One Portal
Multi-Factor Authentication (MFA)
Setup Guide

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Ohio | Department of Education

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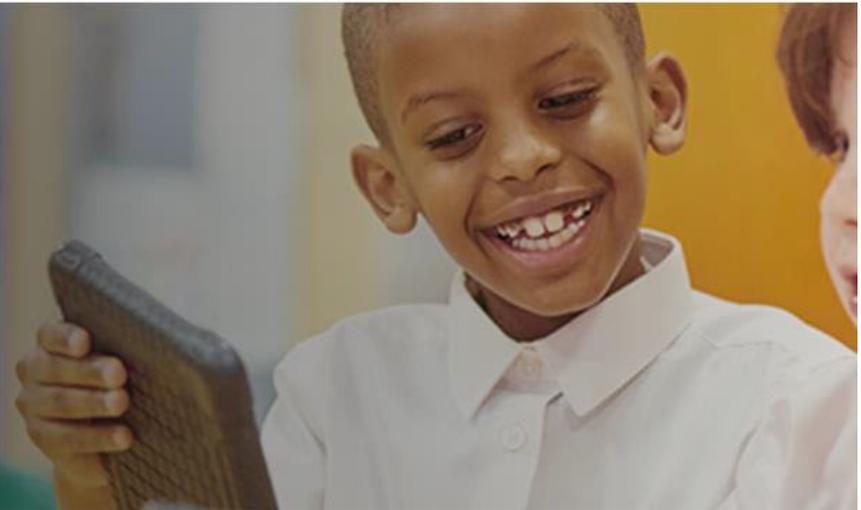
To start, go to https://www.usac.org/e-rate/ and click on Sign In

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

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Initial Set-Up

Click **Forgot Password** –

Do **not** enter Username/Password

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

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Reset Password

Username

lorrie.germann@education.ohio.gov

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. Link in message will only be valid for 1 hour.
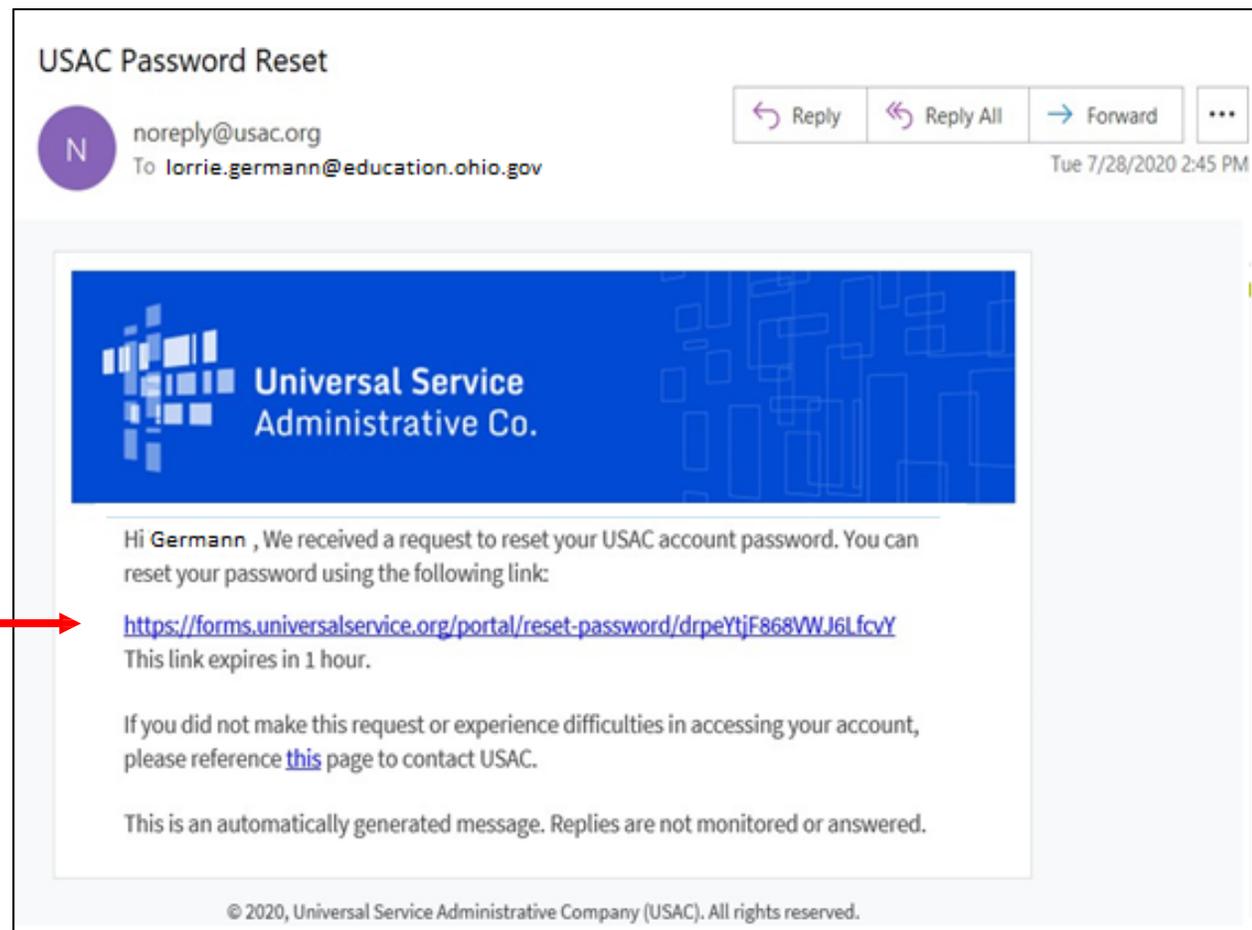
Click on link:

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

Initial Set-Up: Email Authentication

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.

Initial Set-Up: Email Authentication

Next: Check your email for a verification code.
Email will look like this:
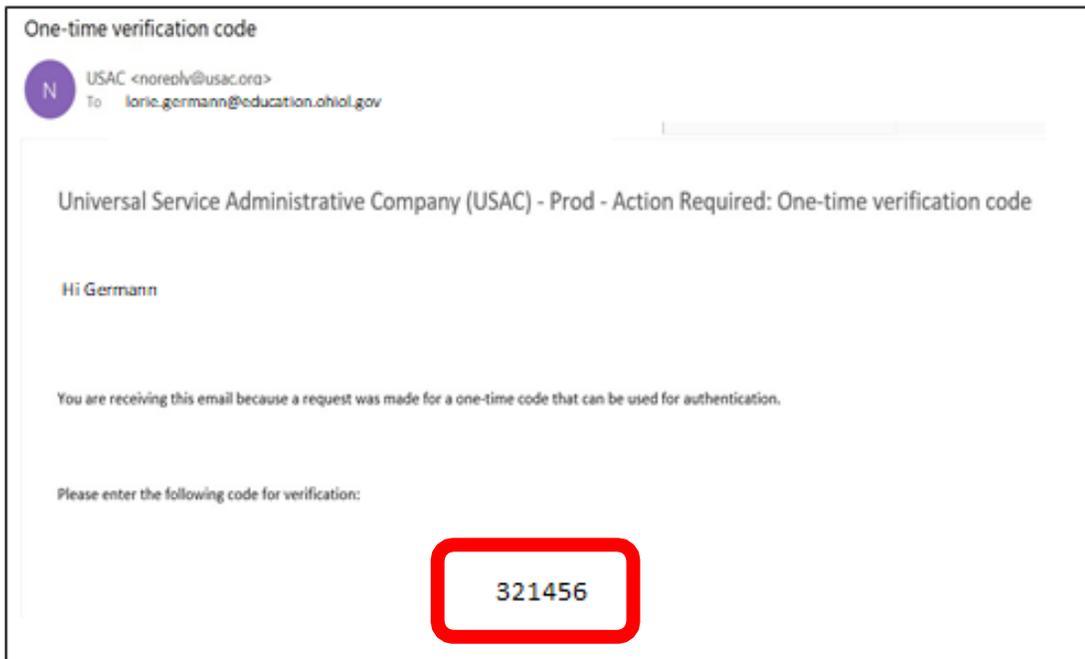
Next: Enter the verification code
and click Verify. **The code is valid for
10 minutes.**
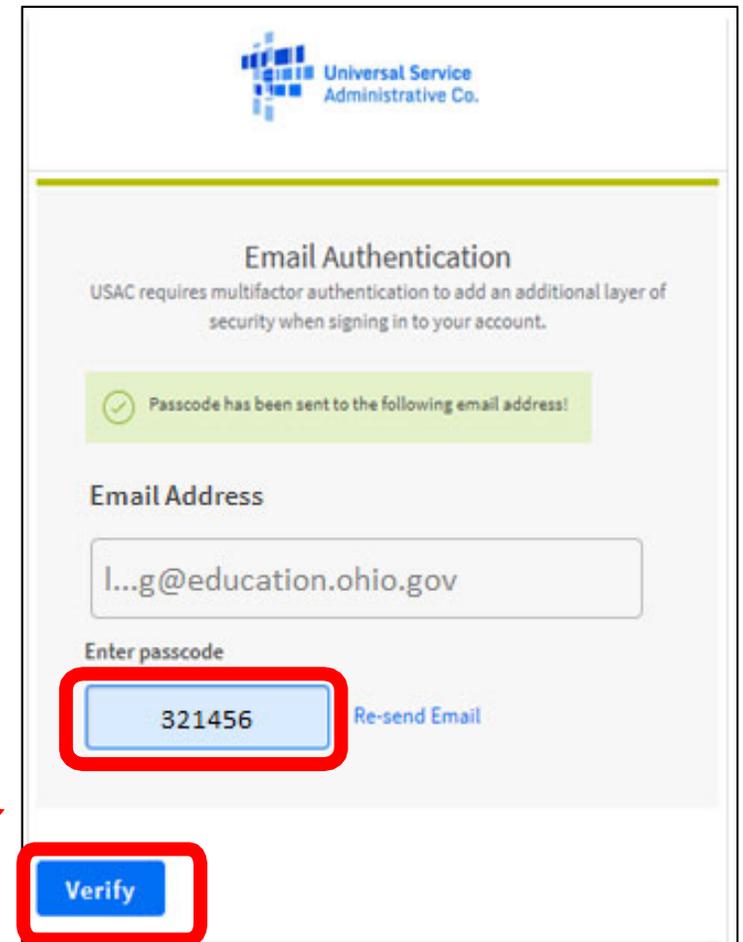
Dashboard: You're In!

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

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

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!

Applicant Login:

BEN: 129999

PIN: ••••••

Email: lorrie.germann@gmai

Last Name: Germann

Login

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Dashboard: Only Access One System?

If your email 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 email 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

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.
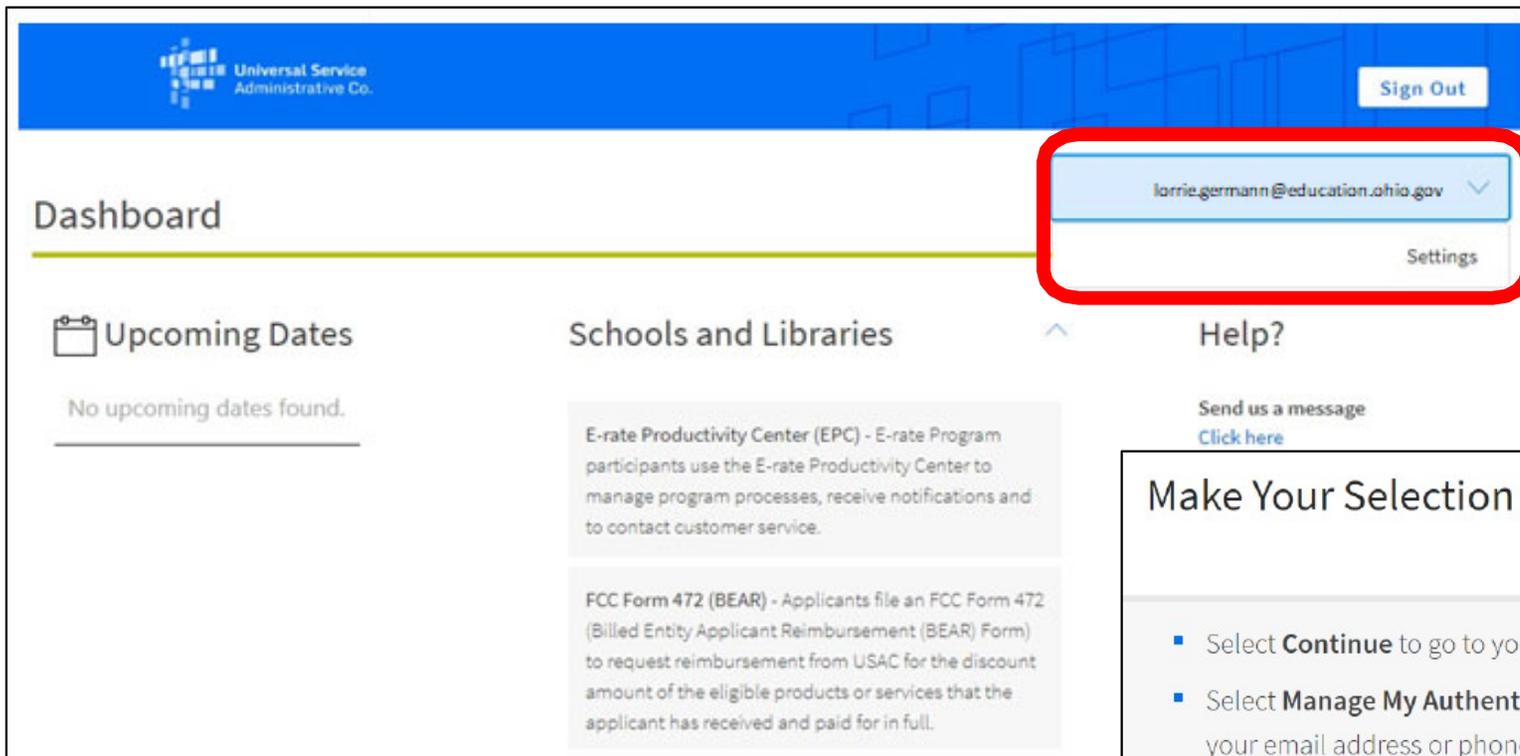
Or click Manage My Authentication Settings if you see this screen:
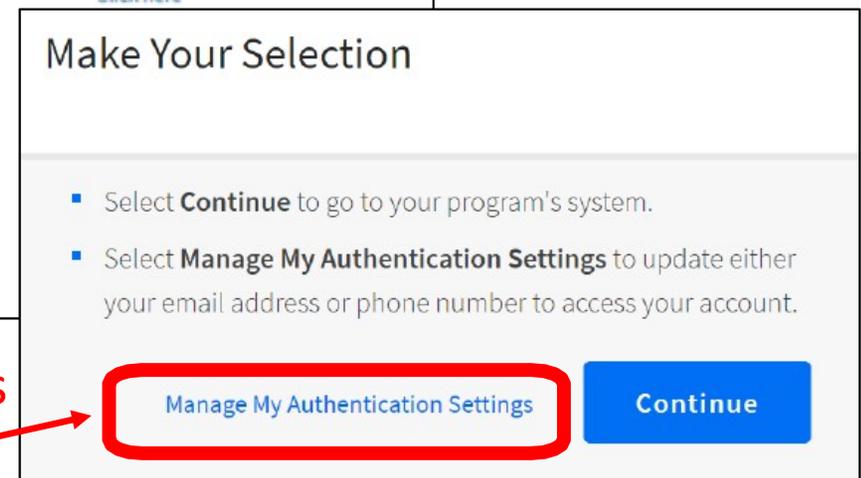
Note: this is the view if you have access to EPC or the BEAR system, but not both.

Updating Settings/Profile

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.

Adding Text MFA Option

Enter the code you received, then click Verify.
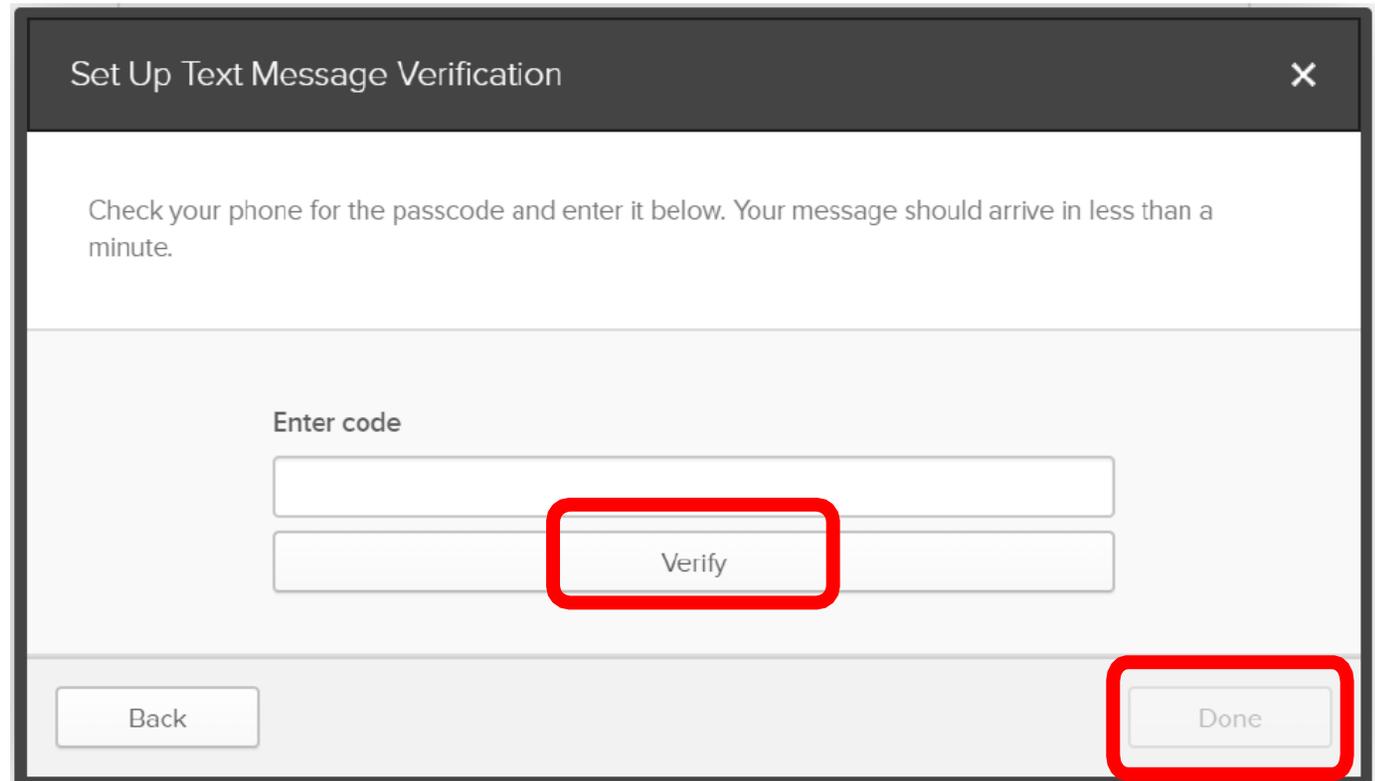
Set Up Text Message Verification ×

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.
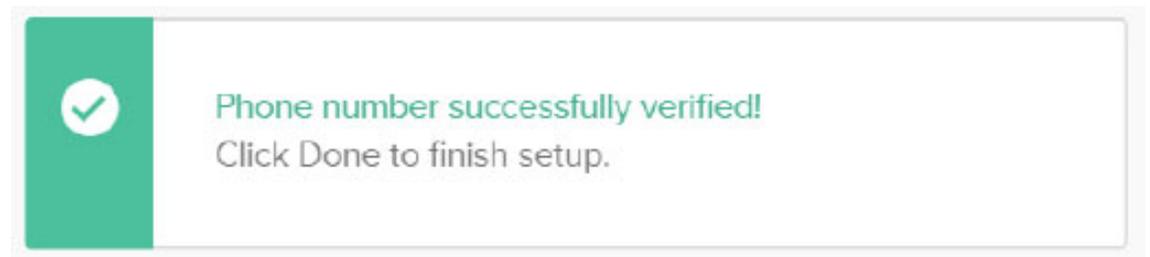
Adding Text MFA Option

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

MFA Factor Enrolled

N   USAC <noreply@usac.org>
     To   lorrie.germann@education.ohio.gov

Hi Germann

Germann Lorrie enrolled in multi-factor authentication for your account   lorrie.germann@education.ohio.gov

Details

SMS Authentication

Tuesday, July 28, 2020

Columbus, Ohio, United States
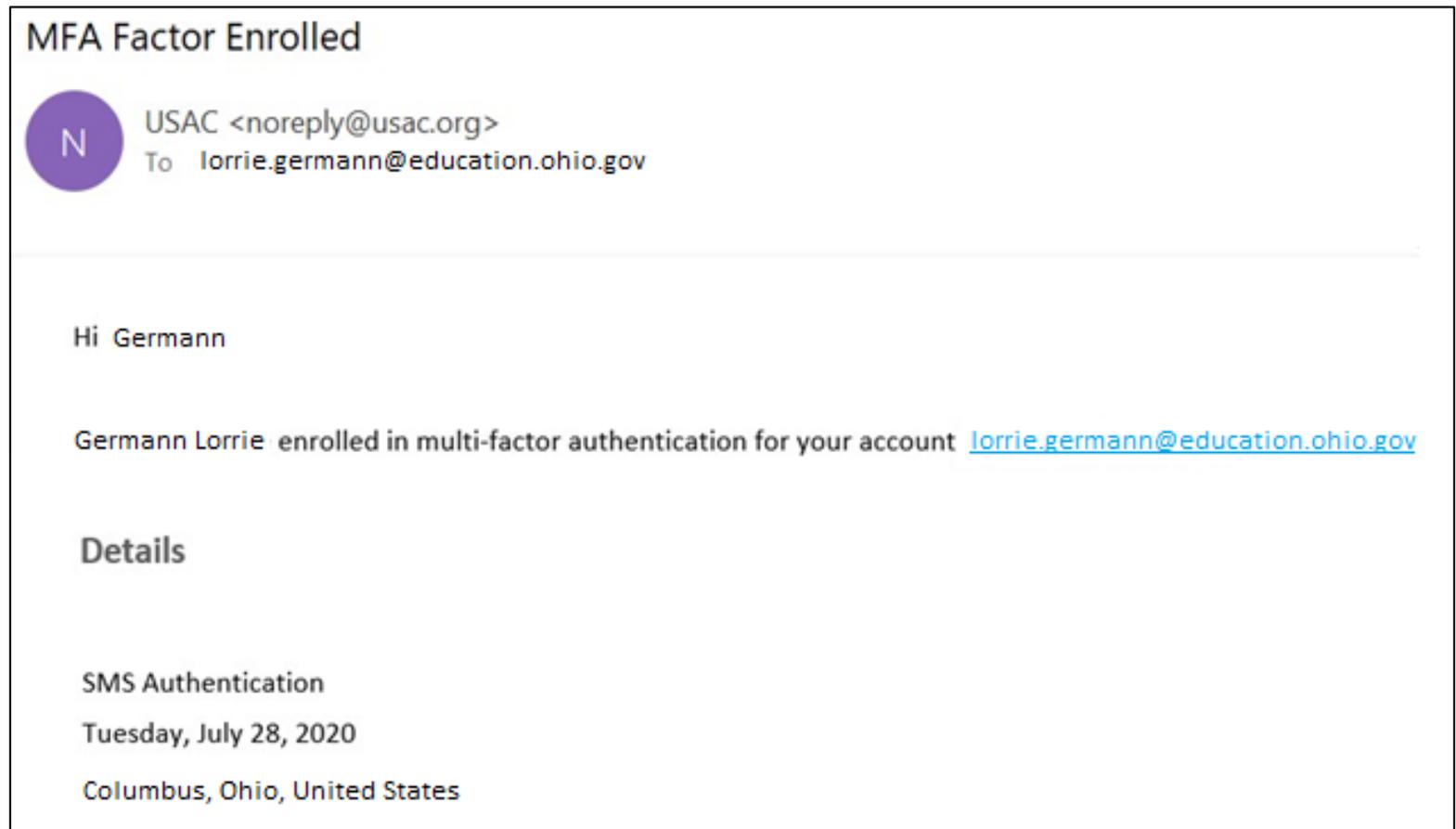
Adding Additional Email Address MFA

- 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

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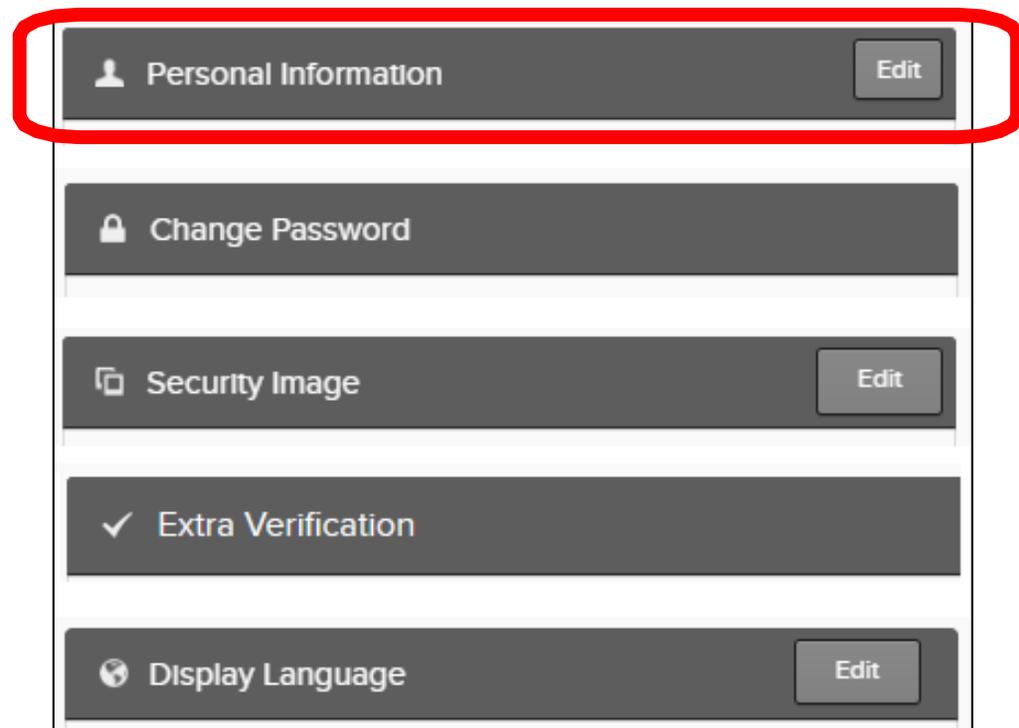
Returning to the Dashboard

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

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 USAC's E-Rate Home Page

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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Continue

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. **The code is only active for 10 minutes.**

Note: the choices shown will vary based on how you set up your account.
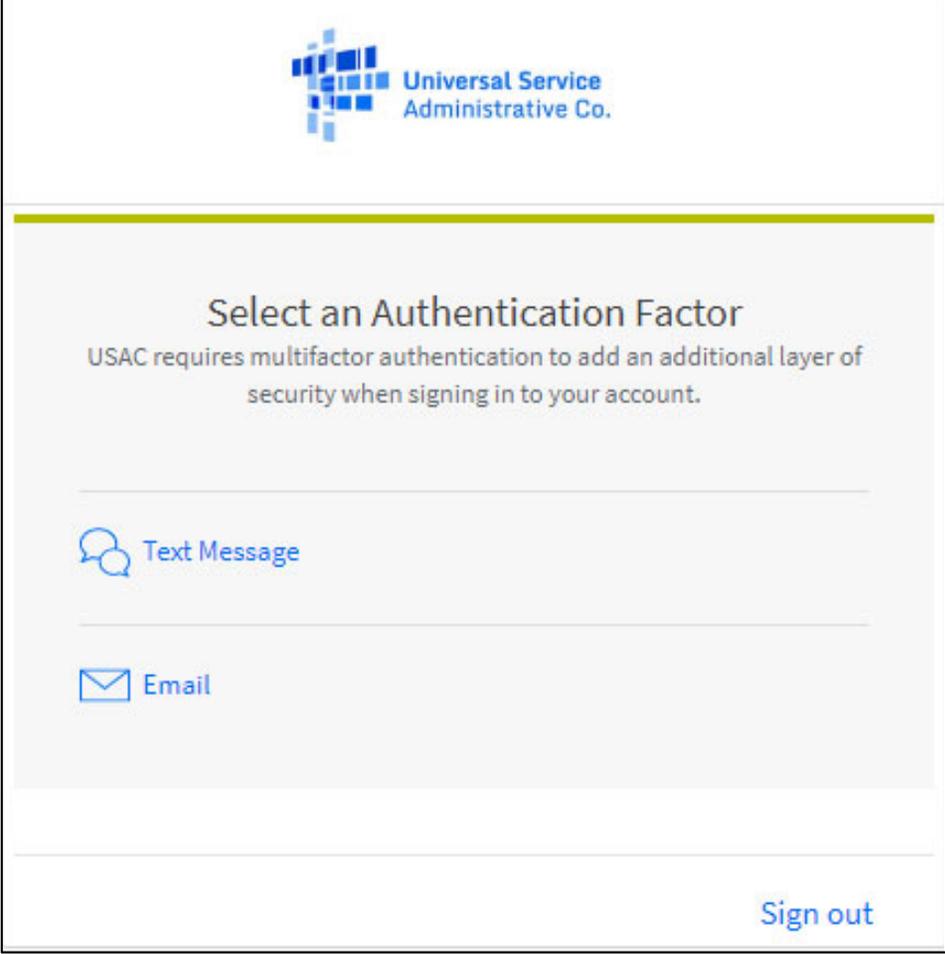
If you are inactive too long in EPC or the BEAR system, you will receive this message when you try to access anything on the page:

> 403
> ## Access Denied
> You don't have permission to view this page
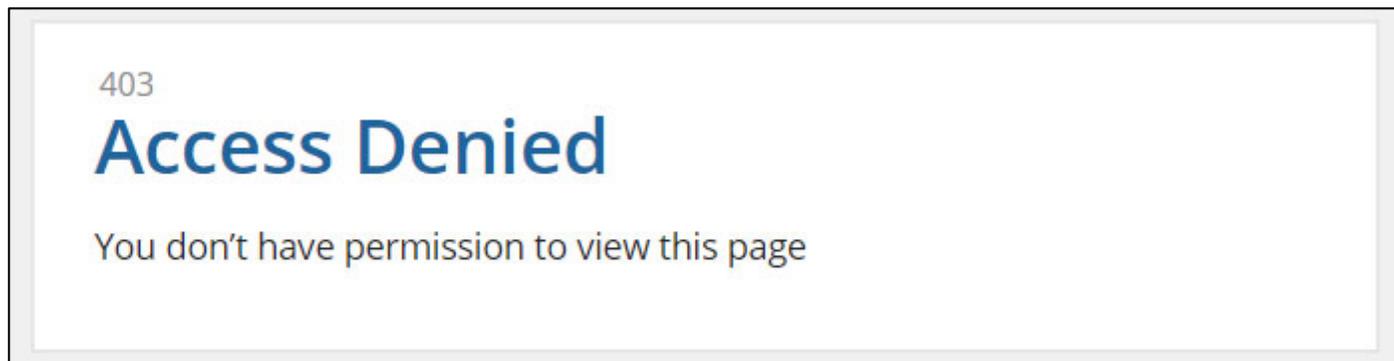
How long until you're timed out? Approx. 15-20 minutes

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   **or**

lorrie.germann@education.ohio.gov

www.ohio-k12.help/erate

Office: 740-223-2420
Cell: 740-253-1153