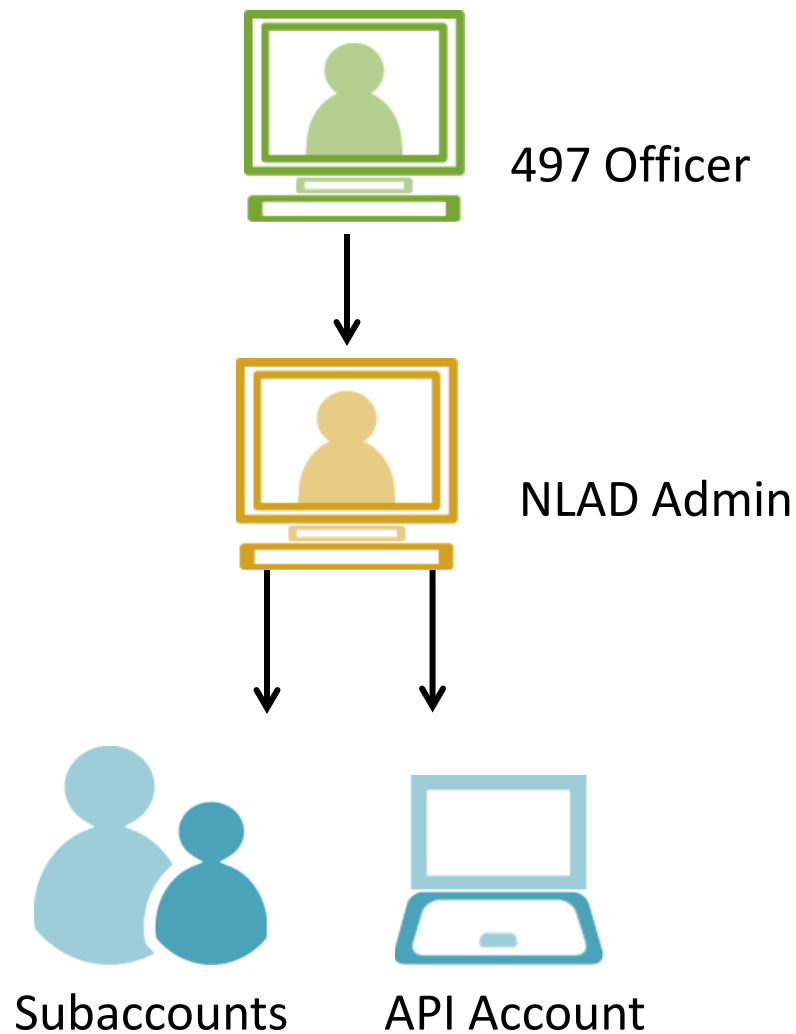


NLAD Rollout

Group 5 Migration

Agenda

- Account management
 - How to establish a 497 Officer
 - How to create an NLAD Admin
- Migration
- Important links
- Contact information
- Questions



What can a 497 Officer do?

- Create NLAD Admin account
- Change/reset passwords
- Assign/transfer user(s)
- Deactivate user(s)

Creating an NLAD Admin Account

- Log into NLAD with 497 Officer E-File credentials
- Only users with an existing 497 Officer account in E-File can create an NLAD Admin account.



The screenshot displays a login form with two input fields: "User Name" and "Password". Below the fields is a disclaimer: "This system may be accessed by authorized users only. By logging in, the user represents himself or herself as an authorized user. This system is monitored, recorded and subject to audit. Any unauthorized use or misuse of this system is strictly prohibited and subject to legal action, including criminal prosecution and civil penalties." At the bottom center of the form is a "Login" button.

Establishing a 497 Officer

- If your company does not have a 497 Officer in E-File, or if your 497 Officer is having trouble accessing E-File, call USAC Customer Operations at (888) 641-8722.
- If you need to update user entitlements in E-File, review the “Establishing User Entitlements” PDF on the Lifeline Program forms page.

<http://www.usac.org/res/documents/li/pdf/forms/Form-497-Establishing-Updating-User-Entitlements.pdf>

Creating an NLAD Admin Account

On the 497 Officer home page, search for an NLAD Admin email address to see if the user already exists in NLAD.

- To assign a current user as NLAD Admin, click “Submit”
- 497 Officer can designate themselves as NLAD Admin (user will need to log-out, then log back in)
- To enter a new user, input their information and click “Submit”
 - New NLAD Admin will receive an email with account details
 - New NLAD Admin has 7 days to log in and review his/her information

What can an NLAD Admin do?

- Create subaccounts
- Update subaccounts
- Manage subaccounts
- Create API account
- Reset API account
- Change password
- Upload subscriber data

Data Scrubbing

February 10, 2014 – March 16, 2014

- Carriers submit Lifeline Program subscriber list to NLAD
- In the production environment, carriers may “scrub” their subscriber list. Carriers can submit data as often as possible to correct errors during this timeframe.

Pre-Production

February 24, 2014 – March 16, 2014

- In the pre-production environment, carriers can perform end-to-end testing and conduct training for their staff.

Final Data Submission

Prior to 12:00 PM (EST), March 17, 2014

- Carriers submit final subscriber lists to NLAD production no later than noon EST (submission must be complete and clean)

Live in NLAD

March 20, 2014

- USAC begins migration of data into NLAD 'live' production
- USAC will notify carriers via email once the data has been migrated and NLAD is live. Upon notification, carriers will be required to enroll and de-enroll subscribers going forward.

Training videos and past webinar recordings:

<http://usac.org/li/about/outreach/online-learning.aspx>

NLAD Input Template:

<http://www.usac.org/li/tools/nlad/nlad-resources.aspx>

Frequently asked questions:

<http://usac.org/li/about/getting-started/faq-nlad.aspx>

Migration schedule:

<http://usac.org/li/tools/nlad/nlad-migration.aspx>

If you have questions relating to issues with the production or preproduction environments, contact NLAD Customer Service:

Phone: (877) 524-1325

Email: NLADsupport@usac.org

When contacting NLAD Customer Service, please provide the following information:

- Company name
- SPIN and SAC
- Contact name
- Primary contact information (phone number and email)
- User role
- Detailed information of the issue you are encountering



Questions?

Please wait while we compile your questions. We'll return in a few minutes with answers.

Thank you!