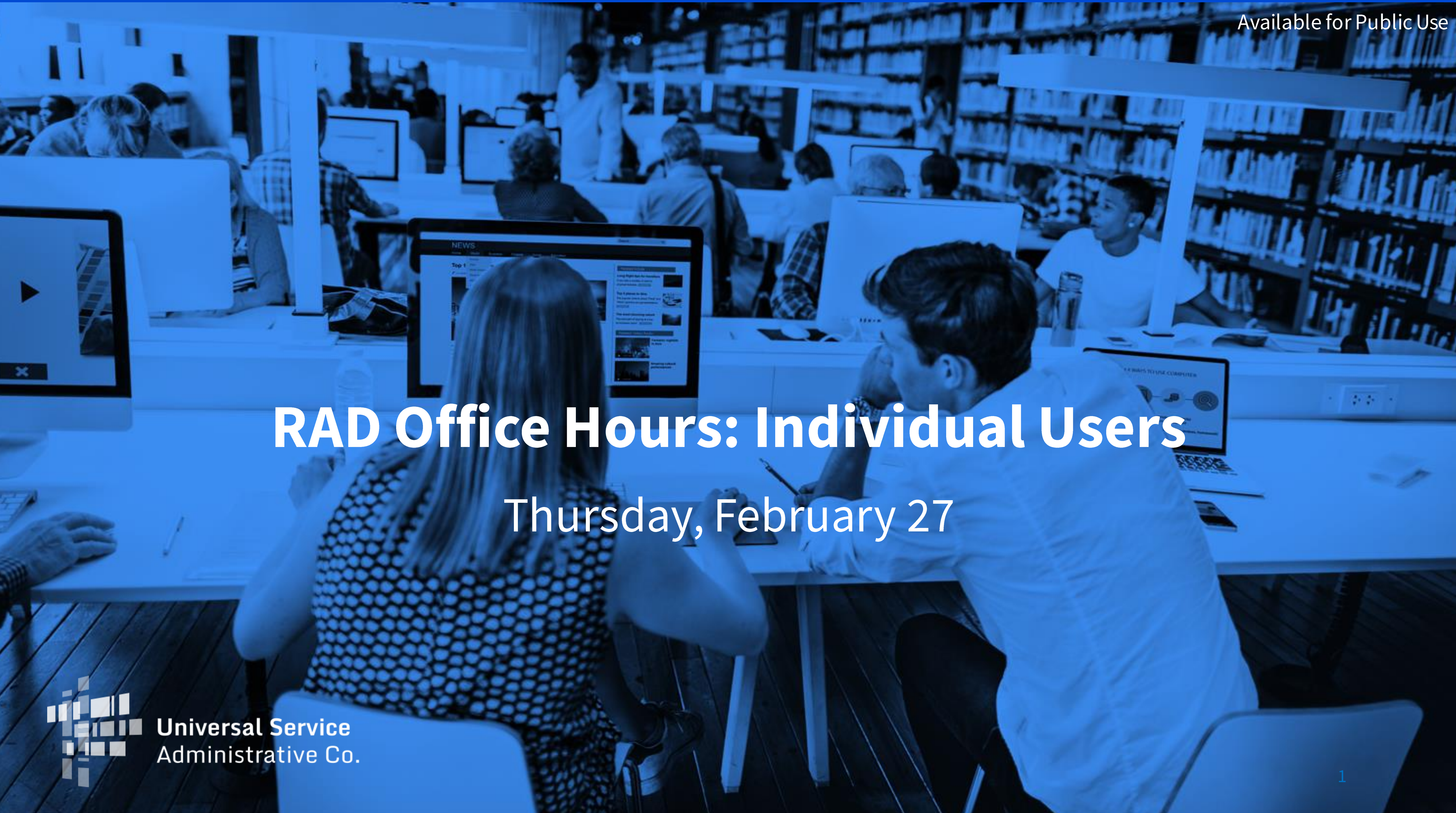


RAD Office Hours: Individual Users

Thursday, February 27

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

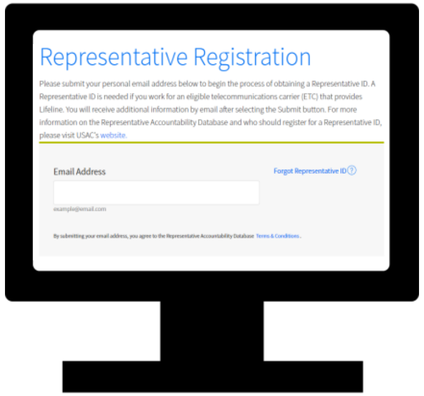
Leah Sorini

Linnita Hosten

Brandi Streauslin

About RAD
Overview

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



lifelinerad.org

2 SPs collect Rep IDs

Rep ID: XXXXXXXXX

3 **ETC Admins** link Reps to their subaccounts in **NLAD**

4 Reps perform transactions

USAC will **track** rep transactions through their Rep IDs as they are performed in NLAD and/or NV

FAQs
Registration

Who needs to register?

- NLAD/NV user roles require a Representative ID if the individual in that role is considered an enrollment representative and may perform Lifeline enrollments, eligibility checks, recertifications, etc.
- This includes enrollment representatives in opt-out states that use USAC's systems for these activities.

Who is a Master Agent?

- Individuals that contract directly with ETCs and oversee or manage a team of people working to complete Lifeline enrollments.

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.

FAQs
Registration

Can a representative use their company email to register if they would like?

- A representative may use their company email to register for a Representative ID. USAC recommends that representatives use a personal email to maintain access to their Rep ID should they leave a particular company.

What PII is required during registration?

- Name, date of birth and an address (business or home) are always required. However, representatives who do not want to provide documentation to verify their identity should also provide their SSN4 and use their home address.

How is this PII protected?

- PII collected in RAD follows the same data security practices as data collected in NLAD, so the same privacy procedures that are followed for subscribers are applied to representatives.
- The NLAD system, where the RAD resides, has undergone Federal Information Security Modernization Act (FISMA) authorization in accordance with National Institute of Standards and Technology (NIST) standards.

RAD Mandatory, March 26
Reminders

March 26

- **Use of RAD is mandatory March 26, 2020.**
- **497 Officers** are responsible for linking Representative IDs to **ETC Administrators**.
- **ETC Administrators** are responsible for linking Representative IDs to **subaccounts** (ETC Analysts, ETC Operations, and ETC Agents).

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 representatives.
- ✓ Collect each Representative ID.
- ✓ **Link** Representative IDs to the respective NLAD user accounts.
  - * When enrolling or updating subscriber information in NLAD, ***if*** you use the "**Subscriber Batch Upload File**," make sure the RepID and RepNotAssisted fields are populated correctly

RAD Mandatory, March 26
Caution

Beginning March 26, 2020, if a Representative ID is not linked to a NLAD user account, the user may be unable to perform National Verifier and/or NLAD transactions.

Linking Representative IDs to Individual Users
Existing Accounts

- ETC Admins and 497 Officers will upload the "**Linking Representatives File Upload Template**" to NLAD to link a Representative ID to existing representatives' subaccounts.
- This template is on USAC's RAD Resources page.

This is the email that the rep uses to log into NLAD and/or NV.

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

	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 Individual Users
Existing Accounts

- Do **not** include spaces after a representative's name when populating template.
- The file may contain one or more accounts.
- All 8 column headers are required in the file template.
- Values for "Username" and "API ID" are conditional (1 of the 2 are required, but you cannot have values for both in the same row).
- Master Agent values are optional but should be included for representatives when applicable.

Linking Representative IDs to Individual Users
Existing Accounts

The ETC Admin clicks "**Manage Representative IDs.**"

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

MANAGE REPRESENTATIVE IDS

Instructions

Select a File: Choose File No file chosen Upload

Uploaded Files

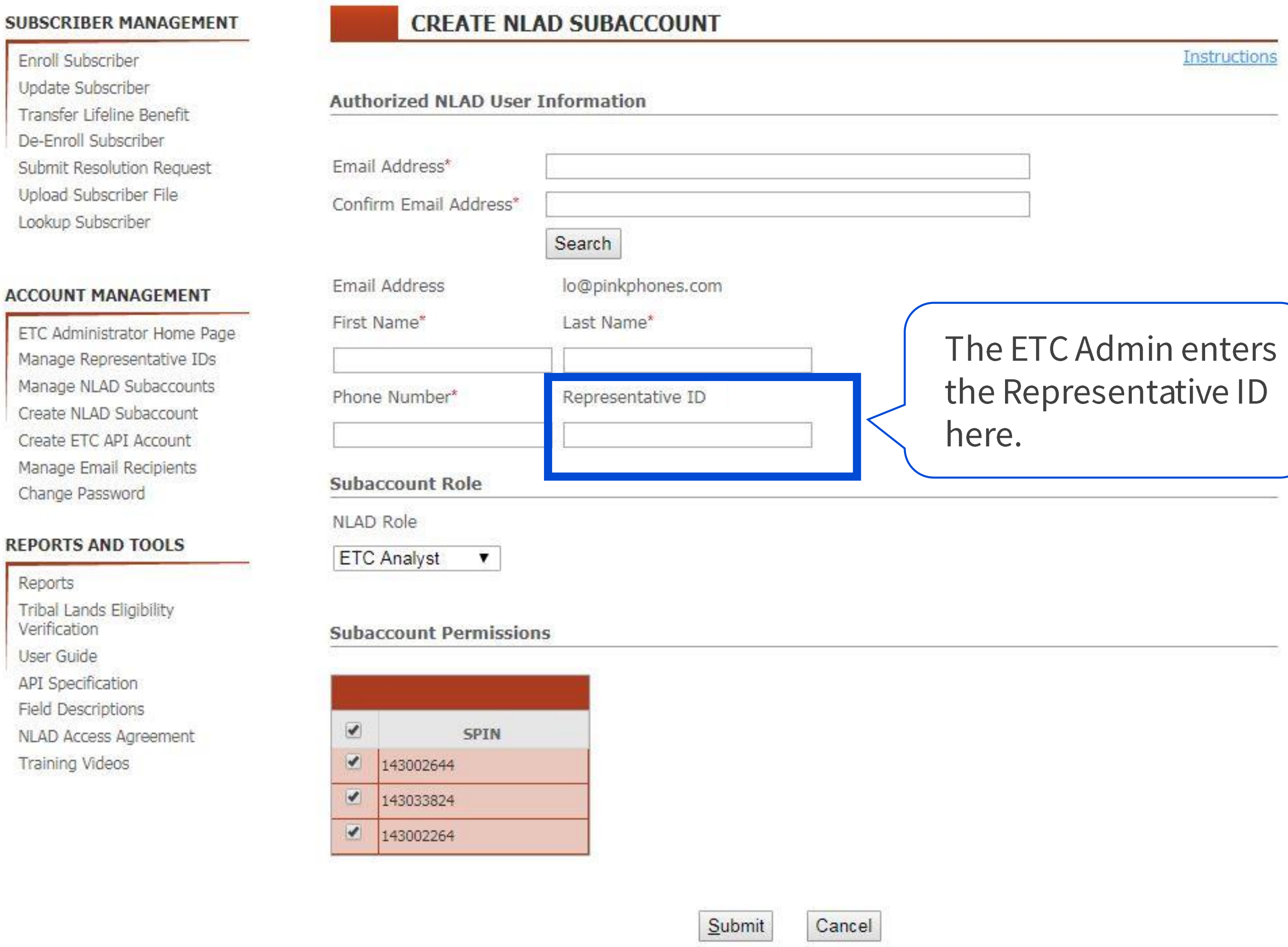
Filename	Date	Rows	Status	Submitted	Rejected	Errors
david_ni-test2.csv	May 09, 2019 11:32:47 am	1	Errors	1	1	Download File
david_ni-test2.csv	May 09, 2019 10:32:19 am	1	Errors	1	1	Download File
david_ni-test2.csv	May 08, 2019 10:59:20 pm	1	Errors	1	1	Download File
david_ni-test2.csv	May 08, 2019 10:57:51 pm	1	Errors	1	1	Download File
david_ni-test2.csv	May 08, 2019 10:56:00 pm	1	Errors	1	1	Download File
	May 08, 2019					

This column displays how many rows in a file were rejected.

If any Representative IDs received an error, you can download this file to see what errors are associated with the Representative IDs.

Linking Representative IDs to Individual Users

New User Accounts

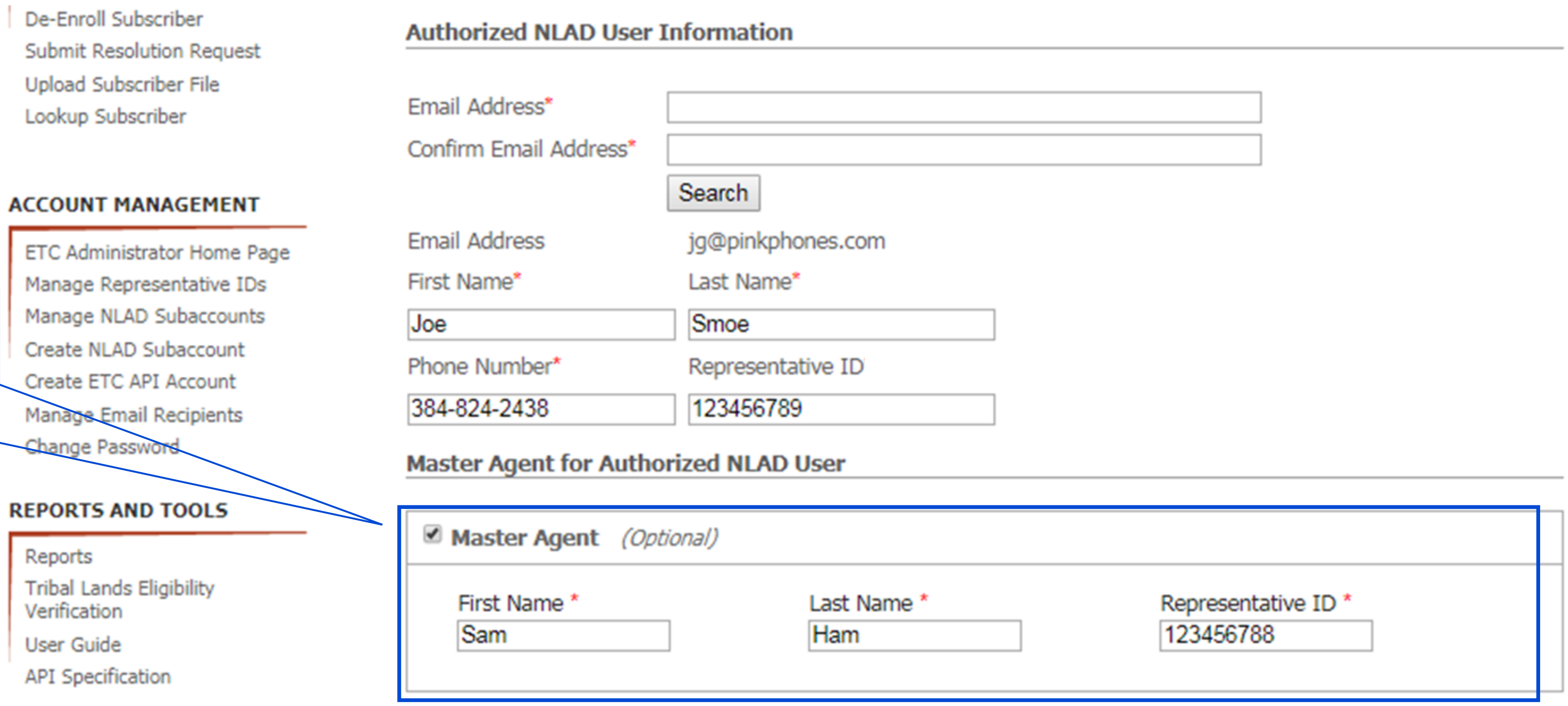


The ETC Admin enters the Representative ID here.

Linking Representative IDs to Individual Users

New User Accounts (Master Agent)

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



FAQs
Linking

Where is the linking performed?

- Representative IDs are linked to NLAD/NV accounts in NLAD.

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.

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/NV account) may be different than the email the representative uses during registration.

FAQs
Linking

If I am getting an error when linking my Representative IDs using the 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.

Can ETCs have more than one Rep ID linked to their accounts?

- There is **no** limit to the amount of representatives that may be associated with a service provider.
- However, only 1 Rep ID can be linked to a subaccount (ETC Agent, ETC Analysts, ETC Ops).

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

- The RAD Resources page includes linking guides (NLAD Production Guide: RAD with Individual User Accounts).

FAQs
Linking & Unlinking

Is linking a Representative ID instant?

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

How do we unlink a certain representative from a subaccount?

- To unlink a representative from a user account, select “deactivate” on the “Update NLAD Subaccount” page. The account can be recreated without adding a Representative ID.

Subscriber Transactions with Rep ID

National Verifier Paper Application

Representatives assisting consumers with paper applications **must** complete page 7 of the application:

FCC FORM 5629

OMB APPROVAL EDITION 3060-0819

Lifeline Program

Application Form

Universal Service Administrative Co.

5. Agent Information

Answer only if a sales person submits this form.

What is the agent's full legal name?

The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First

Middle (optional)

Suffix (optional)

Last

What is the agent's ID number?

What is the agent's date of birth?

Month

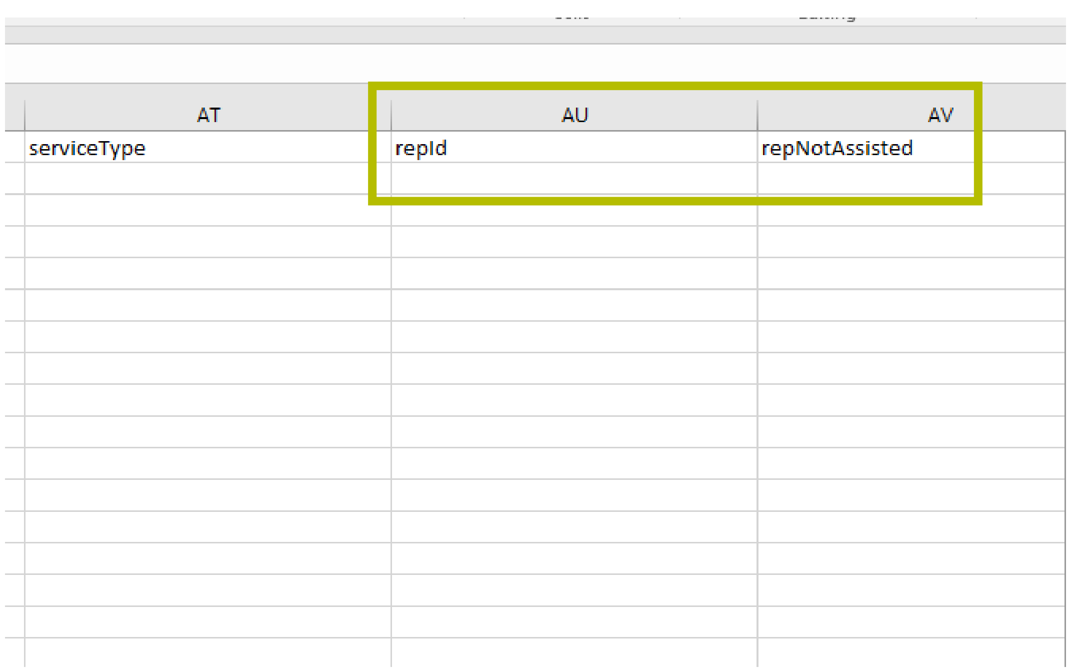
Day

Year

Representative includes their Representative ID here.

Subscriber Transactions with Rep ID

NLAD Subscriber Batch Upload



- This the NLAD file used to enroll or update subscriber information in bulk.
- **repId**: A Representative ID must be provided if a service provider representative assisted with the transaction.
- **repNotAssisted**: This field should be set to "1" if a representative did not assist with the transaction.
  - This field should be set to "0" or left blank if a Representative ID is provided in the repId field.

Subscriber Transactions with Rep ID
NLAD Subscriber Batch Upload

- Updated NLAD Input Template and National Verifier Mode NLAD Input Templates are on the NLAD Resources page.
- NLAD Field Descriptions with the RAD fields are on the NLAD Resources page.

Resources

- RAD Webpages
- RAD Webinar: Linking Accounts
- RAD Production Guide: Linking Representative IDs to Individual User Accounts
- *For testing purposes*: NLAD Staging (Pre-Production) Guide: Testing RAD with Individual User Accounts

Poll Question!

- Do you use the subscriber batch file process to submit transactions in NLAD?

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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