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Universal Service
Administrative Co.

Schools and Libraries Program News Brief

July 16, 2021

TIP OF THE WEEK: New BEAR Form filers can now use the [BEAR Access Template](#) to [request access to file and certify a BEAR Form](#). Personal Identification Numbers (PINs) are no longer required, and the credentials for BEAR Form filers who previously used a PIN to log in to the BEAR Form have been migrated to the new system.

Commitments for Funding Year (FY) 2021 and FY2020

FY2021. USAC released FY2021 Wave 14 Funding Commitment Decision Letters (FCDLs) on July 15. As of July 16, FY2021 commitments total over \$1.62 billion.

FY2020. USAC released FY2020 Wave 63 FCDLs on July 14. As of July 16, FY2020 commitments total over \$2.42 billion.

On the date that USAC issues FCDLs, you can access your FCDL notification from the **Notifications** section of your landing page in the E-Rate Productivity Center (EPC).

Sign Up for the July 27 Webinar on Equipment Transfers

On Tuesday, July 27, 2021, USAC will conduct a webinar on equipment transfers. The webinar will feature a presentation on the program rules covering equipment transfers, including when you are required to notify USAC of an equipment transfer and how to report a transfer on an FCC Form 500. The presentation will be followed by a question-and-answer session.

[Click here](#) to register for the webinar, or visit our [Webinars](#) page. Please remember that we prioritize questions submitted during the webinar about the topic under discussion.

How to Troubleshoot Issues with One Portal Access

After you have been created as a new user in EPC, you must set up access to One Portal, our multifactor authentication (MFA) system. 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 we generate and send to the user to enter in order to gain access.

We realize that some new BEAR Form filers logging into One Portal for the first time may not be familiar with the process, so we are providing One Portal troubleshooting tips for all users.

Set up your credentials in One Portal.

You must have credentials in One Portal to access EPC and/or the Emergency Connectivity Fund (ECF) portal. To set up your One Portal account:

- Click the blue **Sign In** button at the top of the [USAC main page](#).
- Click the blue **Continue** button at the bottom of the instructions page.
- Click the **Forgot password?** text below the **Password** field.
- Enter your email address in the **Username** field.
- Click the blue **Reset via Email** button.

The system will send an email to you with a link to finish the One Portal login process. However, if you see a red error message "**User cannot be found!**" you do not have a One Portal account. For this and other issues with One Portal, you can contact the Client Service Bureau (CSB) at (888) 203-8100.

Verify that you can receive our email.

Within a few minutes after you click the blue **Reset via Email** button, you should receive our email to log in to One Portal. The link in this email is good for one hour. If you do not receive it, you can try again. First, though, we recommend that you do the following:

- Look carefully at the email address you have entered. If you drop a letter or transpose two letters, the system will not recognize your entry.
- Check the time set on your computer to be sure it is accurate. If it is off by more than two minutes, that can affect your ability to receive our email.
- Use a different browser to request your password reset. We recommend that you use the latest version of Chrome or Firefox. However, you should avoid using an incognito window in Chrome versions higher than 80.0. (To find your version number in Chrome, go to **Settings** and then **About Chrome**.)
- Check your computer's security settings that block incoming emails, or ask your system administrator if our emails are being blocked.
- Add noreply@usac.org to your safe senders list.
- Clear the cookies and cache on your browser, then close the browser and start a new session.
- Check your browser settings for any privacy plug-ins. These may stop you from getting to the **Create Password** page.

Review the requirements for your password.

When you click on the link in our first email to set your password, keep the basic password requirements in mind. 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 =).

Act quickly when you receive your verification code.

After you set your password, we will send you a second email with your verification code. This code is only good for 10 minutes, so be ready to enter your code as soon as you receive it.

Check your entitlements.

When your login is successful, you will be taken to a popup if you have only one entitlement (e.g., EPC, BEAR Form 472, or ECF) or a dashboard if you have two or more.

Your popup or your dashboard includes a link to **Manage Account Settings**. You can decide to continue to receive your verification code through your login email address, or you can provide a cell phone number to receive your code by text message. We can then send your code to your cell phone the next time you log in.

Accept your EPC user terms and conditions.

When you complete the One Portal login process for the first time, you will see a task to accept the terms and conditions for use of EPC. After you have clicked on the task and accepted the terms and conditions, your account administrator can assign you full rights, partial rights, or view-only rights to the appropriate program forms and requests.

Ask for assistance if you need it.

If you are having trouble logging in to One Portal, please call CSB at (888) 203-8100. If they cannot resolve your problem, they will escalate your request to USAC and we will reach out to you.

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