

June 2023 Monthly Webinar Account Management in Lifeline Systems

June 14, 2023



Universal Service
Administrative Co.

DISCLAIMER

To accommodate all attendees, real-time closed captions will be present during this presentation. This feature is to improve webinar accessibility for all. We understand it is a significant change and appreciate your patience. We apologize in advance for any transcription errors or distractions. Thank you for your support.

Housekeeping

- Audio is available through your computer's speakers.
- The audience will remain on mute.
- **Enter questions at any time using the “Questions” box.**
- If your audio or slides freeze, restart the webinar.
- **A copy of the slide deck is in the “Handouts” section of the webinar panel.**

Meet Our Presenters



Delante Cherry

Communications Specialist

Delante develops internal and external communications.



Winta Woldu

Communications Specialist

Winta creates website content and training for consumer advocates, consumers, and service providers.

Meet Our Team



Linnita Hosten

Senior Communications Specialist

Linnita develops external communications and creates content about Lifeline systems and program changes.



Hannah Fofana

Communications Specialist

Hannah develops internal and external communications for Lifeline and state/federal partners.

Objectives

At the end of the session, you will...



be able to:

- Assign a 497 Officer in E-File.
- Manage accounts in NLAD.



understand:

- Account management functions in our systems.
- Various user role types such as a 498 Officer, 497 Officer, ETC administrator, etc.

Agenda

- Program Updates
 - Recertification
- Account Management
 - E-File
 - Certify 497 Officer Entitlements
 - Assign 497 Officer
 - Remove Entitlements
 - NLAD
 - Create ETC Administrator
 - Create NLAD Subaccounts
 - Manage NLAD Subaccounts
- Resources

Program Updates

Recertification

- **Recertification** is an annual requirement for Lifeline subscribers. USAC conducts recertification to ensure that active Lifeline subscribers, including those who also participate in the Affordable Connectivity Program (ACP), are still eligible for the Lifeline benefit.
- On May 1, 2023, USAC initiated automated eligibility database checks to verify the eligibility of **all Lifeline** subscribers due for recertification in 2023. This process will occur over the course of a few months.
 - Subscribers who **pass** the automated check will complete the 2023 recertification requirement and will not need to take any action for their 2023 recertification.
 - Subscribers who **fail** the automated check will be required to recertify their continued eligibility through a manual process. USAC will conduct outreach to those subscribers.

Recertification

What This Means for Subscribers

- In May, USAC began outreach to subscribers who failed the automated eligibility checks. Subscribers have approximately 60-days to recertify through a manual process.
- If a subscriber receives a letter in the mail from USAC, they must take action to recertify their benefit. Subscribers will need to complete the Lifeline Recertification Form ([English](#) and [Spanish](#)). Some subscribers will need to provide income or eligibility documentation to prove their continued eligibility for the program. USAC will notify subscribers if they need to provide documentation.
- Lifeline Recertification is still underway. Providers can check the Recertification reports daily for more information

Recertification

What This Means for Service Providers

- Service providers should regularly monitor the “Recertification Subscriber Status Report” in the National Lifeline Accountability Database (NLAD) to identify subscribers undergoing recertification. This report will update daily to reflect the results of the automated checks.
- USAC encourages service providers to educate subscribers about USAC, why we are reaching out to them, and our recertification process. However, service providers should not provide or estimate deadlines, as these deadlines are subject to change.
- To learn more about the recertification process, visit the [Recertification](#) webpage or view the [Recertification 101 training](#).

Account Management

Account Management

Accessing Lifeline Systems

- Getting access to Lifeline systems, including the National Lifeline Accountability Database (NLAD), starts with E-file:



E-File

E-File

Overview

E-File is the USAC system that service providers use to submit the FCC Form 498 (a form used to collect remittance, payment, and contact information for companies that receive support from any of the universal service programs).

1. [E-File](#) is available through USAC's One Portal system, which allows users to access all of their Universal Service Fund IT applications through the same portal.
2. The Company Officer listed on FCC Form 498 on file with USAC can access the form online using E-File and can establish authorized users.

E-File

Account Types for E-File

498 Officer

Authorized to certify the FCC Form 498

Also assigns and manages the 497 Officer and 497 User roles in E-File

497 Officer

Certifies reimbursement claims and manages the ETC Administrator user role in NLAD

497 User

Can upload, modify, and submit claims, but cannot certify claims

Certify 497 Officer Entitlements

E-File

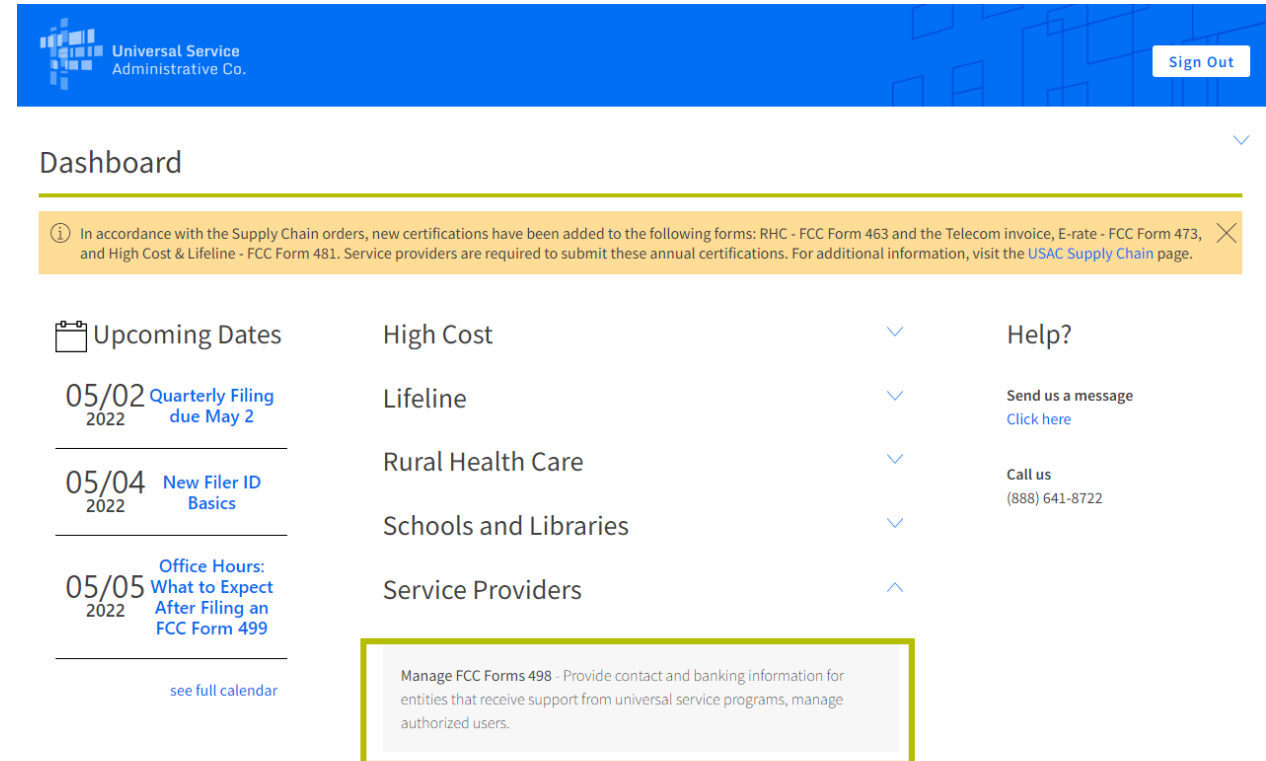
497 Officer Entitlements

- 498 Officers have an entitlement as a 497 Officer, but must certify that entitlement in E-File to access NLAD.
- Your company's 498 Officer must log in to E-File and either:
 - Certify themselves as the 497 Officer, or
 - Assign a 497 Officer entitlement to another person at the company.

Certify 497 Officer Entitlement

Access E-File

- As the 498 Officer, log in to USAC's [One Portal](#) to access E-File:
 - Select **Manage FCC Forms 498** under the Service Provider section of the dashboard.




The screenshot shows the USAC Dashboard interface. At the top is a blue header with the USAC logo and a 'Sign Out' button. Below the header is a 'Dashboard' section with a yellow border. A yellow notification banner at the top of the dashboard contains information about new certifications for RHC, E-rate, and High Cost & Lifeline forms. The dashboard is divided into three columns. The left column, 'Upcoming Dates', lists three dates: 05/02/2022 for Quarterly Filing, 05/04/2022 for New Filer ID Basics, and 05/05/2022 for Office Hours. The middle column lists four categories: High Cost, Lifeline, Rural Health Care, Schools and Libraries, and Service Providers. The right column, 'Help?', includes links for 'Send us a message' and 'Call us'. A yellow box highlights the 'Manage FCC Forms 498' link under the 'Service Providers' category.

Universal Service Administrative Co. Sign Out

Dashboard

ⓘ In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page. ✕


 Upcoming Dates	High Cost	Help?
05/02/2022 Quarterly Filing due May 2	Lifeline	Send us a message Click here
05/04/2022 New Filer ID Basics	Rural Health Care	Call us (888) 641-8722
05/05/2022 Office Hours: What to Expect After Filing an FCC Form 499	Schools and Libraries	
see full calendar	Service Providers	

Manage FCC Forms 498 - Provide contact and banking information for entities that receive support from universal service programs, manage authorized users.

Certify 497 Officer Entitlement

E-File Landing Page

- Select **Form 497** from the left hand menu.

Universal Service Administrative Co.

E-File

Log Out

Information Center

Service Providers

View Sent Remittance Emails

Schools and Libraries

472 Online Bear

473 SPAC

Online Item 21

Rural Health Care

Invoice

Form 463

High Cost & Low Income

Form 497

Form 555

481 Online Form

Information Center

498 IDs by Program

High Cost & Low Income

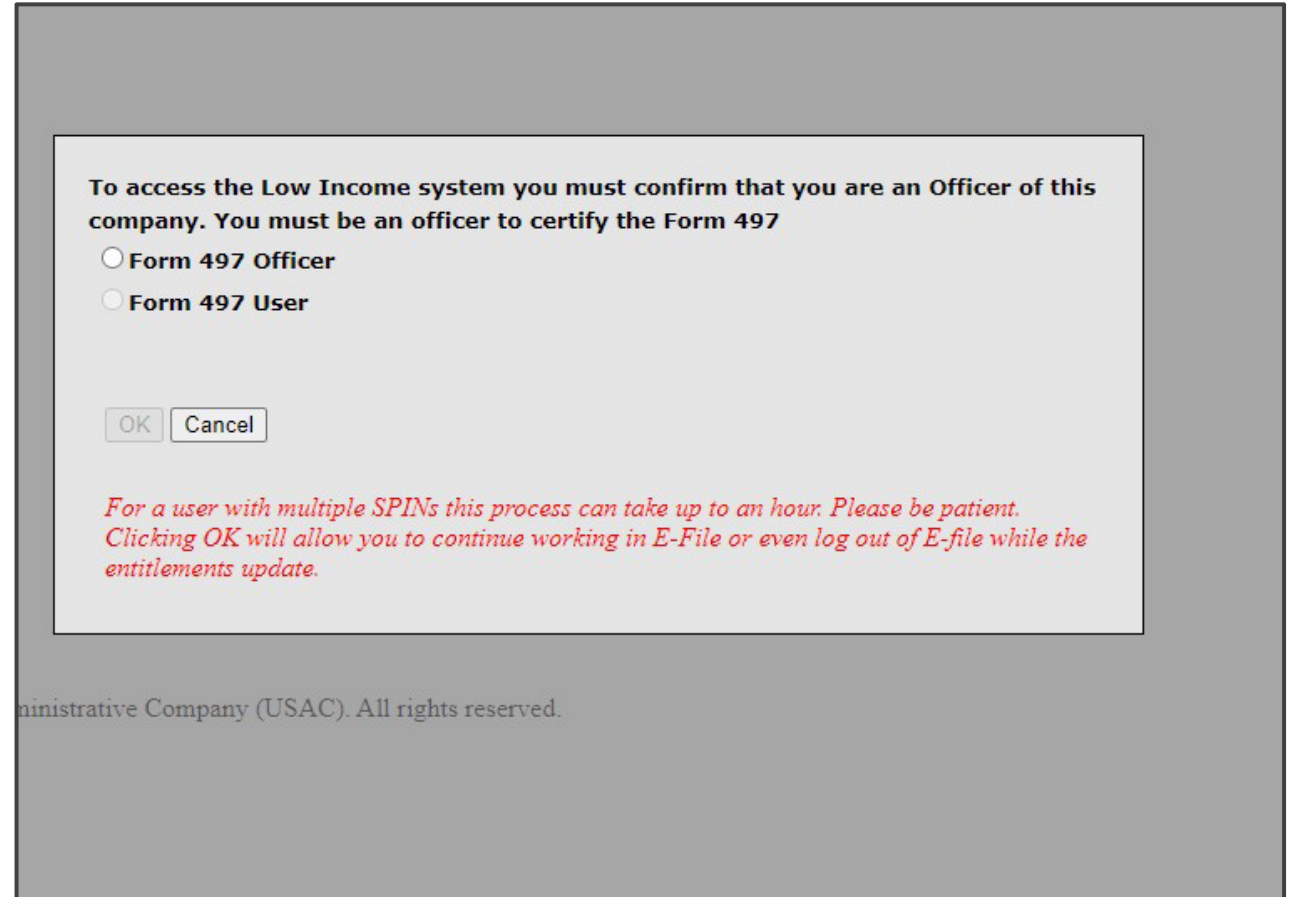
498 ID	Company Name	Action
<div></div>		Manage Entitlements Manage Agents

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Certify 497 Officer Entitlement

- Select **Form 497 Officer** and select **OK** to confirm.
 - For 498 Officers with multiple SPINs, it can take up to an hour for the entitlements to update in E-File.



To access the Low Income system you must confirm that you are an Officer of this company. You must be an officer to certify the Form 497

☐ Form 497 Officer
☐ Form 497 User

*For a user with multiple SPINs this process can take up to an hour. Please be patient.
Clicking OK will allow you to continue working in E-File or even log out of E-file while the entitlements update.*

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Questions?

Assign a 497 Officer

Assign 497 Officer

- 498 Officers can assign a 497 Officer entitlement to either:
 - New users, or
 - Current E-File users associated with their company.

Assign 497 Officer New Users

- As the 498 Officer, log in to USAC's [One Portal](#) to access E-File:
 - Select **Manage FCC Forms 498** under the Service Provider section of the dashboard.

The screenshot shows the USAC One Portal dashboard. At the top is a blue header with the USAC logo and 'Universal Service Administrative Co.' on the left, and a 'Sign Out' button on the right. Below the header is a 'Dashboard' section with a yellow border. A yellow notification banner at the top of the dashboard contains information about new certifications for RHC, E-rate, and High Cost & Lifeline forms. The dashboard is divided into three columns. The left column, 'Upcoming Dates', lists three dates: 05/02/2022 for Quarterly Filing, 05/04/2022 for New Filer ID Basics, and 05/05/2022 for Office Hours. The middle column, 'Service Providers', lists 'High Cost', 'Lifeline', 'Rural Health Care', 'Schools and Libraries', and 'Service Providers'. The 'Service Providers' option is highlighted with a yellow box. The right column, 'Help?', includes links to 'Send us a message' and 'Call us'. A footer at the bottom contains the text 'Terms and conditions | ©2022 Universal Service Administrative Company. All rights reserved.'

Universal Service Administrative Co. Sign Out

Dashboard

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Upcoming Dates

05/02/2022 Quarterly Filing due May 2

05/04/2022 New Filer ID Basics

05/05/2022 Office Hours: What to Expect After Filing an FCC Form 499

see full calendar

High Cost

Lifeline

Rural Health Care

Schools and Libraries

Service Providers

Help?

Send us a message Click here

Call us (888) 641-8722

Manage FCC Forms 498 - Provide contact and banking information for entities that receive support from universal service programs, manage authorized users.

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Assign 497 Officer New Users

- Select **New User** under the Authorized Users section of the left-hand navigation menu.

Universal Service Administrative Co. E-File Log Out

Information Center

Service Providers

View Sent Remittance Emails

Schools and Libraries

472 Online Bear

473 SPAC

Online Item 21

Rural Health Care

Invoice

Form 463

High Cost & Low Income

Form 497

Form 555

481 Online Form

690 Online Form

54.314 Certifications

Authorized Users

New User

Add or Remove 498 Users

Pending Users

Information Center

Service Providers

498 ID	Company Name	View	498 ID Status	Action
<input type="text"/>			Active	Edit Deactivate

To combine one or more 498 IDs, go to [consolidate 498 IDs](#).

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Assign 497 Officer New Users

- Enter in the **email address** of the user you want to add the 497 Officer entitlements to, and
- Click **Search**.

User Management - Assign New User

User:

[My Account](#) | [Log Out](#)

Please enter the email address of the user you wish to add. If that user already exists, the existing user profile information will be displayed on the next screen. If the user does not exist, you will be prompted to create the user. Please note that the user's logon id for E-File will be his or her email address.

Email:

Search

Assign 497 Officer New Users

- Enter in the user's **first and last name** (these are the only required fields), and
- Click **Next**:
 - Note: It may take a few seconds before the next page loads.

User Management - Assign New User

User:

[My Account](#) | [Log Out](#)

'abc@usac.org' is an existing user in the E-File system. The existing profile information is shown below. If you plan to grant access to the Form 497, please indicate if this individual is an LI 497 User who will submit forms or if they are a certifying officer who should have LI 497 Officer level permission to certify forms.

Email: [Search](#)

First Name:

Last Name:

Street Address :

City:

State:

Zip:

Phone:

Fax:

Please hit Next to assign entitlements...

[Next](#)

Field names in bold are required.

Assign 497 Officer

New Users

- Click the **LI Form 497** checkbox,
- Select **497 Officer** from the dropdown menu,
- Click the checkbox for the SPIN(s) the user should have 497 Officer entitlements, and
- Click **Save**.

User: [My Account](#) | [Log Out](#)

Please ensure you add at least one entitlement above to this user. In order to successfully create a user they must have at least one entitlement. Once you have added an entitlement the "save button" will be available.

User Email:

Full Name:

<input type="checkbox"/>	SLD Form 472	<input type="checkbox"/>	RHC Invoice	<input checked="" type="checkbox"/>	LI Form 497	<input type="checkbox"/>	Form 525	<input type="checkbox"/>	Form 481	<input type="checkbox"/>	HUBB	<input type="checkbox"/>	HCPMM	<input type="checkbox"/>	Form 690	<input type="checkbox"/>	Form 5G
<input type="checkbox"/>	14	<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	497 Officer	<input type="checkbox"/>	Not Selected	<input type="checkbox"/>	Not Selected	<input type="checkbox"/>	Not Selected	<input type="checkbox"/>	Not Selected	<input type="checkbox"/>	Not Selected	<input type="checkbox"/>	Not Selected
<input type="checkbox"/>	14	<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	14	<input type="checkbox"/>	14	<input type="checkbox"/>	14	<input type="checkbox"/>	14	<input type="checkbox"/>	14	<input type="checkbox"/>	14	<input type="checkbox"/>	14

Assign 497 Officer

New Users

- You will receive a confirmation message that the user was successfully added.

Assign New User

abc@usac.org has been successfully added as your authorized user.

Assign 497 Officer

Current Users

- As the 498 Officer, log in to USAC's [One Portal](#) to access E-File:
 - Select **Manage FCC Forms 498** under the Service Provider section of the dashboard.

The screenshot shows the USAC One Portal dashboard. At the top is a blue header with the USAC logo and 'Universal Service Administrative Co.' on the left, and a 'Sign Out' button on the right. Below the header is a 'Dashboard' section with a yellow border. A yellow notification banner at the top of the dashboard contains information about new certifications for RHC, E-rate, and High Cost & Lifeline forms. The dashboard is divided into three columns. The left column, 'Upcoming Dates', lists three dates: 05/02/2022 for Quarterly Filing, 05/04/2022 for New Filer ID Basics, and 05/05/2022 for Office Hours. The middle column, 'Service Providers', lists four options: High Cost, Lifeline, Rural Health Care, Schools and Libraries, and Service Providers. The 'Service Providers' option is highlighted with a yellow box. The right column, 'Help?', includes links to 'Send us a message' and 'Call us'. At the bottom of the 'Service Providers' section, a yellow box highlights the 'Manage FCC Forms 498' option, which is described as providing contact and banking information for entities that receive support from universal service programs.

Universal Service Administrative Co. Sign Out

Dashboard

ⓘ In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page. ✕

Upcoming Dates	High Cost	Help?
05/02/2022 Quarterly Filing due May 2	Lifeline	Send us a message Click here
05/04/2022 New Filer ID Basics	Rural Health Care	Call us (888) 641-8722
05/05/2022 Office Hours: What to Expect After Filing an FCC Form 499	Schools and Libraries	
see full calendar	Service Providers	

Manage FCC Forms 498 - Provide contact and banking information for entities that receive support from universal service programs, manage authorized users.

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Assign 497 Officer

Current Users

- Select **Authorized Users** on the left-hand navigation menu to view current users,
- Select **Manage Entitlements** to modify the entitlements for an existing user.

Universal Service Administrative Co. E-File Log Out

Information Center

Service Providers

View Sent Remittance Emails

Schools and Libraries

472 Online Bear

473 SPAC

Online Item 21

Rural Health Care

Invoice

Form 463

High Cost & Low Income

Form 497

Form 555

481 Online Form

690 Online Form

54.314 Certifications

Authorized Users

Email	Full Name	Action
abc@usac.org	abc def	Manage Entitlements Reset Password
John123@abc.com	John Doe	Manage Entitlements Reset Password
		Manage Entitlements Reset Password
		Manage Entitlements Reset Password

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Assign 497 Officer

Current Users

The **Authorized User Management** page will show the current user's assigned entitlements:

- Select **LI 497** under the Available Entitlements section,
- Select **497 Officer** from the drop-down,
- Click the checkbox for the SPIN(s) the user should have 497 Officer entitlements, and
- Click **Assign**.

Authorized User Management - Entitlements

User Information

Email Address:
John123@abc.com

Full Name:
John Doe

Assigned Entitlements

Remove

☐ SLD 472
 ☐ RHC Invoice
 ☐ LI 497
 ☐ HCLI 525
 ☐ HCLI 481
 ☐ HUBB
 ☐ HCPMM
 ☐ HCLI 690
 ☐ Form 5G
 ☐ 14

Available Entitlements

Assign

☐ SLD 472
 ☐ RHC Invoice
 ☒ LI 497
 ☐ HCLI 525
 ☐ HCLI 481
 ☐ HUBB
 ☐ HCPMM
 ☐ HCLI 690
 ☐ Form 5G

497 Officer

525 User

481 Officer

HUBB Officer

HCPMM General C

690 Officer

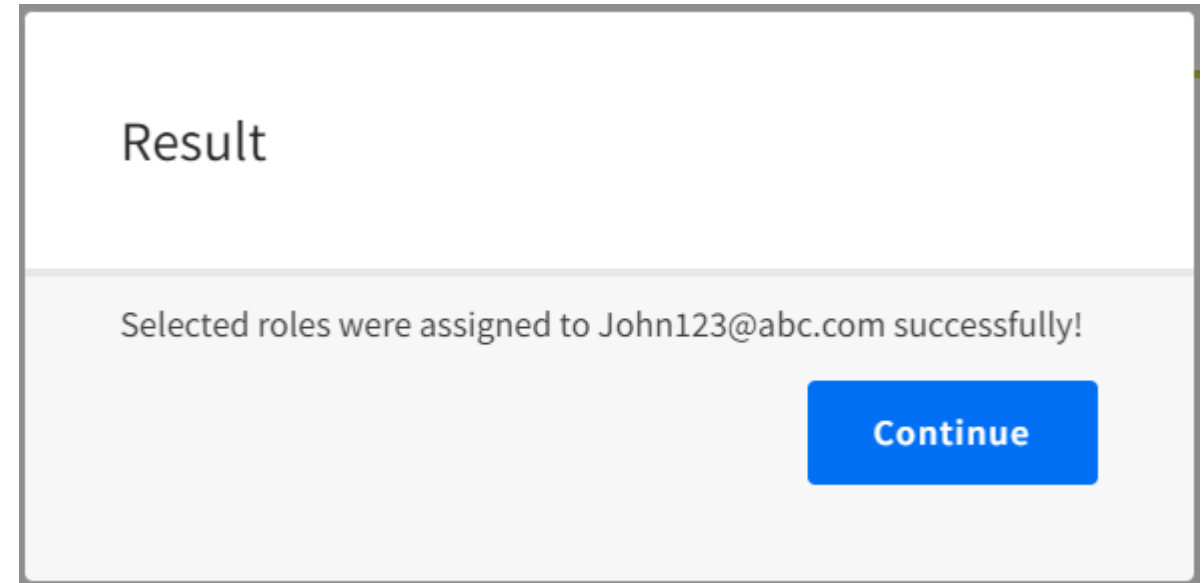
5G Officer

☐ 14
 ☐ 14
 ☒ 14
 ☐ 14
 ☐
☐
☐
☐

Assign 497 Officer

Current Users

- You will receive a confirmation message that the user role was successfully assigned.



Remove Entitlements

Remove 497 Officer Entitlements

- As the 498 Officer, log in to USAC's [One Portal](#) to access E-File:
 - Select **Manage FCC Forms 498** under the Service Provider section of the dashboard.

The screenshot shows the USAC One Portal dashboard. At the top is a blue header with the USAC logo and 'Universal Service Administrative Co.' on the left, and a 'Sign Out' button on the right. Below the header is a 'Dashboard' section with a yellow border. A yellow notification banner at the top of the dashboard contains an information icon, text about supply chain orders and certifications, and a close icon. The dashboard is divided into three columns. The left column, 'Upcoming Dates', lists three dates: 05/02/2022 for 'Quarterly Filing due May 2', 05/04/2022 for 'New Filer ID Basics', and 05/05/2022 for 'Office Hours: What to Expect After Filing an FCC Form 499'. A link 'see full calendar' is at the bottom. The middle column lists four categories: 'High Cost', 'Lifeline', 'Rural Health Care', and 'Schools and Libraries', each with a dropdown arrow. The bottom category is 'Service Providers', which has an upward arrow and a highlighted box containing the text: 'Manage FCC Forms 498 - Provide contact and banking information for entities that receive support from universal service programs, manage authorized users.' The right column, 'Help?', contains two links: 'Send us a message Click here' and 'Call us (888) 641-8722'.

Universal Service Administrative Co. Sign Out

Dashboard

Information icon: In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page. Close icon

Upcoming Dates

05/02/2022 Quarterly Filing due May 2

05/04/2022 New Filer ID Basics

05/05/2022 Office Hours: What to Expect After Filing an FCC Form 499

[see full calendar](#)

High Cost

Lifeline

Rural Health Care

Schools and Libraries

Service Providers

Manage FCC Forms 498 - Provide contact and banking information for entities that receive support from universal service programs, manage authorized users.

Help?

Send us a message [Click here](#)

Call us (888) 641-8722

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Remove 497 Officer Entitlements

- Select **Authorized Users** on the left-hand navigation menu,
- Select **Manage Entitlements** to remove the entitlements for an existing user.

Universal Service Administrative Co. E-File

Log Out

Information Center

Service Providers

View Sent Remittance Emails

Schools and Libraries

472 Online Bear

473 SPAC

Online Item 21

Rural Health Care

Invoice

Form 463

High Cost & Low Income

Form 497

Form 555

481 Online Form

690 Online Form

54.314 Certifications

Authorized Users

Email	Full Name	Action
abc@usac.org	abc def	Manage Entitlements Reset Password
John123@abc.com	John Doe	Manage Entitlements Reset Password
MarySmith@abc.com	Mary Smith	Manage Entitlements Reset Password
		Manage Entitlements Reset Password
		Manage Entitlements Reset Password

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Remove 497 Officer Entitlements

- Select **LI 497** under the Assigned Entitlements section,
- Select the **SPIN(s)** where the user should no longer have 497 Officer entitlements, and
- Click **Remove**.

Authorized User Management - Entitlements

User Information

Email Address:

MarySmith@abc.com

Full Name:

Mary Smith

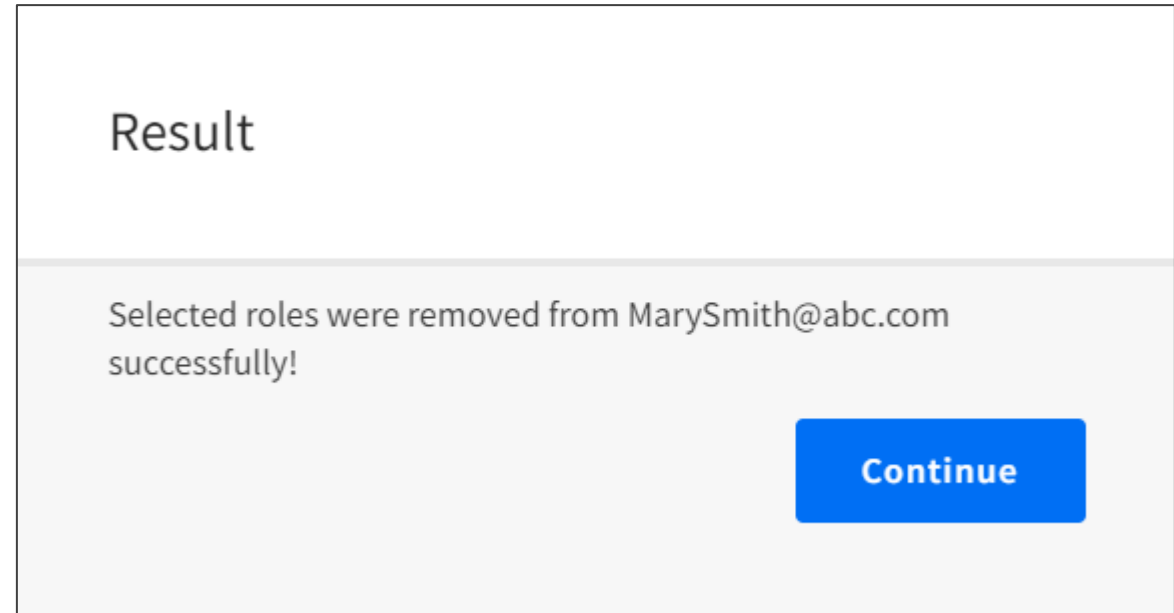
Assigned Entitlements

<input type="checkbox"/>	SLD 472	<input type="checkbox"/>	RHC Invoice	<input checked="" type="checkbox"/>	LI 497	<input type="checkbox"/>	HCLI 525	<input type="checkbox"/>	HCLI 481	<input type="checkbox"/>	HUBB	<input type="checkbox"/>	HCPMM	<input type="checkbox"/>	HCLI 690	<input type="checkbox"/>	Form 5G
		<input checked="" type="checkbox"/>	1/														

Remove

Remove 497 Officer Entitlements

- You will receive a confirmation message that the user was successfully removed.



Questions?

NLAD

National Lifeline Accountability Database (NLAD)

Background

The **National Lifeline Accountability Database (NLAD)** is the system that service providers use to manage their Lifeline subscribers, including enrolling consumers in the program, transferring and de-enrolling subscribers, and reviewing reports about their Lifeline subscribers.

- Service providers must enroll subscribers in NLAD in order to claim reimbursements.
- [NLAD](#) is available through USAC's One Portal system, which allows users to access all of their Universal Service Fund IT applications through the same portal.
- All account types for NLAD and the National Verifier are created in NLAD.
- For more information about NLAD, visit the [NLAD section](#) of USAC's website.

National Lifeline Accountability Database (NLAD)

Account Types (1 of 2)

497 Officer

Must certify reimbursement claims and **manages the ETC Administrator user role in NLAD**

ETC Administrator

Manages subaccounts (Analyst, Operations, and Agent) and can perform subscriber transactions, query subscriber data, and view reports

User also has access to the National Verifier to check consumer eligibility

National Lifeline Accountability Database (NLAD)

Account Types (2 of 2)

ETC Analyst

This user can perform subscriber transactions, query subscriber data, and view reports.

User also has access to the National Verifier to check consumer eligibility.

ETC Operations

This user can query subscriber data and view reports.

User also has access to the National Verifier to check consumer eligibility.

ETC Agent

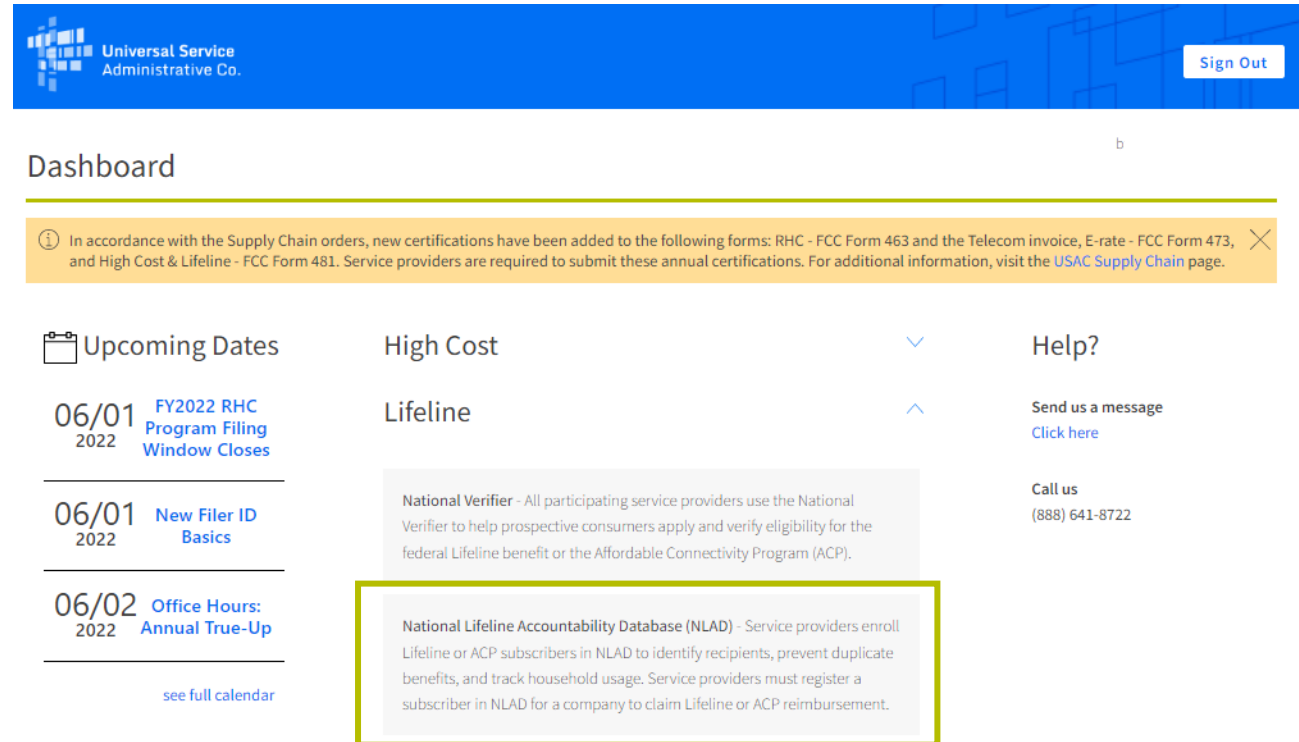
This user **only** has access to the National Verifier to check consumer eligibility.

- To perform transactions in NLAD and the National Verifier, service provider representatives must [register for a Representative ID](#) (Rep ID).
- The Rep ID is used to create the representative's NLAD and/or National Verifier credentials.

Create ETC Administrator

Create ETC Administrator

- As the 497 Officer, log in to USAC's [One Portal](#) to access NLAD:
 - Select **National Lifeline Accountability Database (NLAD)** under the Lifeline section of the dashboard.



The screenshot shows the USAC Administrative Co. Dashboard. At the top is a blue header with the USAC logo and a 'Sign Out' button. Below the header is a yellow banner with a notice about supply chain orders and certifications. The main content area is divided into three columns. The left column, titled 'Upcoming Dates', lists three dates: 06/01/2022 for 'FY2022 RHC Program Filing Window Closes', 06/01/2022 for 'New Filer ID Basics', and 06/02/2022 for 'Office Hours: Annual True-Up'. The middle column, titled 'High Cost Lifeline', has a dropdown menu currently showing 'Lifeline'. Below this, there are two informational boxes: 'National Verifier' and 'National Lifeline Accountability Database (NLAD)'. The 'NLAD' box is highlighted with a yellow border and contains text about enrolling subscribers. The right column, titled 'Help?', includes links for 'Send us a message', 'Click here', and 'Call us' with the phone number (888) 641-8722.

Universal Service Administrative Co. Sign Out

Dashboard

In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page.

Upcoming Dates

06/01/2022 **FY2022 RHC Program Filing Window Closes**

06/01/2022 **New Filer ID Basics**

06/02/2022 **Office Hours: Annual True-Up**

[see full calendar](#)

High Cost Lifeline

National Verifier - All participating service providers use the National Verifier to help prospective consumers apply and verify eligibility for the federal Lifeline benefit or the Affordable Connectivity Program (ACP).

National Lifeline Accountability Database (NLAD) - Service providers enroll Lifeline or ACP subscribers in NLAD to identify recipients, prevent duplicate benefits, and track household usage. Service providers must register a subscriber in NLAD for a company to claim Lifeline or ACP reimbursement.

Help?

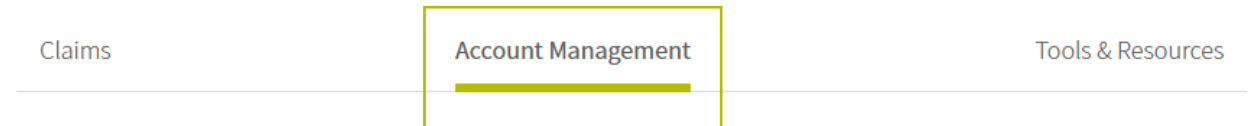
[Send us a message](#)
[Click here](#)

Call us
(888) 641-8722

Create ETC Administrator

From the 497 Officer Homepage workflow, you can create a new ETC Administrator account or assign it to an existing account:

- Select **497 Officer Home Page** from the Account Management section.



USAC Home | Lifeline Program | NLAD | Account Management

Account Management

Create, manage, and review subaccounts for your SPINs

- [497 Officer Home Page](#) - Review ETC Administrator Accounts and manage SPIN assignments.
- [ETC Administrator Home Page](#) - Maintain SAC Information.
- [Manage Representative IDs](#) - Link one or more Representatives who have an existing subaccount.
- [Manage Subaccounts](#) - Review NLAD and National Verifier subaccounts and select accounts to update.
- [Create Subaccounts](#) - Create a new NLAD or National Verifier subaccount.
- [Create ETC API Account](#) - Create a new NLAD or National Verifier API Account.
- [Manage Email Recipients](#) - Assign contacts to receive NLAD-related emails.

Create ETC Administrator

- Select the **SPIN(s)** you want to assign.
- Select **one** of the options below:
 - Assign to new ETC Administrator,
 - Assign to me, or
 - Assign to existing ETC Administrator.



Claims Account Management Tools & Resources

USAC Home | Lifeline Program | NLAD | Account Management | 497 Officer Home Page

497 Officer Home Page

ETC Administrative Entitlements

Displaying 1-1 of 1 records

Instructions

User ID	Last Name	First Name	Phone Number	Role	Action
				ETC Admin	

Show 25 records/page

< 1 > of 1 pages

Update ETC Admin SPIN Permissions

SPIN	Current Assignment	
143		<input checked="" type="checkbox"/>

Assign to Existing ETC Administrator

Assign to Me

Assign to New ETC Administrator

Create ETC Administrator

New ETC Administrator

- Enter the **email address** for the account you want to set up as the ETC Administrator, and
- Click **Submit**.

Create ETC Administrator Account

[PDF Instructions](#)

Authorized ETC Administrator Information

Email Address

Confirm Email Address

Create ETC Administrator

New ETC Administrator

- Enter the **new user's account information** into the Authorized ETC Administrator Information section:
 - First Name
 - Last Name
 - Phone Number
 - Representative ID
- Enter the **company information** in the ETC Information section
 - Primary Address
 - City, State, and Zip
- Click **Create**.

Create ETC Administrator Account

[Instructions](#)

Authorized ETC Administrator Information

Email : JohnDoe@abc.com

First Name	Last Name
<input type="text" value="John"/>	<input type="text" value="Doe"/>
Phone Number	Representative ID (optional)
<input type="text" value="(202) 999-9999"/>	<input type="text"/>

ETC Information

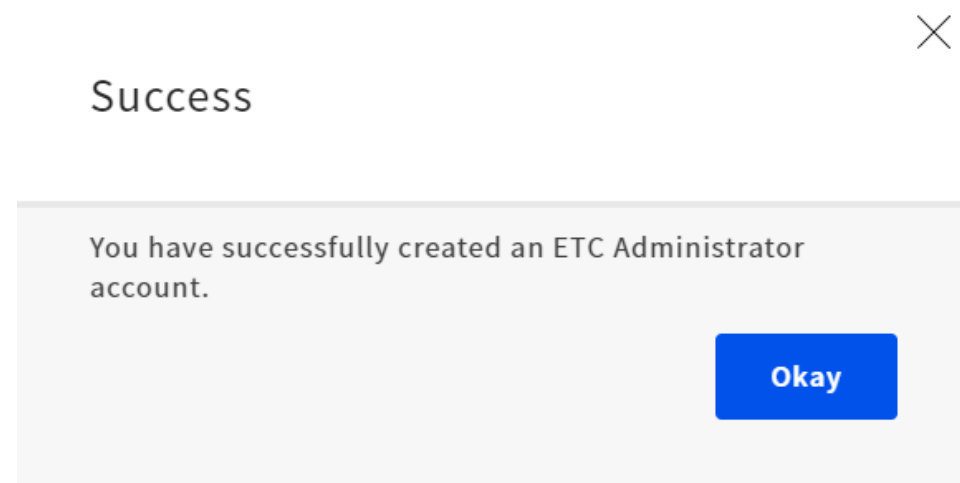
Company Primary Address	Apt, Unit, etc	
<input type="text" value="700 12th St NW"/>	<input type="text"/>	
City	State	ZIP Code
<input type="text" value="Washington"/>	<input type="text" value="DC"/> ▼	<input type="text" value="20006"/>

[Cancel](#)[Create](#)

Create ETC Administrator

New ETC Administrator

- You will receive a confirmation message that the user was successfully added as an ETC Administrator.
- Click **Okay** to return to the 497 Officer Home Page and review the ETC Administrator Entitlements table.



Questions?

Create NLAD Subaccounts

Create NLAD Subaccounts

- As the ETC Administrator, log in to USAC's [One Portal](#) to access NLAD:
 - Select **National Lifeline Accountability Database (NLAD)** under the Lifeline section of the dashboard.

The screenshot shows the USAC One Portal dashboard. At the top, there is a blue header with the USAC logo and the text "Universal Service Administrative Co." and a "Sign Out" button. Below the header, the word "Dashboard" is displayed. A yellow banner contains a notice about new certifications for RHC, E-rate, and High Cost & Lifeline forms. The dashboard is divided into three main sections: "Upcoming Dates", "High Cost", and "Help?". The "Upcoming Dates" section lists three dates: 06/01/2022 for "FY2022 RHC Program Filing Window Closes", 06/01/2022 for "New Filer ID Basics", and 06/02/2022 for "Office Hours: Annual True-Up". The "High Cost" section has a dropdown menu currently showing "Lifeline". The "Help?" section includes links to "Send us a message", "Click here", and "Call us" with the number (888) 641-8722. The "National Lifeline Accountability Database (NLAD)" section is highlighted with a yellow border and contains the text: "National Lifeline Accountability Database (NLAD) - Service providers enroll Lifeline or ACP subscribers in NLAD to identify recipients, prevent duplicate benefits, and track household usage. Service providers must register a subscriber in NLAD for a company to claim Lifeline or ACP reimbursement."

Universal Service Administrative Co. Sign Out

Dashboard

In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page.

Upcoming Dates

06/01/2022 FY2022 RHC Program Filing Window Closes

06/01/2022 New Filer ID Basics

06/02/2022 Office Hours: Annual True-Up

[see full calendar](#)

High Cost

Lifeline

National Verifier - All participating service providers use the National Verifier to help prospective consumers apply and verify eligibility for the federal Lifeline benefit or the Affordable Connectivity Program (ACP).

National Lifeline Accountability Database (NLAD) - Service providers enroll Lifeline or ACP subscribers in NLAD to identify recipients, prevent duplicate benefits, and track household usage. Service providers must register a subscriber in NLAD for a company to claim Lifeline or ACP reimbursement.

Help?

Send us a message
[Click here](#)

Call us
(888) 641-8722

Create NLAD Subaccounts

- From the **Create Subaccounts** workflow, you can create a new NLAD or National Verifier account:
 - Select **Create Subaccounts** from the Account Management section.

The screenshot shows a web interface with a top navigation bar containing 'Claims', 'Account Management' (highlighted with a yellow box and a green underline), and 'Tools & Resources'. Below the navigation bar is a breadcrumb trail: 'USAC Home | Lifeline Program | NLAD | Account Management'. The main heading is 'Account Management' in blue. Below it is a subheading 'Create, manage, and review subaccounts for your SPINs'. A list of links follows, with 'Create Subaccounts' highlighted by a yellow box. The list includes: '497 Officer Home Page', 'ETC Administrator Home Page', 'Manage Representative IDs', 'Manage Subaccounts', 'Create Subaccounts', 'Create ETC API Account', and 'Manage Email Recipients'.

Claims Account Management Tools & Resources

USAC Home | Lifeline Program | NLAD | Account Management

Account Management


Create, manage, and review subaccounts for your SPINs

- [497 Officer Home Page](#) - Review ETC Administrator Accounts and manage SPIN assignments.
- [ETC Administrator Home Page](#) - Maintain SAC Information.
- [Manage Representative IDs](#) - Link one or more Representatives who have an existing subaccount.
- [Manage Subaccounts](#) - Review NLAD and National Verifier subaccounts and select accounts to update.
- [Create Subaccounts](#) - Create a new NLAD or National Verifier subaccount.
- [Create ETC API Account](#) - Create a new NLAD or National Verifier API Account.
- [Manage Email Recipients](#) - Assign contacts to receive NLAD-related emails.

Create NLAD Subaccounts

- Enter in the **email address** for the account you want to set up as a new authorized user, and
- Click **Submit**.

Create Subaccount

 [Instructions](#)

Authorized NLAD User Information

Email Address

Confirm Email Address

Submit

Create NLAD Subaccounts

- Enter the new user information:
 - First Name
 - Last Name
 - Phone Number
 - Representative ID
 - Master Agent (optional)
- Select the user's role from the drop-down menu:
 - ETC Agent
 - ETC Analyst
 - ETC Operations
- Click **Submit**.

Create Subaccount

[Instructions](#)

Authorized User Information

Email: MarySmith@abc.com

First Name

Mary

Last Name

Smith

Phone Number

(202) 999-9999

Representative ID

123456789

Master Agent for Authorized User

☐ Master Agent for Authorized User (optional)

Subaccount Role

Role

ETC Analyst

Subaccount Permissions



SPIN



14

Cancel

Submit

Create NLAD Subaccounts

- You will receive a confirmation message that the subaccount was successfully created.
- Click **Okay**.



Manage NLAD Subaccounts

Manage NLAD Subaccounts

- As the ETC Administrator, log in to USAC's [One Portal](#) to access NLAD:
 - Select **National Lifeline Accountability Database (NLAD)** under the Lifeline section of the dashboard.

The screenshot shows the USAC Administrative Co. Dashboard. At the top, there is a blue header with the USAC logo and a 'Sign Out' button. Below the header, the word 'Dashboard' is displayed. A yellow notification bar at the top of the main content area contains a message about supply chain orders and certifications. The dashboard is divided into three main sections: 'Upcoming Dates', 'High Cost', and 'Help?'. The 'Upcoming Dates' section lists three dates: 06/01/2022 for 'FY2022 RHC Program Filing Window Closes', 06/01/2022 for 'New Filer ID Basics', and 06/02/2022 for 'Office Hours: Annual True-Up'. A link to 'see full calendar' is provided. The 'High Cost' section has a dropdown menu currently showing 'Lifeline'. The 'Help?' section includes links to 'Send us a message' and 'Click here', and contact information: 'Call us (888) 641-8722'. The 'Lifeline' section contains two sub-sections: 'National Verifier' and 'National Lifeline Accountability Database (NLAD)'. The 'NLAD' section is highlighted with a yellow border and contains the text: 'National Lifeline Accountability Database (NLAD) - Service providers enroll Lifeline or ACP subscribers in NLAD to identify recipients, prevent duplicate benefits, and track household usage. Service providers must register a subscriber in NLAD for a company to claim Lifeline or ACP reimbursement.'

Universal Service Administrative Co.

Sign Out

Dashboard

In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page.

Upcoming Dates

06/01/2022 **FY2022 RHC Program Filing Window Closes**

06/01/2022 **New Filer ID Basics**

06/02/2022 **Office Hours: Annual True-Up**

[see full calendar](#)

High Cost

Lifeline

National Verifier - All participating service providers use the National Verifier to help prospective consumers apply and verify eligibility for the federal Lifeline benefit or the Affordable Connectivity Program (ACP).

National Lifeline Accountability Database (NLAD) - Service providers enroll Lifeline or ACP subscribers in NLAD to identify recipients, prevent duplicate benefits, and track household usage. Service providers must register a subscriber in NLAD for a company to claim Lifeline or ACP reimbursement.

Help?

[Send us a message](#)
[Click here](#)

Call us
(888) 641-8722


Manage NLAD Subaccounts

- From the **Manage Subaccounts** workflow, you can view, update, and deactivate subaccounts:
 - Select **Manage Subaccounts** from the Account Management section.

The screenshot shows a web interface with a top navigation bar containing 'Claims', 'Account Management' (highlighted with a yellow box), and 'Tools & Resources'. Below the navigation bar is a breadcrumb trail: 'USAC Home | Lifeline Program | NLAD | Account Management'. The main heading is 'Account Management' in blue. Below it is the text 'Create, manage, and review subaccounts for your SPINs'. A list of links follows, with the 'Manage Subaccounts' link highlighted by a yellow box:

- [497 Officer Home Page](#) - Review ETC Administrator Accounts and manage SPIN assignments.
- [ETC Administrator Home Page](#) - Maintain SAC Information.
- [Manage Representative IDs](#) - Link one or more Representatives who have an existing subaccount.
- [Manage Subaccounts](#) - Review NLAD and National Verifier subaccounts and select accounts to update.
- [Create Subaccounts](#) - Create a new NLAD or National Verifier subaccount.
- [Create ETC API Account](#) - Create a new NLAD or National Verifier API Account.
- [Manage Email Recipients](#) - Assign contacts to receive NLAD-related emails.

Manage NLAD Subaccounts


- Under the Authorized Subaccount section, click the  icon to select the account you wish to update or deactivate.

Manage Subaccounts

 [Instructions](#)

Subaccounts Search

Search by Email

 Search

For API Accounts, search by User ID

[+ Create NLAD Subaccount](#)

[View all subaccounts](#) —

Authorized Subaccounts

User ID	Last Name	First Name	Phone Number	Role	Action
MarySmith@abc.com	Smith	Mary	(202) 999-9999	ETC Analyst	

Manage NLAD Subaccounts

Update Subaccount

- Update the subaccount user information:
 - First Name
 - Last Name
 - Phone Number
- Click **Update**.

Update Subaccount

[Instructions](#)

Authorized User Information

Email: MarySmith@abc.com

First Name

Mary

Last Name

Smith

Phone Number

(202) 999-9999

Representative ID

[Reset Password](#)

[Deactivate](#)

[Update](#)

Subaccount Role

Role ETC Analyst

Subaccount Permissions

☐ SPIN


☒ 14

Manage NLAD Subaccounts

Deactivate Subaccount (1 of 2)

- Click **Deactivate** to remove the authorized permissions for the subaccount.

Update Subaccount

 [Instructions](#)

Authorized User Information

Email: MarySmith@abc.com

First Name	Last Name
<input type="text" value="Mary"/>	<input type="text" value="Smith"/>
Phone Number	Representative ID
<input type="text" value="(202) 999-9999"/>	

[Reset Password](#) [Deactivate](#) [Update](#)

Subaccount Role

Role ETC Analyst

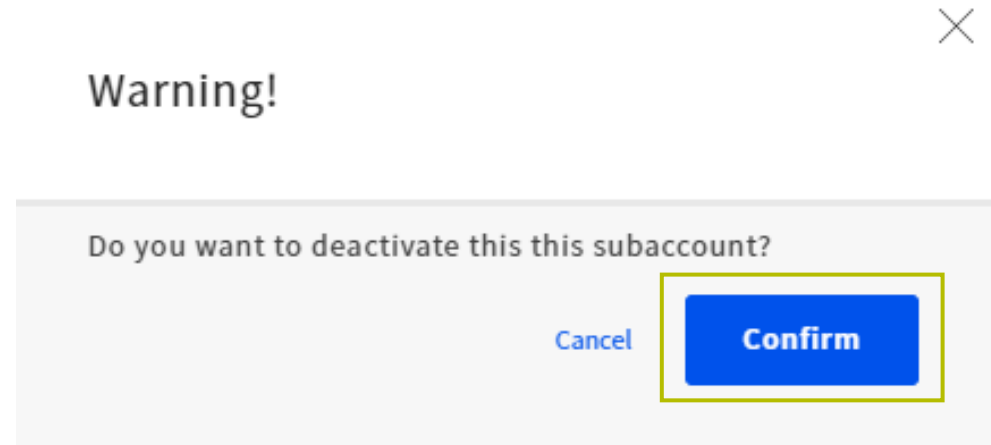
Subaccount Permissions

<input type="checkbox"/>	SPIN
<input checked="" type="checkbox"/>	14

Manage NLAD Subaccounts

Deactivate Subaccount (2 of 2)

- You will receive a warning message confirming that you'd like to deactivate the account:
 - Click **Confirm** to deactivate the account, or
 - Click **Cancel** to go back.



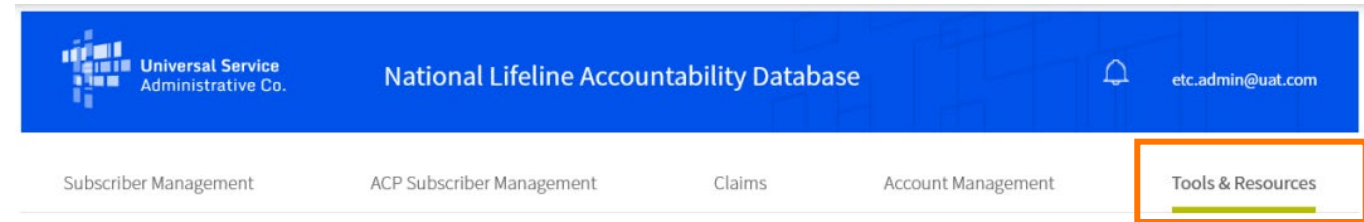
Questions?

Resources

Resources

Resources are available in the **Tools and Resources** section of NLAD:

- Reports
- User Guide
- API Specifications
- Field Descriptions



USAC Home | Lifeline Program | NLAD | Tools & Resources

Tools & Resources

- [Reports](#) - Review reports on Lifeline subscribership and activity.
- [EBBP/ACP Reports](#) - Review reports on EBBP and ACP subscribership and activity.
- [Tribal Lands Eligibility Verification](#) - Check if a subscriber's address is on Tribal lands. For information purposes only.
- [EBBP/ACP User Guide](#) - Information on using the system.
- [EBBP/ACP API Specification](#) - Learn how to connect to EBBP/ACP by API.
- [EBCA API Specification](#) - Learn how to connect to EBCA/ACP by API.
- [User Guide](#) - Information on using the NLAD system.
- [NLAD API Specification](#) - Learn how to connect to NLAD by API.
- [NV API Specification](#) - Learn how to connect to the National Verifier by API.
- [NV API ISA](#) - Required agreement to connect to USAC's systems by API.
- [Field Descriptions](#) - Detailed information on required fields in NLAD.
- [EBBP/ACP Field Descriptions](#) - Detailed information on required fields in EBBP/ACP.
- [Training Videos](#) - Review information on using NLAD.

Resources

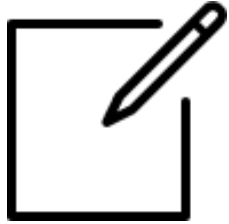
E-File Questions

- Email: customersupport@usac.org
Phone: (888) 641-8722

NLAD Questions

- Email: LifelineProgram@usac.org
- [Subscribe](#) to Lifeline distribution lists:
 - Lifeline Newsletter
 - NLAD Bulletin

Take Our Survey



- We want to hear about your webinar experience.
- Expect an email from invites@mailersurveygizmo.com with a unique survey link in 1-2 business days.
- We appreciate your feedback.

Learn More About Lifeline

- [Sign up](#) for Lifeline email updates and upcoming events.
- Need help? Contact us!
 - General inquiries: LifelineProgram@usac.org.

Thank You!





Universal Service
Administrative Co.