

Representative Accountability Database (RAD) FAQs

February 2020 Monthly Webinar

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Registration

Who needs to register?

- National Lifeline Accountability Database (NLAD) and National Verifier users require a Representative ID if the individual in that role is considered an enrollment representative and may perform Lifeline enrollments, eligibility checks, updates, recertifications, etc.
- This includes enrollment representatives in opt-out states that use USAC's systems for these activities and international representatives.

Who is a Master Agent?

- Master Agents are individuals that contract directly with Eligible Telecommunications Carriers (ETCs) and oversee or manage a team of people working to complete Lifeline enrollments.

Can a service provider register for their representatives?

- No, each representative must **self-register** individually at [LifelineRAD.org](https://lifelineRAD.org).

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- Each representative needs to self-register because they are providing their personal information and are certifying to specific statements.
- Representatives must resolve all errors associated with their Representative ID before taking the Representative ID to the service providers they perform Lifeline transactions for.

How is a representative notified once they have successfully registered?

- All communication regarding the representative's registration will be sent to the email they submitted when they began the registration process.
- The representative will be notified via email letting them know if they have successfully registered or need to submit more information to USAC. This email will also include the Representative ID.

Can a representative use their company email to register?

- Yes, a representative may use their company email to register for a Representative ID, although USAC recommends that representatives use a personal email.
- Using a personal email will ensure that representatives still have access if they work for more than one Lifeline company, or if they move between companies and are not able to access a company email.

How is this PII protected?

- Personally Identifiable Information (PII), such as a representative's first and last name, date of birth, and last four digits of their social security number, collected in RAD will follow the same data security practices as data collected in NLAD, so the same privacy procedures that are followed for subscribers will be applied to representatives.
- RAD is constructed as part of NLAD, and therefore, RAD is Federal Information Security. Modernization Act (FISMA) accredited as being compliant with National Institute of Standards and Technology (NIST) standards.

How do domestic representatives resolve errors?

- Domestic representatives must submit **copies** of their documentation to resolve their specific errors (documentation that resolves each error is listed on the [RAD Resolving Errors](#) webpage) and the [RAD cover Sheet](#).

How do international representatives resolve errors?

- International representatives must submit all of the required documentation listed below:
 1. A letter that includes,:

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- The service provider's name and contact information of an employee that can confirm the representative's position
 - The representative's full legal name and Representative ID
 - The employer's signature and the date it was signed
2. A **copy** of some form of government-issued identification, and the
 3. [RAD cover Sheet](#).

How can international and domestic representative submit documentation ?

Representatives, or their service provider on their behalf, may submit the documentation:

- Online, through [USAC's secure webpage](#), or
 - Review the online document submission guide [here](#)
- Through the mail, at:
Lifeline Support Center
PO Box 9100
Wilkes-Barre, PA 18773

Linking

Where do service providers link Representative IDs?

- Representative IDs are linked to National Verifier and National Lifeline Accountability Database (NLAD) accounts in NLAD.

Is linking a Representative ID instant?

- Linking is instant if there are no validation errors. The service provider will receive an error in NLAD if the Representative ID does not match the first/last name, the Representative ID is locked, or the representative has unresolved registration errors.

Does the representative's username have to be the same email address that the representative used to register?

- No. The username email address (used for the NLAD role account creation) may be different than the email the representative uses during registration.

If I am getting an error when linking my Representative IDs using the file Linking Representatives File Upload Template, how do I resolve it?

- If you are experiencing issues with the template, email LifelineProgram@usac.org. Make sure you indicate the error you are receiving and always provide the file you submitted and the error file you received after submission.
- This will allow the USAC support team to troubleshoot the issue in a faster and more efficient manner.

What is the “Username” field in the Linking Representatives File Upload Template?

- The “Username” field has to be the email address that the representative uses to log into NLAD and/or the National Verifier. This email may be different than the email used during registration for a Representative ID.

API IDs

Note: The following section regarding Application Program Interfaces (APIs) will only be beneficial to users of the National Lifeline Accountability Database (NLAD) and/or National Verifier APIs. **Use of APIs are optional.**

How do we link Representative IDs to API IDs?

Linking is performed in NLAD and there are two options to link a Representative ID to an API ID:

1. Use the batch linking process and file upload on the “**Manage Representative IDs**” page, **OR**
2. Individually link representatives on the “**Update NLAD Subaccount**” page.

Can a representative be linked to an API ID and user account?

- Yes, if you are using the bulk upload process, include the representative’s information in two rows, and the User Name in one and the API ID in the other.
- You may also do this by linking the representative one-by-one to the user account and then to the API ID.

Can we link multiple representatives to an API account?

- Yes, you can link multiple representatives to an API account.
- There is no limit to the number of representatives linked an API account.

Can we send different Representative IDs through one single API account?

- Yes, service providers **should always** send the Representative ID of the enrollment representative actually involved in the transaction.

- Most service providers have only one or two API accounts that the transactions performed by all their representatives are sent through.

Where can we find information on the instructions to link Representative IDs to API IDs?

- The RAD Resources page includes linking guides ([NLAD Production Guide: RAD with API Accounts](#)).

Can we send different Representative IDs through one single API's account (i.e. credentials used by an ETC's street team)?

- Yes, service providers should always send the Representative ID of the enrollment representative actually involved in the transaction.

How do we correctly populate the Representative ID fields in the API Specifications?

- **RepID:** This field should be used to send a Representative ID for the representative associated with the transaction, or
- **RepNotAssisted:** This field should be used to indicate no representative was involved in the transaction.
 - A scenario where this field would be appropriate is when enrollment is submitted via a service provider's online enrollment system and is not reviewed by a person before being submitted to the National Verifier or NLAD.

Lock Outs

What happens if a representative is locked out?

If a representative is locked out:

- USAC will notify the company and locked out representative via email. The representative will receive this email at the representative's email used during registration.
- The representative will be unable to access log into the National Verifier and/or NLAD. When attempting to login, they will receive an error notifying them they are locked out.
- Representatives will be locked out from all companies for which they perform Lifeline transactions.

Resources

Website

For general RAD information, visit the [RAD section](#) of usac.org.

The [RAD Resources](#) page includes:

- Helpful guides:
 - A [RAD fact sheet](#) which provides an overview of information for representatives
 - NLAD Staging Guides for linking individual user accounts and APIs
 - NLAD Production Guides for linking individual user accounts and APIs
- Data input templates:
 - Linking Representatives File Upload Template
 - Bulk Upload with NLAD Input
- A review of previously discussed information:
 - Slide decks from previous training sessions

Videos

You can review our series of [short videos](#):

- [RAD 101](#)
- [How to Register](#)
- [How to Submit Documentation](#)