the user in the list.
3. Select **Related Actions→Deactivate User**. The user’s name will still appear in the list of users for the organization, but they will no longer have access to EPC.

Manage User Permissions

(Available to Account Administrator)

Navigate to Records → Service Provider → <Organization> Related Actions

1. Select **Manage Service Provider User Permissions**.
2. Locate the user’s name, then use the drop-down menu to assign the correct permissions, Full, Partial or View Only.

NOTE: Full permission users can certify forms, Partial permissions users can create and edit, View only users cannot create or edit forms, just view them.

Manage User Permissions

Organization Details

<p>Name USAC Service Provider Firm 1</p> <p>Address 111 Test Street Reston, VA 20171</p> <p>Mailing Address 111 Test Street Reston, VA 20171</p>	<p>FCC Registration Number 1111110111</p> <p>Organization Type Service Provider Organization</p> <p>Phone Number 111-111-1111</p> <p>Email usac.service.provider.firm1@test.org</p>
---	---

User Permissions

In the table below, you can designate the permissions that you wish to give to each of your users for the various tasks you can complete in the portal. This table will continue to grow (for example, to including invoicing) as more functionality comes online.

- Full rights users can start, complete, submit and certify forms.
- Partial rights users can start and enter data in the form, but cannot submit and certify them.
- View Only users can only see forms created by other people in your organization but cannot create forms themselves.

Name	Email	Apply All	Invoice Permission	Form 473 Permission
ServiceProvider User1	serviceprovideruser1@mailinator.com	⌵	Full ⌵	Full ⌵
Service Provider2	serviceprovider2@mailinator.com	⌵	Full ⌵	Full ⌵
Service Provider1 User1	service.provider1.user1@test.org	⌵	View Only ⌵	View Only ⌵
Bobby Valentine	bobby.valentine@usp2.com	⌵	View Only ⌵	View Only ⌵
Provider Three	serviceprovider3@mailinator.com	⌵	View Only ⌵	View Only ⌵

3. Select **Submit**.

Manage Organization

[Modify Account Administrator](#)

[Manage Organization Relationships](#)

[Add a Consulting Firm](#)

[Remove a Relationship](#)

Modify Account Administrator

(Available to Account Administrator)

Navigate to Records → Service Providers → <Organization > Related Actions

1. Select **Modify Account Administrator**. The organization details open displaying users.
2. To change the account administrator, uncheck the box for the current administrator if necessary, then select the new administrator from the list.
3. Select **Continue**.
4. Confirm the new account administrator information, then select **Submit**.

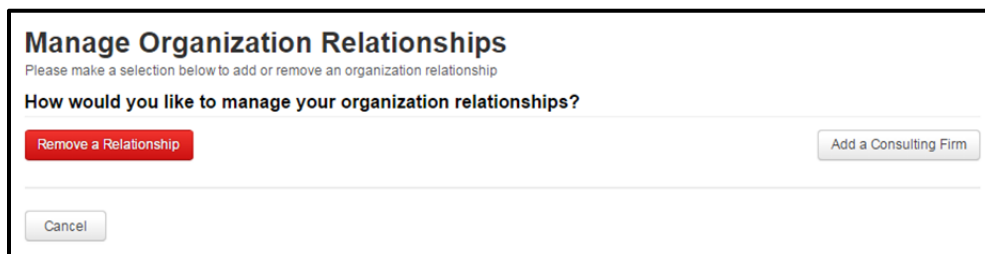
Manage Organization Relationships

(Available to Account Administrator. Tasks will need approval by the customer service bureau.)

Add a Consulting Firm

Navigate to Records → Service Providers > <organization> Related Actions → Manage Organization Relationships

1. Select **Add Consulting Firm**.



2. On the **Add a Consulting Firm** page:
3. Enter information for the entity to search, for example, CRN, Name, or zip code.
4. Select the consulting firm from the Add Relationships list.
5. Select **Submit** and confirm.

Remove a Relationship

Navigate to Records → Applicant Entities → <Applicant Entity> Related Actions → Manage Organization Relationships

On the **Remove Organization Relationship** page:

1. Select the relationship to remove from the list.
2. Select **Submit** and confirm.

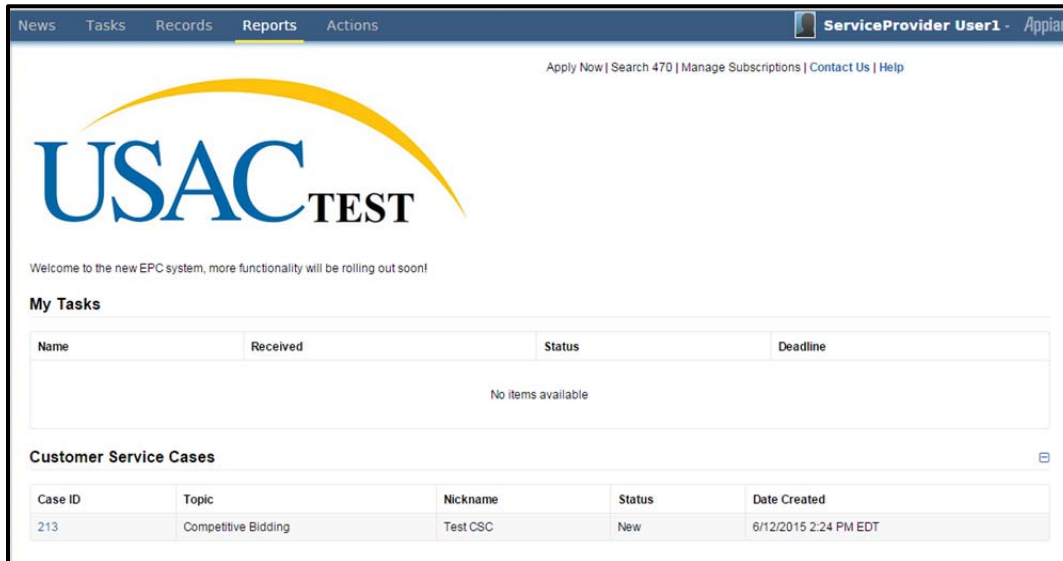
Reports – Landing Page

Landing Page

Navigate to Reports → My Landing Page

As an EPC user, you can access your landing page to see a summary of your information. Here you can view your Customer Service Cases. The page also includes links to create a customer service case or manage your organization.

NOTE: You can also return to your landing page at any time by clicking the USAC logo.



News Tasks Records **Reports** Actions ServiceProvider User1 - Appian

Apply Now | Search 470 | Manage Subscriptions | Contact Us | Help

USAC TEST

Welcome to the new EPC system, more functionality will be rolling out soon!

My Tasks

Name	Received	Status	Deadline
No items available			

Customer Service Cases

Case ID	Topic	Nickname	Status	Date Created
213	Competitive Bidding	Test CSC	New	6/12/2015 2:24 PM EDT

Create a Customer Service Case or a Whistleblower Case

[Create a Customer Service Case](#)

[Create a Whistleblower Case](#)

Contact Us/Create a Customer Service Case

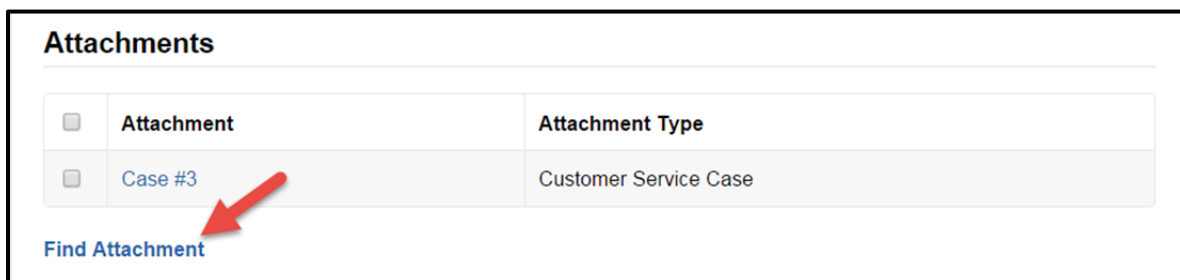
You can create a customer service case by clicking Contact Us on your landing page or by using the Create a Customer Service case function on the organization.

Navigate to Actions

1. Select **Contact Us**.
2. Enter the **Case Details** as follows:
 - Enter a **Title** for the case
 - Enter a **Description**
 - Select the **Topic** for the customer service case from the drop-down menu
 - Select a **Subtopic** from the drop-down menu
 - Select a **Priority**. Customer service users can filter cases based on priority.
 - Attach any relevant files.



3. You can also attach files that are already in EPC, for example, forms or other customer service cases. To add an attachment, click **Find Attachment**.



<input type="checkbox"/>	Attachment	Attachment Type
<input type="checkbox"/>	Case #3	Customer Service Case

[Find Attachment](#)

4. Select the attachment type from the drop-down menu. Select the attachment from the list and click Add Attachments.

Cases		
<input type="checkbox"/>	Case #	Nickname
<input type="checkbox"/>	2	470 Question
<input type="checkbox"/>	4	Appeals process inquiry
<input type="checkbox"/>	8	
<input type="checkbox"/>	28	SIT test
<input checked="" type="checkbox"/>	34	Demo Dry Run Script

1-5 of 26

[+ Add Attachment\(s\)](#)

Repeat for additional attachments as needed.

5. Enter the contact information for the case. Your information will be entered by default. To remove yourself from the list, click the x next to your username.
6. Select the radio button for the contact user, either someone in the system or a contact that is not in the system. Enter their information.
7. Click **Submit**.

Case Contact

Select Contact *

I would like to choose a user in the system
 I would like to enter in a contact that is not in the system

Your case number will be displayed. You can review the case by clicking the link.

NOTE: Any uploaded documents may take up to a minute to display. Refresh the page if necessary.

Create a Whistleblower Case

1. Select **Actions** from the top menu
2. Select Create a Whistleblower Case
 - Click the link to create a whistleblower case
3. Enter the case details as needed
 - Title
 - Description
 - Topic
 - Priority
 - Case Contact
4. Select **Submit**.

Create a Whistleblower Case

Case Details

Nickname *

Description *

Topic *

Priority *

Document

Case Contact

First Name * Phone *

Last Name * Phone Extension

Email *

Cancel Submit

You can view whistleblower cases you have created by navigating to Records → Whistleblower Cases.

Search and Export Certified Form 471 Funding Requests

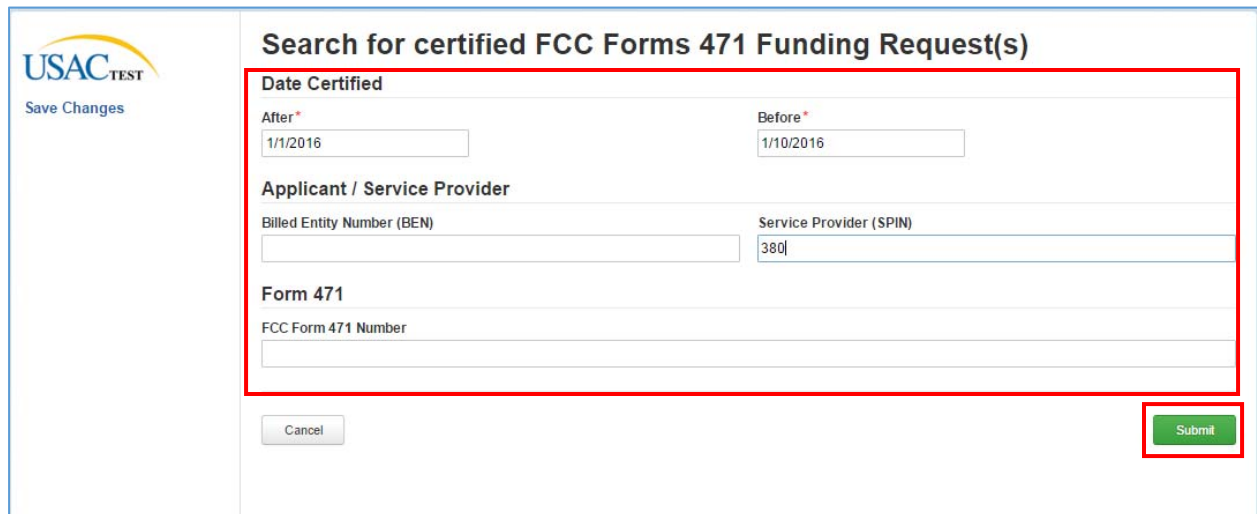
This function allows you to search for certified FCC Forms 471 funding requests and export the results.

Actions Tab



The screenshot shows the 'Actions' tab in the USAC application. The left sidebar contains the USAC logo and a list of applications: 'EPC Customer Service (2)', 'EPC Funding Requests (1)', and 'EPC Open Competitive Bidding (1)'. The main area lists four actions, each with a lightning bolt icon and a star: 'Contact Us', 'Create a Whistleblower Case', 'Search and Export Certified FCC Form 471 Funding Request(s)', and 'Search and Export Certified FCC Forms 470'. The 'Search and Export Certified FCC Form 471 Funding Request(s)' action is highlighted with a red rectangular box.

1. Click the **Search and Export Certified FCC Form Funding Request** link.



The screenshot shows the 'Search for certified FCC Forms 471 Funding Request(s)' form. The form is titled 'Search for certified FCC Forms 471 Funding Request(s)'. It contains several sections: 'Date Certified' with 'After' and 'Before' date pickers (both set to 1/1/2016); 'Applicant / Service Provider' with 'Billed Entity Number (BEN)' and 'Service Provider (SPIN)' fields (SPIN is set to 380); and 'Form 471' with an 'FCC Form 471 Number' field. A 'Cancel' button is on the left and a 'Submit' button is on the right. The entire form area and the 'Submit' button are highlighted with red rectangular boxes.

2. Enter the required **“After”** and **“Before”** date.
3. Enter the **BEN, SPIN** or **FCC Form 471 Number** and then click the **Submit** button. The FCC Certified Form 471 Funding Request Report displays, if a successful search.

News Tasks (2) Records Reports **Actions** ServiceProvider User1 - Applan

FCC Certified Form 471 Funding Request Report

USAC TEST Save Changes

Search Parameters

Certified After: Dec 1, 2015 Certified Before: Jan 14, 2016
 Service Provider Identification Number: 11111

Results

Funding Request Number	Entity Number of Applicant	SPIN (Service Provider Identification Number)	471 Application Number	Establishing FCC Form 470	Applicant Name	Applicant State Code	Main Contact Person	Service Ordered
1699003368	520	11111	161002528		York County Public Schools	VA	applicantadminschooldistrict100	Voice
1699003352	642	11111	161002513	160000747	Derek Test SIT 10 Organization	FL	Derek SIT Test	Basic Maintena of Intern Connect
1699003351	520	11111	161002516		York County Public Schools	VA	applicantadminschooldistrict100	Voice
1699003349	999	11111	161002508	160000412	929 School District	VA	929 School District User 2	Basic Maintena of Intern Connect
1699003346	329	11111	161002511	160000451	Ind Library PR1	VA	Ind Lib PR1 User1	Basic Maintena of Intern Connect
1699003345	329	11111	161002510	160000451	Ind Library PR1	VA	Ind Lib PR1 User1	Voice

4. Scroll horizon and vertical to access the full page view, if applicable.

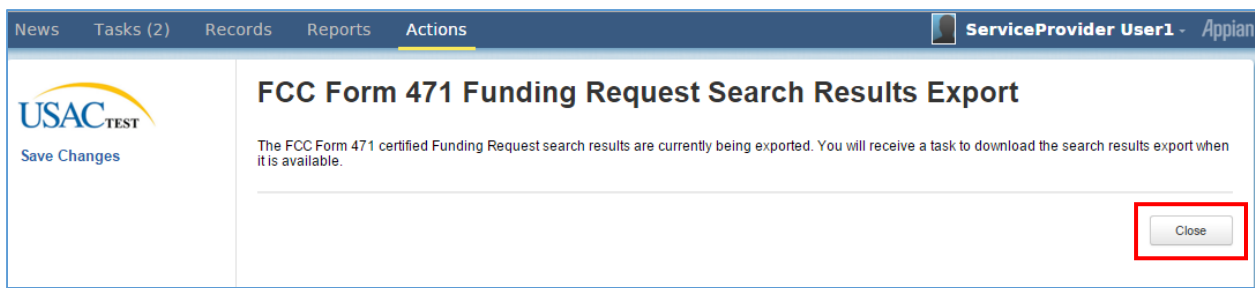
News Tasks (2) Records Reports **Actions** ServiceProvider User1 - Applan

1699003351	520	11111	161002516		York County Public Schools	VA	applicantadminschooldistrict100	Voice
1699003349	999	11111	161002508	160000412	929 School District	VA	929 School District User 2	Basic Maintena of Intern Connect
1699003346	329	11111	161002511	160000451	Ind Library PR1	VA	Ind Lib PR1 User1	Basic Maintena of Intern Connect
1699003345	329	11111	161002510	160000451	Ind Library PR1	VA	Ind Lib PR1 User1	Voice
1699003344	356	11111	161002509	160000713	Fate Stay High School	CA	Mary Merriweather	Voice
1699003321	642	11111	161002477	160000747	Derek Test SIT 10 Organization	FL	Derek SIT Test	Data Transmis and/or Internet Access
1699003320	642	11111	161002477	160000747	Derek Test SIT 10 Organization	FL	Derek SIT Test	Voice
1699003316	523	11111	161002471		Bedford Central Library	VA	applicantadminlibrarysystem100	Voice

1-10 of 65

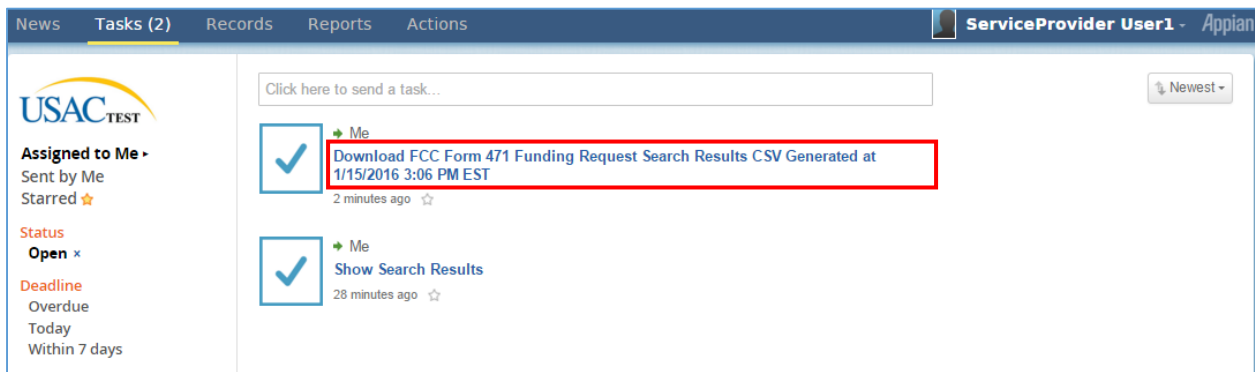
Export Search Results

5. Click the **Export Search Results** button. The **FCC Form 471 Funding Request Search Results** Export page displays.

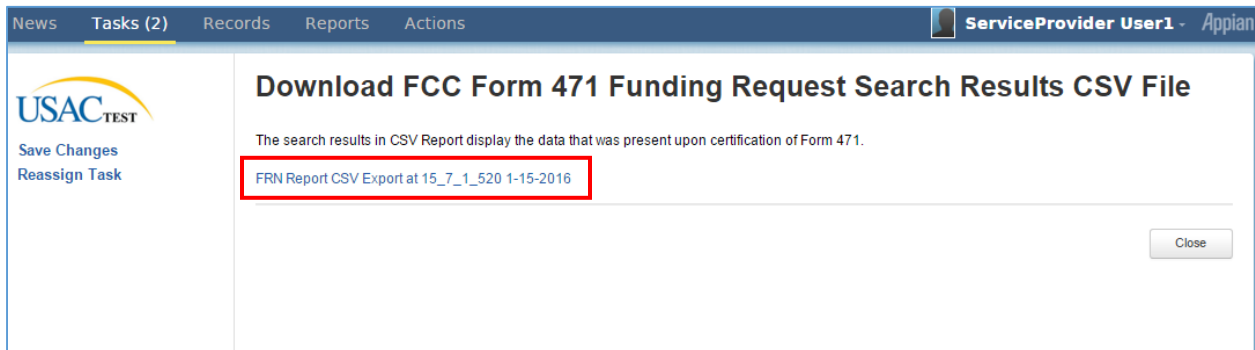


6. Click the **Close** button to exit the page and then click the **Tasks Tab**.

Tasks Tab

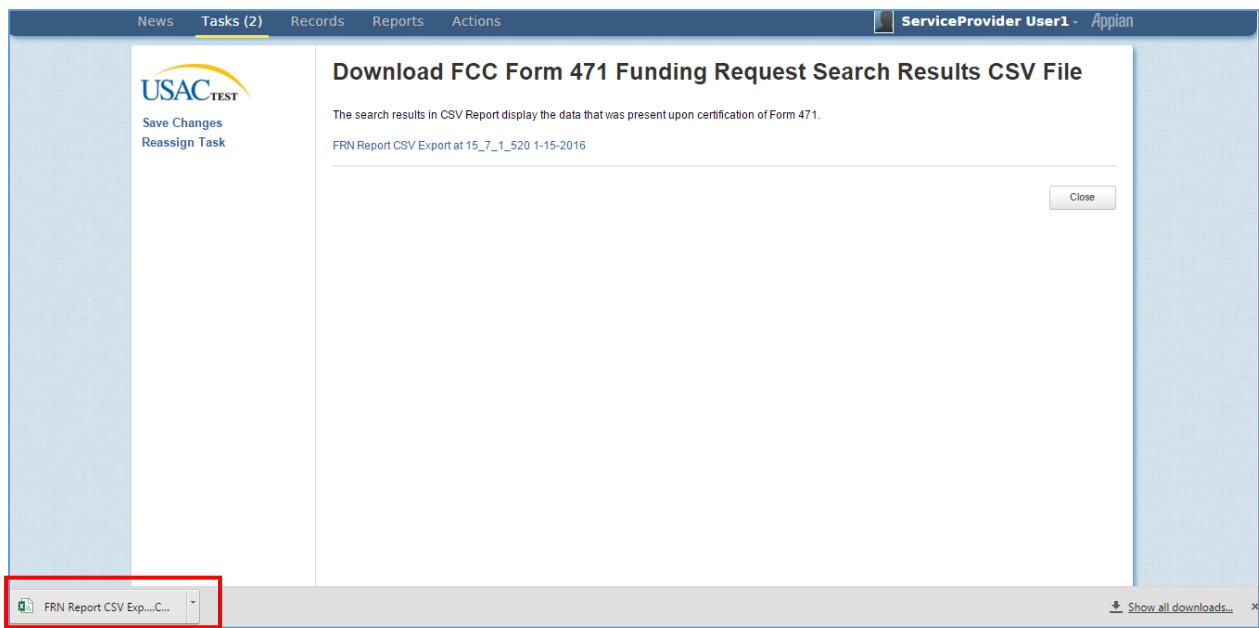


7. Click the **Download FCC Form 471 Funding Request Search Results CSV** link.

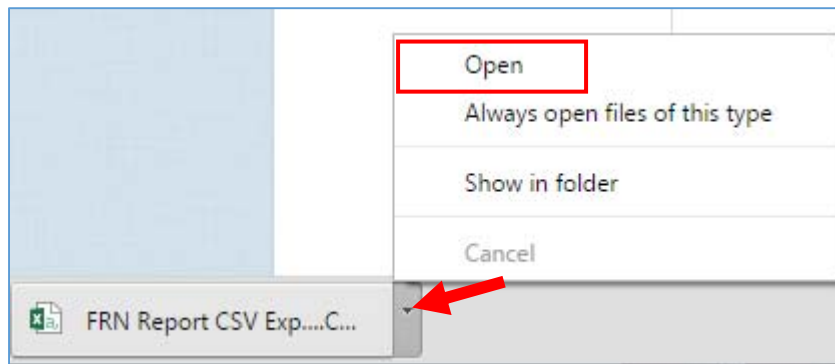


8. Click on the **FRN Report CSV Export** link. The **Download FRN Report CVS Export** option displays at the bottom-left of page when using Google Chrome browser.

NOTE: The above step to download is specific to the Google Chrome browser. If you are using another browser, simply download the document.

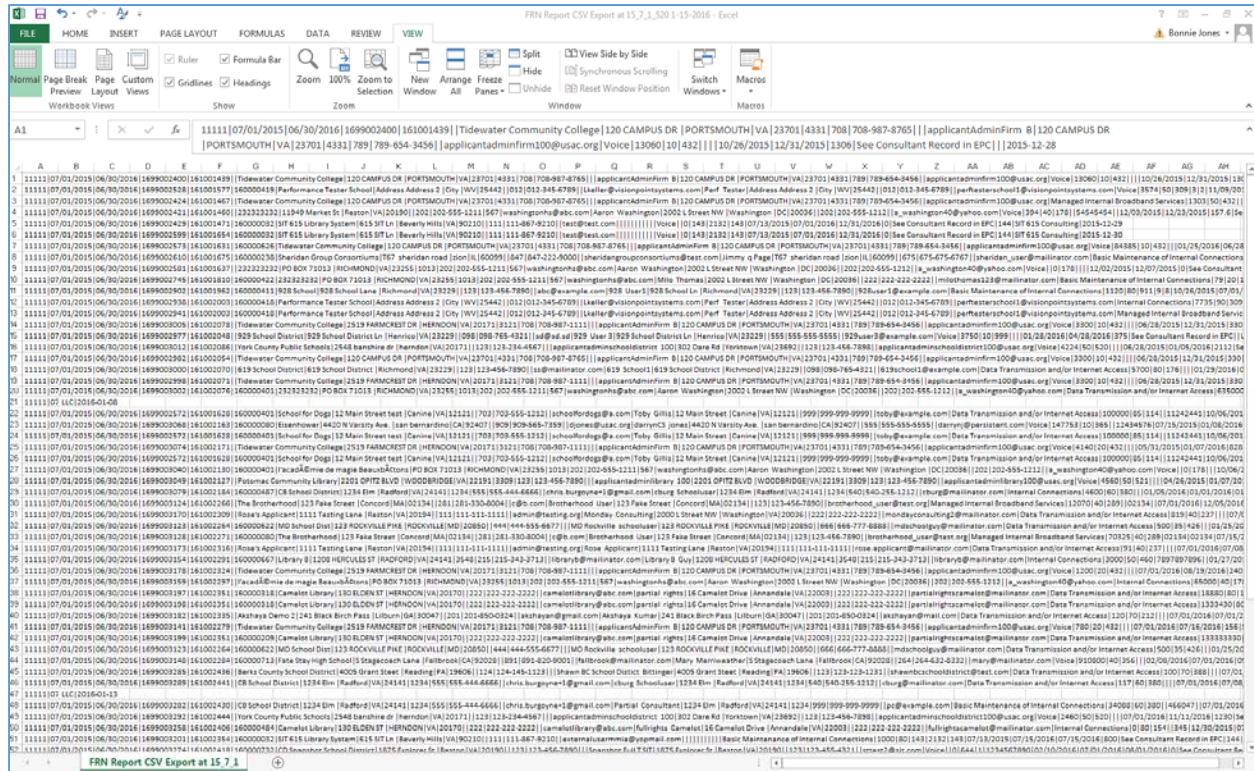


9. Click the drop-down arrow to open the menu.

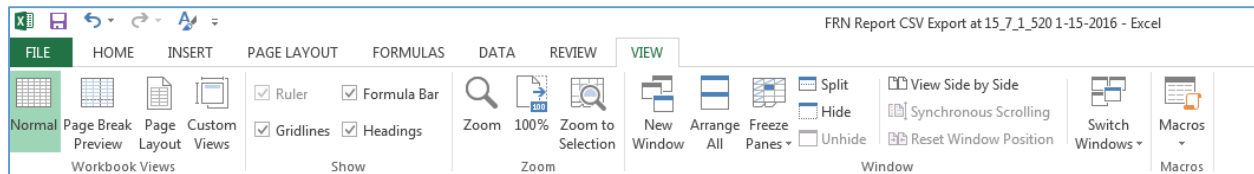


10. Click the **Open** option to view your MS-Excel document. The report displays.

USAC EPC Service Provider User Guide – REL 1.2



11. View the FCC Form 471 Funding Request document.



12. Select the **Print** or **Save** option, if applicable.



13. Return to the **Tasks Tab** and click the **Close** button to exit.

14. Optional: To access your report again, proceed to the **Actions Tab** (See step 1).