

One Portal MultiFactor Authentication Set Up Guide



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for the Pennsylvania Department of Education
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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.



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- 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)



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



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.

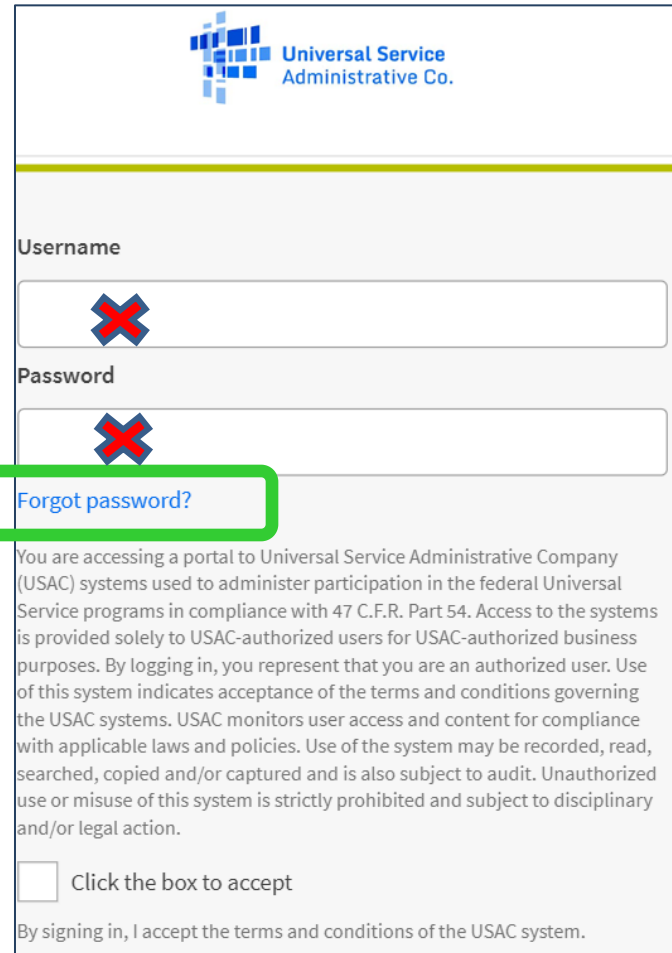
To learn more about USAC's MFA and to find a list of all USF IT applications included in the single portal, visit [USAC's website](#). If you cannot access the email associated with your account and need to set up a new log in, please contact your organization's USF administrator. If you need to reset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

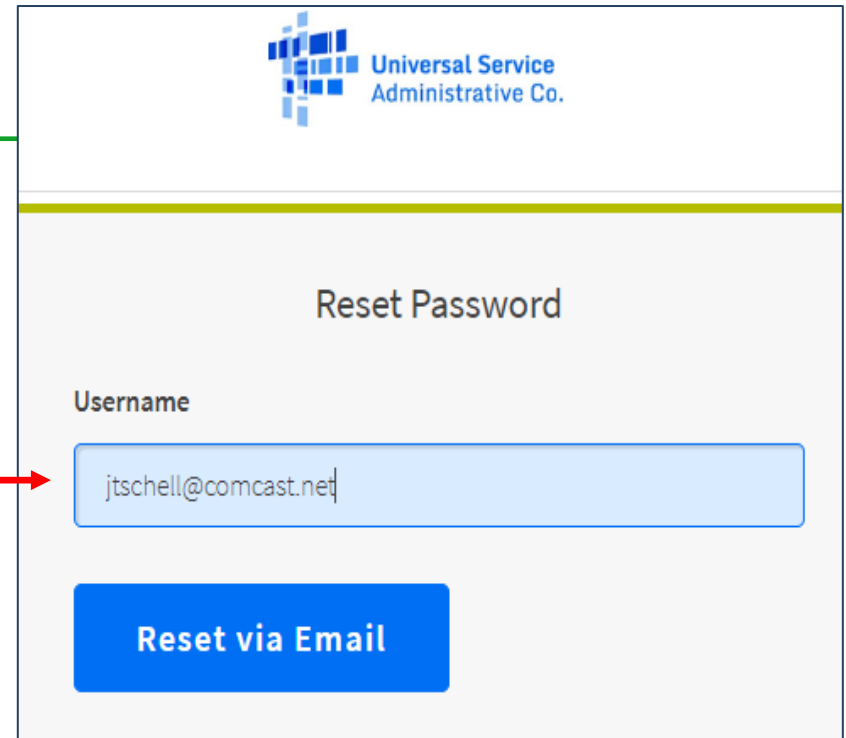
You are accessing a portal to Universal Service Administrative Company (USAC) systems used to administer participation in the federal Universal Service programs in compliance with 47 C.F.R. Part 54. Access to the systems is provided solely to USAC-authorized users for USAC-authorized business purposes. 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 e-mail address you normally use to log into EPC (and the BEAR system).

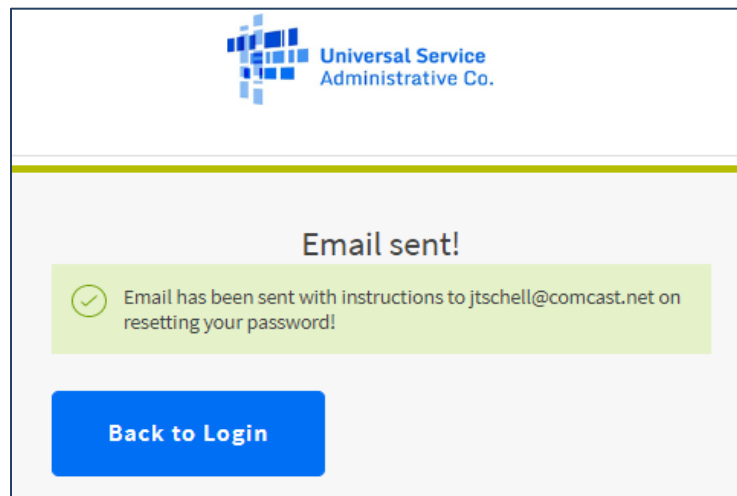


Universal Service Administrative Co.

Reset Password

Username

Reset via Email



Universal Service Administrative Co.

Email sent!

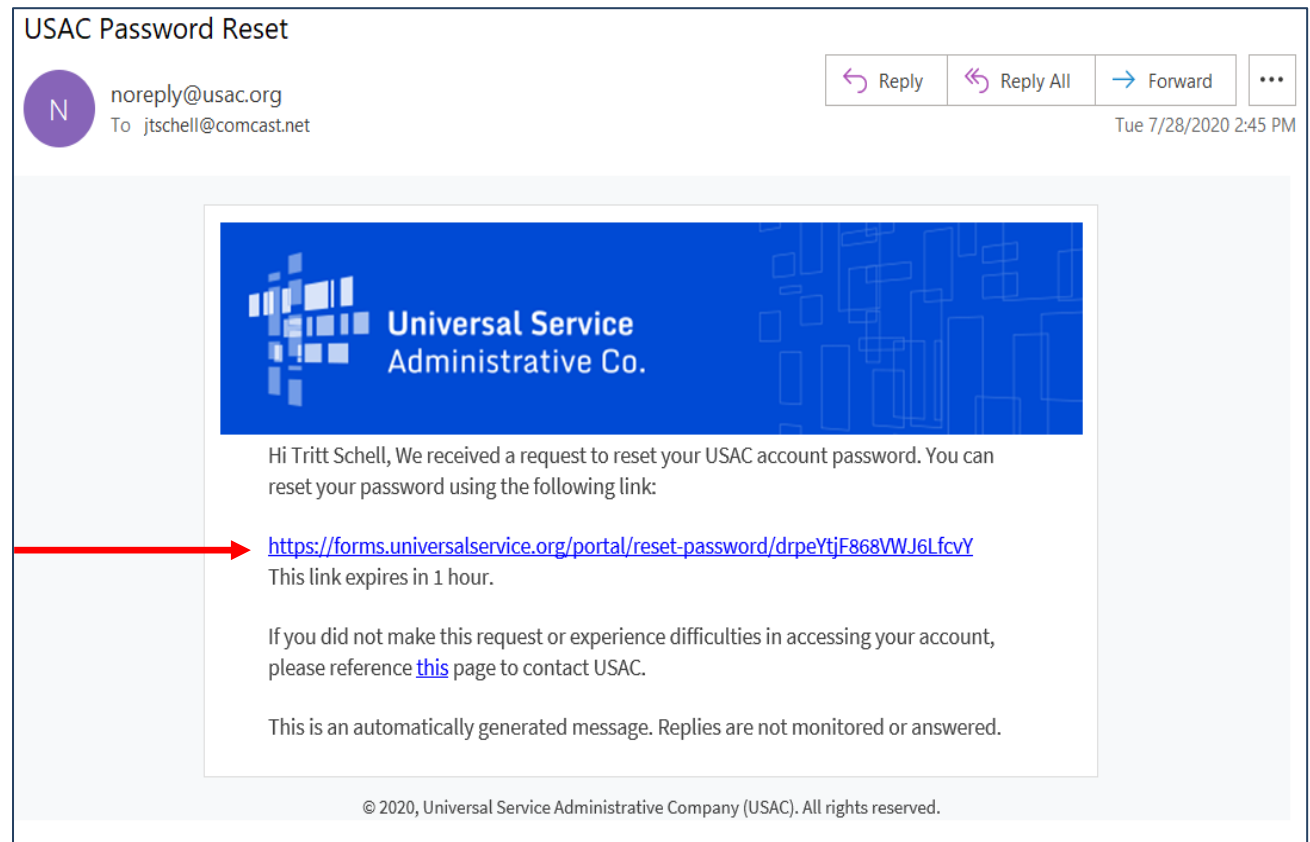
✓ Email has been sent with instructions to jtschell@comcast.net on resetting your password!

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.

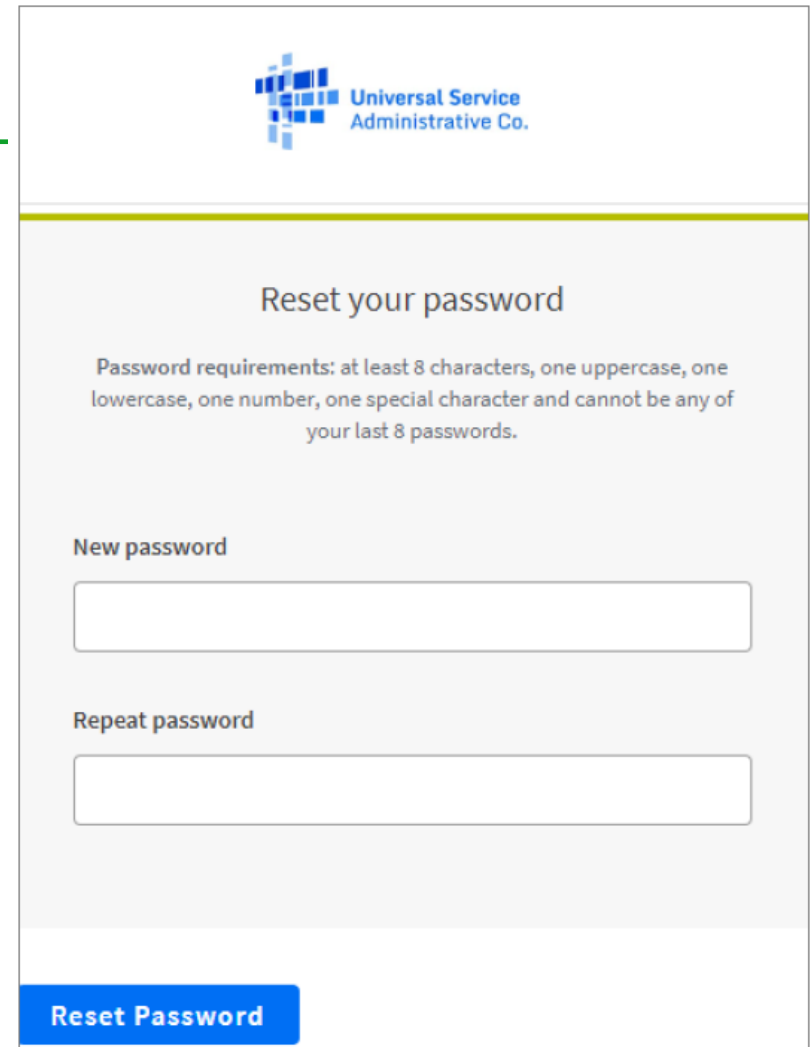


Initial Set-Up

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 interface 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, the password requirements are listed: "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, there 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: 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.

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Email Authentication

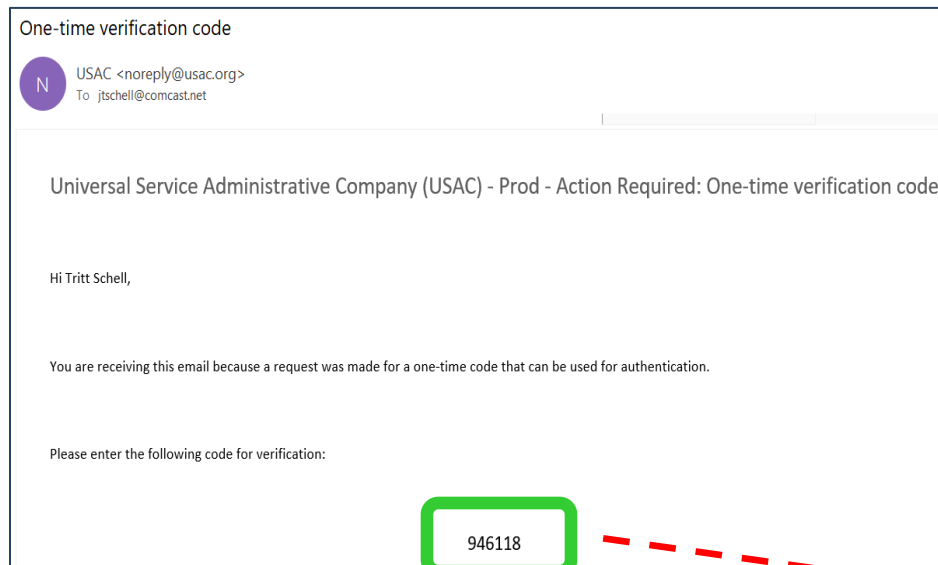
USAC requires multifactor authentication to add an additional layer of security when signing in to your account.

Email Address

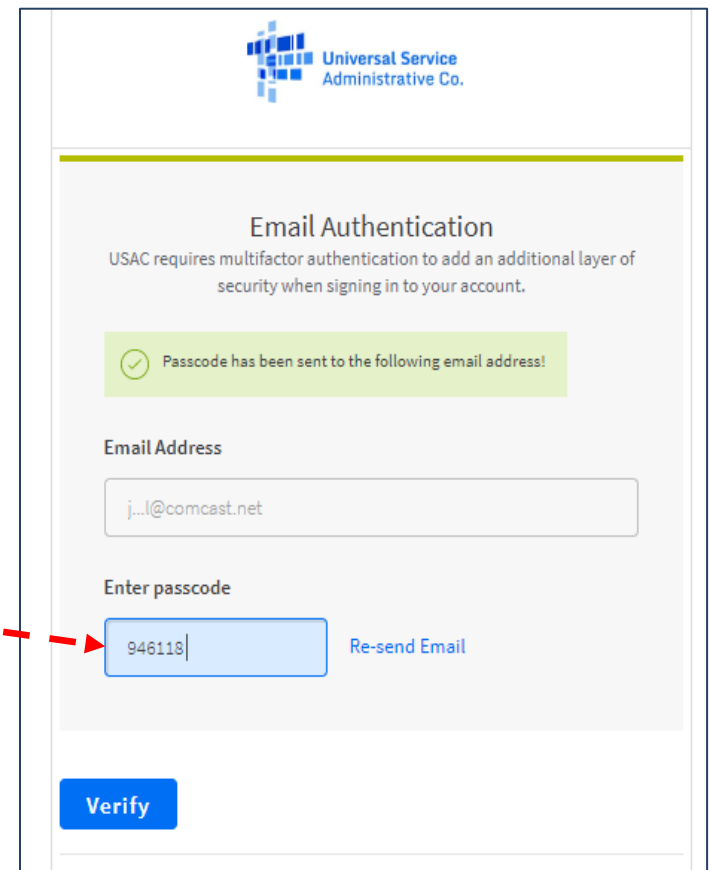
Send Email

Initial Set-Up: 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!

The screenshot shows the top of a web dashboard. On the left, there is a logo for 'Universal Service Administrative Co.' with a grid of squares. On the right, there is a 'Sign Out' button. Below the header, the word 'Dashboard' is displayed on the left, and the email address 'jtschell@comcast.net' with a dropdown arrow is on the right.

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 and paid for in full.

Help?

Send us a message
[Click here](#)

Call us
(888) 641-8722

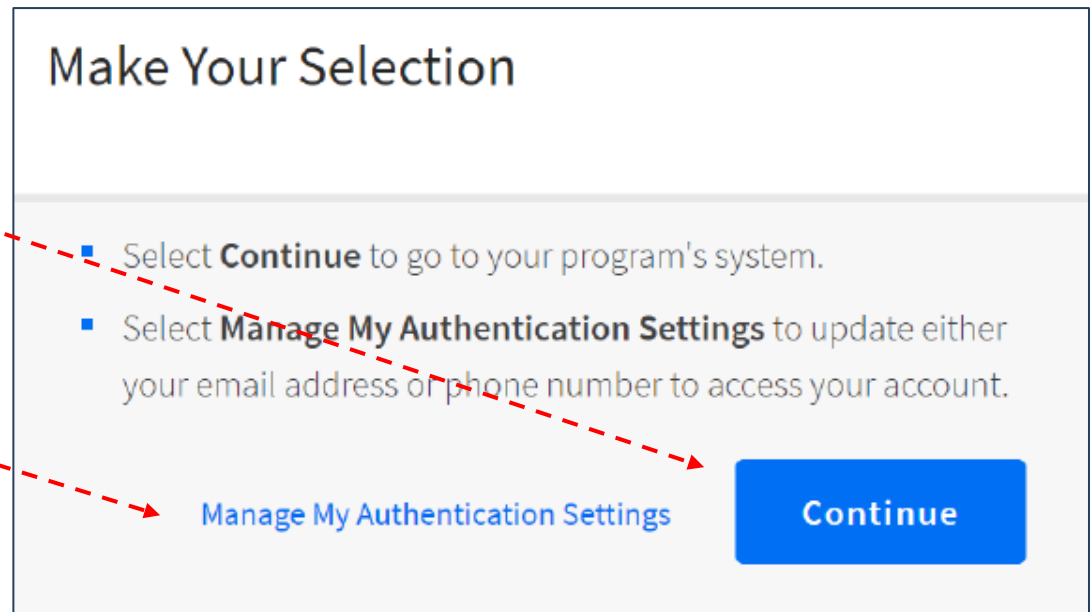
The form is titled 'Applicant Login:' and contains four input fields: BEN (126066), PIN (masked with dots), Email (jtschell@comcast.net), and Last Name (schell). A 'Login' button is located at the bottom right of the form. A red arrow points from the 'Note' text to the Email field.

Dashboard: Only Access One System?

If your e-mail 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:

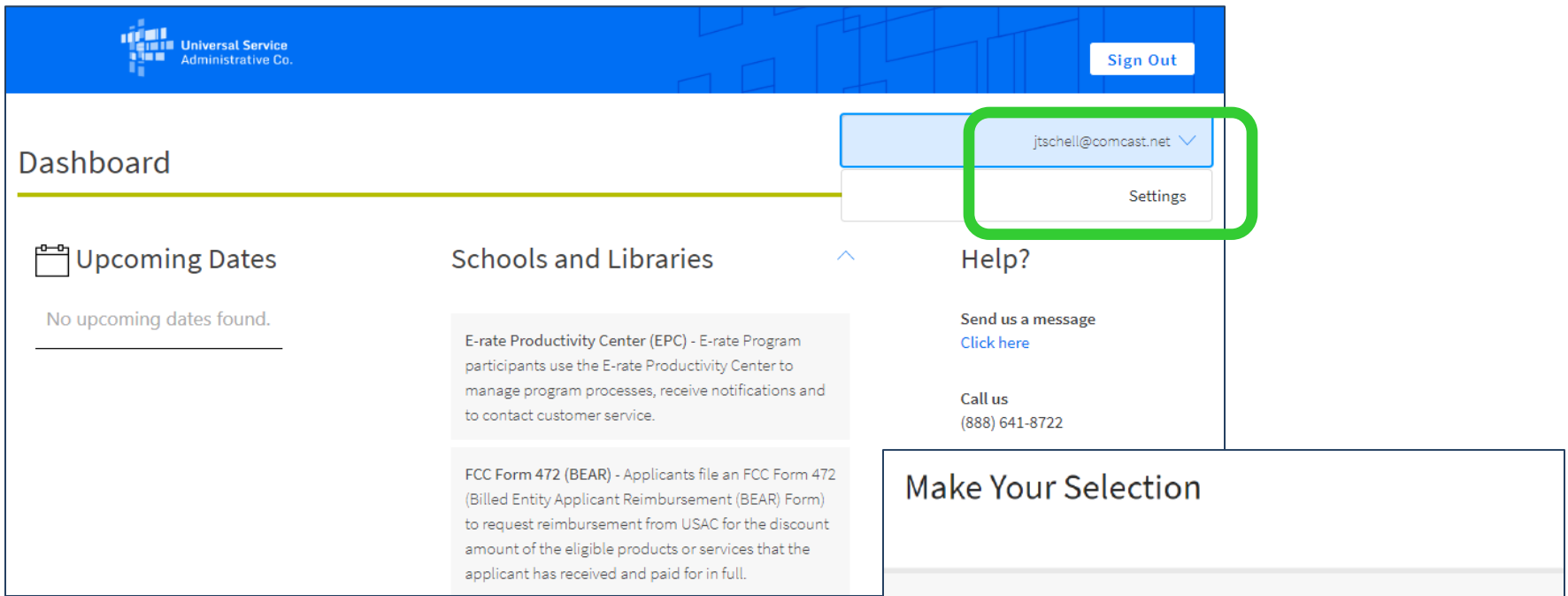
Or click **Manage My Authentication Settings** to add phone text authentication or an additional e-mail address authentication:



The screenshot shows a dialog box titled "Make Your Selection". It contains 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, there are two buttons: "Manage My Authentication Settings" (a blue text link) and "Continue" (a solid blue button). Two red dashed arrows point from the text on the left to the "Continue" button and the "Manage My Authentication Settings" link.

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.



The screenshot shows the dashboard header with the Universal Service Administrative Co. logo and a 'Sign Out' button. The user's email address, 'jtschell@comcast.net', is displayed in a dropdown menu, with a green box highlighting the 'Settings' option below it.

Dashboard

Upcoming Dates

No upcoming dates found.

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Help?

Send us a message
[Click here](#)

Call us
(888) 641-8722

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](#)

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.

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' (highlighted with a red border), which includes a checkmark icon, a description of extra verification, 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

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

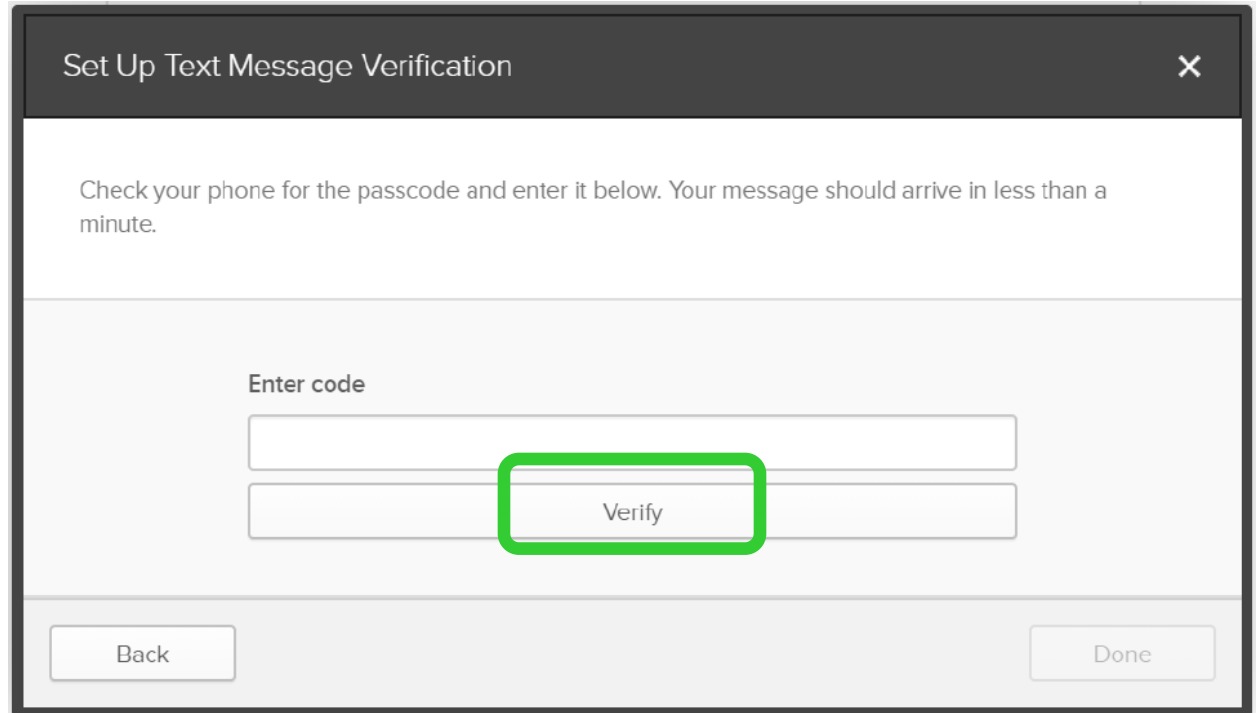
(717) 574-xxx|

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

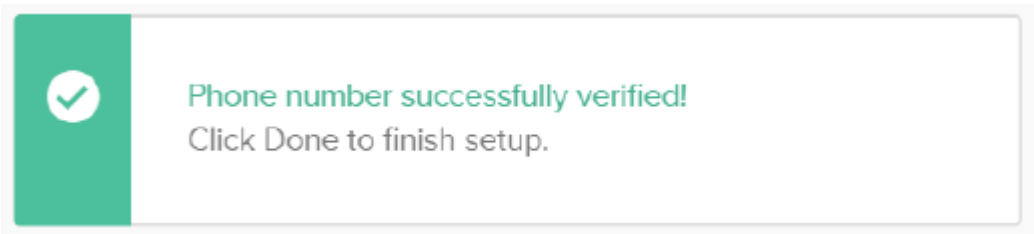
Check your phone for the passcode and enter it below. Your message should arrive in less than a minute.

Enter code

Verify

Back Done

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



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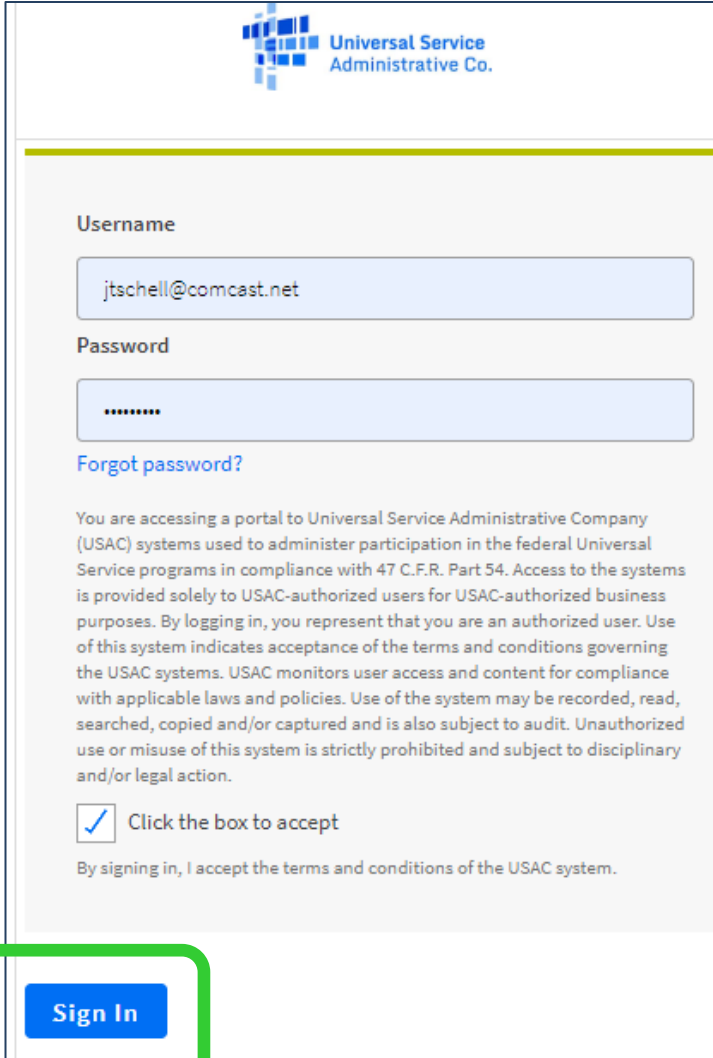
From the dashboard, you can visit the "Settings" page to add a cell phone number to your account. This will allow you to receive verification codes via either email or text message when you log in in the future.

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

jtschell@comcast.net

Password

.....

[Forgot password?](#)

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Click the box to accept

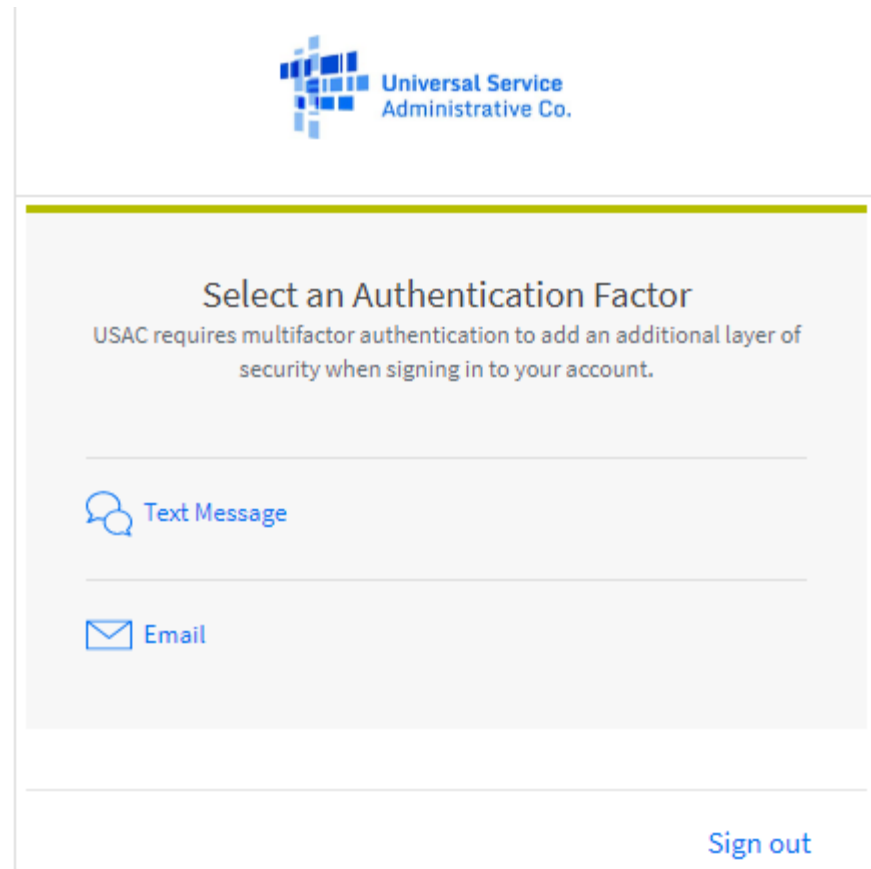
By signing in, I accept the terms and conditions of the USAC system.

Sign In

Logging-In to One Portal

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.

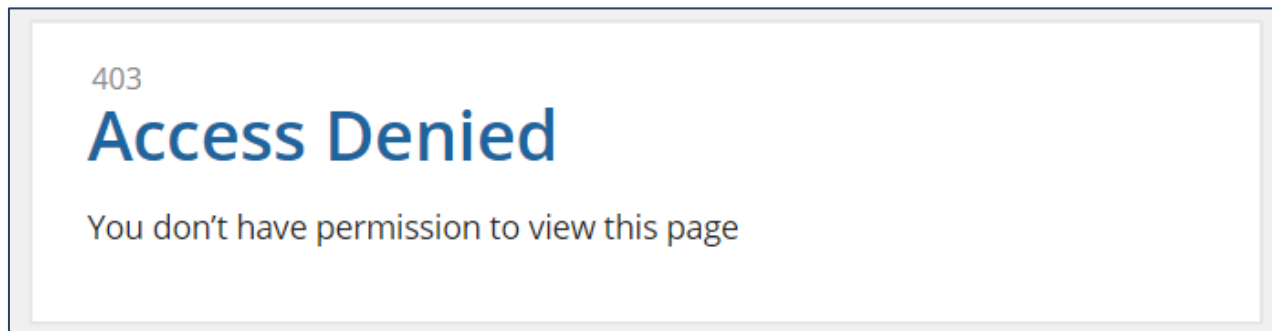
Note: the choices shown will vary based on how you set up your account.



The screenshot shows the login interface for the Universal Service Administrative Co. (USAC). At the top, the USAC logo is displayed, consisting of a grid of blue squares of varying sizes, followed by the text "Universal Service Administrative Co." Below the logo is a horizontal yellow line. The main content area has a light gray background and contains the following text: "Select an Authentication Factor" in bold, followed by "USAC requires multifactor authentication to add an additional layer of security when signing in to your account." Below this text are two radio button options: "Text Message" (with a speech bubble icon) and "Email" (with an envelope icon). At the bottom right of the form is a "Sign out" link.

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.



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/>