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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.
- 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 Lead Trainer

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Senior Communications Specialist | Lifeline

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

Delante Cherry
Communications Specialist | Lifeline
Delante develops internal and external communications.

Winta Woldu
Communications Specialist | Lifeline
Winta creates website content and training for consumer advocates, consumers, and service providers.
Objectives

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

...understand:
- The basic functions of the Representative Accountability Database (RAD).
- How to resolve RAD registration errors.

...be able to:
- Register for a Representative ID (Rep ID).
- Submit documents to resolve registration errors.
- Link Rep IDs to RAD accounts.
- Retrieve and update RAD accounts.
- Complete annual agreement process.
- Locate RAD related resources.
Agenda

- Overview
- Registration
- Resolving Registration Errors
- Linking Accounts
- Annual Agreement Process
- Retrieving/Updating Rep ID
- Resources
Overview

• RAD is a registration system that validates the identities of service provider representatives performing transactions in the National Lifeline Accountability Database (NLAD) and the National Verifier (NV).

• Your Rep ID is a unique number that connects your identity to the transactions you complete in NLAD and the NV.
  • Do not share your Rep ID with anyone besides the carrier(s) for which you work.
Overview

Register
- **Self-register** and receive a Rep ID at [LifelineRAD.org](http://LifelineRAD.org).

Link
- Share Rep ID with your Eligible Telecommunications Carrier Administrator (ETC Admin). **The ETC Admin links the Rep ID** to your company in NLAD.

Perform
- After your Rep ID is linked, you can access and perform **transactions** in the NV and NLAD.
Registration
Registration

- Self-register for a Rep ID at LifelineRAD.org.

**Note:** From the RAD homepage, you can also retrieve your Rep ID, complete your annual agreement, and update your information.
Registration

• Self-register for your Rep ID using a personal email address.*
  • Using a personal email will ensure that you still have access if you work for more than one company, or if you shift roles and are not able to access a company email.
  • USAC will use this email address to communicate with you throughout the registration process.
  • This email will also be used to retrieve your Rep ID, if it is forgotten.

*Note: Avoid using temporary email addresses such as ProtonMail or SalezEmailz.
Registration

- An email notification will be sent to continue the RAD registration process.
- The email notification will provide a link to get started and will remain active for 7 days. If the link expires, restart the registration process.
  - **Note:** Email notifications will be sent from noreply@usac.org. Be sure to monitor your spam inbox.
Registration

• Enter your full legal name.
  • USAC recommends using the name on record with your employer.

• Ensure there are no extra spaces in your account name.
Registration

- Enter a residential or work address.
  - Providing a residential address can enhance automated identity validation, eliminating the need for the representative to submit identity documents.

- International representatives should:
  - Leave this field blank.
  - In the “Zip Code” field enter “00000.”
  - In the “State” field select “IT” from the state dropdown menu.

Note: Service providers employed outside of the United States must follow the international representative registration process.
Registration

• Enter the last four digits of your social security number (SSN4).
  • SSN4 is optional; however, representatives that opt out of submitting their SSN4 will need to submit documentation to verify their identity, which will delay the registration process.
Registration

- Select and complete the three security questions.

**Note:** Document and save your security question responses. This information is used to retrieve your Rep ID.
Registration

- Read and acknowledge the security statements to indicate you agree to USAC’s data collection policies and have provided accurate information to request a Rep ID.

☐ By checking this box you agree that all of the information you are providing may be collected, used, shared, and retained by USAC for the purposes of applying for and receiving a Representative ID.

☐ I certify, under penalty of perjury, that I am providing my own information to apply for a Representative ID and that all requested identification information has been provided and is accurate. I know that I must comply with all rules and regulations for the federal Lifeline program. I know that willingly giving false information or engaging in fraudulent behavior to qualify or enroll individuals in the Lifeline Program is punishable by law, including imprisonment. I understand that, once received, a Representative Identification number is issued for a specific individual and is not transferable.

Next
Registration

- Read and acknowledge each annual agreement statement to indicate you will comply with the appropriate use of RAD, NLAD, and NV systems.
Registration

- Complete your registration by typing your full legal name in the signature box.

Your Signature

Type your full legal name below.

TEST TESTING

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

- Review your information and confirm each field is correct.
Registration

- When the registration process is completed, a next steps message will appear notifying you to check the email you used to create your Rep ID.

Next Steps ...

Thank you for submitting your information. Please check your email for additional information and next steps.

Didn't get an email? Click here to resend.
Registration

- An email notification will indicate a successful registration and provide your Rep ID.
Resolving Registration Errors
Resolving Registration Errors

• If there is a registration error that needs to be resolved, you will be notified via email from no-reply@usac.org.
  • Be sure to monitor your spam inbox.

• The notification will include:
  • The error type.
  • Instructions on how to resolve the error.

Representative ID Registration

October 26, 2023

Documentation Needed

Thank you for beginning the representative registration process and submitting your information. We were unable to verify your identity. When attempting to validate your information, we encountered the following errors:

• Identity not found

Your Representative ID number is 102A4TJKP; however, you will not be able to use your Representative ID until you have resolved the errors above.

To verify your identity, submit the IRAD cover sheet and a copy of your documentation to the Lifeline Support Center online through USAC's secure webpage or through the mail at PO Box 9100, Wilkes-Barre, PA 18773. Please include your Representative ID provided above on the cover sheet submitted with your documentation. Submit your documentation within 45 days of receiving this email. If you do not submit your documentation within the 45-day window, you will have to restart the registration process.

You can review acceptable forms of documentation and what documentation resolves specific error messages here.

Need Help? Contact Us!

For questions about IRAD, visit USAC's website, call (800) 234-9473, or email LifelineProgram@USAC.org.
Resolving Registration Errors

- The following messages are errors that you may encounter when attempting to register for a Rep ID and the documents to resolve the errors.

<table>
<thead>
<tr>
<th>Error</th>
<th>Information Needed to Resolve Error</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identity not found</td>
<td>First and last name, date of birth, and last four digits of SSN</td>
</tr>
<tr>
<td>SSN4 cannot be verified</td>
<td>First and last name, date of birth, and last four digits of SSN.</td>
</tr>
<tr>
<td>Date of birth cannot be verified</td>
<td>First and last name and date of birth.</td>
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<tr>
<td>Identified as a duplicate</td>
<td>First and last name and date of birth.</td>
</tr>
<tr>
<td>Identified as deceased</td>
<td>First and last name, date of birth, the last four digits of SSN, and proof of life by submitting acceptable documentation dated within the previous three (3) months.</td>
</tr>
<tr>
<td>Opt out of including SSN4</td>
<td>First and last name, date of birth, and the last four digits of SSN.</td>
</tr>
</tbody>
</table>
Resolving Registration Errors
Submitting Documentation

• USAC manually reviews identity documentation for any individual whose identity cannot be verified automatically or who is identified as a duplicate.

• This review must be complete, and all errors resolved prior to use of a Rep ID.

• A RAD Cover Sheet must be included with any documentation submitted to resolve an error.
Resolutioning Registration Errors
Submitting Documentation

- Representatives may submit documentation to resolve registration errors through:
  - USAC’s [Secure Webpage](#) or
  - Via mail
    - Lifeline Support Center:
      PO Box 9100
      Wilkes-Barre, PA 18773

- A [RAD Cover Sheet](#) must be included with any documentation submitted to resolve an error.
Resolving Registration Errors
Submitting Documentation Using Secure Webpage

• Provide your first name and email address.
  • Your Rep ID and last name will be populated.

• Select Choose File and upload your documents. Select Submit.

Note: View the [RAD Documentation Upload Process](#) for a step-by-step overview of how to submit documents using USAC’s Secure Webpage.
Resolving Registration Errors
Submitting Documentation Using Secure Webpage

- Documents successfully submitted through USAC’s Secure Webpage, will receive the message below.

![We received your document(s)!](image)

*We received your document(s)!*

It takes 3-5 business days to review documentation. Once a review has been completed, you will receive an email advising on next steps.

**Note:** Manual review of submitted documents takes approximately 3-5 days. You will be notified of approved documents via email. If documents are not approved, more documents may be needed. View more information on acceptable documents.
Resolving Registration Errors
Submitting Documentation Reminders

• You must submit documentation within **45 days** of being notified that additional information is needed. If registration errors are not resolved in 45 days, you will need to re-register.
• USAC recommends submitting documentation that includes the DOB and the last four digits of the SSN.
• If you opt out of submitting the last four digits of the SSN you will be required to submit official, unexpired documentation with your name and date of birth, such as a driver’s license or passport.
• Emailed documentation will not be accepted.
Questions?
Linking Accounts
Linking Accounts

• After registering in RAD and receiving a Rep ID, your next step is to share your Rep ID with the service provider you work for:
  • 497 Officers are responsible for linking the Rep ID to the ETC Administrator user role in NLAD.
  • ETC Administrators are responsible for linking the Rep ID to subaccount user roles including:
    • ETC Analyst, ETC Agent, ETC Operations
    • API accounts
    • Batch users
  • Link your Rep ID to an existing or new NLAD account (ETC Admin must perform this step).
**Linking Accounts**

New NLAD Subaccount

To link a Rep ID to a new NLAD subaccount, the ETC Admin will:

• Login to NLAD through [One Portal](#).
Linking Accounts
New NLAD Subaccount

- Select **Account Management** from the mega menu.
- Select **Create Subaccount**.
Linking Accounts
New NLAD Subaccount

- Enter and confirm the email address of the authorized NLAD user and select **Submit**.
Linking Accounts
New NLAD Subaccount

- Enter the authorized user information to include:
  - First Name
  - Last Name
  - Phone Number
  - Rep ID

**Note:** The Master Agent is an optional field. The ETC Admin should provide Master Agent information for applicable representatives.
Linking Accounts
Existing NLAD Subaccounts

To link an existing NLAD subaccount:

- The ETC Admin or 497 Officer will select **Account Management** from the mega menu.
- Select **Manage Representative IDs**.
- Select **Choose File**.
Linking Accounts
Existing NLAD Subaccount

- Upload a completed Linking Representatives File Upload Template.

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<td>lastName</td>
<td>represent</td>
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<td>batch</td>
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<td>masterAgent</td>
<td>masterAgent</td>
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</table>

Note: Only an ETC Admin or 497 Officer is authorized to complete a file upload.
Linking Accounts
Existing NLAD Subaccounts

• After uploading the Linking Representative File, this column will display how many rows in the file were rejected.

• You can also download the error file by clicking the icon.
Linking Accounts
Existing NLAD Subaccounts

Reminders when completing the template:

• All column headers are required in the file template.
• Do not include spaces after a representative’s name when populating template.
• Only “UserName” should be populated to link Rep IDs to user accounts (leave “apild” and “Batch” columns blank).
• The username being linked must match the name registering for the Rep ID.
Linking Accounts
Linking to API ID

• To link Rep IDs to an API ID, you must have ETC Admin user permissions.
• A complete step-by-step guide to link a Rep ID to an API ID is available in the NLAD Production Guide: Linking Representative IDs to API Accounts.
Questions?
Retrieving/Updating Rep ID
Retrieving Rep ID

- Retrieve a Rep ID by visiting [LifelineRAD.org](http://LifelineRAD.org) and selecting Retrieve.
Retrieving Rep ID

- Enter the registered Rep ID email address.*
- USAC communication with your Rep ID will be sent from noreply@usac.org. Monitor your spam inbox.

*Note: If you do not remember your registered RAD email address, select Update Information on the RAD homepage to retrieve/update an email address and obtain your Rep ID. You should not register for a second Rep ID.
Retrieving Rep ID

- Provide the answers to the security questions you selected when completing RAD registration.
Retrieving Rep ID

- Once completed, you will receive a success screen in RAD and a confirmation email from USAC stating that your Rep ID will be sent to the email you provided at registration.
Updating Rep ID

- Update your email address, physical address, and/or security questions/answers associated with your Rep ID by visiting LifelineRAD.org and selecting Update.
Updating Rep ID

- Select how you want to verify your identity by answering your security questions or receiving a notification to the email you used to register for your Rep ID.
Updating Rep ID

- If you select Security Questions to verify your Rep ID, you will be asked to provide the answers to the security questions you selected at registration.
- If you cannot complete the security questions, you will be unable to retrieve your Rep ID.
  - You will need to re-register and provide documentation to resolve any registration errors.
Updating Rep ID

- After your identity has been verified, the review page will populate where you can edit your email, address, and/or security questions/answers.
Updating Rep ID

- Review and confirm your updated information in RAD and select Submit.
- You cannot update your name, DOB, or last four digits of your SSN.
- Email LifelineProgram@usac.org with the subject line: “Personal Information Change Request for RepID” to begin this process.
Updating Rep ID

- Once completed, you will receive a success screen in RAD and a confirmation email from USAC stating that your update has been processed.

Success!

You have successfully updated your information.

You successfully updated your RAD information. Confirmation will also be sent to your RAD email address. You may now close out this window.

Thank you for keeping your information up to date.
Annual Agreement Process
Annual Agreement Process
Background

Enrollment representatives must agree to the terms and conditions of USAC’s Lifeline systems each year as required in the FCC’s 2019 Lifeline Order.

Note: If the annual agreement is not completed, you will be unable to access or perform functions in NLAD or NV.
Annual Agreement Process

- USAC encourages you to complete the Rep ID annual agreement process from a desktop at [LifelineRAD.org](http://LifelineRAD.org).

- Select **Complete**.
Annual Agreement Process

- Enter your Rep ID or the registered Rep ID email address.
- Select **Submit**.
Annual Agreement Process

- USAC communication with instructions to complete the annual agreement will be sent from noreply@usac.org.

- Monitor your spam inbox.

Action Required: Complete Annual Agreement

October 25, 2023

Complete the Annual Agreement

Thank you for initiating the process to complete the Representative Accountability Database (RAD) annual agreement. Click here to complete the agreement on the RAD website.

Enrollment representatives are required to complete the annual agreement once a year. If you do not complete the annual agreement within a year from when you last completed it, you will be unable to access Lifeline systems and/or perform transactions until you have done so.

Need Help? Contact Us!

For questions about RAD, visit USAC’s website, call (800) 234-9473, or email LifelineProgram@USAC.gov.

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Annual Agreement Process

- Read each statement and check the boxes to confirm agreement.

Annual Agreement

To begin or continue performing National Lifeline Accountability Database (NLAD) and/or Lifeline National Eligibility Verifier (National Verifier) transactions, review and agree to the following:

- The information associated with my representative ID is current and accurate.
- I will always update my contact information in RAD within 30 days of a change.
- I will always use my Representative ID to perform transactions in NLAD and the National Verifier.
- My Representative ID is my unique identification. No one else may use my Representative ID. I will not provide my Representative ID to anyone except the service provider(s) I work for.
- I will not use or provide any fraudulent, misleading, or inaccurate information when performing Lifeline transactions.
- I acknowledge that I will only use NLAD and the National Verifier for their specified purposes.
- I understand and agree to the National Verifier terms and conditions.
- I understand and agree to the RAD terms and conditions.
- I acknowledge that I am providing information to the Universal Service Administrative Company (USAC), a U.S. based entity created by the Federal Communications Commission (FCC) that performs activities on behalf of the FCC.
- If I fail to comply with any of the above requirements, USAC’s guidance, the FCC’s program rules, or any applicable laws, understand that my access to NLAD and/or National Verifier may be suspended or terminated for unauthorized and/or unlawful use, and the service provider may subject to FCC enforcement action and/or ensure that I am not a subject to FCC enforcement action and/or one is not a subject of an enforcement action as a result of my actions.
Annual Agreement Process

• Provide an e-signature by typing in your full legal name (the legal name used to register for your RAD account).
• Omit any extra spaces in your signature.
Annual Agreement Process

- Once complete, you will receive a success screen in RAD and a confirmation email from USAC stating that you have completed the RAD annual agreement.

Success!

You have successfully completed the RAD Annual Agreements.

You will need to complete the RAD Annual Agreements again next year by January 11, 2023. We will send you a reminder next year before the deadline. You can now close this window in your browser.

Thank you for completing the Annual Agreements!
Annual Agreement Process

Reporting

- The **Linked Representatives Report** is available in NLAD to ETC Administrators and 497 Officers.
- This report will include each representatives’ annual agreement deadline and the date of their last completed agreement.
Annual Agreement Process
Missed Deadline Error

- If the annual agreement deadline is missed and you attempt to access or perform any transactions in the NV or NLAD by API or batch, you will receive the following error:
  - **REPID_DEADLINE_MISSED**: Representative has missed their annual agreement deadline.
- You must complete the annual agreement to have access to and perform functions in the NV or NLAD.

**Note**: Do not re-register if your account is inactive. If you miss your annual agreement deadline, complete the annual renewal process to reactivate your Rep ID.
Questions?
Useful Tips
Useful Tips

• Use a personal email address when completing the RAD registration process.
• Double check for extra spaces in your first and last name when completing the registration process or accessing your Rep ID.
• Use the legal name you have on file with your employer when registering.
• Document and store the exact name used to register in RAD. This name is used to recover your account.
• Keep the email containing your RAD account confirmation for reference when trying to access your account.
• Use a desktop to complete the RAD registration or renewal process.
Resources
Resources
Visit Our Website

For general RAD information, visit the [RAD web page](#).

The [RAD Resources](#) page includes:

- A RAD Fact Sheet.
- NLAD Staging Guides for linking individual user accounts and APIs.
- NLAD Production Guides for linking individual user accounts, APIs, and batch users.
- Linking Representatives File Upload Template.
Thank You!
Take Our Survey

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