

#246800 - ECOT

REOPEN CASE

Summary

News

Related Actions

Case Details

Topic Online Navigation Help - Change/Disable PIN

Status Closed

Priority Medium

Inquiry Type Phone

Created By USAC

Created On 8/29/2018 10:37 AM EDT

Organization [ELECTRONIC CLASSROOM OF TOMORROW \(ECOT\)](#)

Case Description

Description Resend BEAR PIN

Case Artifacts

Documents

Name	Uploaded By	Upload Date
No items available		

Attachments

Attachment	Attachment Type
Case #240891	Customer Service Case

Case Thread

User	Note	Date
USAC	Greg, I corrected the email. This should work now.	9/4/2018 5:05 PM EDT
Greg Spencer	Danielle, Thank you for your response! This is the PIN I have tried to enter in the Form 472 Online screen and I get the message that the Email is incorrect. The email I entered is brittny.pierson@ecotoh.org. Is this PIN setup for the BEAR Form 472 entry? Thanks for your help! Greg	8/30/2018 3:39 PM EDT

User	Note	Date
USAC	Greg, Brittney's PIN is: PiBr+005	8/30/2018 2:01 PM EDT
USAC	Thank you for contacting USAC Client Service Bureau regarding Customer Service Case #246800 - Resend BEAR PIN. We have escalated your case to USAC customer service management for a response. If you have additional questions, please contact us at (888) 203-8100. Thank you, Danielle S. Universal Service Administrative Company (USAC) Client Service Bureau	8/29/2018 10:42 AM EDT

Case Contact

Case Contact Greg Spencer