Office Hours: Soft Launch
December 2019 States

February 25, 2020

Universal Service
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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

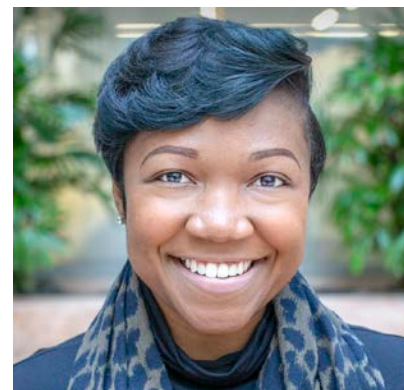- **A copy of the slide deck is in the "Handouts" section of webinar panel**
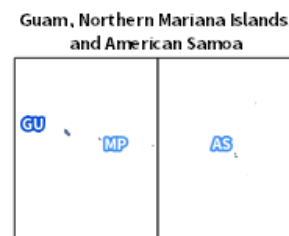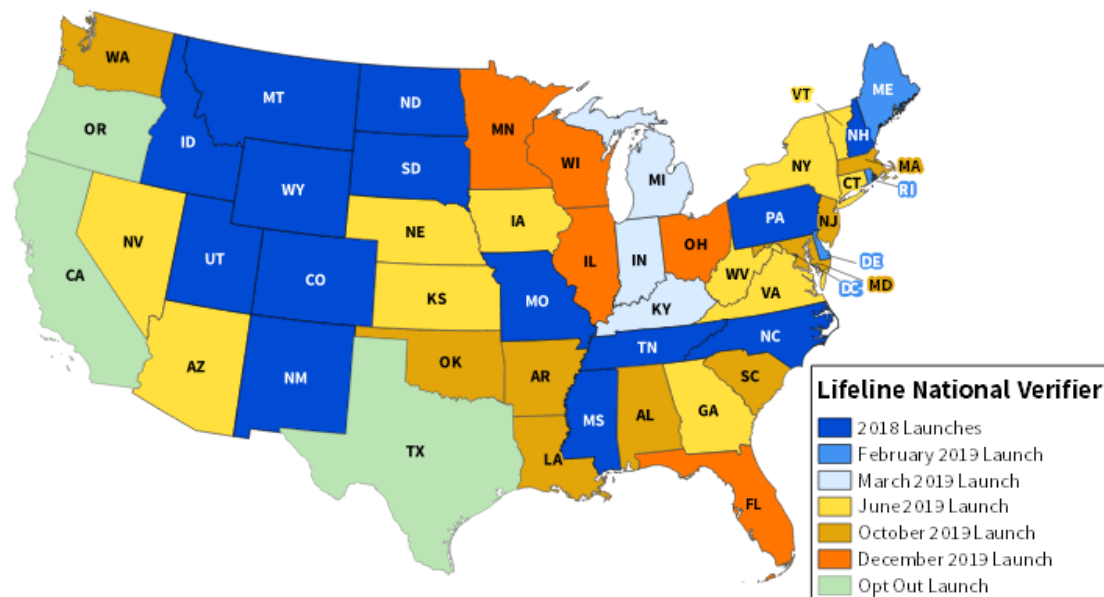
Today's Presenters

Catie Miller

Delante Cherry

Linnita Hosten

Leah Sorini

National Verifier Hard Launch

- The December 2019 Launch group will **hard launch on March 24, 2020**. This launch group includes:
  - Florida
  - Illinois
  - Minnesota
  - Ohio
  - Wisconsin

- View the December launch page here

RAD Effective Date

!

March 26

- **RAD will be mandatory**

- NLAD and National Verifier transactions will require a Representative ID and you will receive an error if you try to perform a transaction without a Rep ID

- Transactions submitted via API must include the correctly populated fields in the API Specifications
  - (RepID or RepNotAssist)

About RAD

The Representative Accountability Database (RAD) was created to allow USAC to track a representative's transactions in NLAD and the National Verifier.

- Representatives register for a Representative ID (Rep ID) through RAD

- A Rep ID is used during transactions like eligibility checks and enrollments

- USAC will use the data gathered to improve program integrity by monitoring for potentially fraudulent activity

- USAC may lock a user's account if it suspects the user is engaging in potentially fraudulent activity

RAD Check List
Preparing for March 26

March 26

✓ Ensure your enrollment representatives **self-register** for a Rep ID. All errors must be resolved before use of the Rep ID. This applies to both domestic and international representatives.

✓ Collect each Representative ID.

✓ **Link** Representative IDs to the respective NLAD/NV user accounts and/or API IDs

National Verifier Training To Date

- A high level overview of the National Verifier (NV)
- Creating NV credentials
- Creating an application in the NV Service Provider Portal
- Correcting errors on an application
- Using the NV without the service provider portal

Ways to Use the National Verifier

Option 1:
Apply Through a Service Provider

- The consumer visits a service provider store or website

- The service provider will enter the consumer's information into the National Verifier service provider portal.

- The consumer can find service providers in their area using the "Companies Near Me" tool on USAC's website.

Option 2:
Apply by Mail

- The consumer fills out the National Verifier Lifeline Application Form, One-Per-Household Worksheet, and provides proof of program eligibility and proof of identity.

- The consumer mails in their documentation to the Lifeline Support Center or delivers it to their service provider.

Option 3:
Apply Online

- The consumer visits CheckLifeline.org/lifeline from any computer or mobile device to create an account and complete the electronic application.

- The consumer contacts a service provider to enroll in Lifeline.

Getting Access to the National Verifier

- Service providers who already have NLAD credentials can access the NV Service Provider Portal.

- If you need to create NLAD/NV credentials:

  1. **Go to NLAD** and select the **"Create NLAD Subaccount"** in the **"Account Management"** menu on the left.

  2. **Enter the user's email** (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".**

- Information on creating bulk accounts is on our <u>common transactions </u>page.

National Verifier – Landing Page

- National Verifier landing page

- Service provider portal

Consumer sign in

Service provider sign in

Lifeline Support

By Phone:

- Agents available 7 Days a Week, 9 a.m. to 9 p.m. ET

- **Please call** 1 (800) 234-9473

By email:

- **Email us** at LifelineSupport@usac.org

By Mail:

Lifeline Support Center

PO Box 7081

London, KY 40742

Questions?

Upcoming Trainings

- **February 27, 2020 –** [RAD Office Hours: Individual Users](#)

- **March 11, 2020 –** [Lifeline Program Updates](#)

- **March 18, 2020 -** [December 2019 Hard Launch Office Hours](#)

Learn More about Lifeline

- [National Verifier Tools](#)

- Sign up for Lifeline Program email updates and upcoming events
  - Visit usac.org and click "subscribe" in the upper-right corner

- Need help? Contact us!
  - General: LifelineSupport@usac.org

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