Illustrated Guide to USAC’s New Multifactor Authentication Process

Note: USAC emailed the following guide to all applicant EPC and BEAR users on Monday, July 27th. To make the initial MFA setup easier, E-Rate Central has added screenshot illustrations to the USAC’s step-by-step instructions beginning on Page 2 below.

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USAC has added multifactor authentication (MFA) to increase the security of Universal Service Fund (USF) IT applications. 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.  **General information**  We have created One Portal accounts for EPC users under their EPC usernames, and for BEAR Form filers who are not EPC users under their BEAR Form email address. All users will now log in to One Portal using the blue **Sign In** button at the top of the main page of the USAC website.  NOTE: Some EPC users have designated a primary email address – an email address different from their EPC username – where they want to receive notifications from EPC. For these users, we are sending this email to both their EPC username and their primary email address, but their One Portal account will be set up under their EPC username.  For the short term, BEAR Form filers will need to retain their BEAR login information – Billed Entity Number (BEN), Personal Identification Number (PIN), email address, and last name – in order to log in to the BEAR Form. Your One Portal username will not populate in the BEAR Form. Also, you only need one BEAR Form entitlement to access the BEAR Form login screen, even if you file BEAR Forms for more than one billed entity.  **How to log in to One Portal for the first time**  Here are the steps to log in to One Portal and update your account:   1. Go to the [USAC website](http://click.outreach.usac.org/?qs=06085994950d99f2f48e21b63ede48e8e48c81ae1fa4e2b79166dfb025d69176c15874e8939ab94dc6a42960f2ee12f3b5c07f4438603d5b) and click the blue **Sign In** button at the top of the page.      1. Click the **Continue** button at the bottom of the instructions page.      1. On the following page, click **Forgot Password**. [ You don’t need to enter your username and Password at this stage.]      1. Enter your username (your email address) and click **Reset via Email**.      1. We will send you an email with a link to reset your password. The link will be good for only one hour. You can click the link or copy and paste it into your browser.      1. You will be prompted to create a password, and then re-enter it. Your password must be at least eight characters and include one lowercase letter, one uppercase letter, one number, and one special character (e.g., !, @, #, $, %, &, or =). Then click **Reset Password**.     Once the password has been reset, you can return to the **Sign In** by clicking the **Back to Login** button**.**     1. Click **Sign In**. In the near future, this sign in step will include acceptance of the consolidated terms and conditions of use. Users who are not presented with these terms and conditions when they first log in to One Portal will be required to accept them once the terms and conditions have been deployed.      1. We will send a verification code to your email address. The code will be good for only ten minutes. Navigate to your email (don’t close your browser) to get the code, then return to your browser window, enter the code in the field provided, and click **Verify**.   The verification code email provides the following information:    The emailed verification code gets entered in the “Enter passcode” field.     1. You will then go to your dashboard (if you access more than one application) or a pop-up (if you access only one application).      1. At this point, we suggest that you choose **Manage Account Settings** to provide additional account setup information. For example, you can provide a cell phone number or alternative email address to receive your verification code when you log in the next time.     Note that your **Manage Account Settings** link appears in a popup message if you only have access to one USAC application, or a link in a dashboard if you have access to multiple applications. Check to be sure that you have access to all of the applications that you previously used.  If you have any issues, you can call our Client Service Bureau at (888) 203-8100 from 8:00 am to 8:00 pm EDT on weekdays.  Schools and Libraries Division Universal Service Administrative Company | |  |  |  |  | | --- | --- | | |  | | --- | | Need Help? Contact Us!  For questions about the E-rate Program, contact the Client Service Bureau at (888) 203-8100. | | | | | | | | |
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