

RAD Documentation Upload Process

Secure Web Page Document Upload Process

Step 1: Gather documents for upload

1. Prepare a PDF document with the [RAD Cover Sheet](#) and all of your necessary [supporting documentation](#).
2. Name the PDF Document: **RAD_Representative ID_FirstName_Lastname.pdf**
 - o (e.g. RAD_123456789_Jane_Smith)
3. If you are a service provider submitting documentation for multiple representatives:
 - a. Create one PDF per representative (each PDF should include the RAD Cover Sheet and the supporting documentation for that representative, and saved according to the above format)
 - b. Place all of the PDF files in a .zip file
 - c. Use the file name: **RAD_Date of Submission_Service Provider Name**
 - i. (e.g. RAD_03012020_CarrierABC)

Step 2: Log in to the secure web page

1. Go to: <https://usac.services.conduent.com>

2. Log in to the secure page using the required username and password

Note: If you attempt to log in to the secure web page with an invalid password five or more times, you will receive an error message and your IP address will be blocked. Email LifelineProgram@usac.org for further support.

Step 3: Upload documents

1. Drop the .pdf file in the center of the web page or upload it using the “Upload” icon on the screen.

Note: The web page can only be used to upload documents. You will not be able to download, view, or save any of the files uploaded.