

## National Verifier v1.0 Production Release Notes

### National Verifier Service Provider Portal

At the launch, only service providers operating in NV states (CO, NM, MS, MT, UT, and WY) can use the Service Provider Portal, the front-end portal of the National Verifier. Service providers can use the portal to do the following:

- **Conduct Eligibility Checks:** Submit Application Forms in assistance of consumers.
- **Submit Documentation:** Dispute eligibility decisions and upload documents for Lifeline Support Center manual review in assistance of consumers.
- **View Eligibility Results:** View final Lifeline Support Center decisions of consumer Application Forms.

### Known Issues and Workarounds

**Issue:** When a service provider completes an application in assistance of a consumer who qualifies through their income and then clicks the “Qualify Another Person” button, they will be unable to enroll another consumer.

- **Workaround:** To enroll 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 Application Form.

**Issue:** If a service provider receives a TPIV, AMS, or under 18 error when assisting a consumer submit their application, notices an error with a consumer’s personally identifiable information (PII) on the error page, and clicks the “fix it here” button, they cannot update the consumer’s PII and re-submit their application.

- **Workaround:** To fix the application, 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 Application Form with the accurate PII.

**Issue:** When a service provider assists a consumer submit an Application Form and receives multiple errors, they must ask the consumer for documentation that meets the system file restrictions to upload. If on the first error page they attempt to upload a file that is too large or is the incorrect attachment type, an error correctly appears on the error page. On subsequent error pages, if the service provider attempts to upload an incorrect file size or type, no error message will be shown. Once they arrive at the certifications page and the consumer tries to submit their form, they will see a global error at the top of the page.

- **Workaround:** For each error a consumer has, a file must be uploaded that is less than 10 MB in size and is one of the following types: .jpg, .jpeg, .png, .pdf, or .gif.

**Issue:** When a service provider submits an Application Form in assistance of a consumer who is qualified and tries to click the “Go to NLAD” link on the qualified page, they will not be directed to NLAD.

- **Workaround:** Service providers can go to NLAD by clicking the “Your Account” drop down on the top right-hand corner of the page. Once they select the “Go to NLAD” option in the drop down, they will then be directed to NLAD.

**Issue:** When a service provider uploads multiple documents in assistance of a consumer, and then the Lifeline Support Center rejects one of the submitted documents, the service provider cannot assist the consumer to upload another document to resolve the Lifeline Support Center’s rejection without uploading all of the consumer’s documentation again.

- **Workaround:** To assist a consumer upload another document to resolve the Lifeline Support Center’s rejection, a service provider must re-enter the consumer’s PII, submit the new document intended to replace the rejected document, and re-upload the other documents the consumer originally uploaded for all errors they initially received.

**Issue:** When a service provider uploads a document in assistance of a consumer, a small white bar will appear when the file is in the process of loading. If the service provider tries to click next before the document is fully uploaded, they will receive a global error at the top of the page and they will see blue loading bars in the document upload area.

- **Workaround:** Service providers should wait for the small white bar to disappear prior to clicking the next button. If they accidentally click the next button prior to the document being completely uploaded, they should re-click the next button after the blue loading bars disappear.