National Verifier Live in Additional States and Territories

On **Wednesday, January 22**, the Lifeline National Verifier will fully launch in the following localities:

- Alabama
- Arkansas
- Louisiana
- Massachusetts
- Maryland
- New Jersey
- Oklahoma
- South Carolina
- Washington

Service Providers in this launch are now **required** to use the National Verifier to check the eligibility of all Lifeline applicants before enrolling them into the Lifeline program. Consumers in this launch can apply for Lifeline directly through the National Verifier online [consumer portal](https://www.consumerportal.com) or by mailing a [paper application](https://www.consumerportal.com) to the Lifeline Support Center.

**National Verifier: New Enhancements Coming Soon**

USAC is excited to introduce new enhancements to the National Verifier. The **January 2020** external updates will focus on improving user experience on the NVWeb Portal while the internal updates will provide operational enhancements for the Lifeline Support Center.

**The National Verifier Web Portal will now:**

- No longer require Service Providers to complete CAPTCHA when logging in
- Display file upload restrictions on pages where consumers are asked to upload documents
- Provide clarity on the certifications page on the Lifeline definition of a household
- Display the consumer’s name under the signature field on the certifications page
Service Provider Login Updates

Service Providers will no longer be required to complete CAPTCHA when logging into the National Verifier. Instead they will be able to login by entering their credentials and completing the Multi-Factor Authentication (MFA).

Sign In To Your Account

Service Providers logging in through OnePortal will be directed to the NV Home Page when trying to access the National Verifier. Since these Service Providers will already be logged in, they will be able to access their Service Provider homepage by clicking the “Sign In as a Service Provider” link.

Clarification on File Upload Type and Size Limitations

A note has been added to pages on the portal requiring document upload around the file upload size and type restrictions.
Usability Updates to the Certifications Page

The certifications page was updated to provide more clarity to consumers. A tooltip has been added to the household certification to include the Lifeline definition of a household.

Additionally, since consumers need to enter their name in the signature field exactly as they did when filling out the form, the name they are expected to enter will now display below the field.