

RAD Office Hours: API Users

Thursday, February 20



Universal Service
Administrative Co.

Housekeeping

- Audio is available through your computer's speakers
- The audience will remain on mute
- Enter questions at any time using the “Questions” box
 - There is a large audience signed in today. We will accept as many questions as possible!
- If your audio or slides freeze, restart the webinar
- Copy of the slide deck in the “handouts” section of webinar panel

Today's Presenters



Catie Miller



Leah Sorini



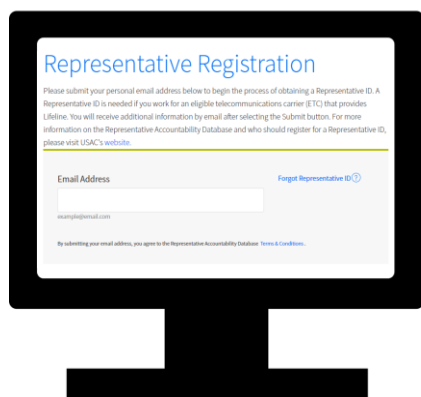
Linnita Hosten



Brandi Streauslin

About RAD Overview

- ① Reps **self-register** and receive Rep ID



lifelinerad.org

- ② SPs collect Rep IDs



Rep ID:
XXXXXXXXXX

- ③ **ETC Admins** link Reps to their API account(s) in **NLAD**



- ④ Transactions performed with linked API account

RepID and **RepNotAssisted** fields included and populated correctly

FAQs Linking



How do we link Rep IDs to API accounts?

- Linking is performed in NLAD and there are two options to link a Representative ID to an API account:
 1. Use the batch linking process and file upload on the Manage Representative IDs page
 2. Individually link representatives on the Update NLAD Subaccount page

Can a representative be linked to an API account 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 account in the other

FAQs

Linking & Unlinking



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 to an API account

How do we unlink a certain representative from an API account?

- If a representative should no longer be linked to an API account, you select “Remove” in the “Authorized Representative for this API account” section of the Update NLAD Subaccount page for the API account

FAQs

Transactions



Can we send different Rep 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
- However, there can only be one Representative ID per transaction
 - If more than one representative is involved in the transaction, send the Representative ID of the representative most responsible for the enrollment

FAQs

Transactions



How do we correctly populate the RAD fields in API requests?

- **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
 - For example, when enrollment is submitted via a service provider's online enrollment system and is not reviewed by a person before being submitted to NV or NLAD

RAD Mandatory, March 26

Reminders



March 26

- **Use of RAD is mandatory March 26, 2020**
- **ETC Administrators** are responsible for linking Representative IDs to API accounts
- There are two options to link a Representative ID to an API account:
 1. Use the batch linking process and file upload on the Manage Representative IDs page
 2. Individually link representatives on the Update NLAD Subaccount page

RAD Mandatory, March 26

RAD Checklist

- ✓ Ensure your enrollment representatives **self-register** for a Rep ID. All errors must be resolved before use of the Rep ID. This applies to both domestic and international.
- ✓ Collect each Representative ID.
- ✓ **Link** Representative IDs to the respective API accounts.
- ✓ Prepare changes to your internal systems to enable sending the appropriate Rep ID with transactions.
- ✓ Submit transactions via API with the correctly populated fields in the API Specifications (**Repld** and **RepNotAssited**).

RAD Mandatory, March 26

Caution



Failure to include a Representative ID when an enrollment representative is actually involved in the workflow is a violation of the Commission's rules.

Failure to include the RAD fields in API transactions will result in errors and the transactions will not be completed.

Linking Representative IDs to API accounts

SUBSCRIBER MANAGEMENT

- Enroll Subscriber
- Update Subscriber
- Transfer Lifeline Benefit
- De-Enroll Subscriber
- Submit Resolution Request
- Upload Subscriber File
- Lookup Subscriber

ACCOUNT MANAGEMENT

- ETC Administrator Home Page
- Manage Representative IDs
- Manage NLAD Subaccounts
- Create NLAD Subaccount
- Create ETC API Account
- Manage Email Recipients
- Change Password

Link in bulk: Navigate to the “**Manage NLAD Subaccounts**” page and upload the bulk linking template

MANAGE NLAD SUBACCOUNTS

[Instructions](#)

Search by Email Address:

Submit

For API Accounts, search by User ID

[View All Subaccounts](#)

Link one-by-one: select “**View All Subaccounts**” then select the API account from the table

[New Subaccount](#)

Linking Representative IDs to API accounts

One-by-One

SUBSCRIBER MANAGEMENT

[Enroll Subscriber](#)
[Update Subscriber](#)
[Transfer Lifeline Benefit](#)
[De-Enroll Subscriber](#)
[Submit Resolution Request](#)
[Upload Subscriber File](#)
[Lookup Subscriber](#)

ACCOUNT MANAGEMENT

[ETC Administrator Home Page](#)
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[Manage Email Recipients](#)
[Change Password](#)

REPORTS AND TOOLS

[Reports](#)
[Tribal Lands Eligibility Verification](#)
[User Guide](#)
[API Specification](#)
[Field Descriptions](#)
[NLAD Access Agreement](#)
[Training Videos](#)

UPDATE NLAD SUBACCOUNT

[Instructions](#)

Authorized NLAD User Information

Email Address testing@etc.com
First Name* **Last Name***
Phone Number* **Representative ID**
 5555555555

Subaccount Role

NLAD Role ETC API

Authorized ETC Representatives

[Download ETC Representatives Report](#)

First Name*
Last Name*
Representative ID*

Enter representative information here

The **Master Agent** is an **optional** field. The ETC Admin should provide Master Agent information for all representatives that this applies to.

Master Agent for Authorized NLAD User

☐ **Master Agent** (Optional)

Assign user to API ?

Authorized Representatives for this API ID

<input type="checkbox"/>	Last Name	First Name	ETC Rep ID	Master Agent Last Name	Master Agent First Name	Master Agent Rep ID
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< 1 of >

Linking Representative IDs to API accounts

Batch Process

- ETC Admins will upload the “**Linking Representatives File Upload Template**” to link a Representative ID to an API account in batch
- This template is found on [USAC’s RAD Resources](#) page

	A	B	C	D	E	F	G	H
1	firstName	lastName	representativeId	userName	apiId	masterAgentFirstName	masterAgentLastName	masterAgentRepID
2								
3								
4								
5								
6								
7								
8								
9								
10								

Linking Representative IDs to API accounts

Batch Process



- Do not include spaces after a representative's name when populating the template
- The file may contain one or more accounts
- All 8 column headers are required in the file template
- Values for "User Name" and "API ID" are conditional (1 of the 2 are required, but cannot have values for both in the same row)
 - If a Representative ID should be linked to a user name and API account, include the representative's information in two rows, and the User Name in one and the API account in the other
- The Master Agent values are optional

Linking Representative IDs to API accounts

Batch Process: Link API and User Account

Second row:
Representative
Johnny is linked
to a user name

The **Master Agent** is an **optional** field. The ETC Admin should provide Master Agent information for all representatives that this applies to.

Third row:
Representative
Johnny is linked to
an API account

A	B	C	D	E	F	G	H
firstName	lastName	representativeId	userName	apiId	masterAgentFirstName	masterAgentLastName	masterAgentRepID
Johnny	Kagent	KASAGT707	johnnykagent@test.com				
Johnny	Kagent	KASAGT707		v3pep8@2c3fwhxb0a9lpc40g.lrkvvzk			
Exak	Tohu	HUWHXHW7F		v3pep8@2c3fwhxb0a9lpc40g.lrkvvzk			
Test	TPIVPass	2NGBH8HS7		v3pep8@2c3fwhxb0a9lpc40g.lrkvvzk	Kmaster	Kagent	KASAGT700

Resources

- [RAD Webpages](#)
- RAD Webinar: [Linking Accounts](#)
- [RAD Production Guide: Linking Representative IDs to API Accounts](#)
- *For testing purposes:* [NLAD Staging \(Pre-Production\) Guide: Testing RAD with API Accounts](#)

Thank You!

- Thank you for joining us!
- Sign up to our Lifeline Program newsletter to receive the latest news about RAD
 - Visit [our subscription center](#)
- Need help? Contact us!
 - General inquiries:
LifelineProgram@usac.org
 - RAD inquiries:
LifelineSupport@usac.org



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