This Quick Guide walks users that are affiliated with Industry, Non-Profit, Academia, Government, or other commercial organization through the process of creating an account in the system. Organizations must be registered in SAM.gov in order for users to obtain access to the EERE Program Information Center.

ACCESS THE SYSTEM

Open Google Chrome, and go to https://epicweb.ee.doe.gov/EPICWeb/.

Note: Google Chrome is the recommended browser for accessing the EERE Program Information Center.

CREATE AN ACCOUNT

Users who wish to edit, manage, or submit applications through the EERE Program Information must first create an account in the system. Accounts affiliated with an Industry, Non-Profit, Academia, or Government organization must be approved by an Authorized Organizational Representative (AOR) or Account Administrator (AA) prior to applying to opportunities. An organization’s AORs are the same individuals as the organization’s POCs in SAM.gov.

CREATE ACCOUNT

1. From the EERE Program Information Center Home page click Create Account on the top right of the screen.
PROVIDE PERSONAL INFORMATION

1. Enter First and Last Name in the corresponding fields.

2. Enter the email address that you would like to use for your account. **Note:** This email address will also be your username for the system.

3. After providing your email address, click Send to receive a validation code for validating the email.

4. You will receive a Validation Code via email from EPIC_DoNotReply@ee.doe.gov at the email account you provided in the Primary Email field.

5. Enter the validation code from the email into the validation code field.

6. Click Validate.

7. Optional: enter a secondary email and/or phone number.


9. Click Next.

SELECT ORGANIZATION

10. Enter the DUNS number or name of your organization. Your organization must be registered in https://www.sam.gov/SAM/ to create an account in the system. **Note:** Data Universal Numbering System (DUNS) is a unique nine-character identification number issued by Dun and Bradstreet (D&B). Organizations must have or obtain a DUNS number prior to registering in EERE Program Information Center.

11. Click Search to filter the results.

12. After finding your organization, select it.

13. Click Next.
14. Review the information provided in the Review Organization Details page. 

**Note:** If your AOR is not registered in EERE Program Information Center, a message will appear saying that the AOR need to register. You will be able to complete registration, but not access this system until the AOR registers and approves your account. The contact information for your organization’s AORs is displayed for reference.

15. Click **Next**.

**SELECT ROLES**

16. Select the role(s) that you will need to conduct business in EERE Program Information Center. Each role has a brief description to help selection. If you are registering as an AOR, the AOR Role is automatically selected.

17. Click **Next**.
18. Set your password credentials in the next page. 
   *Note:* Your password will need to be reset every 90 days.

![Password Input](image)

19. Click Next.

**ENABLE MULTI-FACTOR AUTHENTICATION**

The Department of Energy (DOE) requires the use of Multi-Factor Authentication (MFA) for access to DOE systems. Users will need to use MFA each time the EERE Program Information Center is accessed. A smartphone is required for using MFA to either receive a text message or generate a security code via an authenticator app.

20. Select SMS or Phone App.

![MFA Method Selection](image)

21. For SMS, enter a **Phone Number** and click **Send**.

22. Enter the security code and click **Validate**.

![MFA SMS Validation](image)

23. For Phone App, select **Google Authenticator** or **Microsoft Authenticator** and scan the QR code or enter the manual key into your phone.
24. Enter the security code and click **Validate**.

25. Select **Set as default** for your preferred MFA method. This will need to be selected even if you only validate one.

26. Click **Next**.

**SUBMIT REQUEST**

27. Review your account profile and click **Submit Request**.

28. Once you submit your request, the AOR(s) and AAs will receive a notification to review and approve your account. You will be notified when your account is approved.

**HOW DO I CONTACT EERE PROGRAM INFORMATION CENTER HELPDESK?**

**Email**: eere-epichelpdesk@ee.doe.gov  
**Phone**: 202-287-6956

**Hours of Operations**: Monday-Friday 9AM-6PM ET