



National Verifier v3.0 Production Release Notes

National Verifier Components

At the December 2018 launch, service providers operating in the following NV states and territories must use the system to perform Lifeline eligibility checks: CO, MS, MT, NM, UT, and WY.

At the December 2018 launch, service providers operation in the following states and territories have the option to use the system: GU, HI, ID, MO, NC, NC, NH, PA, SD and TN.

Consumers in the following NV states can use the system without assistance of a service provider: CO, MS, MT, NM, UT, and WY.

Service Provider Portal

The Service Provider Portal is the front-end portal of the National Verifier that service providers will be able to access. The Service Provider Portal can be accessed by going to <http://www.checklifeline.org/> and clicking the “Sign in as a Service Provider” link. Service Providers can use their existing NLAD accounts to access the National Verifier. For new service providers, accounts can be set up through NLAD. Service providers can use the portal to do the following:

- **Conduct Eligibility Checks:** Submit Qualification Forms in assistance of consumers.
- **Submit Documentation:** Dispute eligibility decisions and upload documents for Lifeline Support Center manual review in assistance of consumers. All failures will require a document upload except for AMS and duplicate address. Service providers can assist consumers in disputing AMS failures by clicking on their address on an interactive map to obtain their latitude and longitude coordinates and can assist them in disputing duplicate address failures by confirming that no one else in their household is already receiving Lifeline benefits.
- **View Eligibility Results:** View final Lifeline Support Center decisions of consumer Qualification Forms.

Service providers serving consumers in MO, NC and TN may need to wait 1-3 business days to receive a response on a consumer’s eligibility. Service providers will have the option to assist consumers in uploading documentation or overriding TPIV, AMS, Under 18 and Duplicate Address failures if applicable while waiting for a response from the state data source. Documentation however will not be reviewed by the Lifeline Support Center until a response is received from the state and all necessary documentation has been uploaded.

Consumer Portal

On 11/2/18, consumers can begin accessing the consumer portal to submit eligibility applications. Consumers can access the Consumer Portal by navigating to <http://www.checklifeline.org> and selecting

their state from the state drop-down on the landing page. Only consumers from CO, MS, MT, NM, UT and WY will be able to enter the Consumer Portal. The Consumer Portal is available in both English and Spanish. Consumers can use the portal to do the following:

- **Account Creation:** Create an account to log into the National Verifier.
- **Conduct Eligibility Checks:** Submit Qualification Forms to check their Lifeline eligibility status.
- **Submit Documentation:** Dispute eligibility decisions and upload documents for Lifeline Support Center manual review. All failures will require a document upload except for AMS and duplicate address. Consumers can dispute AMS failures by clicking on their address on an interactive map to obtain their latitude and longitude coordinates and can dispute duplicate address failures by confirming that no one else in their household is already receiving Lifeline benefits.
- **View Eligibility Results:** View final Lifeline Support Center decisions of their Qualification Forms.

Known Issues and Workarounds

Service Provider and Consumer Portal

Issue: When a service provider completes an application in assistance of a consumer who does not successfully qualify by income and then clicks the “Qualify Another Person” button, they will be unable to qualify another consumer.

- **Workaround:** To qualify another consumer, the service provider should click the Lifeline National Verifier button at the top left-hand corner of the screen to navigate to the homepage. On the homepage, they can click the “Start New Application” button to complete another Qualification Form.

Issue: When a service provider completes an application in assistance of a consumer who is from a batch state and clicks the “Qualify Another Person” button on the We are checking their eligibility page, they will be unable to qualify another consumer.

- **Workaround:** To qualify another consumer, the service provider should click the Lifeline National Verifier button at the top left-hand corner of the screen to navigate to the homepage. On the homepage, they can click the “Start New Application” button to complete another Qualification Form.

Issue: When a consumer successfully creates an account, logs in and then sees the there was a problem message when trying to submit their qualification form, the account they created is no longer tied to their information in the system. They will no longer be able to use the credentials they successfully created to log in again to resubmit their qualification form.

- **Workaround:** Consumers can come back to the portal at a later time and go through the account creation process again. When they do this, they must select a new username in order to successfully

complete the account creation process and submit their qualification form. Additionally, consumers can go to a service provider for help with submitting their qualification form.

Issue: Consumers that do not remember their security questions or did not apply initially with an email address will not be able to use the “Forgot Password” feature.

- **Workaround:** Consumers who want to apply for Lifeline and cannot log in because they forgot their passwords can either apply through a service provider, can mail in an application, or can call the Lifeline Support Center.

Issue: Service providers assisting consumers dispute AMS failures in the Service Provider Portal, and consumers disputing AMS failures in the Consumer Portal will have the ability to drop pin outside US States and Territories.

- **Workaround:** Both service providers assisting consumers and consumers should zoom into the map and drop the pin at their address.

Issue: Minor verbiage and punctuation issues with Spanish translations in the consumer portal.

- **Workaround:** If Spanish content is unclear, consumers can toggle back to the English portal using the toggle available on the right-hand side of the header.