



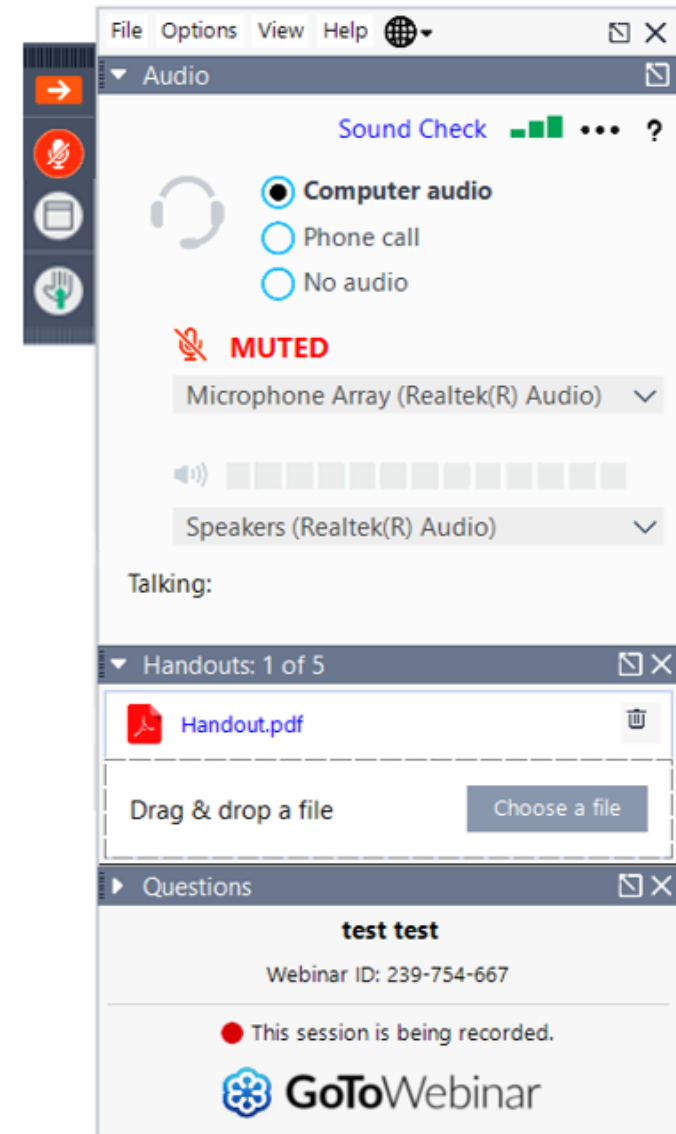
Account Management in Lifeline Systems

Lifeline Program

September 11, 2024

Housekeeping

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- 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.



Disclaimer

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support!

Meet Our Team



Linnita Hosten

Sr. Communications Specialist | Lifeline

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



Winta Woldu

Communications Specialist | Lifeline

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

Agenda

- Announcements
- Account Management
- E-File
 - Certify, Assign, and Remove 497 Officer Entitlements
- National Lifeline Accountability Database (NLAD)
 - Create ETC Administrator
 - Create and Manage NLAD Subaccounts
- Resources

Announcements

Announcements

Safe Connections Act (SCA)

- On August 29, the Federal Communications Commission (FCC) issued a [Public Notice](#) announcing that compliance with the rules allowing survivors to receive emergency Lifeline support under the Safe Connections Act (SCA) of 2022 is required.
- Under the SCA, survivors of domestic violence, human trafficking, and related crimes can receive discounted phone, internet, or bundled service through the Lifeline program.
 - Qualifying survivors can receive a discount of up to \$9.25 on voice, internet, or bundled services for up to six months.
 - After six months, they may apply for the standard Lifeline benefit of up to \$9.25 for qualifying internet or bundled services or \$5.25 per month for voice-only service.
- For more information, please review our [Safe Connections Act](#) webpage and [webinar](#).

Announcements

Requesting Companies Near Me Updates

- USAC's [Companies Near Me](#) tool helps consumers find and sign up with Lifeline service providers in their area.
- Providers should maintain up-to-date and accurate information with USAC, including details on where they offer Lifeline-supported service.
- To update your company's profile, email LifelineProgram@usac.org with the subject line 'Companies Near Me Update.'
- The following updates can be performed:
 - Website URL
 - Customer support phone number
 - Service type (mobile or home)
 - ZIP codes (where Lifeline-supported service is offered)

Account Management

Account Management

Accessing Lifeline Systems

To access Lifeline systems, including the National Lifeline Accountability Database (NLAD), where service providers perform transactions and manage subscribers, providers must start with E-File.





E-File

E-File

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

- E-File is available through USAC's [One Portal](#), which allows users to access all Universal Service Fund IT applications in one place.
- 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

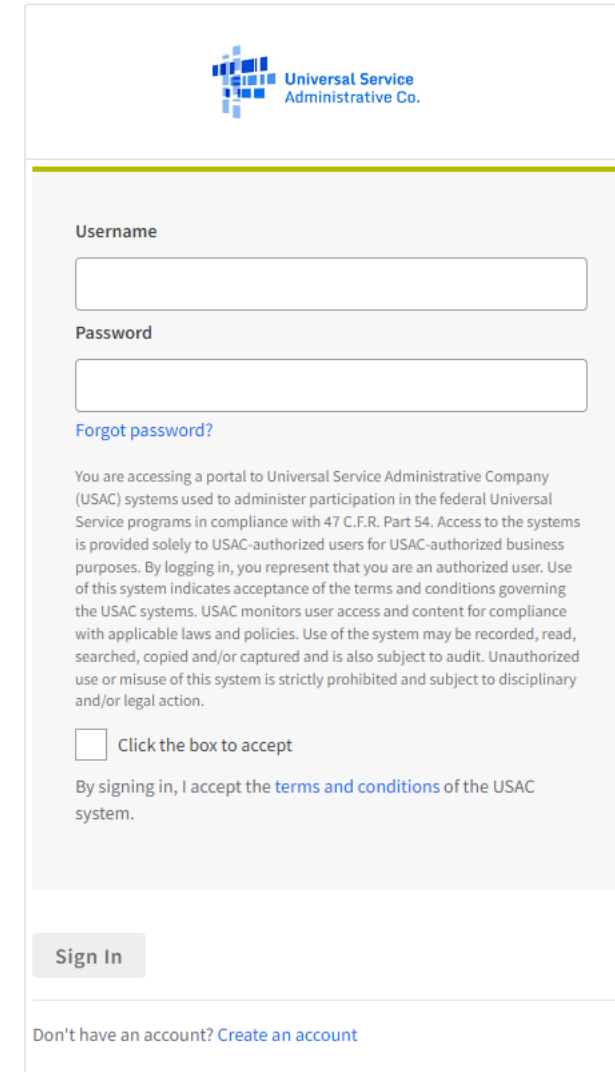
Certify 497 Officer Entitlements

- 498 Officers have an entitlement as a 497 Officer but must certify that entitlement in E-File to access NLAD.
- The 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 Entitlements

Access E-File

- As the 498 Officer, log in to [One Portal](#) to access E-File.



The screenshot shows the login interface for the Universal Service Administrative Co. (USAC) portal. At the top right is the USAC logo. Below it are two input fields for 'Username' and 'Password'. A link for 'Forgot password?' is provided. A large block of text contains the terms and conditions of use, starting with 'You are accessing a portal to Universal Service Administrative Company (USAC) systems...'. Below the text is a checkbox labeled 'Click the box to accept'. A 'Sign In' button is located at the bottom left of the form area. At the very bottom, there is a link: 'Don't have an account? [Create an account](#)'.

Universal Service Administrative Co.

Username

Password

[Forgot password?](#)

You are accessing a portal to Universal Service Administrative Company (USAC) systems used to administer participation in the federal Universal Service programs in compliance with 47 C.F.R. Part 54. Access to the systems is provided solely to USAC-authorized users for USAC-authorized business purposes. By logging in, you represent that you are an authorized user. Use of this system indicates acceptance of the terms and conditions governing the USAC systems. USAC monitors user access and content for compliance with applicable laws and policies. Use of the system may be recorded, read, searched, copied and/or captured and is also subject to audit. Unauthorized use or misuse of this system is strictly prohibited and subject to disciplinary and/or legal action.

Click the box to accept

By signing in, I accept the [terms and conditions](#) of the USAC system.

Sign In

Don't have an account? [Create an account](#)

Certify 497 Officer Entitlement

Access E-File

- Select **Manage FCC Form 498** under the Service Providers section of the dashboard.

Universal Service Administrative Co. Sign Out

barwright@netzero.net

Upcoming Dates

09/11 2024 [September 2024 Monthly Webinar](#)

09/18 2024 [FY2024 FRN Touch Base Webinar](#)

10/01 2024 [Annual 54.314 Certification Due](#)

High Cost

Lifeline

Rural Health Care

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

Certify 497 Officer Entitlement

E-File Landing Page

- Then select **Form 497** from the left-hand menu.

Universal Service Administrative Co. E-File barwright@netzero.net Log Out

Admin Center

Service Providers

[View Sent Remittance Emails](#)

Schools and Libraries

Rural Health Care

Invoice

[Form 463](#)

High Cost & Low Income

Form 497

[Form 555](#)

[481 Online Form](#)

Information Center

Service Providers

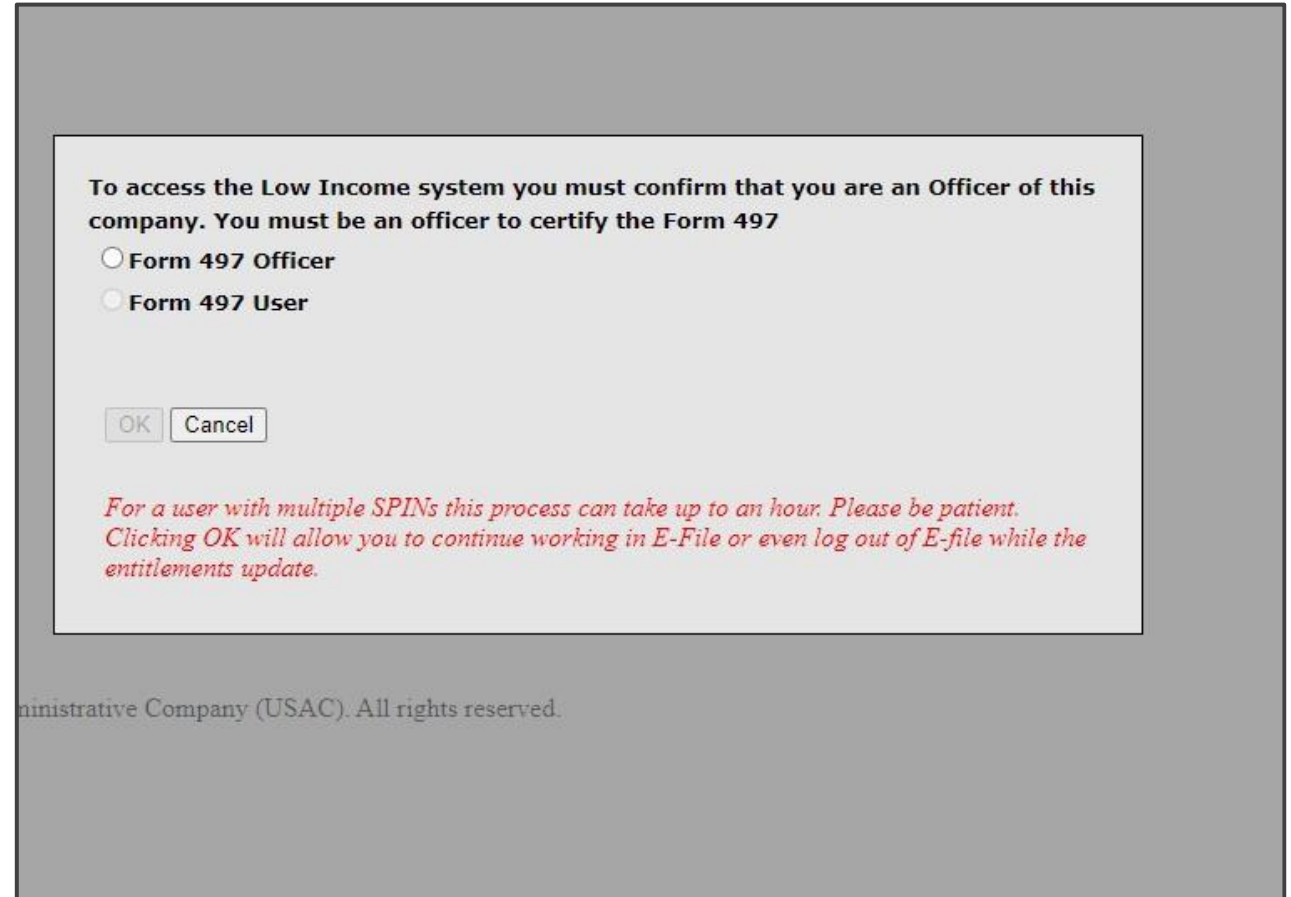
498 ID	Company Name	View	498 ID Status	Action
--------	--------------	------	---------------	--------

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

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Certify 497 Officer Entitlement

- Then select **Form 497 Officer** and click **OK** to confirm.
 - If you are a 498 Officer with multiple Service Provider Identification Numbers (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.

Administrative Company (USAC). All rights reserved.

Questions?

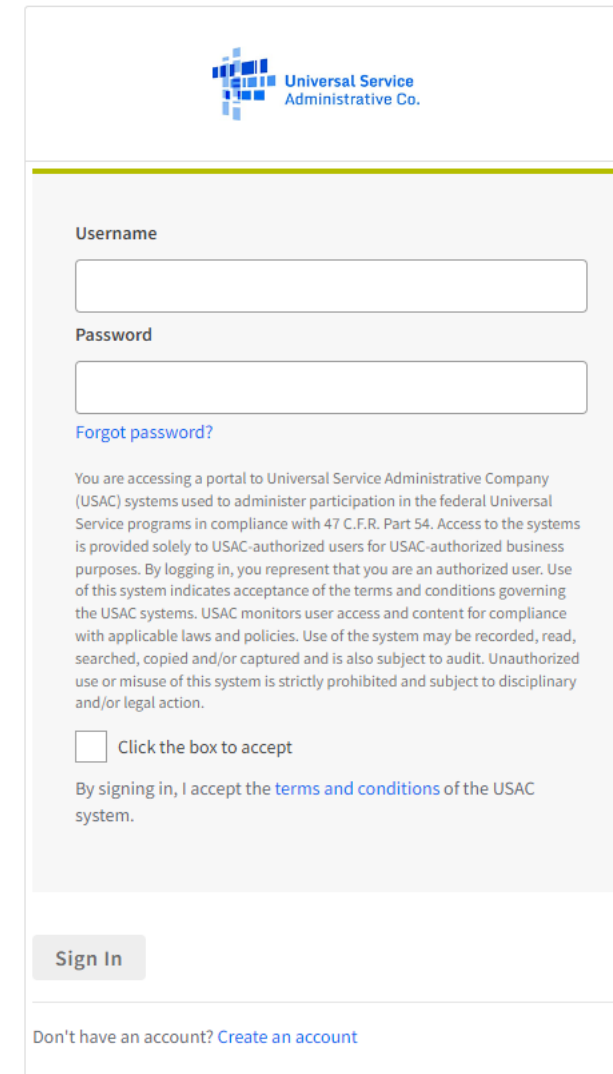
Assign 497 Officer


Assign 497 Officer

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

Assign 497 Officer New User

- As the 498 Officer, log in to [One Portal](#) and access E-File to assign a new user to the 497 Officer role.



 Universal Service
Administrative Co.

Username

Password

[Forgot password?](#)

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Click the box to accept

By signing in, I accept the [terms and conditions](#) of the USAC system.

Don't have an account? [Create an account](#)

Assign 497 Officer New Users

- You will then select **Manage FCC Forms 498** under the Service Providers section of the dashboard.

Universal Service Administrative Co. Sign Out

barwright@netzero.net

Dashboard

Upcoming Dates

09/11 2024 **September 2024 Monthly Webinar**

09/18 2024 **FY2024 FRN Touch Base Webinar**

10/01 2024 **Annual 54,314 Certification Due**

High Cost

Lifeline

Rural Health Care

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

Assign 497 Officer New Users

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

Universal Service Administrative Co. E-File barwright@netzero.net 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
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To combine one or more 498 IDs, go to consolidate 498 IDs.

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Assign 497 Officer New Users

- Enter the email address of the user you want to assign the 497 Officer entitlement.
- Then select **Search**.

User Management - Assign New User

User: William Wright

[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

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

User Management - Assign New User

User: William Wright

[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:	<input type="text" value="abc@usac.org"/>	<input type="button" value="Search"/>
First Name:	<input type="text" value="abc"/>	
Last Name:	<input type="text" value="def"/>	
Street Address :	<input type="text"/>	
City:	<input type="text"/>	
State:	<input type="text" value="v"/>	
Zip:	<input type="text"/>	
Phone:	<input type="text" value="5555555555"/>	
Fax:	<input type="text"/>	

Please hit Next to assign entitlements...

Field names in bold are required.

Assign 497 Officer

New Users

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

User: William Wright
[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 497 497 Officer ▾	<input type="checkbox"/> Form 525 Not Selected ▾	<input type="checkbox"/> Form 481 Not Selected ▾	<input type="checkbox"/> HUBB Not Selected ▾	<input type="checkbox"/> HCPMM Not Selected ▾	<input type="checkbox"/> Form 690 Not Selected ▾	<input type="checkbox"/> Form 5G Not Selected ▾
<input type="checkbox"/> 143035643	<input type="checkbox"/> 143035643	<input checked="" type="checkbox"/> 143035643	<input type="checkbox"/> 143035643	<input type="checkbox"/> 143035643	<input type="checkbox"/> 143035643	<input type="checkbox"/> 143035643	<input type="checkbox"/> 143035643	<input type="checkbox"/> 143035643

Assign 497 Officer

New Users

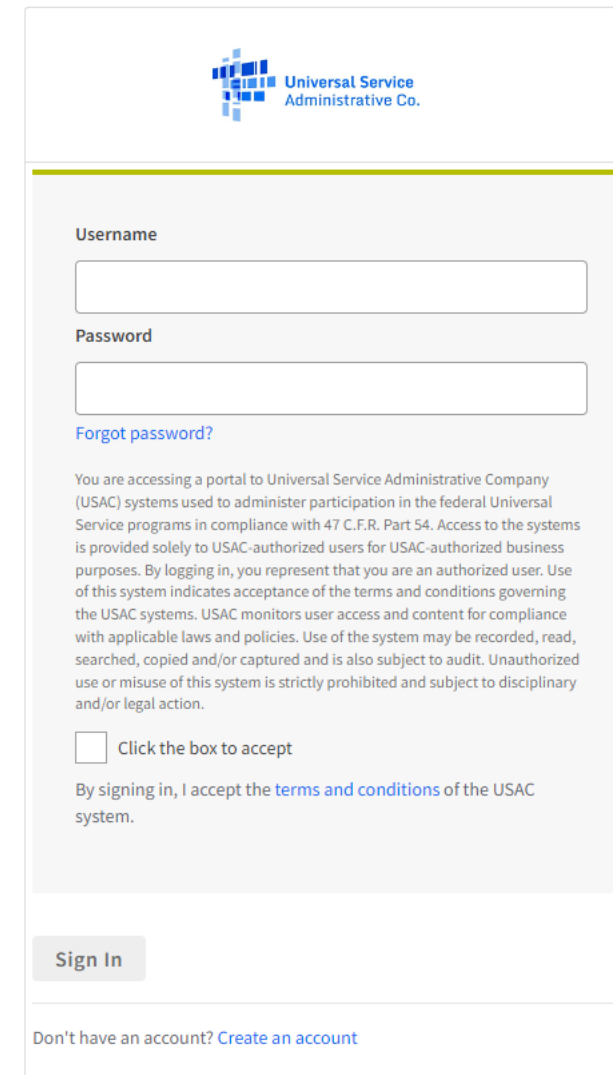
- A confirmation message will indicate that you have successfully added the new authorized user.

Assign New User

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

Assign 497 Officer Current User

- As the 498 Officer, log in to [One Portal](#) and access E-File to assign a current user to the 497 Officer role.



The screenshot shows the login interface for the Universal Service Administrative Co. (USAC). At the top right is the USAC logo. Below it are two input fields for 'Username' and 'Password'. A link for 'Forgot password?' is located below the password field. A large block of text contains the terms and conditions for using the system. At the bottom of this block is a checkbox and the text 'Click the box to accept'. Below the terms and conditions is a 'Sign In' button. At the very bottom of the page is a link: 'Don't have an account? [Create an account](#)'.

Universal Service
Administrative Co.

Username

Password

[Forgot password?](#)

You are accessing a portal to Universal Service Administrative Company (USAC) systems used to administer participation in the federal Universal Service programs in compliance with 47 C.F.R. Part 54. Access to the systems is provided solely to USAC-authorized users for USAC-authorized business purposes. By logging in, you represent that you are an authorized user. Use of this system indicates acceptance of the terms and conditions governing the USAC systems. USAC monitors user access and content for compliance with applicable laws and policies. Use of the system may be recorded, read, searched, copied and/or captured and is also subject to audit. Unauthorized use or misuse of this system is strictly prohibited and subject to disciplinary and/or legal action.

Click the box to accept

By signing in, I accept the [terms and conditions](#) of the USAC system.

Sign In

Don't have an account? [Create an account](#)

Assign 497 Officer

Current Users

- Then select **Manage FCC Forms 498** under the Service Providers section of the dashboard.

Universal Service Administrative Co. Sign Out

barwright@netzero.net ▾

Dashboard

Upcoming Dates

09/11 2024 September 2024 Monthly Webinar

09/18 2024 FY2024 FRN Touch Base Webinar

10/01 2024 Annual 54.314 Certification Due

High Cost ▾

Lifeline ▾

Rural Health Care ▾

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

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.


E-File

[barwright@netzero.net](#)
[Log Out](#)

[Admin Center](#)

[Service Providers](#)

[View Sent Remittance Emails](#)

[Schools and Libraries](#)

[Rural Health Care](#)

[Invoice](#)

[Form 463](#)

[High Cost & Low Income](#)

[Form 497](#)

[Form 555](#)

[481 Online Form](#)

[Authorized Users](#)

Information Center

Authorized Users

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

[Return to Information Center](#)

Assign 497 Officer

Current Users

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

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

Authorized User Management - Entitlements

User Information

Email Address:
John123@abc.com

Full Name:
John Doe

Assigned Entitlements

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

14

Available Entitlements

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

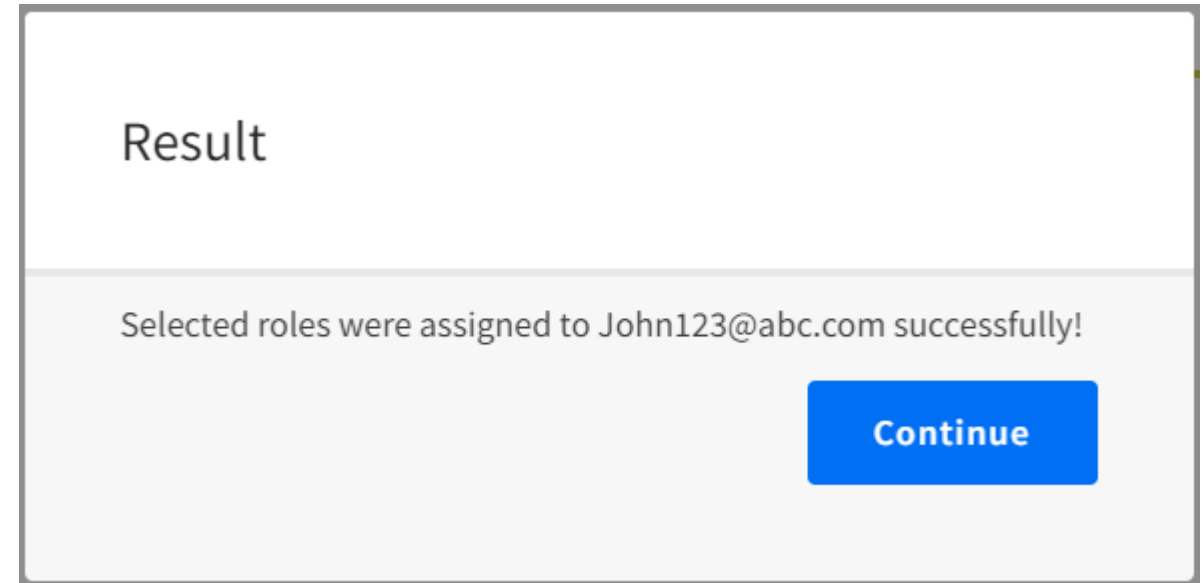
497 Officer 525 User 481 Officer HUBB Officer HCPMM General C 690 Officer 5G Officer

14 14 14

Assign 497 Officer

Current Users

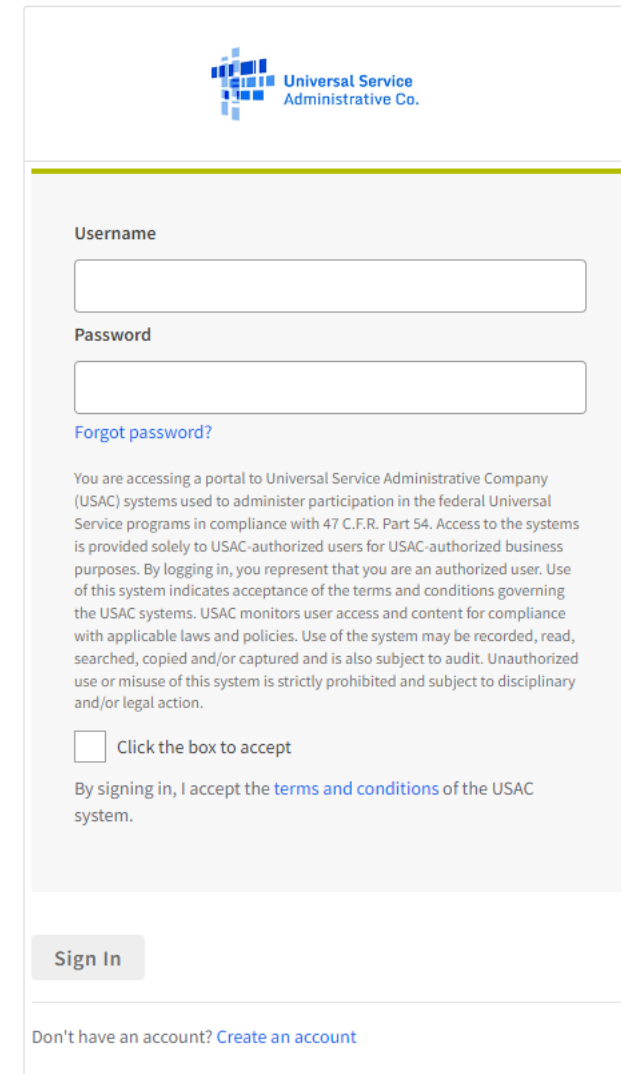
- A confirmation message will indicate that you have successfully assigned the authorized user.



Remove 497 Officer Entitlements

Remove 497 Officer Entitlements

- As the 498 Officer, log in to [One Portal](#) and access E-File to remove 497 Officer entitlements.



The screenshot shows the login page for the Universal Service Administrative Co. At the top right is the logo and name. Below is a yellow horizontal line. The main content area is light gray and contains a 'Username' label above a text input field, followed by a 'Password' label above another text input field. Below the password field is a blue link for 'Forgot password?'. A large block of text provides a disclaimer about system access and terms of use. At the bottom of this block is a checkbox and the text 'Click the box to accept'. Below the checkbox is the text 'By signing in, I accept the terms and conditions of the USAC system.' At the bottom of the page is a 'Sign In' button and a link for 'Don't have an account? Create an account'.

Universal Service Administrative Co.

Username

Password

[Forgot password?](#)

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Click the box to accept

By signing in, I accept the [terms and conditions](#) of the USAC system.

Sign In

Don't have an account? [Create an account](#)

Remove 497 Officer Entitlements

- Then select **Manage FCC Forms 498** under the Service Providers section of the dashboard.

The screenshot shows the dashboard for Universal Service Administrative Co. The header includes the company logo and name, and a 'Sign Out' button. The user's email, barwright@netzero.net, is displayed in the top right. The main content area is titled 'Dashboard' and features a grid of cards. The 'Service Providers' card is highlighted with a yellow border and contains the text: 'Manage FCC Forms 498 - Provide contact and banking information for entities that receive support from universal service programs, manage authorized users.' Other cards include 'Upcoming Dates' with a calendar icon, 'High Cost', 'Lifeline', 'Rural Health Care', and 'Help?' with links for 'Send us a message' and 'Call us'.

Universal Service Administrative Co. Sign Out

barwright@netzero.net

Dashboard

Upcoming Dates

09/11 2024 September 2024 Monthly Webinar

09/18 2024 FY2024 FRN Touch Base Webinar

10/01 2024 Annual 54.314 Certification Due

High Cost ▼

Lifeline ▼

Rural Health Care ▼

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

Remove 497 Officer Entitlements

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

The screenshot shows the E-File Information Center interface. The top navigation bar includes the Universal Service Administrative Co. logo, the text 'E-File', the user email 'barwright@netzero.net', and a 'Log Out' button. The left-hand navigation menu lists various categories: Admin Center, Service Providers, View Sent Remittance Emails, Schools and Libraries, Rural Health Care, Invoice, Form 463, High Cost & Low Income, Form 497, Form 555, 481 Online Form, and **Authorized Users** (highlighted with a yellow box).

The main content area is titled 'Information Center' and displays a table of '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
Tiffany.Brady@usac.org	Tiffany Brady	Manage Entitlements Reset Password
		Manage Entitlements Reset Password

At the bottom right of the table area, there is a link: [Return to Information Center](#).

Remove 497 Officer Entitlements

Current Users

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

Authorized User Management - Entitlements

User Information

Email Address:
John123@abc.com

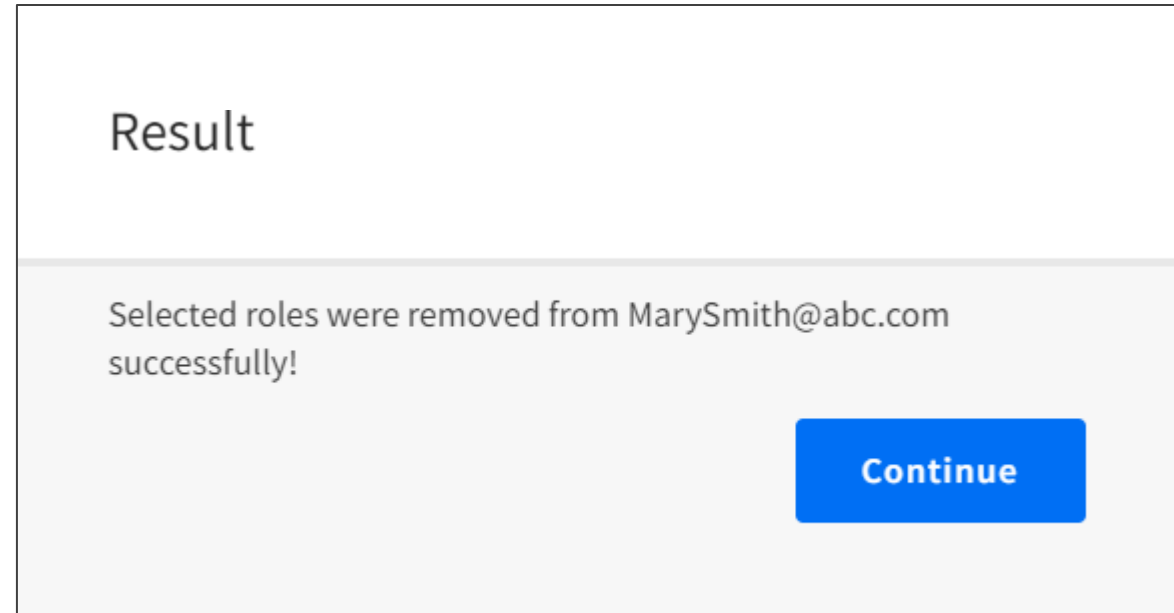
Full Name:
John Doe

Assigned Entitlements

<input type="checkbox"/> SLD 472	<input type="checkbox"/> RHC Invoice	<input 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 type="button" value="Remove"/>
				<input type="checkbox"/> 14					

Remove 497 Officer Entitlements

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



Questions?

NLAD

NLAD

Background

- [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 subscriber reports.
- Service providers must enroll subscribers in NLAD to claim reimbursements.
- More information on NLAD is available on the [NLAD section](#) of USAC's website.

NLAD

Account Types (1 of 2)

497 Officer

Must certify reimbursement claims.

Manages the ETC Administrator user role in NLAD.

ETC Administrator

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

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

NLAD

Account Types (1 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

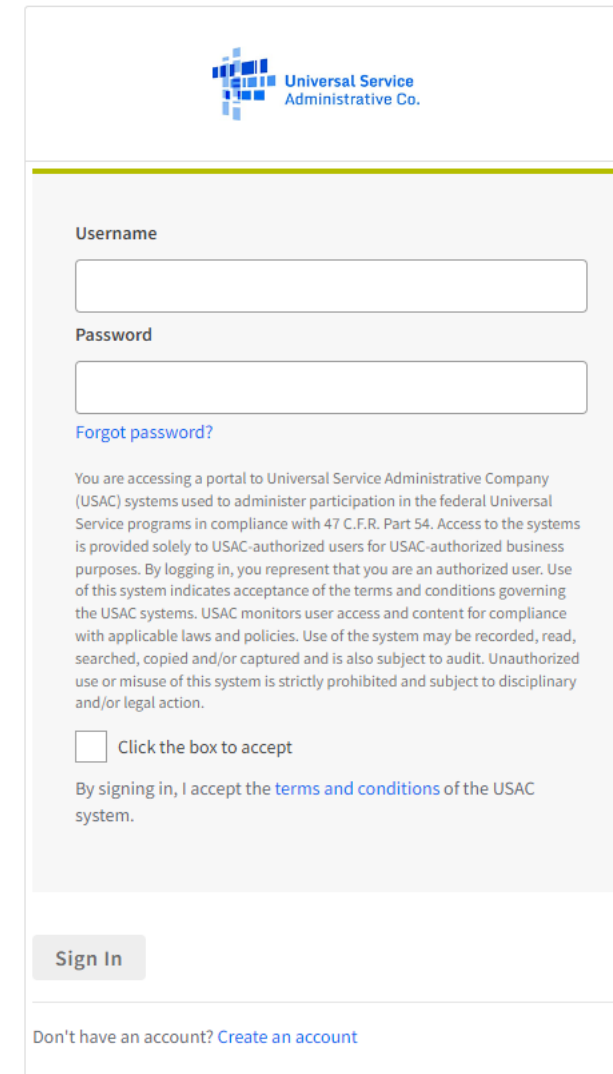
This user **only** has access to the National Verifier to check consumer eligibility.


- To perform transactions in NLAD and the National Verifier, providers must [register for a Representative ID](#) which 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 [One Portal](#) to create an ETC Administrator.



 Universal Service
Administrative Co.

Username

Password

[Forgot password?](#)

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Click the box to accept

By signing in, I accept the [terms and conditions](#) of the USAC system.

Sign In

Don't have an account? [Create an account](#)

Create ETC Administrator

- Then select **National Lifeline Accountability Database (NLAD)** under the Lifeline section of the dashboard.

The screenshot shows the dashboard for the Universal Service Administrative Co. The header includes the company logo and name, a "Sign Out" button, and the user email "etc.admin@uat.com". The main content area is titled "Dashboard" and is divided into three columns. The left column, "Upcoming Dates", lists three webinars: "September 2024 Monthly Webinar" (09/11/2024), "October 2024 Monthly Webinar" (10/09/2024), and "November 2024 Monthly Webinar" (11/13/2024). The middle column, "Lifeline", contains three items: "National Verifier", "National Lifeline Accountability Database (NLAD)", and "National Lifeline Accountability Database Staging Environment". The "NLAD" item is highlighted with a yellow border. The right column, "Help?", includes links for "Send us a message", "Call us", and "Click here".

Universal Service Administrative Co. Sign Out

etc.admin@uat.com

Dashboard

Upcoming Dates

09/11/2024 **September 2024 Monthly Webinar**

10/09/2024 **October 2024 Monthly Webinar**

11/13/2024 **November 2024 Monthly Webinar**

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.

National Lifeline Accountability Database Staging Environment - The NLAD staging environment allows Lifeline and ACP providers to test system features.

Help?

Send us a message
[Click here](#)

Call us
(888) 641-8722

Create ETC Administrator

- After logging into NLAD, from the default ETC Administrator Home Page, select **Account Management** from the mega menu.

Universal Service Administrative Co. National Lifeline Accountability Database etc.admin@uat.com

Subscriber Management ACP Subscriber Management Claims **Account Management** Tools & Resources

USAC Home | Lifeline Program | NLAD | Account Management | ETC Administrator Home Page

ETC Administrator Home Page

Maintain Lifeline SAC Information

Displaying 1-14 of 14 records [Instructions](#)

SAC	Marketing Name	Customer Service Phone	Action
-----	----------------	------------------------	--------

Create ETC Administrator

- Then select **497 Officer Home Page**.

Universal Service Administrative Co. National Lifeline Accountability Database etc.admin@uat.com

Subscriber Management ACP Subscriber Management 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 ETC Administrator

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

The screenshot shows the National Lifeline Accountability Database interface. The header includes the Universal Service Administrative Co. logo and the text 'National Lifeline Accountability Database'. The main navigation bar has three tabs: 'Claims', 'Account Management' (which is selected), and 'Tools & Resources'. Below the navigation bar, there is a breadcrumb trail: 'USAC Home | Lifeline Program | NLAD | Account Management | 497 Officer Home Page'. The main content area is titled '497 Officer Home Page' and 'ETC Administrative Entitlements'. It displays 'Displaying 1-1 of 1 records' and a table with columns: 'User ID', 'Last Name', 'First Name', 'Phone Number', 'Role', and 'Action'. The table contains one record with the role 'ETC Admin'. Below the table, there is a pagination control showing 'Show 25 records/page' and '1 of 1 pages'. Underneath the table, there is a section titled 'Update ETC Admin SPIN Permissions' with a table that has two columns: 'SPIN' and 'Current Assignment'. The second row of this table has a checkbox checked. At the bottom of the page, there are three buttons: 'Assign to Existing ETC Administrator', 'Assign to Me', and 'Assign to New ETC Administrator'. The 'Assign to New ETC Administrator' button is highlighted with a yellow border.

Create ETC Administrator

New ETC Administrator

- Enter the **Email Address** for the account you want to set up as the ETC Administrator.
- Select **Submit**.

Create ETC Administrator Account

[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 code
- Select **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"/>

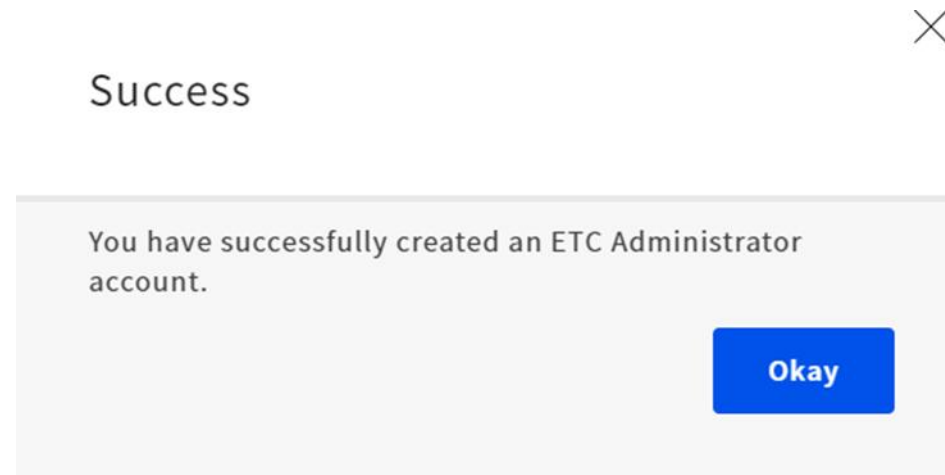
Cancel

Create

Create ETC Administrator

New ETC Administrator

- A confirmation message will appear indicating that you have successfully added an ETC Administrator.
- Select **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 [One Portal](#) to access E-File.
 - Select **National Lifeline Accountability Database (NLAD)** under the Lifeline section of the dashboard.

The screenshot shows the dashboard for the Universal Service Administrative Co. The header includes the company logo and name, a "Sign Out" button, and the user email "etc.admin@uat.com". The main content area is titled "Dashboard" and is divided into three columns. The left column, "Upcoming Dates", lists three webinars: "September 2024 Monthly Webinar" (09/11/2024), "October 2024 Monthly Webinar" (10/09/2024), and "November 2024 Monthly Webinar" (11/13/2024). The middle column, "Lifeline", contains three sub-sections: "National Verifier", "National Lifeline Accountability Database (NLAD)", and "National Lifeline Accountability Database Staging Environment". 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." The right column, "Help?", includes links for "Send us a message" and "Call us (888) 641-8722".

Create NLAD Subaccount

- After logging into NLAD, from the default ETC Administrator Home Page, select **Account Management** from the mega menu.


Universal Service Administrative Co. National Lifeline Accountability Database etc.admin@uat.com

Subscriber Management ACP Subscriber Management Claims **Account Management** Tools & Resources

USAC Home | Lifeline Program | NLAD | Account Management | ETC Administrator Home Page

ETC Administrator Home Page

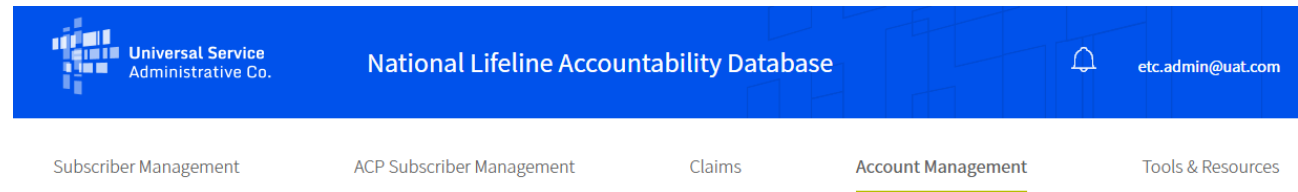
Maintain Lifeline SAC Information

Displaying 1-14 of 14 records  Instructions

SAC	Marketing Name	Customer Service Phone	Action
-----	----------------	------------------------	--------

Create NLAD Subaccounts

- Select **Create Subaccount**.



[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.
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- [Create Subaccounts](#) - Create a new NLAD or National Verifier subaccount.
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- [Manage Email Recipients](#) - Assign contacts to receive NLAD-related emails.

Create NLAD Subaccounts

- Enter the email address for the account you want to set up as a new authorized user.
- Select **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 Operation
- Select **Submit**.

Create Subaccount

[Instructions](#)

Authorized User Information

Email: MarySmith@abc.com

First Name **Last Name**

Phone Number **Representative ID**

Master Agent for Authorized User

Master Agent for Authorized User (optional)

Subaccount Role

Role

Subaccount Permissions

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

Cancel

Submit

Create NLAD Subaccounts

- A confirmation message will display indicating that you have successfully created an NLAD subaccount.
- Select **Okay**.



Manage NLAD Subaccount

Manage NLAD Subaccount

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

The screenshot shows the dashboard for the Universal Service Administrative Co. The top navigation bar is blue with the company logo and name on the left, and a "Sign Out" button on the right. Below the navigation bar, the user's email address "etc.admin@uat.com" is displayed. The main content area is titled "Dashboard" and is divided into three columns. The left column, "Upcoming Dates", lists three webinars: "September 2024 Monthly Webinar" on 09/11/2024, "October 2024 Monthly Webinar" on 10/09/2024, and "November 2024 Monthly Webinar" on 11/13/2024. The middle column, "Lifeline", contains three sub-sections: "National Verifier", "National Lifeline Accountability Database (NLAD)", and "National Lifeline Accountability Database Staging Environment". 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." The right column, "Help?", contains links for "Send us a message" (with a "Click here" link) and "Call us" (with the phone number (888) 641-8722).

Manage NLAD Subaccount

- After logging into to NLAD, from the default ETC Administrator Home Page, select **Account Management** from the mega menu.

Universal Service Administrative Co. National Lifeline Accountability Database etc.admin@uat.com

Subscriber Management ACP Subscriber Management Claims **Account Management** Tools & Resources

USAC Home | Lifeline Program | NLAD | Account Management | ETC Administrator Home Page

ETC Administrator Home Page

Maintain Lifeline SAC Information

Displaying 1-14 of 14 records [Instructions](#)

SAC	Marketing Name	Customer Service Phone	Action
-----	----------------	------------------------	--------

Manage NLAD Subaccount

- Then select **Manage Subaccounts**.

Universal Service Administrative Co. National Lifeline Accountability Database etc.admin@uat.com

Subscriber Management ACP Subscriber Management 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.
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- [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 Subaccount


- Under the **Authorized Subaccount** section, click the icon to select the account you want 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 Subaccount

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

Last Name

Phone Number

Representative ID

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

Subaccount Role

Role ETC Analyst

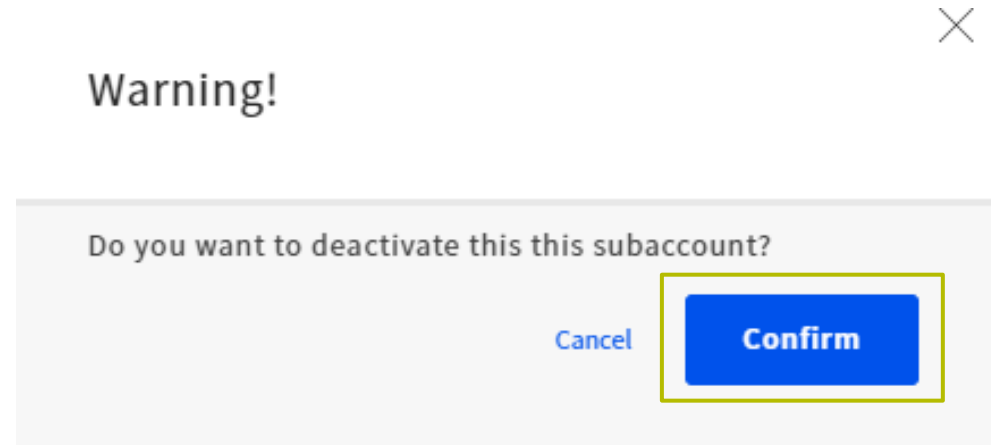
Subaccount Permissions

 SPIN 143035643

Manage NLAD Subaccount

Deactivate Subaccount (1 of 2)

- A warning message will appear, asking you to confirm that you would like to deactivate the account:
 - Select **Confirm** to deactivate the account.
 - Select **Cancel** to keep the account active and return to the previous page.



Questions?

Resources

Resources

- NLAD user guides and additional resources are available in the **Tools & Resources** section of NLAD.
 - Reports
 - API Specifications
 - Field Descriptions
 - Training Videos

The screenshot shows the top navigation bar of the National Lifeline Accountability Database (NLAD) website. The header includes the Universal Service Administrative Co. logo, the site name, a notification bell icon, and the email address etc.admin@uat.com. Below the header is a horizontal menu with five items: Subscriber Management, ACP Subscriber Management, Claims, Account Management, and Tools & Resources (which is highlighted with a yellow underline). Below the menu is a breadcrumb trail: USAC Home | Lifeline Program | NLAD | Tools & Resources. The main content area is titled "Tools & Resources" and contains a list of links with brief descriptions:

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

Thank You!





Universal Service
Administrative Co.