

Emergency Connecti

What Libraries Should Do to Prepare for the Filing

A good place to start is to reach out to your [E-rate State Coordinator](#). This person will be your best resource to help you throughout the ECF application process. If your state coordinator doesn't know the answer to your questions, they can point you in the right direction. Go to the [E-rate State Coordinator](#) page to find your state's coordinator.

Libraries applying for reimbursement from the ECF Program must be registered in the federal government's System for Award Management (SAM) and have an E-rate Productivity Center (EPC) account to seek funding.

Create a SAM Account System for Award Management (SAM) Registration

It can take up to 20 days for SAM registration to become active. Please apply as soon as possible.

To register with SAM:

1. Go to <https://www.sam.gov/>
2. Create a Login.gov account by clicking on the Log In button at the top left-hand side of the page. [Instructions on how to create an account](#) are available.
3. After you create your SAM account, you will need to register your library.
 - a. Go to <https://www.sam.gov/>.
 - b. Make sure you are logged in with your SAM account.

Multi-factor Authentication (New)

On March 11, 2021 USAC added multi-factor authentication (MFA) to increase the system's security. If you have not logged in to the USAC portal since MFA was added, or you are creating an EPC account for the first time, you will be prompted to set up MFA. [MFA sign on instructions](#) are available. If you experience problems, check the [MFA Troubleshooting Guide](#).

EPC Account (Existing Account Holders)

If you have an EPC account but have not used the account in a while, you should log in to verify that your login credentials work.

Forgotten Password

If you have forgotten your password, you have two options:

1. Click the "forgot password link" on the [EPC login page](#). A video tutorial on [how to reset your password](#) is available. The reset password will be sent to the email account of the library's account administrator.
2. You can call USAC Client Service Bureau (CSB) at (888) 203-8100 for assistance logging into your account.

Transfer Library Administrative Account to a New Staff Person

If the staff member who was the library's account administrator is no longer with the library, the library staff member assuming the E-rate administrator role will need to call the Client Service Bureau (CSB) at (888) 203-8100 Monday through Friday, 8:00 a.m. to 8:00 p.m. ET to transfer the account.

EPC Account (New Accounts)

If your library does not have an EPC account, you will need to create one. The library will need to select a library employee to act as the account administrator. The account administrator needs to set up a Billed Entity Number (BEN) and the EPC Account. After the EPC account is created, the library account administrator is responsible for managing the library accounts, granting rights to other users, and providing or updating information on the libraries in your library system.

Billed Entity Number (BEN)

In order to create an EPC account, the library needs a BEN. Each library outlet and branch, including library buildings that don't have areas open to the public, must have its own en

number to receive funding. To create a BEN, the library will also need a [FCC Registration Number](#). Call USAC Client Service Bureau (CSB) at (888) 203-8100. They can assist the library in identifying which steps they need to complete in order to obtain an EPC Account, including if an FCC Registration Number is needed.

Setting Up a New EPC Account

Once the BEN is set up, the library administrator will need to call the Client Service Bureau (CSB) (888) 203-8100 Monday through Friday, 8:00 a.m. to 8:00 p.m. ET to set up the EPC account.

Once the EPC account is set up, the account administrator can create accounts for other libr

The ECF program will not provide support for eligible equipment and services that have already been reimbursed through other federal pandemic relief programs (e.g., CARES Act, IMLS, Emergency Broadband Benefit (EBB) Program, or provisions of the American Rescue Plan Act); state programs specifically targeted to providing funding for eligible equipment and services; or other external sources of funding or gifts specifically targeted to providing funding for eligible equipment and services.

Other Important Considerations

ECF Call Center

It has been announced that USAC will be setting up a call center to answer questions related to the ECF Program. When the call center is set up, this page will be updated with the contact information.

CIPA Compliance

The American Library Association created a document [The Emergency Connectivity Fund and CIPA Compliance](#) to help libraries determine if their ECF request needs to be CIPA compliant to meet the program requirements.

Competitive Bidding Process

Libraries will **not** need to conduct a competitive bidding process to apply for reimbursement from the ECF. Libraries will need to certify that they have complied with all applicable local, state, and Tribal procurement requirements. If your library is not subject to public (e.g., state, municipal) procurement rules, it should then follow its own procurement process and rules.

Document Retention Requirements

Libraries need to retain records that demonstrate compliance with the ECF program rules for at least 10 years from the last date of service or delivery of equipment. This is in line with the E-rate Program requirements.