National Verifier Live in Additional States and Territories

On **Tuesday, March 24**, the Lifeline National Verifier will fully launch in the following localities:

- Florida
- Illinois
- Minnesota
- Ohio
- Wisconsin

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: March 2020 Enhancements**

USAC is excited to introduce new enhancements to the National Verifier. The **March 2020** external updates will focus on improving user experience in the NVWeb Portal.

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

- Include a progress tracker that will show consumers how many pages they have left in their application
- Contain additional information on the consumer homepage about different types of applications
- Contain updated language on the eligibility program page about providing documents
New Progress Tracker

Consumers submitting applications via the portal (or Service Providers submitting applications in assistance of consumers) will now be able to see a progress tracker indicating how many pages are left in the application. The progress tracker will provide insight into what errors the consumer will need to resolve before completing the application.
Updates to the Consumer Homepage

Updates have been made to the consumer homepage to improve user experience. These updates include graying out buttons based on what actions are available to the user, updated information on the different type of applications, and updated verbiage under the “Update Your Address” link.
**Updates to Verbiage on Eligibility Program Page**

Updates were made to the eligibility program page to indicate to consumers upfront that they may need to provide documentation about the program they select.