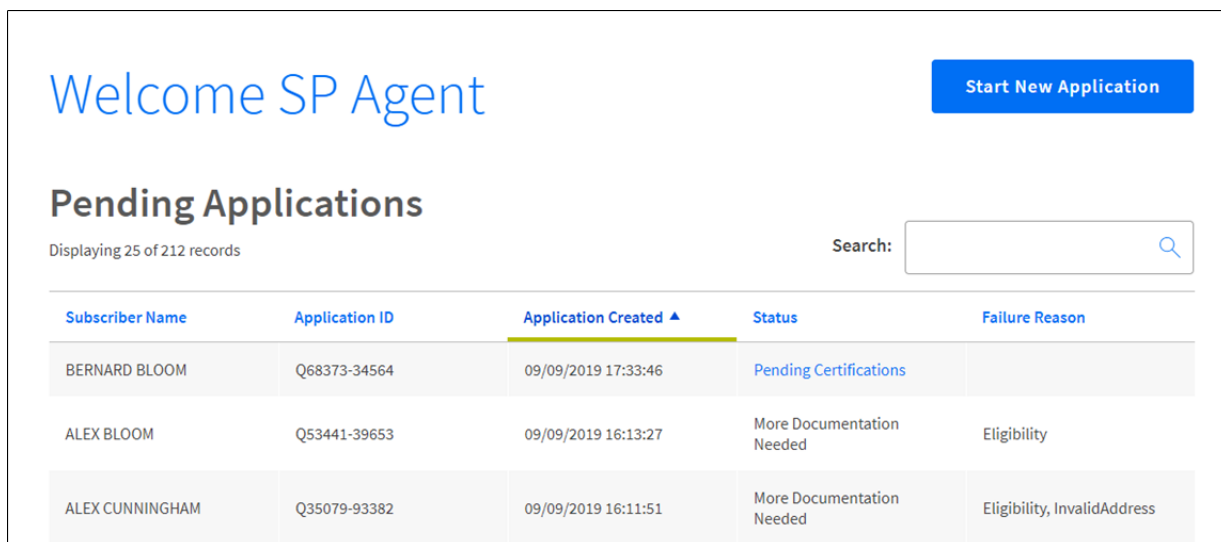# National Verifier: New Enhancements Coming Soon

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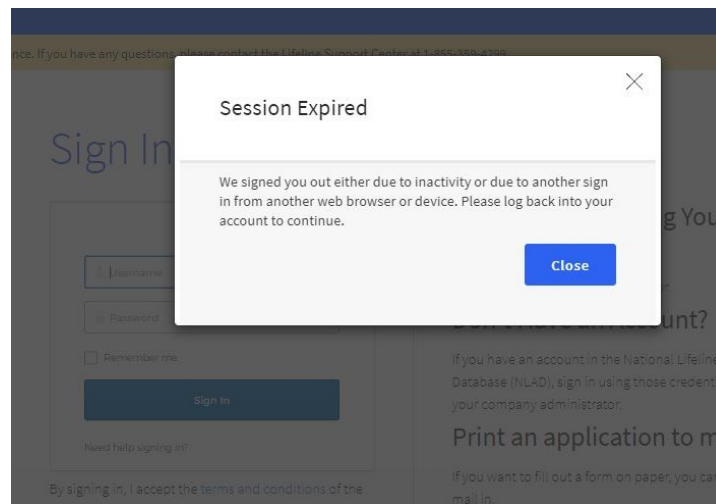
Alerting Service Providers and Consumers when they have been logged out due to inactivity

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.