

# National Verifier: New Enhancements Coming Soon

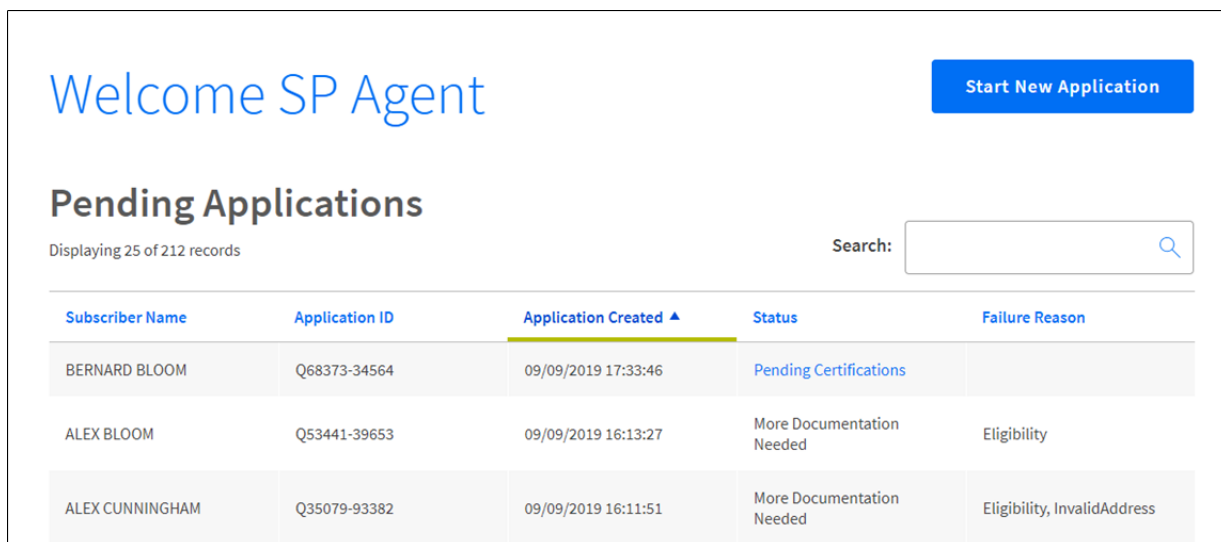
USAC is excited to introduce new enhancements to the National Verifier. The **November 2019** external updates will focus on improving user experience on the NV Web Portal while the internal updates will change the document upload process and provide operational enhancements for the Lifeline Support Center.

The National Verifier Web Portal will now:

- Provide status on a Service Provider's homepage when a Consumer's application is Pending Certifications
- Alert Service Providers and Consumers when they have been logged out of the National Verifier due to inactivity
- Provide information to Service Providers and Consumers around system outages

## **Pending Certifications Status**

Service Providers will be able to see a new status on their homepage when a Consumer's application is pending certifications. A Consumer with no outstanding errors must fill out certifications before they are able to enroll in the Lifeline program or transfer their service. Consumer's with outstanding errors must fill out certifications before a decision can be rendered on their application. Applications without certifications completed will expire after 45 days.

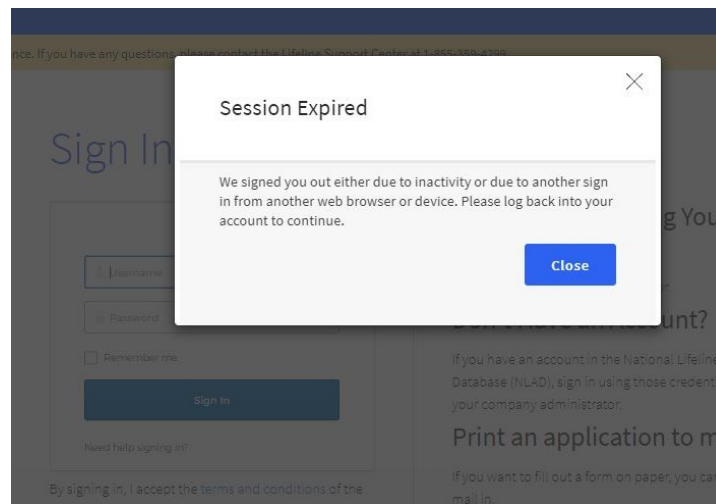


The screenshot displays the National Verifier web portal interface. At the top left, it says "Welcome SP Agent" in blue. To the right is a blue button labeled "Start New Application". Below this is the heading "Pending Applications" and a search bar with a magnifying glass icon. Underneath, it indicates "Displaying 25 of 212 records". A table lists pending applications with columns for Subscriber Name, Application ID, Application Created (with a dropdown arrow), Status, and Failure Reason.

Subscriber Name	Application ID	Application Created ▲	Status	Failure Reason
BERNARD BLOOM	Q68373-34564	09/09/2019 17:33:46	Pending Certifications	
ALEX BLOOM	Q53441-39653	09/09/2019 16:13:27	More Documentation Needed	Eligibility
ALEX CUNNINGHAM	Q35079-93382	09/09/2019 16:11:51	More Documentation Needed	Eligibility, InvalidAddress

## **Alerting Service Providers and Consumers when they have been logged out due to inactivity**

Service Providers and Consumers will now be alerted when they have been logged out of the NV Web Portal due to being inactive for 30 minutes. When they are logged out, they will be taken to their login page where a message will be displayed letting them know that they were logged out due to inactivity and can log in again to continue using the National Verifier.



## **Providing Information to Service Providers and Consumers about System Outages**

The National Verifier will now display a yellow banner on the portal when there is a system outage. The banner will contain information on the planned outage window.

**Lifeline National Verifier**

 The National Verifier website will be unavailable from 8pm-midnight ET due to scheduled maintenance. If you have any questions, please contact the Lifeline Support Center at 1-855-359-4299.