

Reverification Documentation Upload Process for the National Verifier

Secure Web Page Document Upload Process

Step 1: Gather documents for upload

- Prepare a single PDF document with all of the following documentation for each subscriber (one PDF per subscriber).
- Submit all documents for each subscriber together in a single PDF.
 - Use the file name: **ApplicationID.pdf** (e.g. G32-18J-H4GU.pdf)
- Place all of the PDF files in a .zip file.
 - Use the file name: **nv_reverification_SACname_MMDDYYYY-HHMMSS.zip**
 - Use a 24-hour clock in ET for the hours, minutes, and seconds.

Step 2: Use log in credentials to access the secure web page

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

Note: If you attempt to log in to the secure web page with an invalid password five or more times, you will receive an error message and your IP address will be blocked. Email LifelineProgram@usac.org for further support.

Step 3: Upload subscriber documents

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

Examples of package:

Service provider A submits a package that contains reverification documents for three of their subscribers. The service provider logs in to the secure web page to upload a .zip file:

- nv_reverification_service provider A_11162017_111025.zip

The .zip file contains the following files:

- U3H-116-3A65.pdf
- AJ2-A16-3FXD.pdf
- 132-11Z-T3KM.pdf



Available for Public Use

The secure web page 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 log in credentials or have questions about using the secure server, email LifelineProgram@usac.org.