

# 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](#) or by mailing a [paper application](#) 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 NV Web Portal while the internal updates will provide operational enhancements for the Lifeline Support Center.

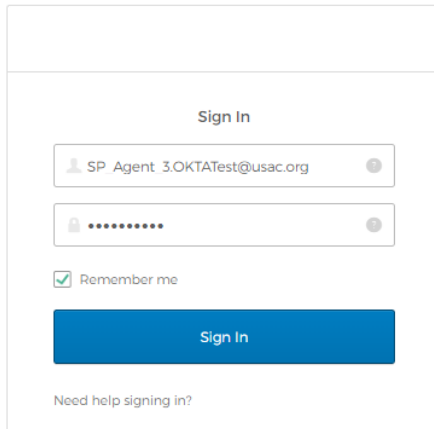
### **The National Verifier Web Portal will now:**

- 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



The screenshot shows a 'Sign In' form with the following elements:

- Form title: Sign In
- Username field: SP Agent 3.OKTATest@usac.org
- Password field: Masked with dots
- Remember me checkbox: Checked
- Sign In button: Blue button with white text
- Link: Need help signing in?

By signing in, I accept the [terms and conditions](#) of the National Verifier system.

### Need Help Accessing Your Existing Account?

Contact your company administrator.

### Don't Have an Account?

If you have an account in the National Lifeline Accountability Database (NLAD), sign in using those credentials. Otherwise, contact your company administrator.

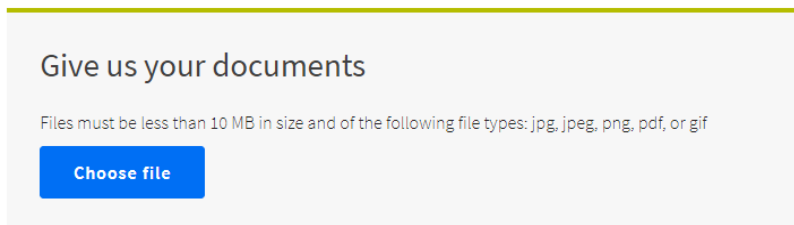
### Print an application to mail in?

If you want to fill out a form on paper, you can [print a paper form](#) to mail in.

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.

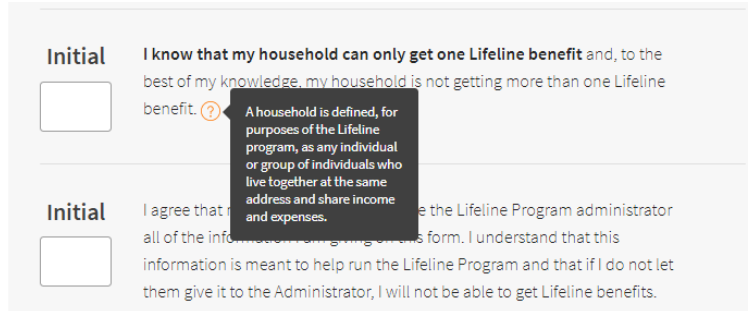


The screenshot shows a file upload section with the following elements:

- Section title: Give us your documents
- Text: Files must be less than 10 MB in size and of the following file types: jpg, jpeg, png, pdf, or gif
- Choose file button: Blue button with white text

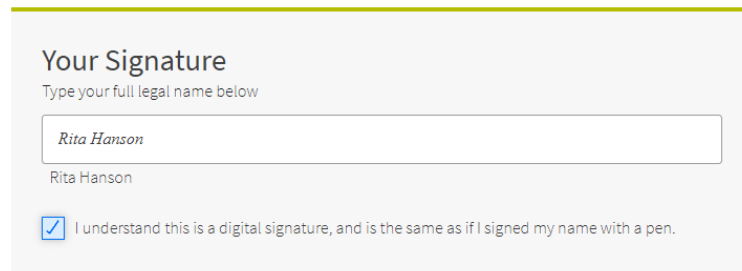
## Usability Updates to the Certifications Page

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.



The screenshot shows a portion of a certification form. It features two rows, each with an empty input box on the left and text on the right. The first row's text reads: "I know that my household can only get one Lifeline benefit and, to the best of my knowledge, my household is not getting more than one Lifeline benefit." A question mark icon is placed at the end of this text. A tooltip box is overlaid on the text, containing the text: "A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses." The second row's text reads: "I agree that... the Lifeline Program administrator all of the information on this form. I understand that this information is meant to help run the Lifeline Program and that if I do not let them give it to the Administrator, I will not be able to get Lifeline benefits."

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.



The screenshot shows a section titled "Your Signature" with the instruction "Type your full legal name below". Below this is a text input field containing the name "Rita Hanson". Underneath the input field, the name "Rita Hanson" is displayed. At the bottom of the section, there is a checked checkbox followed by the text: "I understand this is a digital signature, and is the same as if I signed my name with a pen."