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**E-RATE**

# One Portal Multi-Factor Authentication (MFA) Setup Guide

Lorrie Germann, State E-Rate Coordinator

# One Portal Basics

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- USAC has created One Portal, a log-in system to access both EPC and BEAR accounts.
- Beginning 7/27/2020, all users will log in to One Portal to access both EPC and the BEAR Systems, accessible by clicking on the blue **Sign In** button at the top of the main page of the USAC website.



- One Portal requires Multi-Factor Authentication (MFA)
  - MFA is required to comply with federal electronic security requirements.
  - Two forms of authentication are required for each log-in to either EPC or the BEAR system.

# One Portal Set-Up

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- A multi-step process is required to initially set up your One Portal account, and establish your MFA validation options.
- Before you begin:
  - Be sure to use Chrome or Firefox browsers
  - Disable all privacy features
- If you are not currently an EPC or BEAR authorized user (meaning your email address isn't in the USAC system), or if you experience problems setting up your One Portal account, call CSB at 888-203-8100.

# Logging in to One Portal



Subscribe Payments

Sign In



About

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Rural Health Care

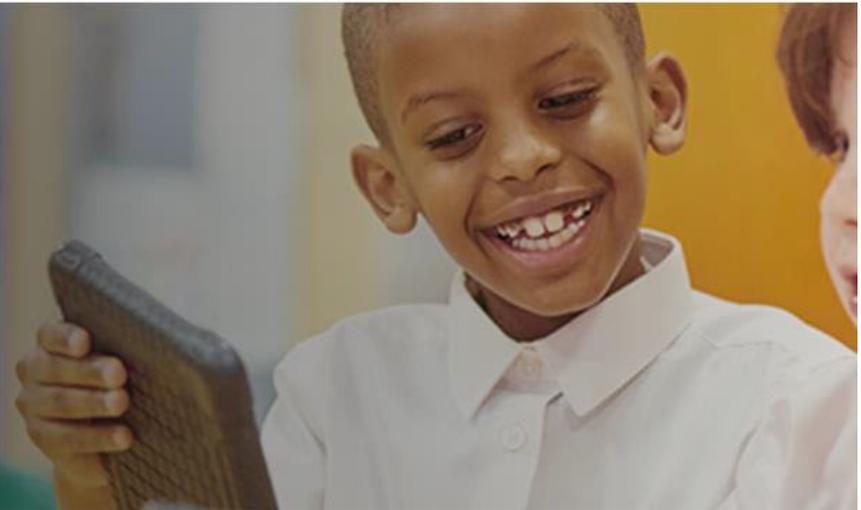
Lifeline

High Cost

Service Providers

## E-rate

Ensuring that schools and libraries across the U.S. are connected to information and resources through the internet



To start, go to <https://www.usac.org/e-rate/> and click on **Sign In**

# Intro Screen

- This screen will appear each time you log in to One Portal.
- Click **Continue**:

**EPC users and BEAR Form filers: If this is your first time logging in to One Portal, please read this information carefully.**

USAC has added multifactor authentication (MFA) to increase the security of our Universal Service Fund (USF) IT applications. The first time you sign into an application, the system will prompt you to set up MFA for your account. To do this:

1. Click the blue **Continue** button below.
2. Click the **Forgot Password** link.
3. Enter your Username (your email address) and click **Reset via Email**.
4. When you receive the email, click the link to create a password. Your password must be at least eight characters long and include one lowercase letter, one uppercase letter, one number, and one special character.
5. Accept the system's terms of use and click **Sign In**.
6. On the next page, confirm the email associated with your account and click **Send Email**.
7. Check your email for a verification code.
8. Enter the code and click **Verify**.

After logging in, you will see USAC's new single portal application dashboard if you have access to more than one application. On this page you can access all of the USF applications associated with your log in. This means users no longer have to sign into multiple applications to interact with different USF programs.

From the dashboard, you can visit the "Settings" page to add a cell phone number to your account. This will allow you to receive verification codes via either email or text message when you log in in the future.

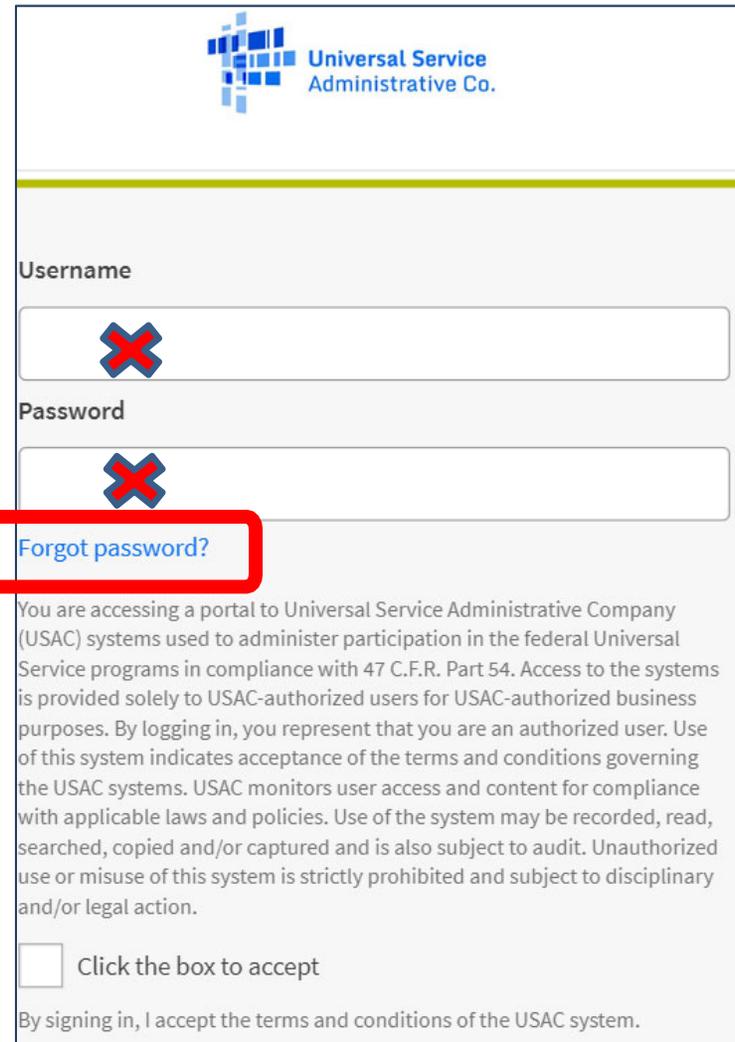
To learn more about USAC's MFA and to find a list of all USF IT applications included in the single portal, visit [USAC's website](#). If you cannot access the email associated with your account and need to set up a new log in, please contact your organization's USF administrator. If you need to reset your password, click the "forgot password" link. More detailed instructions are available in [this video](#).

**Continue**

# Initial Set-Up

Click **Forgot Password** –

Do **not** enter  
Username/Password



Universal Service  
Administrative Co.

Username

Password

[Forgot password?](#)

You are accessing a portal to Universal Service Administrative Company (USAC) systems used to administer participation in the federal Universal Service programs in compliance with 47 C.F.R. Part 54. Access to the systems is provided solely to USAC-authorized users for USAC-authorized business purposes. By logging in, you represent that you are an authorized user. Use of this system indicates acceptance of the terms and conditions governing the USAC systems. USAC monitors user access and content for compliance with applicable laws and policies. Use of the system may be 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.

Click the box to accept

By signing in, I accept the terms and conditions of the USAC system.

# Initial Set-Up

Enter EPC Username which is the email address you normally use to log into EPC (and the BEAR system).



Universal Service Administrative Co.

### Reset Password

Username

[Reset via Email](#)

Universal Service Administrative Co.

### Email sent!

✓ Email has been sent with instructions to lorrie.germann@education.ohio.gov resetting your password!

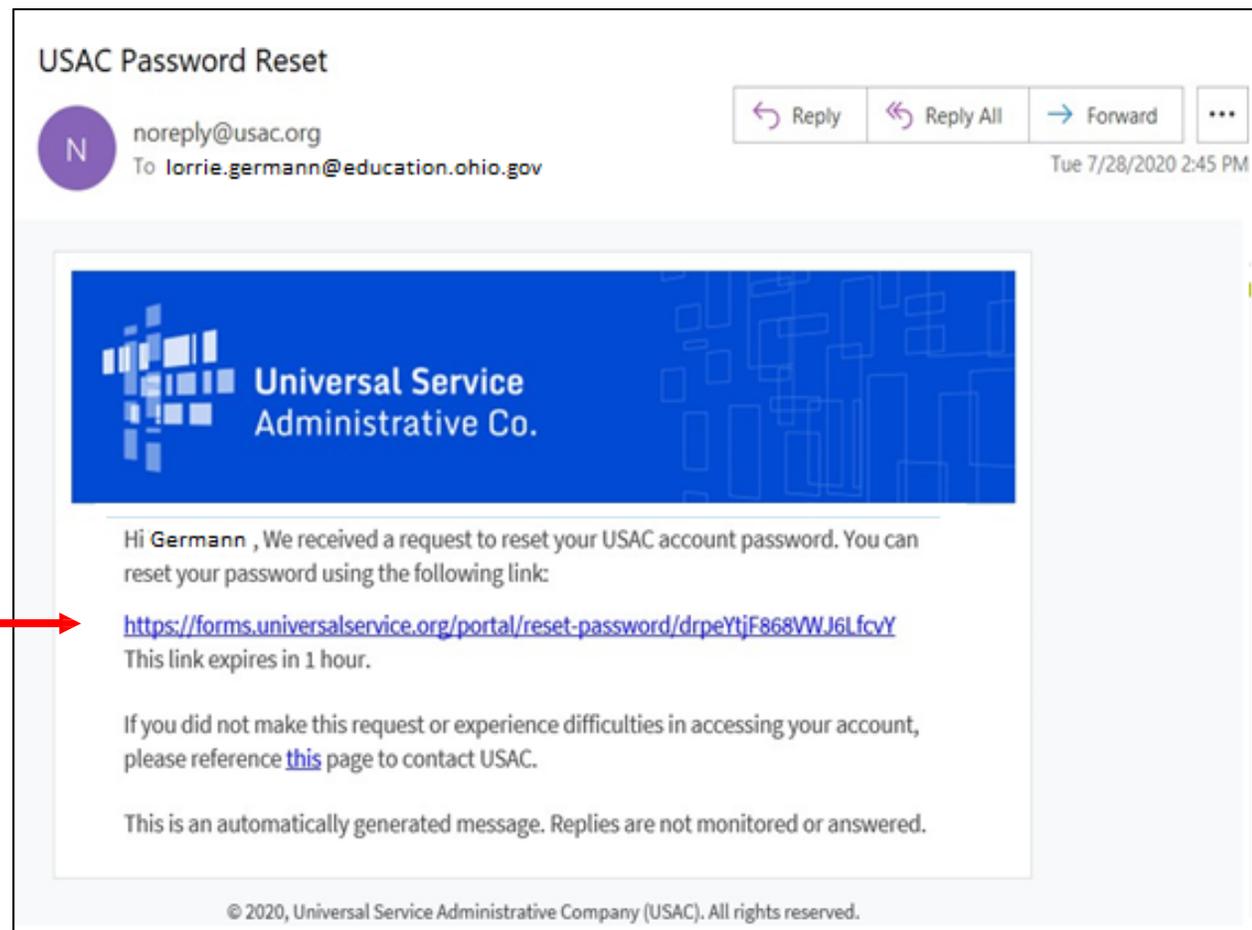
[Back to Login](#)



Message will display indicating you have been sent an email with instructions for resetting your password. **Next step: Check your email!**

# Initial Set-Up

Check email for a USAC Password Reset message from [noreply@usac.org](mailto:noreply@usac.org). Link in message will only be valid for 1 hour.



Click on link:

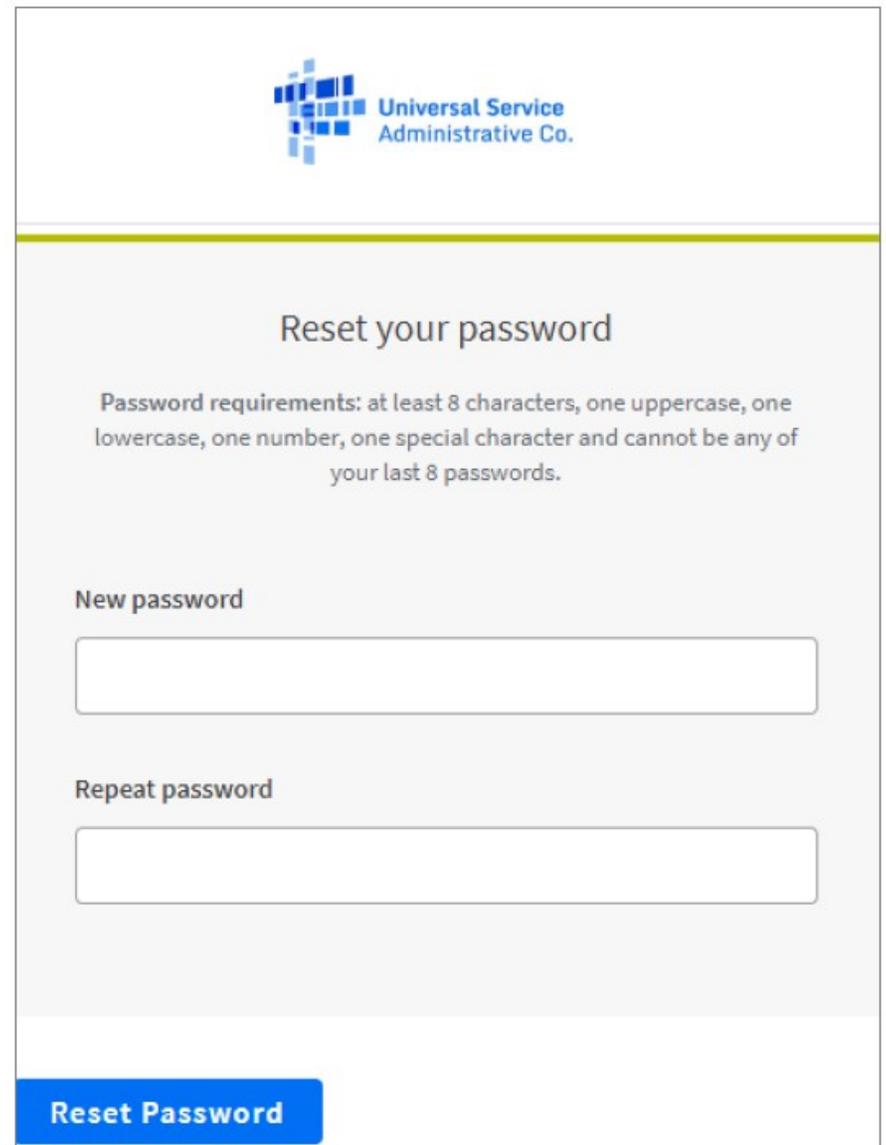


# Initial Set-Up

Enter desired password and repeat.

Requirements:

- At least 8 characters
- One uppercase
- One lowercase
- One special character
- Cannot be any of your last 8 passwords



The screenshot shows a web form for resetting a password. At the top right is the logo for Universal Service Administrative Co. The main heading is "Reset your password". Below this is a paragraph of requirements: "Password requirements: at least 8 characters, one uppercase, one lowercase, one number, one special character and cannot be any of your last 8 passwords." There are two input fields: "New password" and "Repeat password". At the bottom right is a blue button labeled "Reset Password".

Universal Service  
Administrative Co.

### Reset your password

Password requirements: at least 8 characters, one uppercase, one lowercase, one number, one special character and cannot be any of your last 8 passwords.

New password

Repeat password

Reset Password

# Initial Set-Up: Email Authentication

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System will now authenticate your email address.

*Note: email address is pre-populated in text box (only a portion will be shown).*

Click **Send Email** to have the authentication code sent to your email address.

Universal Service Administrative Co.

### Email Authentication

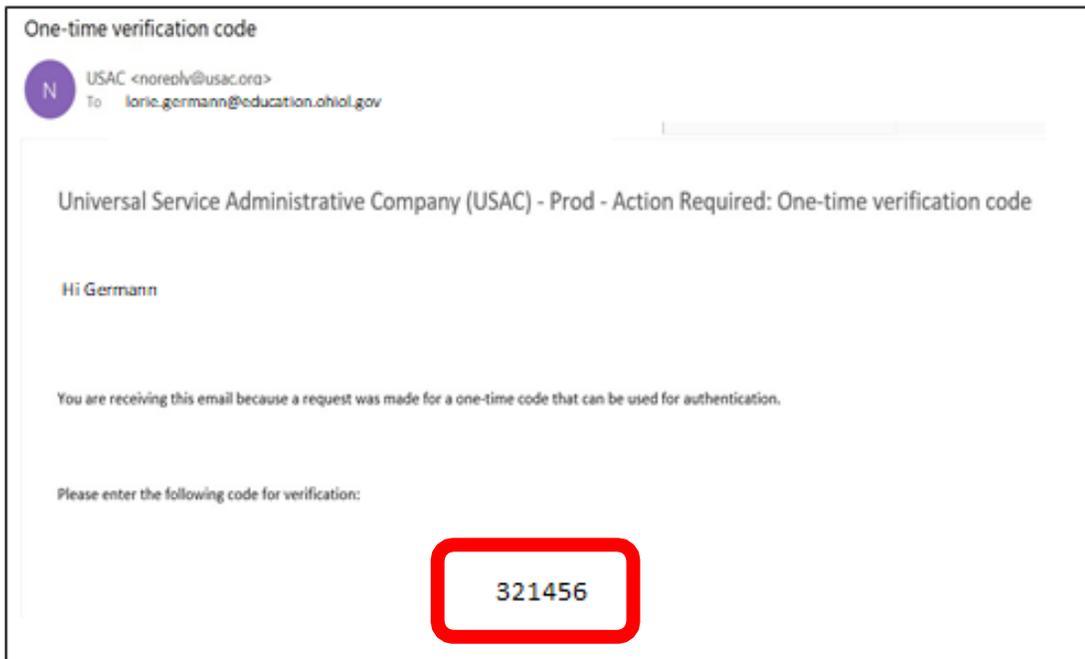
USAC requires multifactor authentication to add an additional layer of security when signing in to your account.

Email Address

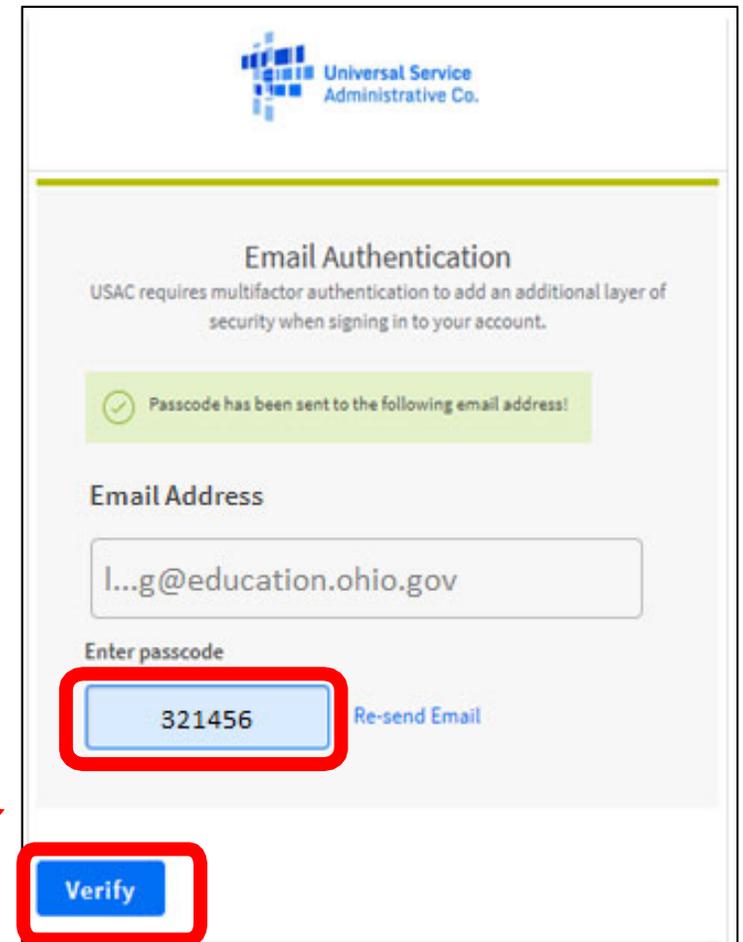
**Send Email**

# Initial Set-Up: Email Authentication

Next: Check your email for a verification code.  
Email will look like this:



Next: Enter the verification code and click **Verify**. The code is valid for **10 minutes**.



# Dashboard: You're In!

The screenshot shows the dashboard interface for the Universal Service Administrative Co. At the top left is the logo and name. At the top right is a 'Sign Out' button. Below the header is a user profile dropdown showing the email 'lorrie.germann@education.ohio.gov' and a 'Settings' link. The main content area is titled 'Schools and Libraries' and contains two cards: 'E-rate Productivity Center (EPC) - E-rate Program participants use the E-rate Productivity Center to manage program processes, receive notifications and to contact customer service.' and 'FCC Form 472 (BEAR) - Applicants file an FCC Form 472 (Billed Entity Applicant Reimbursement (BEAR) Form) to request reimbursement from USAC for the discount amount of the eligible products or services that the...'. To the right is a 'Help?' section with 'Send us a message Click here' and a red-bordered box containing 'Call us (888) 641-8722'. At the bottom is an 'Applicant Login:' form with fields for BEN (129999), PIN (masked), Email (lorrie.germann@gmail), and Last Name (Germann), with a 'Login' button. Red arrows point from the text on the left to the EPC and BEAR cards, and from the note to the login form.

Universal Service Administrative Co.

Sign Out

lorrie.germann@education.ohio.gov

Settings

### Schools and Libraries

E-rate Productivity Center (EPC) - E-rate Program participants use the E-rate Productivity Center to manage program processes, receive notifications and to contact customer service.

FCC Form 472 (BEAR) - Applicants file an FCC Form 472 (Billed Entity Applicant Reimbursement (BEAR) Form) to request reimbursement from USAC for the discount amount of the eligible products or services that the...

### Help?

Send us a message  
[Click here](#)

**Call us**  
(888) 641-8722

### Applicant Login:

BEN:

PIN:

Email:

Last Name:

Dashboard will show systems for which you have access:

- To enter **EPC**, click [here](#):
- To enter the **BEAR** system, click [here](#):

Note: You will *also* then have to log in to the BEAR system using your BEAR credentials

**If you use the same email address for both EPC and the BEAR system but the BEAR option does not show up, call this number!**

# Dashboard: Only Access One System?

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If your email address is associated with only EPC or the BEAR system, you will see this message on your dashboard:

Click **Continue** to proceed to your designated system:

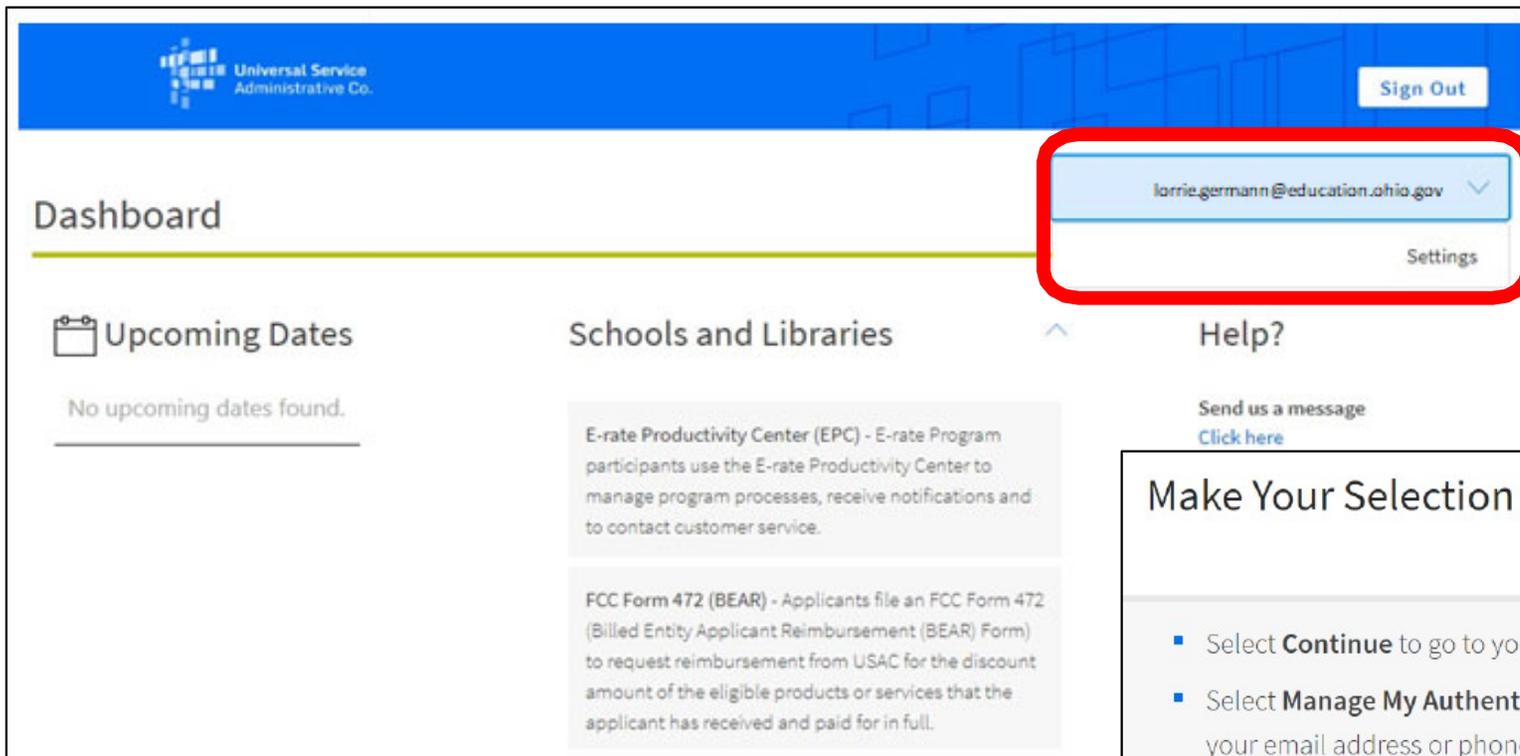
Or click **Manage My Authentication Settings** to add phone text authentication or an additional email address authentication:

The screenshot shows a message box with the title "Make Your Selection". Below the title, there are two bullet points: "Select **Continue** to go to your program's system." and "Select **Manage My Authentication Settings** to update either your email address or phone number to access your account." At the bottom of the message box, there are two buttons: "Manage My Authentication Settings" (a blue link) and "Continue" (a blue button). Red dashed arrows point from the text on the left to the "Continue" button and the "Manage My Authentication Settings" link.

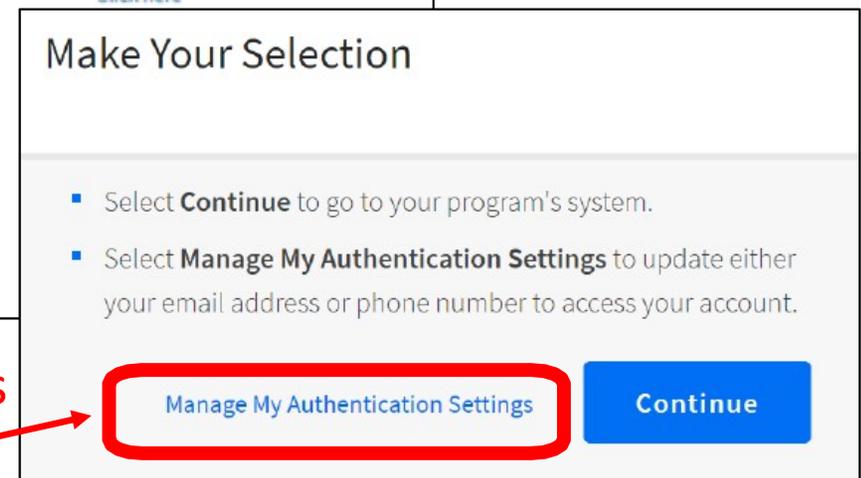
**Again....if you use the same email address for both EPC and the BEAR system but the BEAR option does not show up, call 888-641-8722! USAC has said this is a known issue.**

# Adding Text MFA Option

Click your **Username (email address)** in the top right corner of Dashboard, then **Settings** to change your profile/settings, including adding text authentication.



Or click **Manage My Authentication Settings** if you see this screen:



**Note:** this is the view if you have access to EPC or the BEAR system, but not both.

# Updating Settings/Profile

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On this page, you can add or modify any of these items.

The image shows a vertical list of settings cards. From top to bottom: 'Personal Information' with an 'Edit' button; 'Change Password'; 'Security Image' with an 'Edit' button; 'Extra Verification', which is highlighted with a red border and contains a checkmark icon, a description, and a 'Text Message Code' section with a 'Setup' button; and 'Display Language' with an 'Edit' button.

Personal Information [Edit](#)

Change Password

Security Image [Edit](#)

✓ Extra Verification

Extra verification increases your account security when signing in to Okta and other applications you use.

Text Message Code [Setup](#)

Display Language [Edit](#)

To add the option of receiving verification codes via text to your cell phone, click on **Extra Verification**, then **Setup**.

# Adding Text MFA Option

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Enter your cell phone number, then click **Send Code**.  
A validation code will immediately be sent via text.

The screenshot shows a dialog box titled "Set Up Text Message Verification" with a close button (X) in the top right corner. Below the title bar, there is a white background area with the following content:

Enter the phone number you'll use to receive codes via text message, then click Send Code to verify that it works.

Country  
United States (dropdown menu)  
Select the country where your phone is registered.

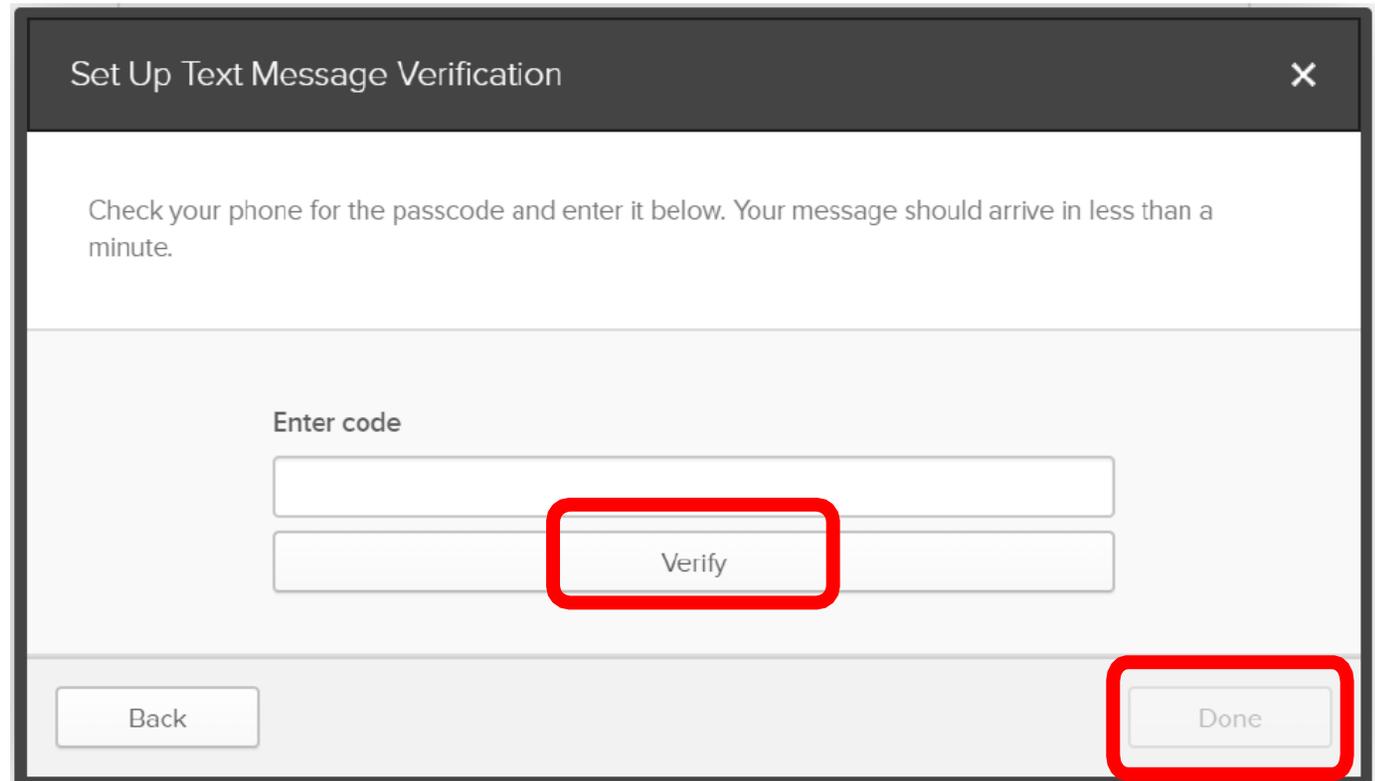
Phone number  
740-253-XXXX (text input field)  
Enter your number the way you normally dial it. Do not add your [country code prefix](#).

Send Code (button)

Red boxes highlight the "Phone number" input field and the "Send Code" button.

# Adding Text MFA Option

Enter the code you received, then click **Verify**.



Set Up Text Message Verification

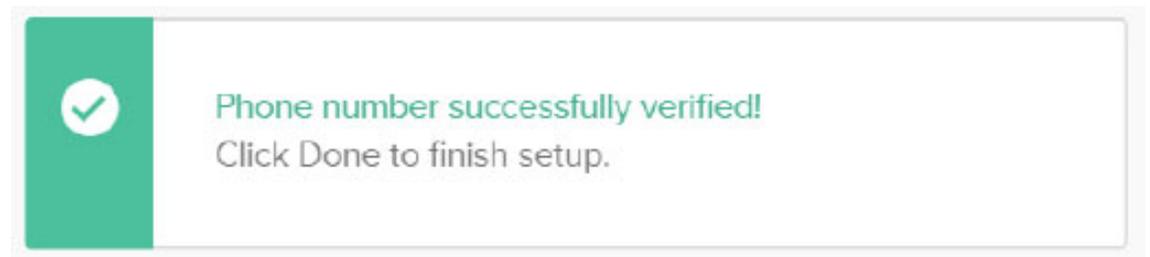
Check your phone for the passcode and enter it below. Your message should arrive in less than a minute.

Enter code

Verify

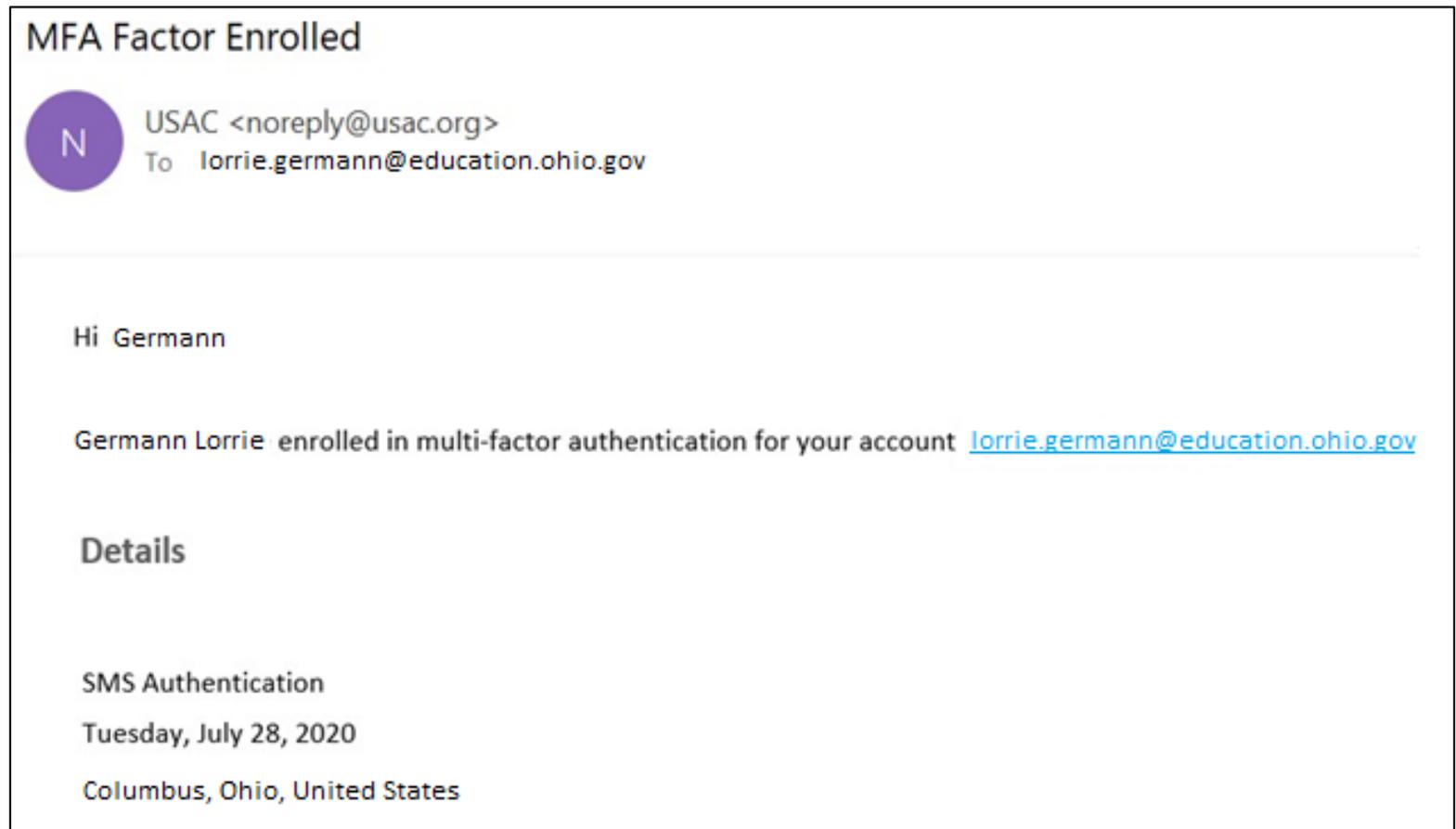
Back Done

You'll receive this message if your code was validated. Click **Done**.



# Adding Text MFA Option

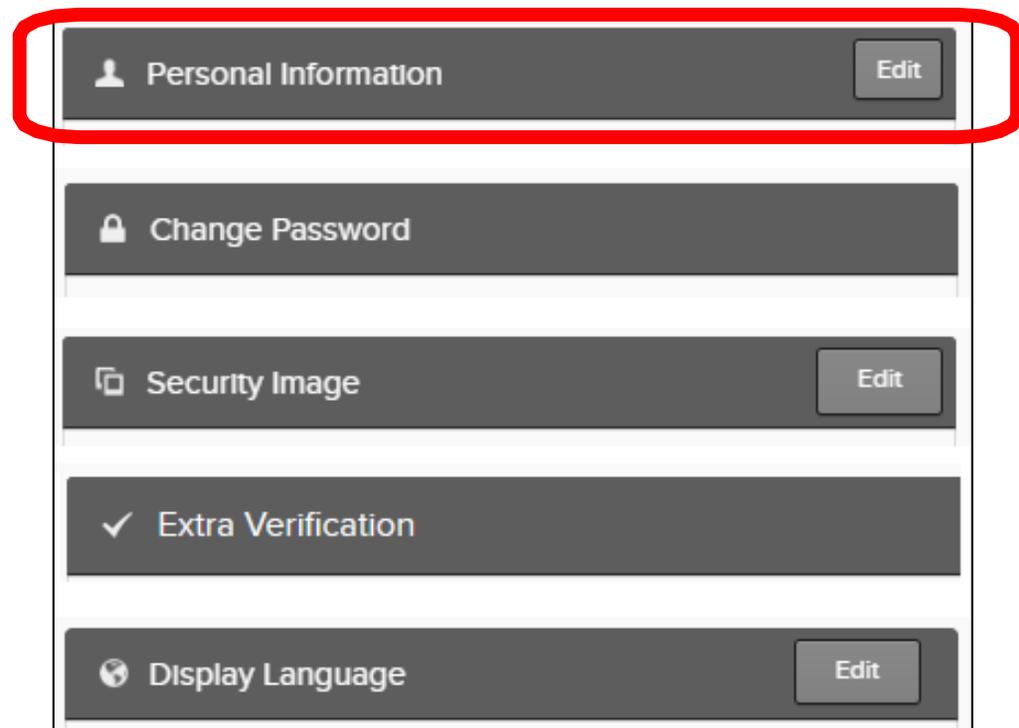
An email confirmation will be sent, confirming that you've successfully entered an additional MFA option.



# Adding Additional Email Address MFA

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- You can also choose to receive verification codes to an email address that is different from your account login username email address and/or include a second email address MFA option.
  - This will not change the username address you use to log in to One Portal.
- Go to Personal Information on the Settings page and click Edit



# Returning to the Dashboard

The screenshot shows the top navigation bar of the Universal Service Administrative Co. (USAC) dashboard. The logo, consisting of a grid of squares and the text "Universal Service Administrative Co.", is highlighted with a red rounded rectangle. To the right of the logo is a "Sign Out" button. Below the navigation bar, the page title "Settings" is displayed on the left, and the user's email "lorrie.germann@education.ohio.gov" with a dropdown arrow is on the right. The main content area is titled "Account" and contains two sections: "Personal Information" with an "Edit" button and "Change Password" with a lock icon. The "Personal Information" section lists "First name" as "Lorrie", "Last name" as "Germann", and "Okta username". The "Change Password" section includes password requirements: "at least 8 characters, a lowercase letter, an uppercase letter, a number, a symbol. Your password cannot be any of your last 8 passwords." and a "Current password" input field.

**Quick tip:** click the USAC logo to return to the Dashboard to access EPC or the BEAR system.

# Done! Logging-In to One Portal

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From now on, to get to One Portal (for either EPC or BEARs), go to either:

<https://forms.universalservice.org/portal/login>

or

Click on **Sign In** from USAC's E-Rate Home Page



# Logging-In to One Portal

Each time you start the process to log in, the screen will always look like this. Click **Continue** to proceed to the log-in screen.

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5. Accept the system's terms of use and click **Sign In**.
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After logging in, you will see USAC's new single portal application dashboard if you have access to more than one application. On this page you can access all of the USF applications associated with your log in. This means users no longer have to sign into multiple applications to interact with different USF programs.

From the dashboard, you can visit the "Settings" page to add a cell phone number to your account. This will allow you to receive verification codes via either email or text message when you log in in the future.

To learn more about USAC's MFA and to find a list of all USF IT applications included in the single portal, visit [USAC's website](#). If you cannot access the email associated with your account and need to set up a new log in, please contact your organization's USF administrator. If you need to reset your password, click the "forgot password" link. More detailed instructions are available in [this video](#).

**Continue**

# Logging-In to One Portal

Enter your credentials,  
and click **Sign In**:

Universal Service  
Administrative Co.

Username

lorrie.germann@education.ohio.gov

Password

\*\*\*\*\*

[Forgot password?](#)

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Click the box to accept

By signing in, I accept the terms and conditions of the USAC system.

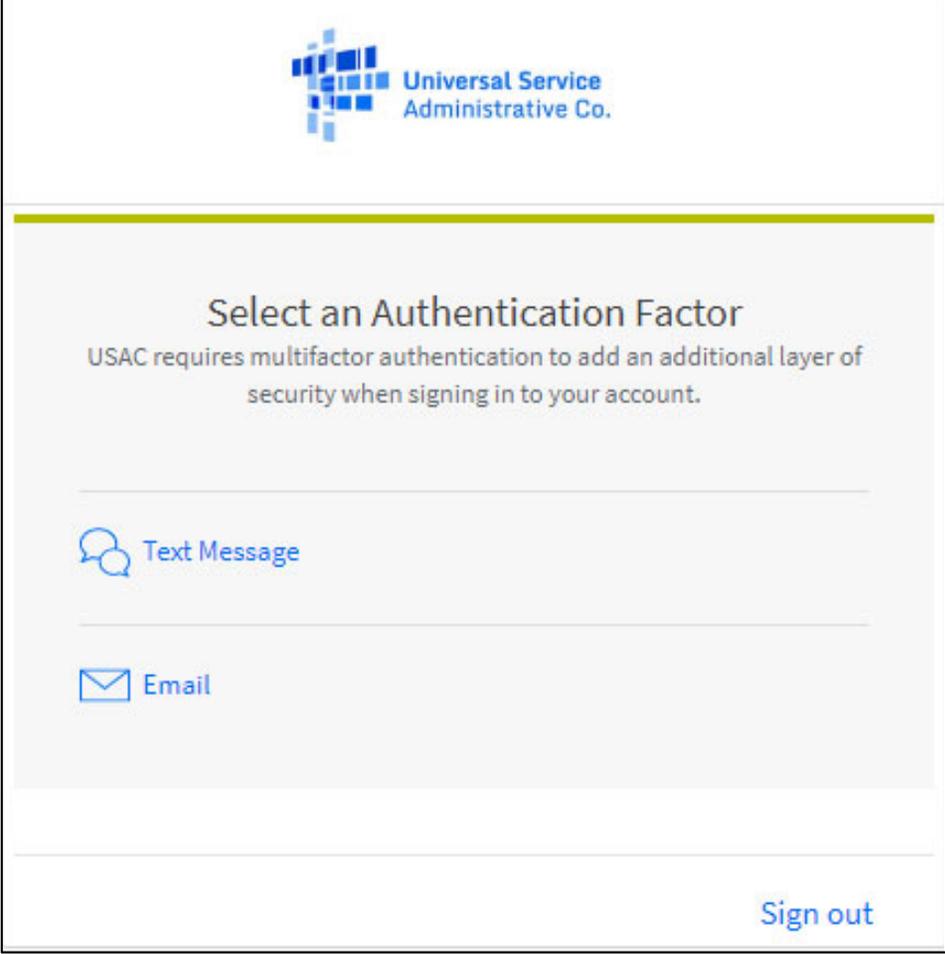
**Sign In**

# Logging-In to One Portal

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Choose which method you'd like to use to authenticate your visit to One Portal, then check your phone or email for the verification code. **The code is only active for 10 minutes.**

**Note:** the choices shown will vary based on how you set up your account.

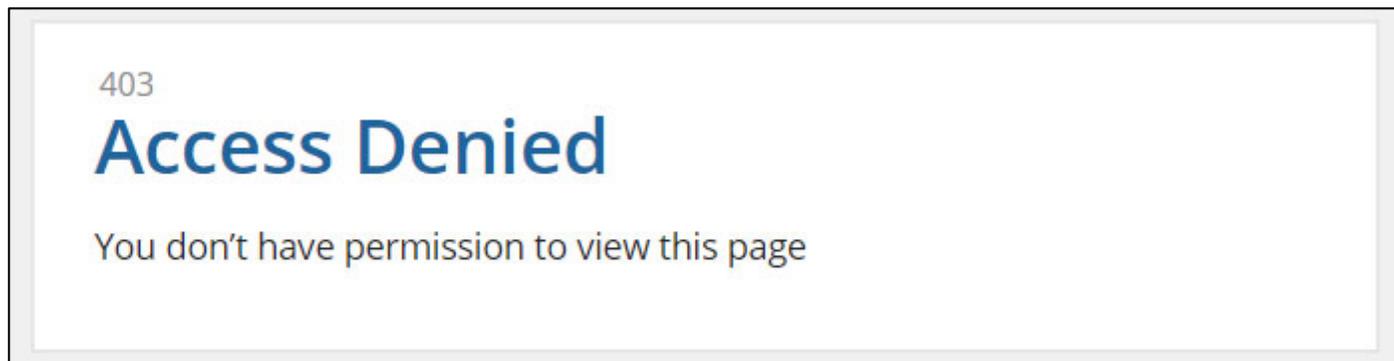


The screenshot shows the login interface for the Universal Service Administrative Co. (USAC). At the top, the USAC logo and name are displayed. Below a yellow horizontal line, the heading "Select an Authentication Factor" is centered, followed by the text: "USAC requires multifactor authentication to add an additional layer of security when signing in to your account." Two options are listed: "Text Message" with a speech bubble icon and "Email" with an envelope icon. A "Sign out" link is located in the bottom right corner.

# Timed Out

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If you are inactive too long in EPC or the BEAR system, you will receive this message when you try to access anything on the page:



How long until you're timed out? **Approx. 15-20 minutes**

If this happens, return to the USAC main page and click "Sign In" to restart the One Portal log in process located at :

<https://www.usac.org/e-rate/>

# Have Questions or Need Assistance?

## Contact:

**Lorrie Germann**

State E-Rate Coordinator

[lgermann@ohiocsc.org](mailto:lgermann@ohiocsc.org) **or**

[lorrie.germann@education.ohio.gov](mailto:lorrie.germann@education.ohio.gov)

[www.ohio-k12.help/erate](http://www.ohio-k12.help/erate)

Office: 740-223-2420

Cell: 740-253-1153

