One Portal
MultiFactor Authentication
Set Up Guide

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One Portal Basics

- 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

- 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 e-mail 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 (1P)

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.
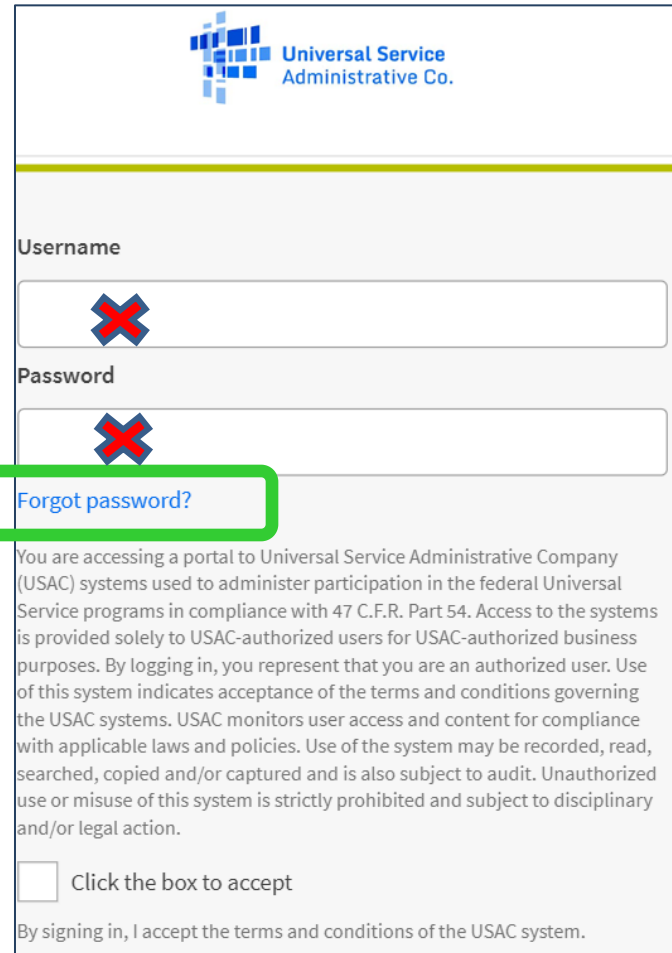
To learn more about USAC's MFA and to find a list of all USF IT applications included in the single portal, visit USAC's website. If you cannot access the email associated with your account and need to set up a new log in, please contact your organization's USF administrator. If you need to reset your 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

Initial Set-Up

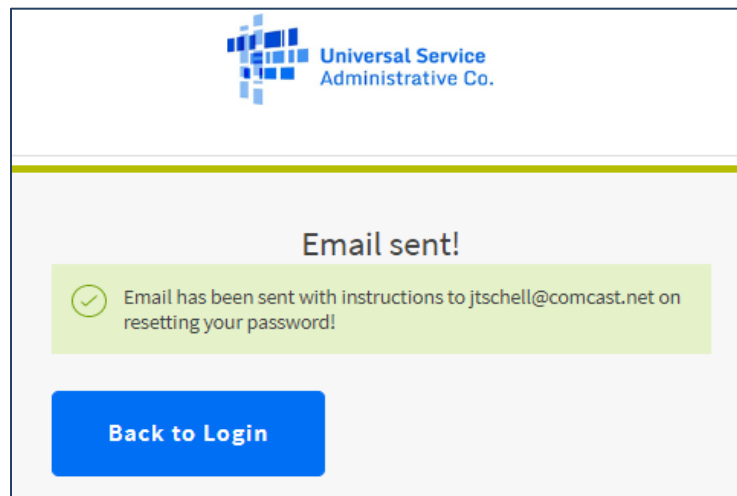Enter EPC Username which is the e-mail address you normally use to log into EPC (and the BEAR system).

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Reset Password

Username

jtschell@comcast.net

Reset via Email

Universal Service Administrative Co.
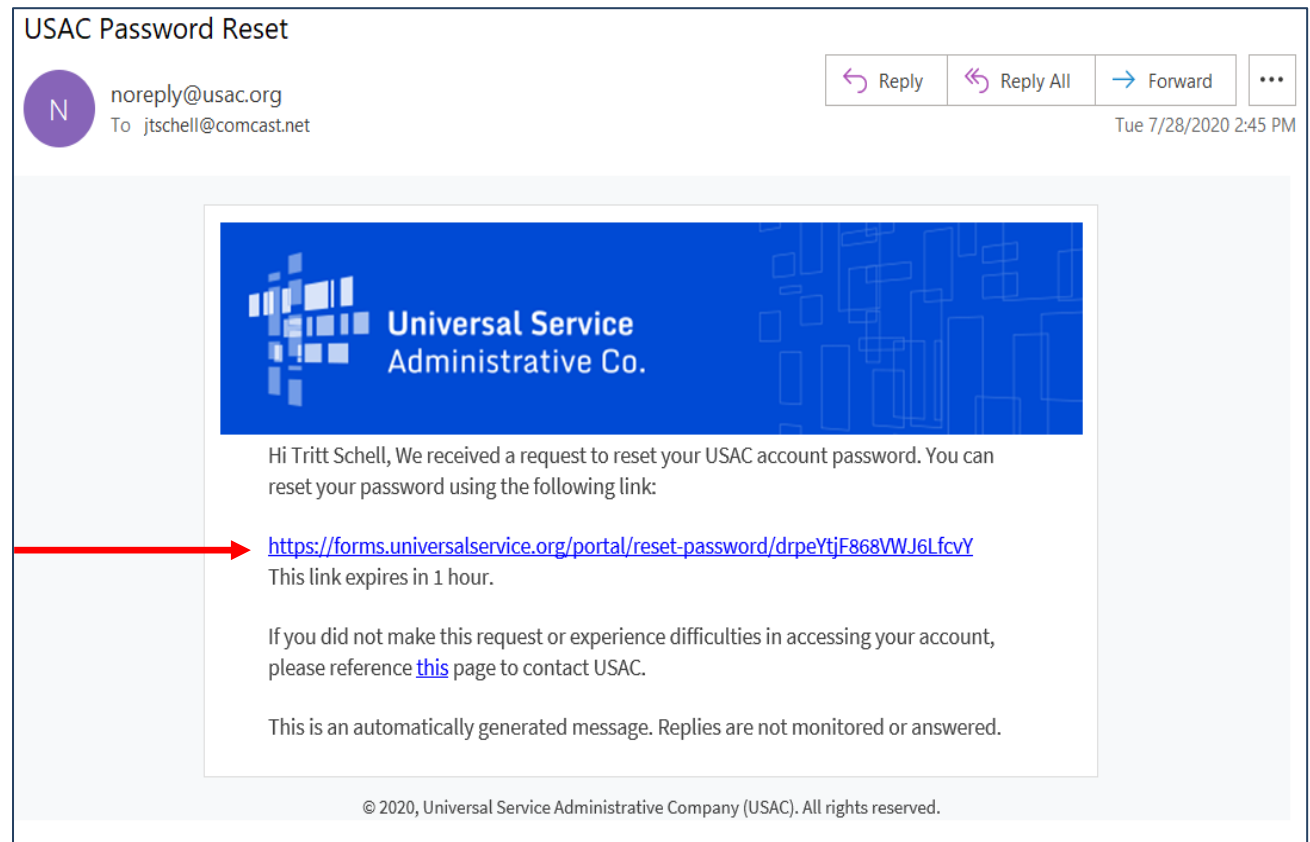
Email sent!

✓ Email has been sent with instructions to jtschell@comcast.net on resetting your password!

Back to Login

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

Initial Set-Up

Check e-mail for a USAC Password Reset message from noreply@usac.org. Link in message will only be valid for 1 hour.
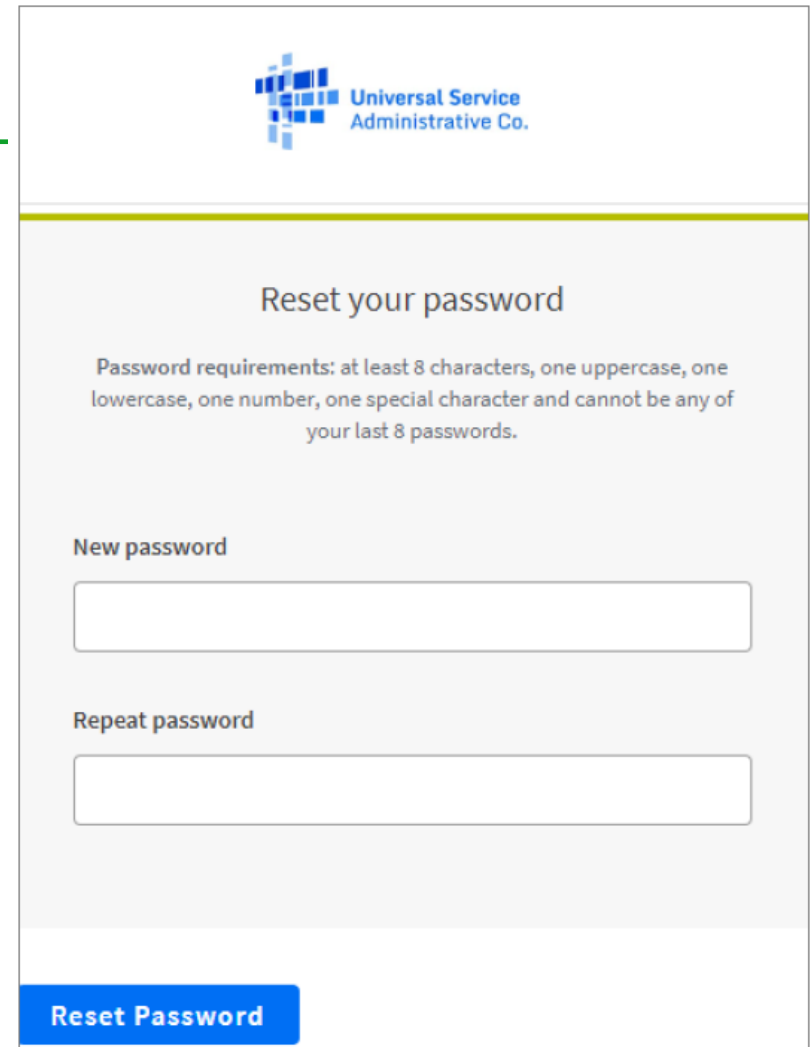
Click on link:

USAC Password Reset

N   noreply@usac.org
     To jtschell@comcast.net

← Reply   ⟪ Reply All   → Forward   ···

Tue 7/28/2020 2:45 PM

Universal Service
Administrative Co.

Hi Tritt Schell, We received a request to reset your USAC account password. You can reset your password using the following link:

https://forms.universalservice.org/portal/reset-password/drpeYtjF868VWJ6LfcvY
This link expires in 1 hour.

If you did not make this request or experience difficulties in accessing your account, please reference this page to contact USAC.

This is an automatically generated message. Replies are not monitored or answered.

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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

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: E-mail Authentication

System will now authenticate your e-mail address.

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

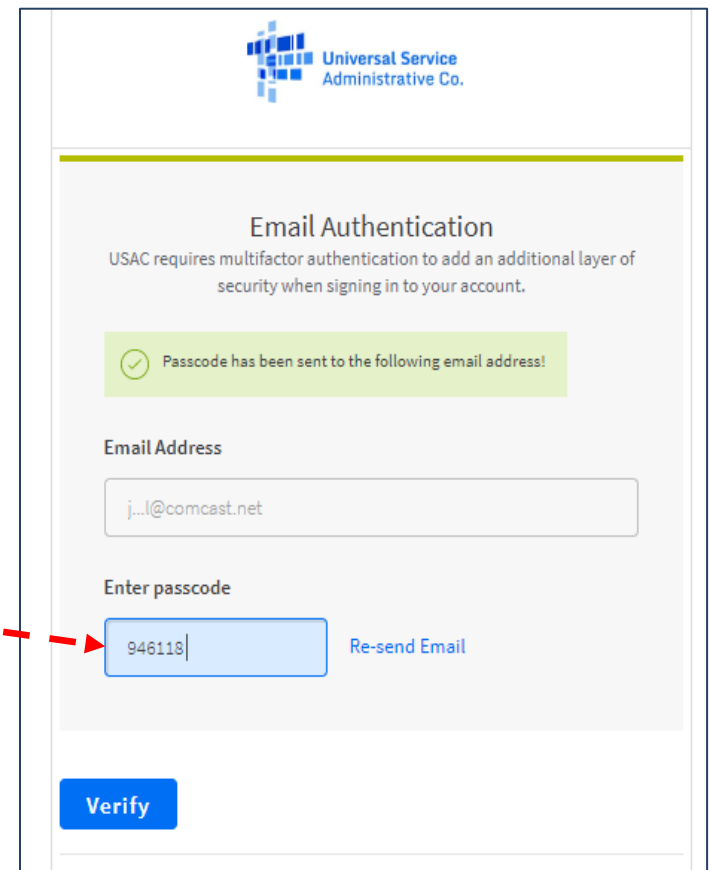Click Send E-mail to have the authentication code sent to your e-mail address.

Initial Set-Up: E-mail Authentication

Next: Check your e-mail for a verification code. E-mail will look like this:
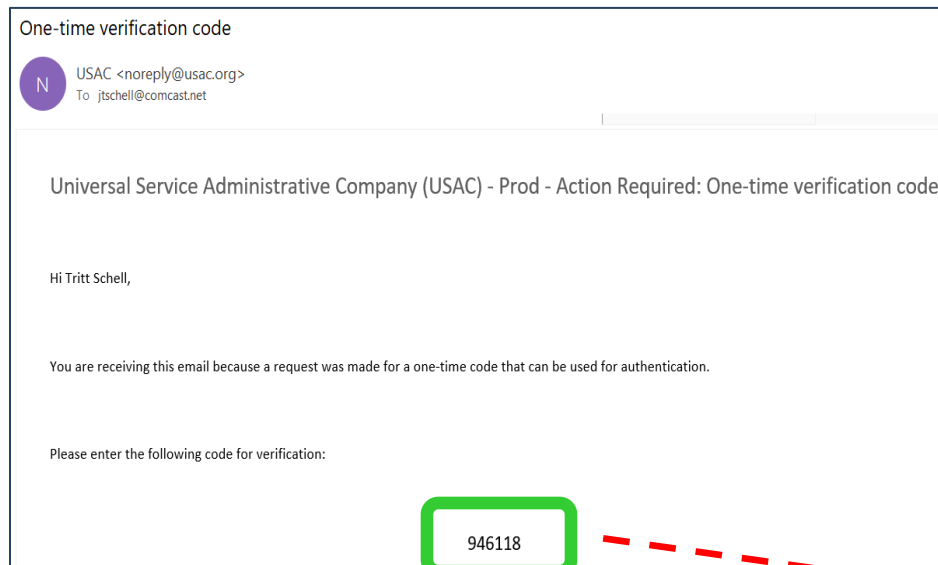
Next: Enter the verification code and click Verify.

Dashboard: You're In!

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Sign Out

jtschell@comcast.net ∨

Dashboard

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

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 [...] [...]nd paid for in full.

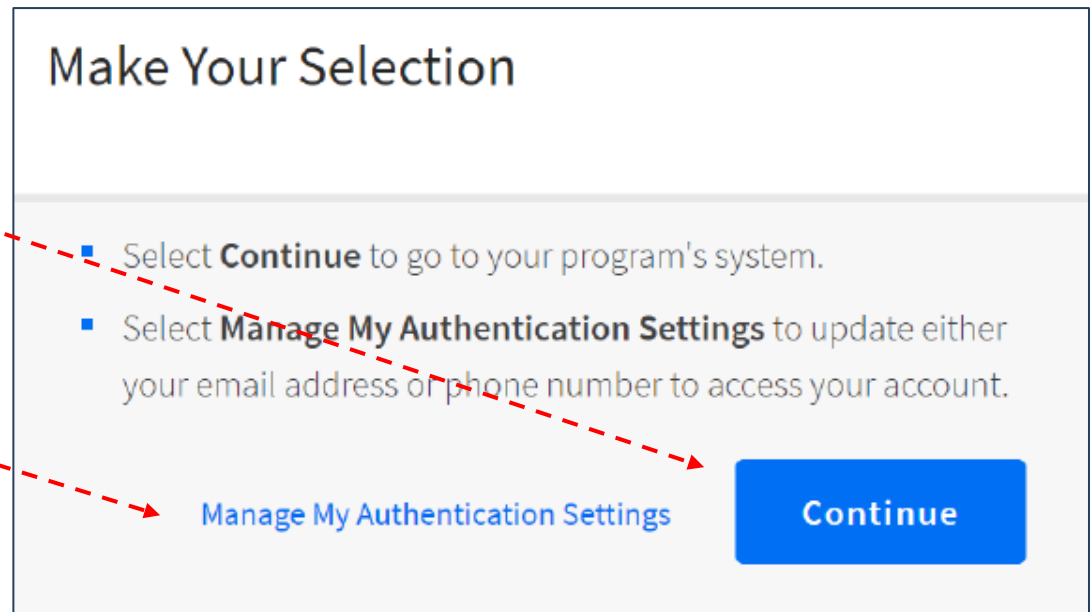### Help?

Send us a message
Click here

Call us
(888) 641-8722

Applicant Login:

BEN: 126066

PIN: ••••••••

Email: jtschell@comcast.net

Last Name: schell

Login

Dashboard: Only Access One System?

If your e-mail address is associated with <u>only</u> EPC or the BEAR system, you will see this message on your dashboard:
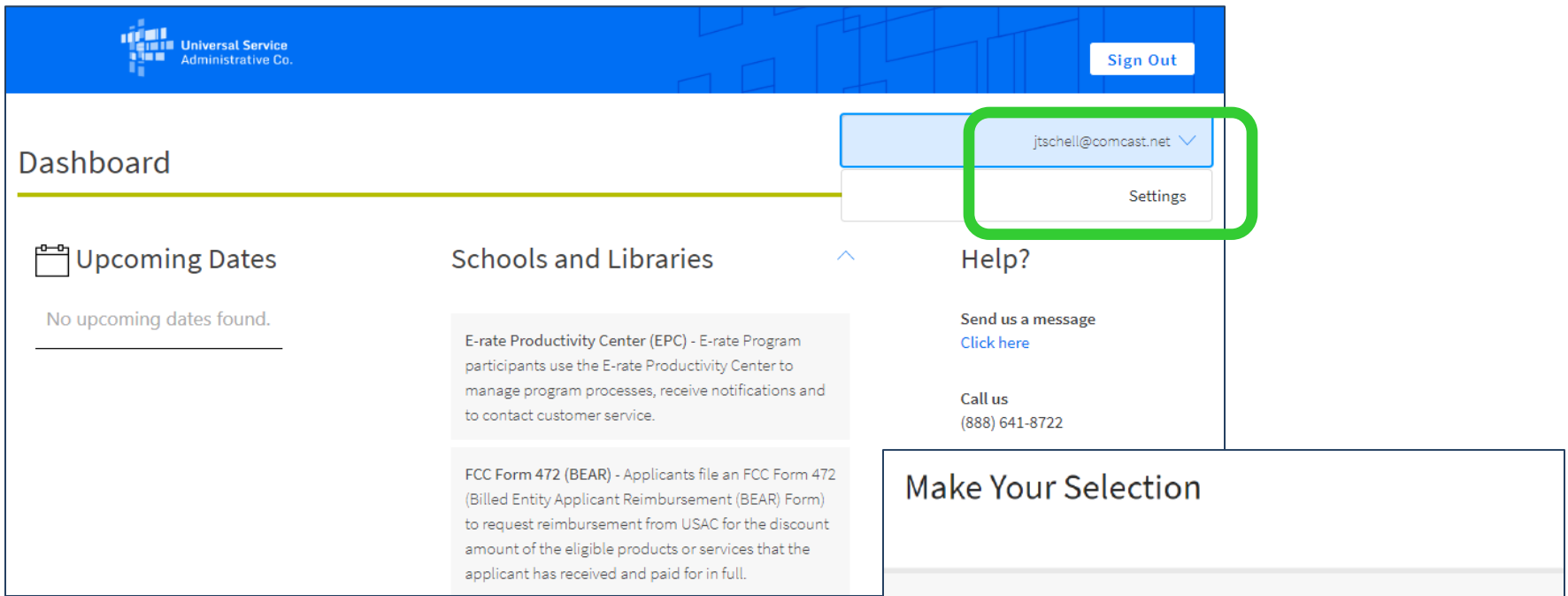
Click Continue to proceed to your designated system:

Or click Manage My Authentication Settings to add phone text authentication or an additional e-mail address authentication:

Make Your Selection

- Select **Continue** to go to your program's system.

- Select **Manage My Authentication Settings** to update either your email address or phone number to access your account.

Manage My Authentication Settings   **Continue**

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:

Updating Settings/Profile

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

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

Adding Text MFA Option

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

Set Up Text Message Verification   ✕

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 ⌄

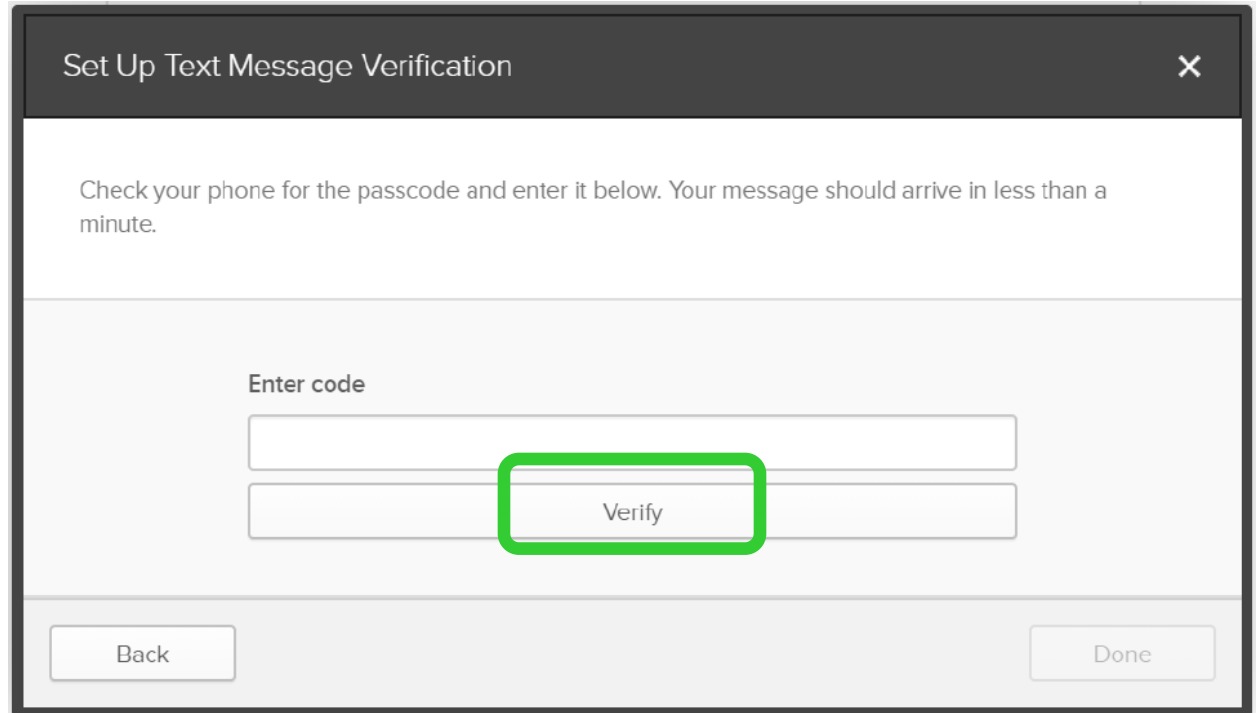Select the country where your phone is registered.

Phone number

(717) 574-xxx

Enter your number the way you normally dial it. Do not add your country code prefix.

Send Code

Adding Text MFA Option

Enter the code you received, then click Verify.

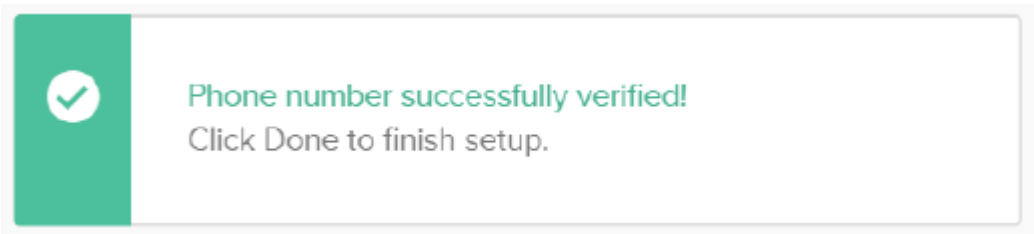Set Up Text Message Verification ×

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.

Phone number successfully verified!
Click Done to finish setup.

Adding Text MFA Option

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

MFA Factor Enrolled

USAC <noreply@usac.org>
To   jtschell@comcast.net

Hi Tritt Schell,

Tritt Schell Julie enrolled in multi-factor authentication for your account jtschell@comcast.net.

Details

SMS Authentication

Tuesday, July 28, 2020

Mechanicsburg, Pennsylvania, United States

Adding Additional E-mail Address MFA

- You can also choose to receive verification codes to an e-mail address that is different from your account login username e-mail address and/or include a second e-mail 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

Done! Logging-In to One Portal

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 SLD Home Page

Subscribe   Payments   Sign In

Logging-In to One Portal

First screen will always look like this. Click Continue to proceed to the log-in screen.

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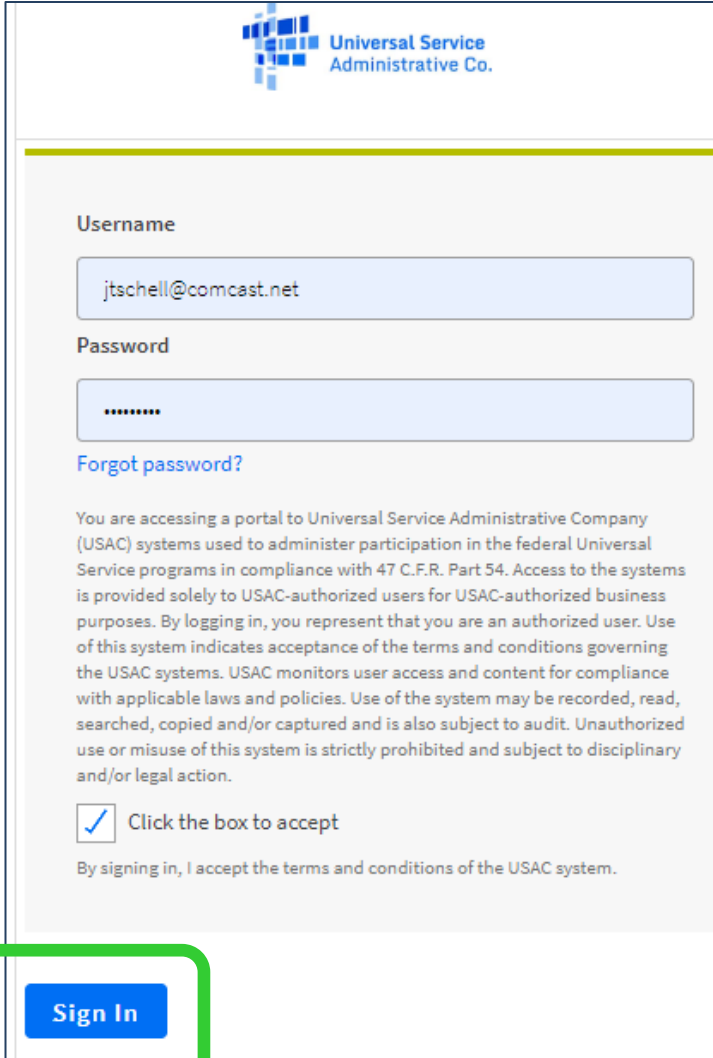
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Continue

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Logging-In to One Portal

Enter your credentials,
and click Sign In:

Logging-In to One Portal

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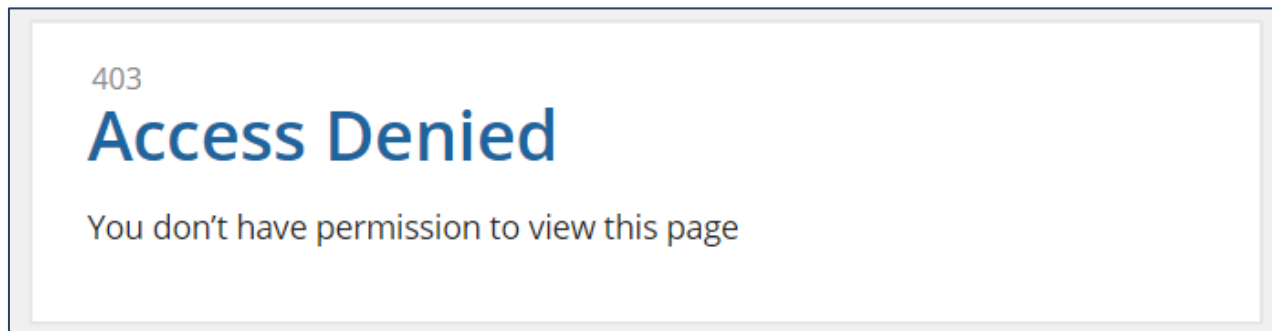
Note: the choices shown will vary based on how you set up your account.

Timed Out

If you are idle 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.

403
Access Denied

You don't have permission to view this page

If this happens, return to the USAC main page and click Sign In to restart the One Portal log in process:
https://www.usac.org/e-rate/