Navigate the E-Rate Productivity Center (EPC)

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Create a New EPC User Account and Billed Entity

Schools and Libraries Cybersecurity Pilot Program (Pilot Program) applicants and service providers will need a Billed Entity Number (BEN) and a user profile for that BEN in the E-Rate Productivity Center (EPC) to manage program processes, receive notifications, and contact the Customer Service Center (CSC). This process only applies to entities that are not currently a Billed Entity in EPC. Follow the steps below to create an account in EPC.

1. To set up your EPC account for the first time, contact the E-Rate Customer Service Center (CSC) at (888) 203-8100 between 8 a.m. and 8 p.m. ET Monday through Friday. The CSC will provide a list of items needed to have the account created based on your entity type, including:

    a. **Independent School**
        - **Entity name**
        - **Physical address**: Street address, City, County, State, Zip Code
        - Optional: Zip Code Extension (Zip +4)
        - **Mailing address or PO Box**, if different than physical address
        - **Urban/Rural status**
        - **Telephone number**
        - Optional: Email address, Website URL
        - **School sub-type**: Public or Private
        - Is this school part of a school district? If yes, entity number of the school district.
        - **Additional sub-type(s)** (all that apply): Pre-K, Head Start, Adult Education, Juvenile Justice, Dormitory, Charter School, Tribal School, New Construction School, ESA School, BIE, ESA School District with no Schools
        - **Total full-time students**
        - **Total students eligible for NSLP**

- **Alternative discount method**: None, Survey, Sibling Match, Combination (not CEP)
- **Community Eligibility Program (CEP)**? Yes or No. If yes, what is the CEP Percentage and base year?
- **Does the organization have an endowment?** Yes or No. If yes, what is the current value of the endowment?
- Optional: State School Code, State LEA Code, NCES Public State Code, NCES Public District Code, NCES Public Building Code
- **FCC Registration Number** (only required for independent schools)
- For independent schools: First and Last Name and Email address for the EPC Account Administrator. Must be an employee of the entity organization.

b. **School District**
- **Entity name**
- **Physical address**: Street address, City, County, State, Zip Code.
- Optional: Zip Code Extension (Zip +4)
- **Mailing address or PO Box**, if different than physical address
- **Telephone number**
- Optional: Email address, Website URL
- **FCC Registration Number**
- **School district sub-type**: Public or Private
- **Additional sub-type(s)** (all that apply): Charter School District, ESA School District
- **Does this organization have an endowment?** Yes or No. If yes, what is the current value of the endowment?
- Optional if Public: State School Code, State LEA Code, NCES Public State Code, NCES Public District Code, NCES Public Building Code
- Optional if Private: NCES Private School ID
- **How does the district report its student count for Category Two budget?** A number for each school in the district, one number for my whole district (please provide the number)

c. **Independent Library**
- **Entity name**
- **Physical address**: Street address, City, County, State, Zip Code.
- Optional: Zip Code Extension (Zip +4)
- **Mailing address or PO Box**, if different than physical address
- **Urban/Rural status**
- **Telephone number**
- Optional: Email address, Website URL
- **FCC Registration Number** (only required for independent libraries)
- **Library sub-type**: Public or Private

- **Is this library part of a library system?** If yes, entity number of the library system. If No, the name and entity number of the school district in which the library is located.
- **Additional sub-type(s)** (all that apply): Academic, Research, Tribal Library, Bookmobile, Kiosk, New Construction Library, Main Branch, State Library Agency - Library
- **Square Footage**
- Optional: Locale Code, FSCS KEY, FCSC SEQ

d. **Library System**
- **Entity name**
- **Physical address**: Street address, City, County, State, Zip Code.
- Optional: Zip Code Extension (Zip +4)
- **Mailing address or PO Box**, if different than physical address
- **Telephone number**
- Optional: Email address, Website URL
- **FCC Registration Number**
- **Library system sub-type**: Public or Private
- Optional: FSCS KEY, FSCS SEQ

e. **Consortium**
- **Entity name**
- **Physical address**: Street address, City, County, State, Zip Code.
- Optional: Zip Code Extension (Zip +4)
- **Mailing address or PO Box**, if different than physical address
- **Telephone number**
- Optional: Email address, Website URL
- **FCC Registration Number**
- **Consortium system sub-type** (all that apply): State-wide, ESA Consortium

Please note that information above is **not required for state E-Rate coordinators.** We must ensure that requests for new entity numbers are being requested only by a person authorized to do so by the entity. If you are employed by the entity, please make your request on the entity's letterhead and include your printed name, title, and signature. You may attach the document to this case. If you are a consultant, please attach your current Letter of Agency for this entity.

2. Once the CSC creates your user profile, you will receive an invitation email to sign in to EPC, create a password, and accept the terms and conditions.

Add Users to Your Account

Once you are able to access your account in EPC as the Account Administrator, you can add other users. The Account Administrator determines which EPC users can view, create, certify, and submit FCC forms and requests. To add users to your entity, please take the following steps:

1. From your landing page, click the link for **Manage Users**.

2. Select your organization from the list.

3. Click **Create a New User**.

4. Enter the **User Details**:

- Name
- Title
- Phone
- Email

5. Modify the address if necessary. The address for the user defaults to the address for the organization.

6. Select the permissions for the new user:

- **Full rights** users can complete and certify forms on behalf of the BEN, update profile information, and receive all USAC communications regarding the BEN.
    - o For example, you may determine that a school or library official should have this level.
- **Partial-Rights** users can create users and forms (but not certify those forms) and update profile information.
    - o You may decide that a general financial contact should have this access level.
- **View-Only Rights** users can view (but not update) the accounts.

7. To apply the same permissions to all forms, use the **Apply All** drop-down menu. To set the permissions at the individual form level, use the associated drop-down menu.

8. Click **Continue**.

9. Review the information on the **Confirm User Details** page.

10. To confirm the information, click **Submit**.

11. A pop-up window appears. To confirm that you would like to proceed, click **Yes**.

The new user will receive an invitation email to sign in to EPC and create a password.

Contact USAC

Schools and Libraries Cybersecurity Pilot Program applicants and service providers can create a customer service case in the E-Rate Productivity Center (EPC) to get in touch with a customer service agent. Follow the steps below to submit a case.

1. Log into One Portal to access EPC.
2. Select the **Contact Us** link from the upper right menu on your landing page.
3. On the customer service case form, select the topic **Cybersecurity Pilot.**

Figure 1 Select Contact Us on your EPC landing page to create a customer service case in EPC.

You can also contact the E-Rate program Customer Service Center (CSC) at (888) 203-8100 between 8 a.m. and 8 p.m. ET Monday through Friday.