Kevin Welch

Good morning Blythe, my email address used was DCD.Customer@USAC.org

Kevin Welch, CEO
Direct Tel No 781-953-2369
kevin@healthcarecommunications.org
www.healthcarecommunications.org

-----Original Message-----
From: mailer-daemon@comcast.net [mailto:mailer-daemon@comcast.net]
Sent: Thursday, May 30, 2019 7:14 PM
To: lkwelch1@comcast.net
Subject: Permanent Error

This is an automatically generated Delivery Status Notification.

Delivery to the following recipients failed permanently:

 * dcd.customer@usac.org

Reason: Permanent Error

RHCHCFA APPROVED Email File 4 FY 2019.pdf

E-File

USAC
Universal Service Administrative Company®

Account Lockout Notice!

Your account has been locked out for 24 hours due to invalid login attempts.

After 24 hours, the cycle starts over or you may choose to reset your password by clicking here (https://forms.universalservice.org/eFileResetPassword/ResetPassword.aspx). Please remember you'll have 5 attempts to sign in.

Continue (/portal/)

DCD.Customer@USAC.org

NWhctRequesttoRelease-24hourhold.pdf

From:	Blythe Albert <Blythe.Albert@usac.org>
Sent:	Thursday, May 30, 2019 7:24 PM
To:	Kevin Welch
Subject:	RE: Request Release of 24 Hour Hold for Password Violation

Hi Kevin,

Are you getting a password access error in the Portal or are you getting the password access error issue in Excel?

Blythe Albert PMP, MPM
Senior Program Manager - Outreach
Rural Health Care | USAC
(202)772-5248
Blythe.Albert@usac.org | www.usac.org/rhc

From: Kevin Welch [mailto:lkwelch1@comcast.net]
Sent: Thursday, May 30, 2019 7:14 PM
To: Support
Cc: Blythe Albert
Subject: Request Release of 24 Hour Hold for Password Violation

Please release the 24 hour hold on the re-set of my MY PORTAL access password. Your early response to this request will be appreciated very much.

I have been restricted for 7 days from access to MY PORTAL because of my denied access. These are signals encountered.

- Start with a request by Excel for a user Name and Password
- Temporary Password issue and used to set permanent password.
- Permanent password used once and then denied access. This occurred 6 times.
- My personal system was checked by Geek Squad Tuesday of this week. The said the Op Sys is current and Google is current.

HEALTHCARE COMMUNICATIONS, LLC
Providing Subsidized Access to Highspeed Internet for Qualified Healthcare Providers

Kevin Welch, CEO
Direct Tel No 781-953-2369
kevin@healthcarecommunications.org
www.healthcarecommunications.org

From:	mailer-daemon@comcast.net
Sent:	Thursday, May 30, 2019 7:14 PM
To:	lkwelch1@comcast.net
Subject:	Permanent Error
Attachments:	details.txt; Untitled attachment 00047.txt; Request Release of 24 Hour Hold for Password Violation (406 KB)

This is an automatically generated Delivery Status Notification.

Delivery to the following recipients failed permanently:

  * dcd.customer@usac.org

Reason: Permanent Error

From:	Kevin Welch <lkwelch1@comcast.net>
Sent:	Thursday, May 30, 2019 7:14 PM
To:	Support (DCD.Customer@USAC.org)
Cc:	Blythe Albert
Subject:	Request Release of 24 Hour Hold for Password Violation
Attachments:	kwhcfrequesttorelease24hourhold.pdf

Please release the 24 hour hold on the re-set of my MY PORTAL access password. Your early response to this request will be appreciated very much.

I have been restricted for 7 days from access to MY PORTAL because of my denied access. These are signals encountered.

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Kevin Welch, CEO
Direct Tel No 781-953-2369
kevin@healthcarecommunications.org
www.healthcarecommunications.org

From:	CustomerSupport@usac.org
Sent:	Thursday, May 30, 2019 4:13 PM
To:	lkwelch1@comcast.net
Subject:	USAC Password Reset Confirmation

Universal Service Administrative Co.

CONFIDENTIAL - TEMPORARY PASSWORD RESET

Kevin Welch,

The password for your Universal Service Administrative Company (USAC) online account "lkwelch1@comcast.net" has been reset to the following:

T#T^P*

If you copy/paste this temporary password, be sure NOT TO COPY AN EXTRA SPACE. This will not allow you to access your account.
Upon logging in, you will be prompted to provide a new password of your own choosing. You must keep this information confidential.

This temporary password will expire in 72 hours. If this password has expired, click **"Forgot Password"** to reset the password.

For E-File support, contact USAC at **(888)641-8722.**

For information about or assistance with about the RHC Program, contact the RHC Help Desk at **(800)453-1546** or RHC-Assist@usac.org

Note: If you believe you have received this email in error, please notify USAC immediately at **(888)641-8722** or CustomerSupport@usac.org. Additionally, reset your password immediately using this **Forgot Password** link.

Need Help? Contact Us!

RHCHCFAPP<>EmailFiles FY2019.pdf

Kevin Welch

Universal Service Administrative Co.

CONFIDENTIAL - TEMPORARY PASSWORD RESET

Kevin Welch,

The password for your Universal Service Administrative Company (USAC) online account "lkwelch1@comcast.net" has been reset to the following:

&YP%+U

If you copy/paste this temporary password, be sure NOT TO COPY AN EXTRA SPACE. This will not allow you to access your account.
Upon logging in, you will be prompted to provide a new password of your own choosing. You must keep this information confidential.

This temporary password will expire in 72 hours. If this password has expired, click **"Forgot Password"** to reset the password.

For E-File support, contact USAC at **(888)641-8722.**

For information about or assistance with about the RHC Program, contact the RHC Help Desk at **(800)453-1546** or RHC-Assist@usac.org

Note: If you believe you have received this email in error, please notify USAC immediately at **(888)641-8722** or CustomerSupport@usac.org. Additionally, reset your password immediately using this **Forgot Password** link.

Need Help? Contact Us!

From: Blythe Albert <Blythe.Albert@usac.org>
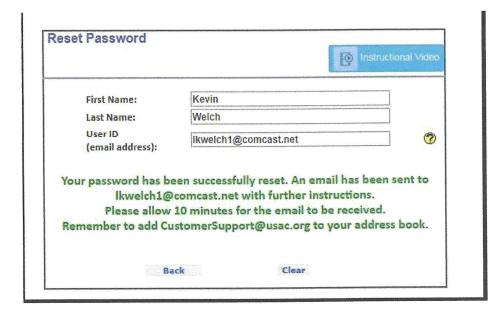**Sent:** Thursday, May 30, 2019 3:36 PM
To: Kevin Welch; RHC-Assist
Subject: RE: Re-Set Password for MY PORTAL

Hi Kevin,

You should receive a password reset email, as indicated in the screenshot. If you are receiving another message when you try to log-in, please send us a screenshot of the message you are receiving.

Reset Password

[▶ Instructional Video]

First Name: Kevin
Last Name: Welch
User ID
(email address):   lkwelch1@comcast.net   ⑦

Your password has been successfully reset. An email has been sent to
lkwelch1@comcast.net with further instructions.
Please allow 10 minutes for the email to be received.
Remember to add CustomerSupport@usac.org to your address book.

Back   Clear

Thanks,

Blythe Albert PMP, MPM
Senior Program Manager - Outreach
Rural Health Care | USAC
(202)772-5248
Blythe.Albert@usac.org | www.usac.org/rhc

From: Kevin Welch [mailto:lkwelch1@comcast.net]
Sent: Thursday, May 30, 2019 11:48 AM
To: RHC-Assist
Cc: Blythe Albert
Subject: FW: Re-Set Password for MY PORTAL

I requested my password re-set last Saturday, Tuesday and yesterday. Now it is Thursday. I was told that it takes 1 day to re-set a password, now we are day #4. Please re-set my password so I can file multiple Form 462s for FY2019.

HEALTHCARE COMMUNICATIONS, LLC
Providing Subsidized Access to Integrated Internet for Qualified Healthcare Providers

Kevin Welch, CEO
Direct Tel No 781-953-2369
kevin@healthcarecommunications.org
www.healthcarecommunications.org

I submitted a request to have my MY PORTAL password re-set last Saturday. I got hung up on an Excel requirement for a user name & password, which I or any of my Excel friends had ever seen in 20 years. My attempts to resolve this issue caused me to violate the MY PORTAL 5 attempts rule.

Please re-set my password so I can submit multiple Form 462s.

HEALTHCARE COMMUNICATIONS, LLC
Providing Subsidized Access to Highspeed Internet for Qualified Healthcare Providers

Kevin Welch, CEO
Direct Tel No 781-953-2369
kevin@healthcarecommunications.org
www.healthcarecommunications.org

From:	CustomerSupport@usac.org
Sent:	Thursday, May 30, 2019 3:31 PM
To:	lkwelch1@comcast.net
Subject:	USAC Password Reset Confirmation

Universal Service
Administrative Co.

CONFIDENTIAL - TEMPORARY PASSWORD RESET

Kevin Welch,

The password for your Universal Service Administrative Company (USAC) online account "lkwelch1@comcast.net" has been reset to the following:

%A==GL

If you copy/paste this temporary password, be sure NOT TO COPY AN EXTRA SPACE. This will not allow you to access your account.
Upon logging in, you will be prompted to provide a new password of your own choosing. You must keep this information confidential.

This temporary password will expire in 72 hours. If this password has expired, click "Forgot Password" to reset the password.

For E-File support, contact USAC at **(888)641-8722.**

For information about or assistance with about the RHC Program, contact the RHC Help Desk at **(800)453-1546** or RHC-Assist@usac.org

Note: If you believe you have received this email in error, please notify USAC immediately at **(888)641-8722** or CustomerSupport@usac.org. Additionally, reset your password immediately using this Forgot Password link.

Need Help? Contact Us!

From:	CustomerSupport@usac.org
Sent:	Thursday, May 30, 2019 2:46 PM
To:	lkwelch1@comcast.net
Subject:	USAC Password Reset Confirmation

Universal Service Administrative Co.

CONFIDENTIAL - TEMPORARY PASSWORD RESET

Kevin Welch,

The password for your Universal Service Administrative Company (USAC) online account "lkwelch1@comcast.net" has been reset to the following:

Z!#MV?

If you copy/paste this temporary password, be sure NOT TO COPY AN EXTRA SPACE. This will not allow you to access your account.
Upon logging in, you will be prompted to provide a new password of your own choosing. You must keep this information confidential.

This temporary password will expire in 72 hours. If this password has expired, click **"Forgot Password"** to reset the password.

For E-File support, contact USAC at **(888)641-8722.**

For information about or assistance with about the RHC Program, contact the RHC Help Desk at **(800)453-1546** or RHC-Assist@usac.org

Note: If you believe you have received this email in error, please notify USAC immediately at **(888)641-8722** or CustomerSupport@usac.org. Additionally, reset your password immediately using this Forgot Password link.

Need Help? Contact Us!