

# Office Hours: Soft Launch December 2019 States

## February 25, 2020



Universal Service  
Administrative Co.

## 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**

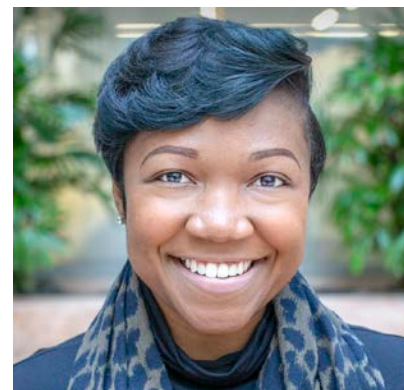
## Today's Presenters



**Catie Miller**



**Delante Cherry**

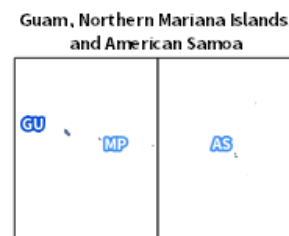
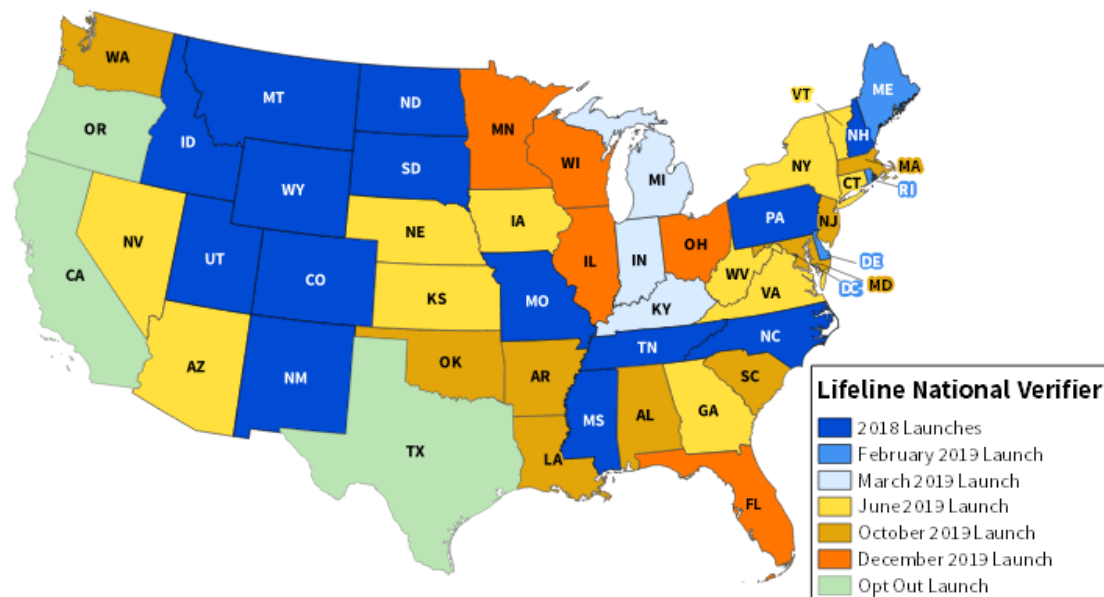


**Linnita Hosten**



**Leah Sorini**

# National Verifier Hard Launch



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Updated: December 10th, 2019

- 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](https://www.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](#)

**Consumer  
sign in**

The screenshot shows the Lifeline National Verifier landing page. At the top, there is a blue header with the text "Lifeline National Verifier" on the left and "English | Español" on the right. A "Consumer Sign In" button is highlighted with an orange box and an orange arrow pointing to it from the text "Consumer sign in". Below the header is a large image of a woman talking on a phone while holding a young child. On the left side of the image, the text "Qualify for Lifeline!" is displayed, followed by a description of the Lifeline benefit and a "What is your state or territory?" section with a dropdown menu and a "Get Started" button. Below the image, there are two columns of text. The left column is titled "Do you need to recertify?" and contains a "Recertify to keep Lifeline" button. The right column is titled "Are you a service provider?" and contains a "Sign in as a Service Provider >" button, which is also highlighted with an orange box and an orange arrow pointing to it from the text "Service provider sign in".

**Lifeline** National Verifier

English | Español

[Consumer Sign In](#)

## 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.

### Service provider sign in

**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 >](#)

# 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](mailto: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](https://usac.org) and click “subscribe” in the upper-right corner
- Need help? Contact us!
  - General: [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org)



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