



Reverification Documentation Upload Process for the National Verifier

Secure Webpage Document Upload Process

Step 1: Gather documents for upload

1. Prepare a single PDF document with all of the supporting documentation for each subscriber (one PDF per subscriber).
2. Submit all documents for each subscriber together in a single PDF.
 - o Use the file name: **ApplicationID_LastName.pdf** (e.g. G32-18J-H4GU_Smith.pdf)
3. Place all of the PDF files in a .zip file.
 - o Use the file name: **NV_Reverification_CompanyName_MMDDYYYY_HHMMSS.zip**
 - o Use a 24-hour clock in ET for the hours, minutes, and seconds.

Step 2: Use login credentials to access the secure webpage

1. Go to <https://usac.services.conduent.com>
2. Use the login credentials provided to access USAC's secure webpage to securely upload subscriber eligibility documentation for reverification.

Step 3: Upload subscriber documents

1. Drop the .zip file in the center of the webpage or upload it using the "Upload" icon on the screen.

Example of a Package:

Service provider A submits a package that contains reverification documents for 3 of their subscribers. The service provider logs onto the secure webpage to upload a .zip file:

- o NV_Reverification_ServiceProviderA_11162017_111025.zip

The .zip file contains the following files:

- o U3H-116-3A65_Doe.pdf
- o AJ2-A16-3FXD_Smith.pdf
- o 132-11Z-T3KM_Johnson.pdf

The secure webpage is a one-way, write-only site where service providers can upload their documents but will not be able to download, view, or save any of the files uploaded.

If you need the login credentials or have questions about using the secure server, please email LifelineProgram@usac.org for assistance.