2019 USAC-Elected Recertification Web Portal Overview
Overview

- Lifeline subscribers in SACs that have elected USAC for 2019 Recertification will be able to recertify using the National Verifier web portal* at www.CheckLifeline.org.

- Only subscribers that are currently in their recertification window will be able to access the web portal. Subscribers will have an unlimited number of attempts to complete their recertification via the web portal throughout their 60-day window.

- For any questions about the recertification web portal reach out to LIVerifications@usac.org

*subscribers in the USAC-elected recertification process are not in the National Verifier.
1. Subscriber selects state from drop down menu
2. Subscriber clicks “Recertify to keep Lifeline”
3. Subscriber enters personal information to locate recertification form and create an account*

*once a subscriber has created an account they will be able to log back into the portal to complete their recertification using their credentials.
Error message if unable to locate form

We Can't Find You In Our System

We can't find a recertification request for you based on the information you gave us.

Double check the information below.

Make sure the information is exactly the same as what is in your recertification letter.

Full Legal Name:
Date of Birth:
Last 4 Numbers of SSN:
Address:

If this information is right, call the Lifeline Support Center at 1-800-234-9473.

Subscribers must enter their information exactly as it is shown in the recertification letter they received in the mail at the start of their recertification window.
4. Account creation

Create Your Account
Making an account will let us keep your information safe. It will also let you save it and come back to it any time.

Choose your username.
Choose something that you can easily remember. If it helps, use your name in some form.

Username

Choose your password.
Make sure it is something you can remember. It has to follow the requirements below.

Password
Password Requirements
- at least 8 characters long
- at least 1 capital letter
- at least 1 number (0-9)
- at least 1 special character (!@#$%^&*)

Confirm Password
Type the same password again.

Help us secure your account. Choose 3 security questions that only you know the answers to.
Make sure you can remember these answers. These will help you get back into your account if you forget your username or password.

Security Question 1
Select One

Your Answer to Security Question 1

Security Question 2
Select One

Your Answer to Security Question 2

Security Question 3
Select One

Your Answer to Security Question 3

What is the best way to reach you?
We value this to contact you when you need to reset your password and to let you know when there are updates to your application status.

- Email
- Phone
- Mail

What is your email address?

Submit

Back

5. Sign-in to account to access recertification form

Sign In To Your Account

- Username: tbrannon
- Password: [hidden]

Don't Have an Account?
Find out if you qualify for the Lifeline program by creating an account.

Create an Account

Print an application to mail in?
If you want to fill out the form on paper, you can print a paper form to mail in.
6. Eligibility information

Tell Us How You Qualify For Lifeline

To recertify for Lifeline, you need to show that you or a member of your household qualifies through a government assistance program or through income.

Are you or someone in your household in any of these?

Choose one.
- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit Programs
- Tribal Specific Program (only choose if you live on tribal lands)
- I don’t participate in any of these programs, I want to qualify through my income.
- I am not in any of these, and do not qualify for Lifeline anymore.

Show That You Qualify Through Your Income

Use the chart below to determine if you qualify through income.

<table>
<thead>
<tr>
<th>Household Size</th>
<th>48 Contiguous States, D.C., and Territories</th>
<th>Alaska</th>
<th>Hawaii</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$36,389</td>
<td>$20,493</td>
<td>$18,846</td>
</tr>
<tr>
<td>2</td>
<td>$22,221</td>
<td>$27,783</td>
<td>$25,555.50</td>
</tr>
<tr>
<td>3</td>
<td>$28,053</td>
<td>$35,073</td>
<td>$32,265</td>
</tr>
<tr>
<td>4</td>
<td>$33,885</td>
<td>$42,363</td>
<td>$38,974.50</td>
</tr>
<tr>
<td>5</td>
<td>$39,717</td>
<td>$49,653</td>
<td>$45,684</td>
</tr>
<tr>
<td>6</td>
<td>$45,549</td>
<td>$56,943</td>
<td>$52,393.50</td>
</tr>
<tr>
<td>7</td>
<td>$51,381</td>
<td>$64,233</td>
<td>$59,103</td>
</tr>
<tr>
<td>8</td>
<td>$57,213</td>
<td>$71,523</td>
<td>$65,812.50</td>
</tr>
<tr>
<td>For each additional person, add</td>
<td>$5,832</td>
<td>$7,290</td>
<td>$6,709.50</td>
</tr>
</tbody>
</table>

What is your household size?

Is your annual household income the same or less than the amount shown in the chart?

Answer based on your household size and state/territory.

Choose one.
- Yes
- No
7. Certifications

Agreement

Please initial next to each statement and sign this form to finish the process.

I agree, under penalty of perjury, to the following statements:

- [ ] Initial I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 100% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).

- [ ] Initial I agree that if I move I will give my service provider my new address within 30 days.

- [ ] Initial I (or the person in my household that qualifies, do not qualify through a government program or income anymore.

- [ ] Initial Either I or someone in my household gets more than one Lifeline benefit (including more than one Lifeline broadband Internet service, more than one Lifeline telephone service, or both Lifeline telephone and Lifeline broadband Internet service).

- [ ] Initial I know that my household can only get one Lifeline benefit and, to the best of my knowledge, my household is not getting more than one Lifeline benefit.

- [ ] Initial I agree that my service provider can give the Lifeline Program administrator all of the information I am giving on this form. I understand that this information is meant to help run the Lifeline Program and that if I do not let them give it to the Administrator, I will not be able to get Lifeline benefits.

- [ ] Initial All the answers and agreements that I provided on this form are true and correct to the best of my knowledge.

- [ ] Initial I know that falsely giving false or fraudulent information to get Lifeline Program benefits is punishable by law and can result in fines, jail time, de-enrollment, or being banned from the program.

Your Signature

Enter your first and last name (the same as you gave us before) below.

[ ] I understand this is a digital signature, and is the same as if I signed my name with a pen.

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Submit
8. Successful recertification notification

You Still Qualify for Lifeline

You have recertified for the Lifeline Program.
You do not need to do anything else. We will let your phone or internet company know and your service will continue.
If something changes and you do not qualify for Lifeline anymore, please tell your internet or phone company within 30 days.

You may be asked to recertify for Lifeline again each year. To learn more about Lifeline, visit LifelineSupport.org.