RAD Documentation Upload Process
Secure Webpage 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_RepresentativeID_FirstName_LastName.pdf
   - (e.g. RAD_123456789_Jane_Smith)
3. If you are a service provider submitting documentation for multiple representatives:
   - 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).
   - Place all of the PDF files in a .zip file.
   - Use the file name: RAD_Date of Submission_Service Provider Name
     - (e.g. RAD_03012020_CarrierABC)

Step 2: Log into the secure webpage
   - If you need the username and password, please email LifelineProgram@usac.org to obtain.
2. Log into the secure page using the required username and password above. Note: If you attempt to log into the secure webpage 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 webpage or upload it using the “Upload” icon on the screen.

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