

NLAD PASSWORDS, SECURITY, AND LOCK-OUTS

For security reasons, NLAD logs users out of their session after 30 minutes of inactivity. NLAD policy also requires users to reset their password every 45 days.

The NLAD team at USAC is unable to reset user passwords. Who you should contact for assistance with your login credentials depends on your NLAD user role. Below you'll find instructions for each NLAD user role.

HOW TO RESET PASSWORDS FOR NLAD ACCOUNT HOLDERS

Follow these steps to reset your password:

NLAD SUBACCOUNT USERS

Contact your account's "ETC Admin" (the person who set up your account) to reset your password.

1. Ask your account's "ETC Admin" to log in to NLAD, then
2. Under "Account Management," select "Manage NLAD Subaccounts,"
3. Locate the account that needs to be reset, and select "Edit," then "Reset Password."

ETC ADMIN

Contact your company's "497 Officer" to reset your password.

1. Ask your company's "497 Officer" to log in to NLAD, then
2. Under "Account Management," select "497 Officer Home Page,"
3. Locate the account that needs to be reset, and select "Edit," then "Reset Password."

497 OFFICER

If you do not log in to NLAD for a 90-day period, your account will be locked due to inactivity. If this happens, you can reset your password in USAC's [E-File System](#). To reset your password due to inactivity:

1. Log in to E-File.
2. Under "My Account," select "Change Password."
 - E-File passwords must be a minimum of eight (8) characters, including an uppercase letter, a lowercase letter, a number, a special character (~!@#\$, etc.), and no spaces.
3. Clear cache and browser history.
4. Log in to NLAD using the new password you set in E-File.

"497 Officers" are allowed three (3) login attempts before they are locked out of both NLAD and E-File. If you are locked out due to a failed login, contact your "498 Officer" to reset your password in E-File.

1. Ask your "498 Officer" to log in to E-File.
2. Select "Authorized Users" from the left-hand menu.
3. Locate the account that needs to be reset, and select "reset pwd."
4. Review the confirmation message and press "OK." The new password will be displayed and emailed to the newly reset account holder.

498 OFFICER

Contact USAC Customer Operations at (888) 641-8722 to reset your password.

OTHER TIPS FOR NLAD USERS

Please keep these in mind when logging in to NLAD:

1. USAC recommends the following internet browsers for NLAD: Firefox, version 21, and Internet Explorer, versions 8 and 9 (USAC does not recommend Internet Explorer, version 11).
2. Once your password has been reset in E-File or NLAD, clear the browser history, cache, and all saved passwords. Then, close and re-open the browser to log in to NLAD.
3. When you receive your temporary NLAD password via email, do not copy and paste the password into the password field. Type out the password instead to log in.
4. Three (3) unsuccessful login attempts will lock the user out of NLAD. Please ensure that you are entering your password correctly and that "Caps Lock" is off/on as appropriate.