Housekeeping

• Audio is available through your computer’s speakers
• The audience will remain on mute
• **Enter questions at any time using the “Questions” box**
  • There is a large audience signed in today. We will accept as many questions as possible!
• If your audio or slides freeze, restart the webinar
• **A copy of the slide deck is in the “Handouts” section of webinar panel**
Today’s Presenters

Catie Miller

Linnita Hosten
Course Overview

01 | **Introduction**
- National Verifier Overview

02 | **Getting Started**
- Creating User Accounts and Credentials
- Creating an NV Application
- Checking Application Status
- Submitting Documentation
- NLAD & the National Verifier

03 | **Resources**
- Preparing to use the National Verifier
Introduction
The October 2019 group soft launched on October 11, 2019. This includes

- Alabama
- Arkansas
- Louisiana
- Massachusetts
- Maryland
- New Jersey
- Oklahoma
- Puerto Rico
- South Carolina
- Washington
National Verifier Overview

- The National Verifier will determine consumer’s Lifeline eligibility
- Service providers will no longer determine if consumers are eligible for Lifeline
- The National Verifier will make eligibility determinations, service providers must enter a consumer into NLAD to enroll in Lifeline
- The National Verifier will handle the annual recertification process
National Verifier Overview

- When the National Verifier launches in a state there is an optional soft launch period followed by a mandatory hard launch.
- At the hard launch, consumers in a state can apply directly through the National Verifier.
- When a state enters the National Verifier, all current Lifeline consumers go through a one-time reverification process that ensures they meet all Lifeline requirements.
Getting Started
National Verifier Eligibility Checking

**Input**
Consumer data – name, SSN4, etc. – entered in the National Verifier SP portal; initial certifications

**National Verifier**
National Verifier searches for customer in Federal/State databases and NLAD

If customer eligibility record is **not found**, documentation is required

Upload requested documentation

**National Verifier agent**
National Verifier agent reviews documents

If documentation is acceptable, customer is approved

**Result**
Service provider uses the National Verifier’s eligibility approval to enroll the customer
Creating User Accounts and Credentials
Creating User Accounts and Credentials

Service provider administrators can grant National Verifier service provider portal access to their employees using the NLAD system. The following guidance applies to all service providers:

- Each National Verifier user must have unique login credentials. **Users are not permitted to share accounts.**
- **Service providers with NLAD credentials can use the same credentials** to access and use the National Verifier service provider portal.
  - NLAD's existing user permissions are not changing.
  - Anyone with NLAD access will have National Verifier access.
- **A new account category has been created (ETC Agent)** for sales associates who will access to the National Verifier service provider portal but do not need NLAD access.
- **USAC has removed the limit on how many NLAD sub-accounts a service provider can create.** USAC will also track activity for these accounts in the NV service provider portal.
Creating User Accounts and Credentials

There are **four different types of service provider user accounts** within NLAD that map to **two NV service provider portal account types**. SP users must each have their own account/credentials; those who already have NLAD accounts can use these credentials to log into the portal.

If a service provider representative **does not have** an existing NLAD account, they **must have their Admin grant them the appropriate access level**.

<table>
<thead>
<tr>
<th>NLAD Account Types</th>
<th>NV SP Portal Account Types</th>
<th>Check Eligibility</th>
<th>Upload Supporting Documents</th>
<th>View Dashboard of Applications Submitted for Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>ETC Admin</td>
<td>ETC Admin</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>ETC Analyst</td>
<td>ETC Admin</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ETC Ops</td>
<td>ETC Agent</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ETC Agent</td>
<td>ETC Agent</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

ETC Agent credentials do not have permission to access NLAD.
Creating User Accounts and Credentials

Service providers can create company associate credentials for the NV service provider portal in NLAD, using the same process that they use to create NLAD sub-accounts.

Service providers who already have NLAD credentials do not need to do anything — their existing credentials will allow access to the NV SP portal. **The process for creating NV credentials is:**

1. In NLAD, **select the "Create NLAD Subaccount" link in the “Account Management” menu on the left.**
2. **Enter the user's email address** (required).
3. **Click “Search”** to locate the user information. If an account is found matching that email address, skip to step 5.
4. **If no matching account was found,** enter the new user's information.
5. **Select the desired role for the account from the "NLAD Role" drop-down menu** (i.e. ETC Agent) and **click "Submit".**

Full video demonstrations available here:

Creating User Accounts and Credentials

Step 1: Create NLAD Sub-account

In NLAD, the ETC Admin user will navigate to the “Account Management” tab, and click “Create NLAD Subaccount”.

[Diagram showing the ETC Administrator Home Page and the options for creating a NLAD Subaccount]
Creating User Accounts and Credentials
Step 2: Enter E-mail Address

The ETC Admin user will enter the desired user’s email address.
Creating User Accounts and Credentials

Step 3: Search for User Information

After entering the desired user’s email address, the ETC Admin will click “Search” to locate the user’s information. If their information is found, skip to Step 5.
Creating User Accounts and Credentials
Step 4: Enter New User Information

If the user’s information is not found then the ETC Admin will enter the user’s information. The user’s first name, last name, and phone number are required fields.

First name, last name, and phone number are required. Phone numbers must be exactly 10 characters long.
Creating User Accounts and Credentials
Step 5: Select Desired Role

Select the desired role for the account from the “NLAD Role” drop-down menu (i.e. ETC Agent) and click "Submit".

See a full video demonstrations:
Creating an NV Application
Creating an NV Application

Once a service provider has created NV credentials in NLAD, they may start assisting consumers apply for Lifeline via the service provider portal. **The process for creating applications in the service provider portal is:**

1. Sign into your **service provider account** on the National Verifier homepage.
2. **Start a new application** in the service provider portal.
3. **Enter the subscriber’s information** (name, date of birth, SSN4, and address).
4. **Select the Subscriber’s qualifying program(s).**
5. **Review** the Subscriber’s information.
6. Ask the Subscriber to initial and e-sign the **Subscriber’s Agreement**.
Creating an NV Application

CheckLifeline.org

Qualify for Lifeline!
Lifeline is a federal benefit that lowers the monthly cost of phone or internet service. Qualifying is the first step to getting your Lifeline Benefit.

What is your state or territory?

Choose

Get Started

If you do not want to qualify online, you can use a paper form.

Do you need to recertify?
If you already get Lifeline and received a notice that said you need to recertify, use the recertify button.

Recertify to keep Lifeline

Are you a service provider?
If you are a service provider and need to qualify your customer for Lifeline, use the service provider portal.

Sign in as a Service Provider >
Creating an NV Application
Navigating the Home Page View

Once an ETC Admin grants an ETC user access, they will be able to go to service provider portal by navigating to CheckLifeline.org. They must log in below.

Sign In To Your Account

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.

SP representatives should not allow their browsers to store their NV SP portal username and password. They must enter their username and password each time they log in.
Once logged in, they will see their home page. The service provider can assist a consumer in starting a new application by clicking the “Start New Application” button on their home page.
Creating an NV Application
Navigating the Home Page View – Apply

1

Subscriber’s Information
We will use this information to find out if the subscriber qualifies for the Lifeline Program.

What is their full legal name?
The name they use on official documents, like their Social Security Card or State ID. Not a nickname.

**First Name**

**Middle Name** (Optional)

**Last Name**

**Suffix** (Optional)

What is their date of birth?

**Month**

**Day**

**Year**

What are the last 4 numbers of their Social Security Number (SSN)?

Note: A consumer can find the last four numbers of their social security number on their social security card, tax returns, W-2, and bank statements. A consumer can find their Tribal ID number on their Tribal ID card or relevant documentation.
Creating an NV Application
Navigating the Home Page View – Apply

2

Tell Us Which Program They Are In

To qualify for Lifeline, we need to know which government assistance program the subscriber is in.

Are they in any of these?

Check all that apply.

- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit Programs
- Tribal Specific Program
- They don’t participate in one of these programs, and want to qualify through income
- They are in any of these programs, but their child or dependent is 🙋‍♀️

3

Review the Subscriber’s Information

Before we check if they qualify for Lifeline, make sure they check and see that their information is right.

Double check the information below.

Full Legal Name: Jane Mary Smith
Date of Birth: March 10, 1959
Last 4 Numbers of SSN: 1234
Address: 123 Main Street, Apt 206
Chicago, IL 60789

Ask the subscriber to confirm that it is okay for us to use their information to check if they qualify for Lifeline.

- By checking this box you are consenting that all of the information you are providing may be collected, used, shared, and retained for the purposes of applying for and/or receiving the Lifeline program benefit.
Creating an NV Application
Navigating the Home Page View – Apply

3

Subscriber’s Agreement

Please have the subscriber initial next to each statement and sign this form to finish the process.

I understand that it is against the law to lie on this form and agree, under penalty of perjury, to the following statements:

Initial

JS

I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 135% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).

...There are 9 total statements to initial.

Subscriber’s Signature

Type your full legal name (the same as you gave us before) below.

Jane Mary Smith

I understand this is a digital signature, and is the same as if I signed my name with a pen.

It is critical that the consumer understands and consents to the information in each statement.

The representative cannot initial the boxes on the form or enter the e-signature for the consumer. The benefit recipient must be the one to initial, even when applying with a BQP.

After submission is complete, user will be redirected to the page corresponding to eligibility application status (i.e. Qualified, Already Enrolled in Lifeline, Pending Review).
Checking Application Status
Checking Application Status
Navigating the Home Page View – Check Status

Once a service provider has assisted a consumer in submitting an application, they will be able to see all pending applications they have submitted.

Welcome Service Provider Agent

Pending Applications
Displaying 25 of 642 records

<table>
<thead>
<tr>
<th>Subscriber Name</th>
<th>Application ID</th>
<th>Application Created</th>
<th>Status</th>
<th>Failure Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Andrew Donald</td>
<td>Q97434-19793</td>
<td>08/29/2018 08:06:28</td>
<td>Pending Review</td>
<td>tpivdentity, Eligibility, InvalidAddress</td>
</tr>
<tr>
<td>Henry Jackson</td>
<td>Q16232-36056</td>
<td>08/29/2018 08:05:15</td>
<td>More Documentation Needed</td>
<td>tpivdentity, Eligibility, InvalidAddress</td>
</tr>
<tr>
<td>Glass Blue</td>
<td>Q68468-36835</td>
<td>08/29/2018 07:59:56</td>
<td>More Documentation Needed</td>
<td>tpivdentity, Eligibility, InvalidAddress</td>
</tr>
<tr>
<td>Hawaii Guy</td>
<td>Q61617-19693</td>
<td>08/28/2018 21:36:21</td>
<td>Pending Review</td>
<td>tpivdentity, Eligibility, InvalidAddress</td>
</tr>
</tbody>
</table>

Note: If an application is in “More Documentation Needed” status, service provider representatives must select “Start New Application” and **re-enter the consumer’s PII** to retrieve the current application.
Submitting Documentation
Submitting Documentation
Navigating the Home Page View – Submit Documentation

If a consumer requests assistance from a service provider representative in uploading documentation, they can help via their NV service provider portal account.

The representative will need to click “Start New Application” and follow the same steps as when creating a new application* to then enter the consumer’s PII and retrieve the consumer’s application errors.

* Please reference slides 25-27 of this presentation for screenshots and guidance on creating new applications.

Welcome Service Provider Agent

Pending Applications
Displaying 25 of 642 records

<table>
<thead>
<tr>
<th>Subscriber Name</th>
<th>Application ID</th>
<th>Application Created</th>
<th>Status</th>
<th>Failure Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Andrew Donald</td>
<td>Q87434-19793</td>
<td>08/29/2018 08:06:28</td>
<td>Pending Review</td>
<td>tpi/identity, Eligibility, InvalidAddress</td>
</tr>
<tr>
<td>Henry Jackson</td>
<td>Q16232-36056</td>
<td>08/29/2018 08:05:15</td>
<td>More Documentation Needed</td>
<td>tpi/identity, Eligibility, InvalidAddress</td>
</tr>
<tr>
<td>Glass Blue</td>
<td>Q68468-36835</td>
<td>08/29/2018 07:59:56</td>
<td>More Documentation Needed</td>
<td>tpi/identity, Eligibility, InvalidAddress</td>
</tr>
</tbody>
</table>
Submitting Documentation
Navigating the Home Page View – Submit Documentation

1

We Didn't Recognize Their Information
We couldn’t match the subscriber in our records.

Show that they are this person.
This is the information you gave us.

Full Legal Name: Pending Again
Date of Birth: October 13, 1987
Last 4 SSN: 3312

If you see a typo in their information, fix it here.

2

Show us that this information is right.
We couldn’t confirm the subscriber’s identity. We need to see an official document that has their first name, last name, date of birth, and Social Security Number (SSN) on it. Please show us something from one of the following lists.

Show us 1 item:
To be accepted, the copy must have their first name, last name, date of birth, and SSN on it.
- U.S. government, military, state, or Tribal issued ID (unexpired)
- Military discharge documentation
- Weapons permit (unexpired)
- Government assistance program document (that includes proof of identity)
- Statement of benefits from a qualifying program (that includes proof of identity)
- Unemployment or worker’s compensation statement of benefits

Or, show us 2 items:
To be accepted, both copies must have their first name and last name on them, and one must have their date of birth on it and the other must have their SSN on it.

Show their date of birth
- Driver’s license (unexpired)
- Birth certificate
- Passport (unexpired)
- Certificate of Naturalization (or Certificate of U.S. Citizenship)
- Permanent Resident Card (unexpired)

Show their SSN
- Social Security card
- Social Security Benefit Statement (SSA-1099)
- W-2
- Prior year’s state, federal, or Tribal tax return

Give us your documents.
Upload the file here
Choose file

© 2019 Universal Service Administrative Co. I Lifeline Program Webinar
Submitting Documentation
Navigating the Home Page View – Submit Documentation

3 Subscriber’s Agreement

Please have the subscriber initial next to each statement and sign this form to finish the process.

I understand that it is against the law to lie on this form and agree, under penalty of perjury, to the following statements:

Initial

...There are 9 total statements to initial.

Subscriber’s Signature

Type your full legal name (the same as you gave us before) below.

Jane Mary Smith

I understand this is a digital signature, and is the same as if I signed my name with a pen.

© 2019 Universal Service Administrative Co. | Lifeline Program Webinar

It is critical that the consumer understands and consents to the information in each statement.

The representative cannot initial the boxes on the form or enter the e-signature for the consumer. The benefit recipient must be the one to initial, even when applying with a BQP.

Document Submission Complete!
*If the NV system is sending the eligibility check in real-time, the consumer will be redirected to the screen below.

We Are Checking Their Documents

We need to check their documents to make sure they qualify. When we finish, the status on your account dashboard will change.

This will take a few minutes.

Please come back when the status changes on your account dashboard.

If they qualify...

You will have 90 days to enroll Water Bottle in NLAD.

If they do not qualify...

We'll ask for more information or tell you what to do next. You will have until 3/6/2018 (Based on US Eastern Time) to send us the information or complete the next steps.
NLAD & the National Verifier
Overview

• Before a service provider enrolls a new subscriber in Lifeline, NLAD will prompt them to confirm the consumers’ eligibility through the National Verifier.

• Once the consumer is approved by the National Verifier, the service provider can enroll them in NLAD using the National Verifier mode.

• During the soft launch, service providers have the option to use NLAD in the National Verifier or legacy mode.
National Verifier Toggle in NLAD

SUBSCRIBER MANAGEMENT
- Enroll Subscriber
- Update Subscriber
- Transfer Lifeline Benefit
- De-Enroll Subscriber
- Submit Resolution Request
- Upload Subscriber File
- Detail Subscriber Lookup
- Lookup Subscriber

LOOKUP SUBSCRIBER

Subscriber Name and Personal Information
- Last Name
- Date of Birth
- Last 4 SSN
- OR
- Tribal ID
- First Name
- Middle Name

Subscriber Address Information (Required)
- Primary Address
- Apt, Unit, etc.
- City
- State
- ZIP Code

Search

Search Results
Attention! You are using the National Verifier system. Switch the blue button to OFF to return to the NLAD system.
You have completed the “Getting Started” section. In this section, you have learned:

• A service provider can use the service provider portal to:
  • Assist a consumer in applying / checking eligibility
  • Assist a consumer with submitting documentation
  • Check application statuses of submitted consumers’ applications

• Service provider representatives will be able to access the service provider portal using two account categories – ETC Admin and ETC Agent – which will correspond to four different user account categories in NLAD (ETC Admin, ETC Analyst, ETC Ops, and ETC Agent). Currently, all NV account types can perform the same functions in the service provider portal, but permissions among the four NLAD account types differs.

• Service provider administrators can grant employees access to service provider portal through one of the four NLAD user account types. They will use their same NLAD credentials to log in to the service provider portal.
Resources
Preparing to Use the National Verifier
Resources
Preparing to Use the National Verifier

USAC is committed to helping service providers prepare to use the National Verifier

• Series of training sessions
• Office hours (open sessions where SPs can ask questions)
• Pre-production environment
• National Verifier Service Provider web pages
• Outreach emails
  • Not receiving these? Email us at LifelineProgram@usac.org!
• Lifeline Support Center
  • Email: LifelineSupport@usac.org
  • Call: (800) 234-9473
• Pre-Production Environment:  
  https://nationalverifiertraining.service-now.com/lifeline
    • Never enter real consumer data in the pre-production environment

• Pre-production user guide available, including
  • How to make your own test data
  • Instructions for requesting USAC review of document upload
Thank You!

• Thank you for joining us!

• Sign up for Lifeline Program email updates and upcoming events
  • Visit [www.usac.org/li](http://www.usac.org/li) and click “Subscribe” in the upper right hand corner

• Need help? Contact us!
  • General: [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org)