



# Self-Service Access for FedPhone<sup>®</sup> EUACs Usage Instructions

FedPhone End User Authorization Contact (EUAC) Self-Service provides a quick and easy way for EUACs to perform tasks such as adding and deleting Subscribers and requesting Subscriber Lists and Event Logs for their institution. Submission of paper forms are no longer required to complete these tasks.

This service is available only to EUACs at institutions with Subscribers utilizing FedACH<sup>®</sup> Services via the FedPhone access solution.

To access the system, dial **877-382-8203**. You will be prompted to enter the PIN number and password that were provided to you via phone by the Customer Contact Center (CCC).

Follow the voice prompts to perform the following tasks:

- Add a new Subscriber. Once you've added a new Subscriber, you will hear the new PIN number for the Subscriber and will be sent an e-mail in about 15 minutes with the Subscriber's temporary password. You will also receive a confirmation number from the FedPhone access solution once the subscriber has been added.
- Delete a Subscriber. You will receive a confirmation number from the FedPhone access solution once the subscriber has been deleted.
- Request a list of subscribers who have access to FedACH Services via the FedPhone access solution for your institution. A Subscriber List has profile information for the FedPhone Subscribers at your institution. Once requested, the report will be automatically faxed to you in about 15 minutes.
- Request an Event Log that has specific FedPhone access solution activity events for your financial institution for the past 30 days. Once requested, the report will be automatically faxed to you in about 15 minutes.

If at any time during the call you feel that you need to talk to an agent, simply say "agent" and you will be transferred to the next available CCC representative.

If there is an error within the application during the call, you will automatically be transferred to a CCC representative.

For additional assistance, please call the CCC at (888) 333-7010, option 1.