Office Hours: Soft Launch
December 2019 States

February 25, 2020
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

- 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)

March 26
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

✓ 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](https://usac.org/lifeline), and provides [proof of program eligibility](https://usac.org/lifeline) 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](https://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 common transactions page.
National Verifier – Landing Page

- National Verifier landing page
- Service provider portal
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