

National Verifier System Overview Training

January 14, 2020



Universal Service
Administrative Co.

Housekeeping

- Audio is available through your computer's speakers
- The audience will remain on mute
- **Enter questions at any time using the “Questions” box**
 - There is a large audience signed in today. We will accept as many questions as possible!
- If your audio or slides freeze, restart the webinar
- A copy of today's presentation is available in the handouts section

Today's Presenters



Catie Miller



Leah Sorini



Linnita Hosten

Course Objective

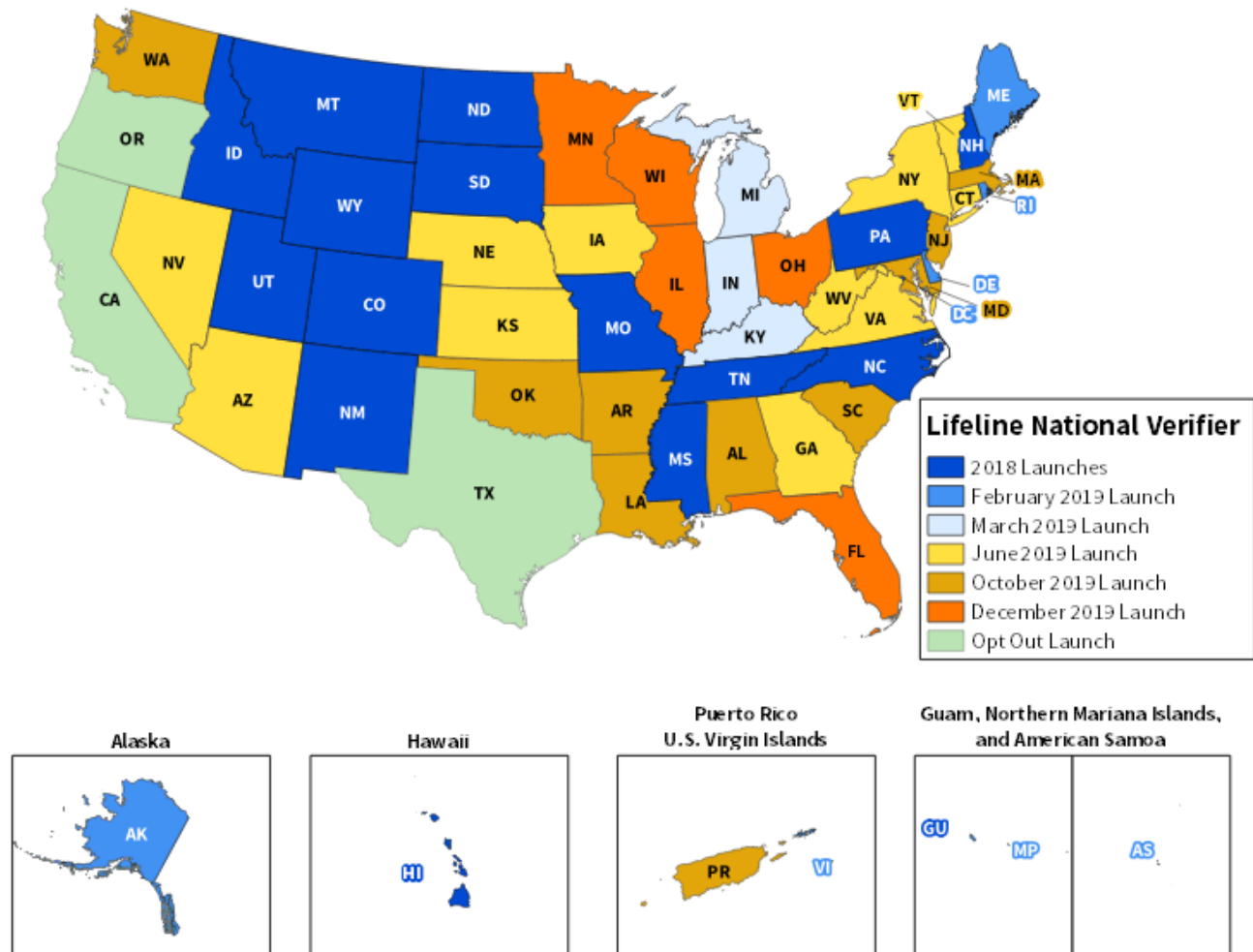
- An overview of the National Verifier system, including:
 - Creating User Accounts and Credentials
 - Creating an NV Application
 - Checking the Status of an Application
 - Submitting Documentation
 - NLAD & the National Verifier

Introduction

National Verifier Overview

The **December 2019** group soft launched on December 16. This includes:

- Florida
- Illinois
- Minnesota
- Ohio
- Wisconsin



National Verifier Overview

- The National Verifier will determine consumer's Lifeline eligibility
- Service providers will no longer determine if consumers are eligible for Lifeline
- The National Verifier will make eligibility determinations, then service providers must enter a consumer in NLAD to enroll in Lifeline
- The National Verifier will handle the annual recertification process



National Verifier Overview

- When the National Verifier launches in a state there is an **optional soft launch** period followed by a mandatory hard launch
- At the **hard launch**, consumers in a state can apply directly through the National Verifier
- When a state enters the National Verifier, all current Lifeline consumers go through a one-time **reverification** process that ensures they meet all Lifeline requirements



Get Started

Get Started

Creating User Accounts and Credentials

Service provider administrators (ETC Admins) can grant National Verifier service provider portal access to their employees using the NLAD system. The following guidance applies to all service providers:

- Each National Verifier user must have unique login credentials. **Users are not permitted to share accounts.**
- **Service providers with NLAD credentials can use the same credentials** to access and use the National Verifier service provider portal.
 - NLAD's existing user permissions are not changing.
 - Anyone with NLAD access will have National Verifier access.
- **A new account category has been created (ETC Agent)** for sales associates who will access to the National Verifier service provider portal but do not need NLAD access.
- **USAC has removed the limit on how many NLAD sub-accounts a service provider can create.**
- USAC will track account activity in the NV service provider portal.

Get Started

Creating User Accounts and Credentials

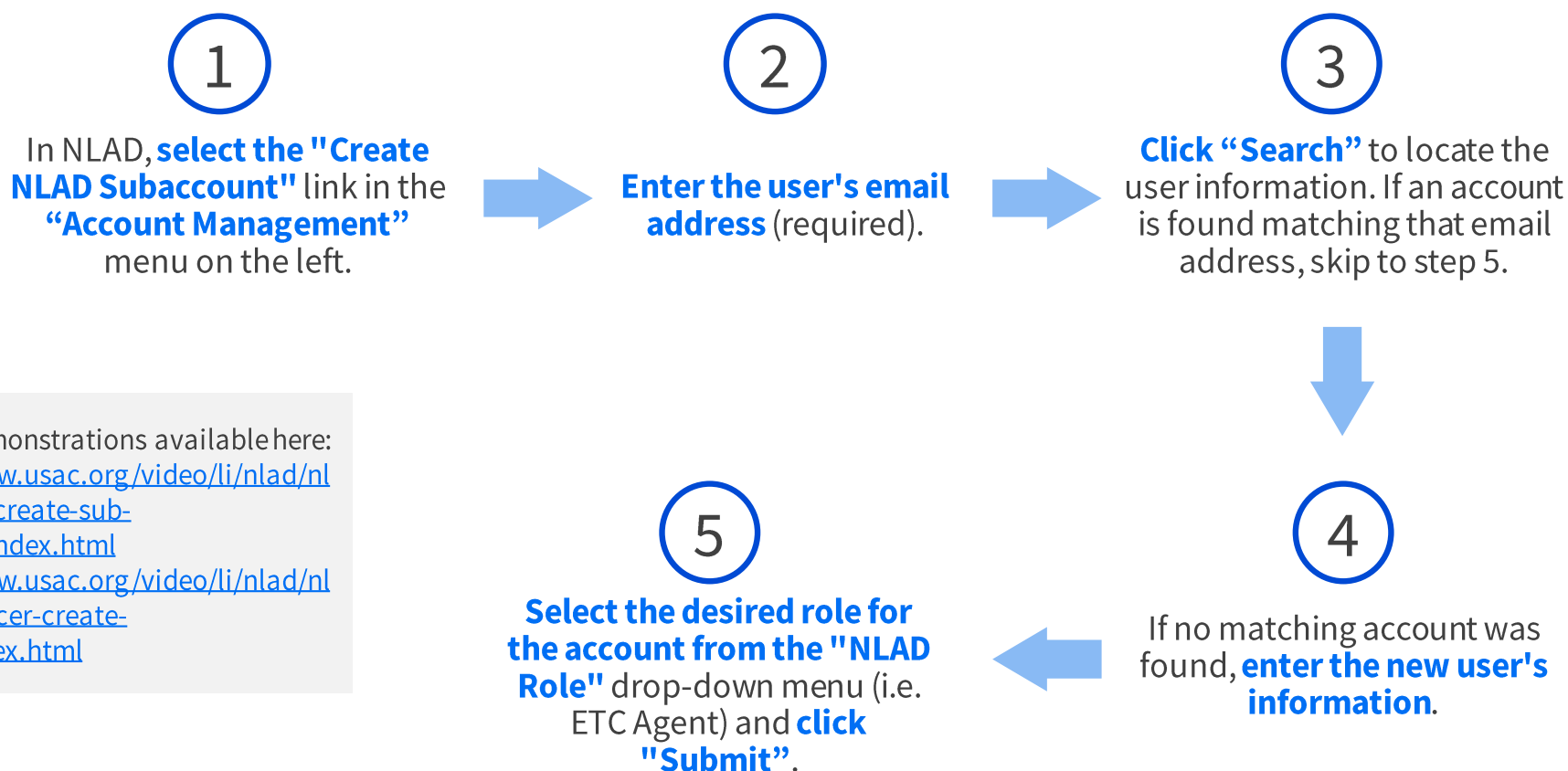
There are **four** different types of service provider user accounts within NLAD that map to two NV service provider portal account types.

		NV SP Portal Permissions			
NLAD Account Types	NV SP Portal Account Types	NLAD Access	Check Eligibility	Upload Supporting Documents	View Dashboard of Applications Submitted for Review
ETC Admin	ETCAdmin	X	X	X	X
ETC Analyst					
ETC Ops					
ETC Agent	ETC Agent		X	X	X

Get Started

Creating User Accounts and Credentials

The process for creating NV credentials is same the same as creating NLAD sub-accounts:



Full video demonstrations available here:

- <https://www.usac.org/video/li/nlad/nlad-admin-create-sub-accounts/index.html>
- <https://www.usac.org/video/li/nlad/nlad-497-officer-create-admin/index.html>

Get Started

Step 1: Create NLAD Sub-account

In NLAD, the ETC Admin user will navigate to the “Account Management” tab, and click “Create NLAD Subaccount”.

SUBSCRIBER MANAGEMENT

- Enroll Subscriber
- Update Subscriber
- Transfer Lifeline Benefit
- De-Enroll Subscriber
- Submit Resolution Request
- Upload Subscriber File
- Lookup Subscriber

ACCOUNT MANAGEMENT

- ETC Administrator Home Page
- Manage NLAD Subaccounts
- Create NLAD Subaccount
- Create ETC API Account
- Manage Email Recipients
- Change Password

REPORTS AND TOOLS

- Reports
- Tribal Lands Eligibility Verification
- User Guide
- API Specification
- Field Descriptions
- NLAD Access Agreement
- Training Videos

ETC ADMINISTRATOR HOME PAGE

[Instructions](#)

Maintain SAC Information

SAC	Marketing Name*	Customer Service Phone*	Lifeline Benefit Rate*	Lifeline Tribal Benefit Rate*
<div>Update</div>				

Get Started

Step 2: Enter E-mail Address

The ETC Admin user will enter the desired user's email address.

LIFELINE

USAC Home | Lifeline Program | NLAD | Create NLAD Subaccount

SUBSCRIBER MANAGEMENT

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- Change Password

CREATE NLAD SUBACCOUNT[Instructions](#)

Authorized NLAD User Information

Email Address*nladsupport@etc.com

Confirm Email Address*nladsupport@etc.com

Search

Subaccount Permissions

SPIN
143000045

Get Started

Step 3: Search for User Information

After entering the desired user's email address, the ETC Admin will click "Search" to locate the user's information. If their information is found, skip to Step 5.

The screenshot displays the 'LIFELINE' web application interface. At the top, a red navigation bar contains the 'LIFELINE' logo and a 'LOG OUT' link. Below the navigation bar, a breadcrumb trail shows the path: 'USAC Home | Lifeline Program | NLAD | Create NLAD Subaccount'. The main content area is divided into two columns. The left column, titled 'SUBSCRIBER MANAGEMENT', lists several actions: 'Enroll Subscriber', 'Update Subscriber', 'Transfer Lifeline Benefit', 'De-Enroll Subscriber', 'Submit Resolution Request', 'Upload Subscriber File', and 'Lookup Subscriber'. The right column, titled 'CREATE NLAD SUBACCOUNT', contains a form for creating a new subaccount. This form includes a link to 'Instructions', a section for 'Authorized NLAD User Information' with two text input fields for 'Email Address*' and 'Confirm Email Address*' (both containing 'nladsupport@etc.com'), a 'Search' button highlighted with a red box, and a 'Subaccount Permissions' section with a 'SPIN' field containing the value '143000045'.

LIFELINE [LOG OUT](#)

[USAC Home](#) | [Lifeline Program](#) | [NLAD](#) | [Create NLAD Subaccount](#)

SUBSCRIBER MANAGEMENT

- Enroll Subscriber
- Update Subscriber
- Transfer Lifeline Benefit
- De-Enroll Subscriber
- Submit Resolution Request
- Upload Subscriber File
- Lookup Subscriber

ACCOUNT MANAGEMENT

- ETC Administrator Home Page
- Manage NLAD Subaccounts
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- Manage Email Recipients
- Change Password

CREATE NLAD SUBACCOUNT [Instructions](#)

Authorized NLAD User Information

Email Address*

Confirm Email Address*

Subaccount Permissions

SPIN
143000045

Get Started

Step 4: Enter New User Information

If the user's information is not found then the ETC Admin will enter the user's information. The user's first name, last name, and phone number are required fields.

LIFELINE [LOG OUT](#)

[USAC Home](#) | [Lifeline Program](#) | [NLAD](#) | [Create NLAD Subaccount](#)

SUBSCRIBER MANAGEMENT

- Enroll Subscriber
- Update Subscriber
- Transfer Lifeline Benefit
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ACCOUNT MANAGEMENT

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- Create NLAD Subaccount
- Create ETC API Account
- Manage Email Recipients
- Change Password

CREATE NLAD SUBACCOUNT [Instructions](#)

Authorized NLAD User Information

Email Address*

Confirm Email Address*

Email Address nladsupport@etc.com

First Name* Last Name*

Phone Number*

First name, last name, and phone number are required. Phone numbers must be exactly 10 characters long.

Get Started

Step 5: Select Desired Role

Select the desired role for the account from the “NLAD Role” drop-down menu (i.e. ETC Agent) and click "Submit".

SUBSCRIBER MANAGEMENT

- Enroll Subscriber
- Update Subscriber
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ACCOUNT MANAGEMENT

- ETC Administrator Home Page
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- Change Password

REPORTS AND TOOLS

- Reports
- User Guide
- API Specification
- Field Descriptions
- NLAD Access Agreement

CREATE NLAD SUBACCOUNT [Instructions](#)

Authorized NLAD User Information

Email Address*

Confirm Email Address*

Email Address nladsupport@etc.com

First Name* Last Name*

Phone Number*

Subaccount Role

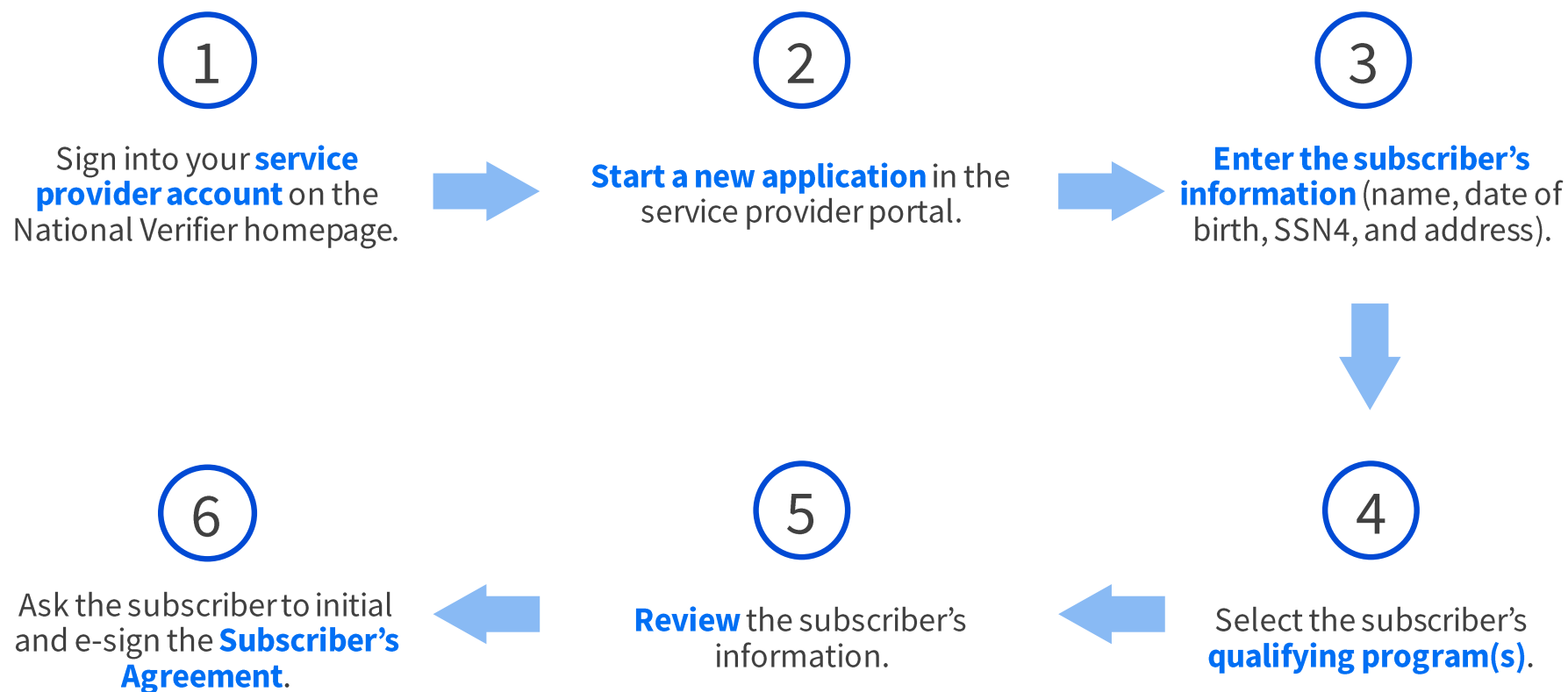
NLAD Role

Questions?

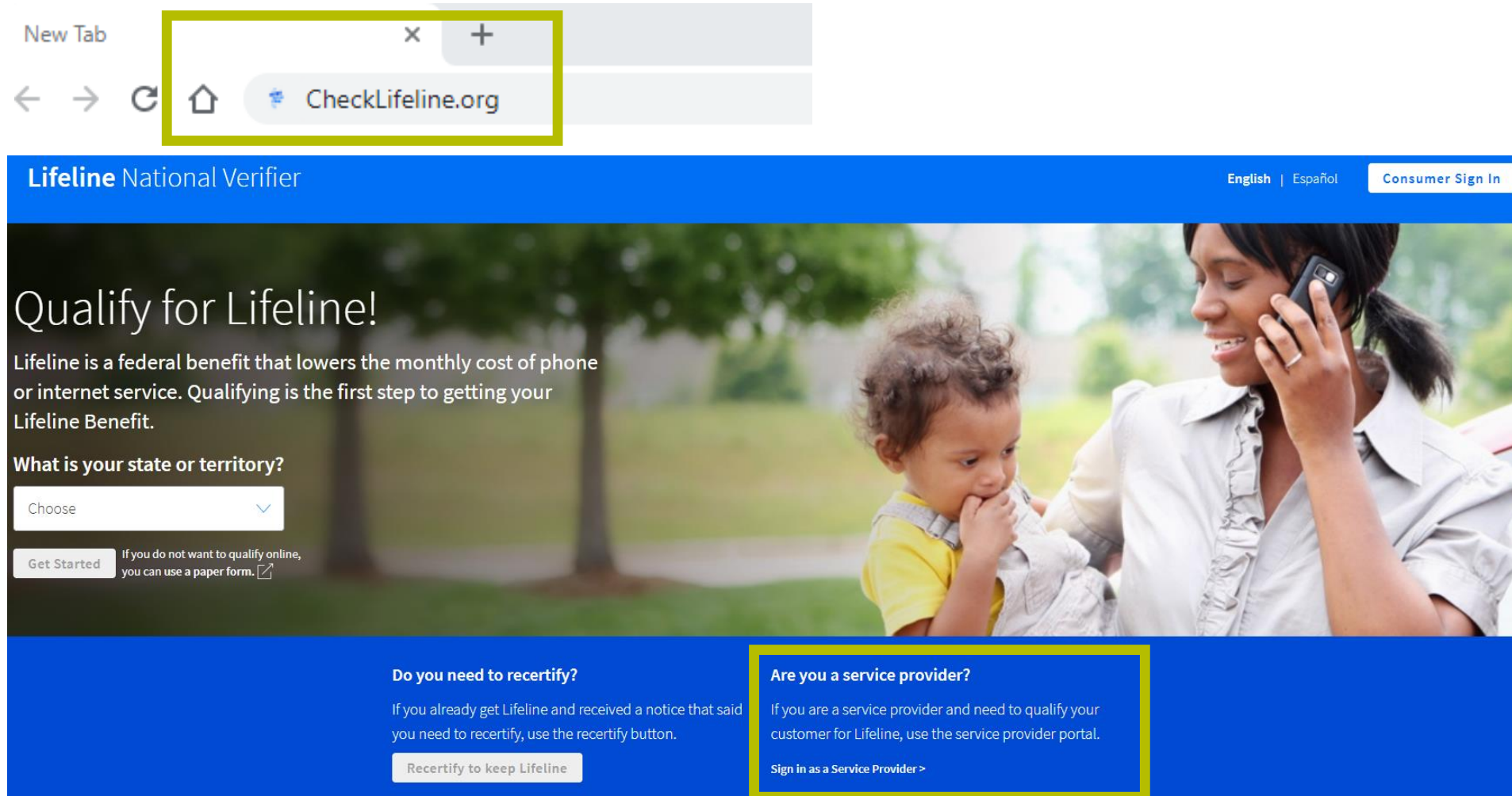
Create an NV Application

Create an NV Application

The process for creating applications in the service provider portal is:



Create an NV Application



The screenshot shows a web browser with a new tab open to CheckLifeline.org. The website has a blue header with the text "Lifeline National Verifier", language options for "English" and "Español", and a "Consumer Sign In" button. The main content area features a large image of a woman talking on a phone while holding a young child. To the left of the image, the text reads "Qualify for Lifeline!" followed by a description of the Lifeline benefit. Below this, a dropdown menu asks "What is your state or territory?" with a "Choose" option. A "Get Started" button is also present, with a note that a paper form can be used if not qualifying online. At the bottom, there are two sections: "Do you need to recertify?" with a "Recertify to keep Lifeline" button, and "Are you a service provider?" with a "Sign in as a Service Provider" link. The "Are you a service provider?" section is highlighted with a yellow border.

New Tab x +

← → ↻ 🏠 CheckLifeline.org

Lifeline National Verifier English | Español [Consumer Sign In](#)

Qualify for Lifeline!

Lifeline is a federal benefit that lowers the monthly cost of phone or internet service. Qualifying is the first step to getting your Lifeline Benefit.

What is your state or territory?

Choose ▾

[Get Started](#) If you do not want to qualify online, you can use a paper form. [↗](#)

Do you need to recertify?

If you already get Lifeline and received a notice that said you need to recertify, use the recertify button.

[Recertify to keep Lifeline](#)

Are you a service provider?

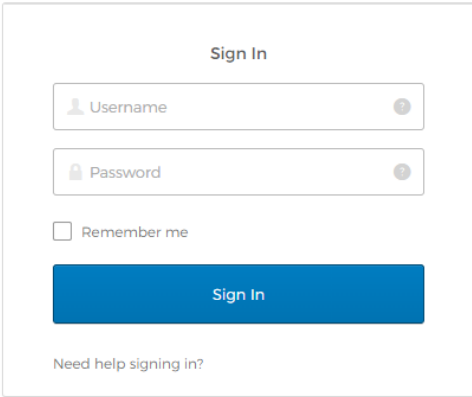
If you are a service provider and need to qualify your customer for Lifeline, use the service provider portal.

[Sign in as a Service Provider >](#)

Create an NV Application

Note: SP representatives should not allow their browsers to store their NV SP portal username and password. They must enter their username and password each time they log in.

Sign In To Your Account



The sign-in form is titled "Sign In" and contains the following elements:

- A "Username" input field with a user icon on the left and a clear button (X) on the right.
- A "Password" input field with a lock icon on the left and a clear button (X) on the right.
- A "Remember me" checkbox with the text "Remember me" to its right.
- A blue "Sign In" button.
- A link "Need help signing in?" below the button.

Below the form, there is a statement: "By signing in, I accept the [terms and conditions](#) of the National Verifier system."

At the bottom, there is a checkbox labeled "I'm not a robot" and a reCAPTCHA logo with links for "Privacy" and "Terms".

Need Help Accessing Your Existing Account?

Contact your company administrator.

Don't Have an Account?

If you have an account in the National Lifeline Accountability Database (NLAD), sign in using those credentials. Otherwise, contact your company administrator.

Print an application to mail in?

If you want to fill out a form on paper, you can [print a paper form](#) to mail in.

Create an NV Application

Home Page View – Apply

The service provider can assist a consumer start a new application by clicking the “**Start New Application**” button on their home page.

Lifeline National Verifier

Your Account ▾
Go To NLAD
Change Your Password in NLAD
Sign Out

Welcome Service Provider Agent

Start New Application

Pending Applications

Displaying 25 of 642 records

Search:

Subscriber Name	Application ID	Application Created ▲	Status	Failure Reason
Andrew Donald	Q97434-19793	08/29/2018 08:06:28	Pending Review	tpivIdentity, Eligibility, InvalidAddress
Henry Jackson	Q16232-36056	08/29/2018 08:05:15	More Documentation Needed	tpivIdentity, Eligibility, InvalidAddress
Glass Blue	Q68468-36835	08/29/2018 07:59:56	More Documentation Needed	tpivIdentity, Eligibility, InvalidAddress
Hawaii Guy	Q61617-19693	08/28/2018 21:36:21	Pending Review	tpivIdentity, Eligibility, InvalidAddress

Create an NV Application

Home Page View – Apply

1

Subscriber's Information

We will use this information to find out if the subscriber qualifies for the Lifeline Program.

What is their full legal name?

The name they use on official documents, like their Social Security Card or State ID. Not a nickname.

First Name

Middle Name (Optional)

Last Name

Suffix (Optional)

What is their date of birth?

Month

Day

Year

What are the last 4 numbers of their Social Security Number (SSN)?

[Give their Tribal Identification Number instead.](#)

What is their Tribal Identification Number?

[Give their Social Security Number instead.](#)

What is their home address?

The address where they will get service. Do not use a P.O. Box.

Street Number and Name

Apt, Unit, etc.

City

State

Zip Code

[Clear All](#)

[Next >](#)

OMB Control Number: 3060-0819

[Paperwork Reduction Act Notice](#)

[Privacy Act Statement](#)

Note: A consumer can find the last four numbers of their social security number on their social security card, tax returns, W-2, and bank statements. A consumer can find their Tribal ID number on their Tribal ID card or relevant documentation.

Create an NV Application

Home Page View – Apply

2 Tell Us Which Program They Are In

To qualify for Lifeline, we need to know which government assistance program the subscriber is in.

Are they in any of these?

Check all that apply.

- ☐ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps
- ☐ Medicaid
- ☐ Supplemental Security Income (SSI)
- ☐ Federal Public Housing Assistance
- ☐ Veterans Pension and Survivors Benefit Programs
- ☐ Tribal Specific Program
- ☐ They don't participate in one of these programs, and want to qualify through income
- ☐ They are not in any of these programs, but their child or dependent is [?](#)

[Back](#)[Next](#)

3 Review the Subscriber's Information

Before we check if they qualify for Lifeline, make sure they check and see that their information is right.

Double check the information below.

Full Legal Name: **Jane Mary Smith**
Date of Birth: **March 10, 1959**
Last 4 Numbers of SSN: **1234**
Address: **123 Main Street, Apt 206**
Chicago, IL 56789

[Edit](#)

Ask the subscriber to confirm that it is okay for us to use their information to check if they qualify for Lifeline.

- ☒ By checking this box you are consenting that all of the information you are providing may be collected, used, shared, and retained for the purposes of applying for and/or receiving the Lifeline program benefit.

[< Back](#)[Next >](#)

Create an NV Application

Home Page View – Apply

3 Subscriber's Agreement

Please have the subscriber initial next to each statement and sign this form to finish the process.

I understand that it is against the law to lie on this form and agree, under penalty of perjury, to the following statements:

Initial	
JS	I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 135% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).

...There are 9 total statements to initial.

Subscriber's Signature
Type your full legal name (the same as you gave us before) below.

Jane Mary Smith

☒ I understand this is a digital signature, and is the same as if I signed my name with a pen.

[Back](#) [Submit](#)



It is critical that the consumer understands and consents to the information in each statement.

The representative cannot initial the boxes on the form or enter the e-signature for the consumer. The benefit recipient must be the one to initial, even when applying with a BQP.

After submission is complete, user will be redirected to the page corresponding to eligibility application status (i.e. Qualified, Already Enrolled in Lifeline, Pending Review).

Check Application Status

Check Application Status

Once a service provider has assisted a consumer in submitting an application, they will be able to see all pending applications they have submitted.

Lifeline National Verifier

Your Account

Go To NLAD

Change Your Password in NLAD

Sign Out

Welcome Service Provider Agent

Start New Application

Pending Applications

Displaying 25 of 642 records

Search:

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Note: If an application is in “**More Documentation Needed**” status, serviceprovider representatives must select “Start New Application” and **re-enter the consumer’s PII** to retrieve the current application.

Submit Documentation

Submit Documentation

1. If a consumer requests assistance from a service provider representative in uploading documentation, they can help via their NV service provider portal account.
2. The representative will need to click “**Start New Application**” and follow the same steps as when creating a new application to then enter the consumer’s PII and retrieve the consumer’s application errors.

Lifeline National Verifier

Your Account ▾

- Go To NLAD
- Change Your Password in NLAD
- Sign Out

Welcome Service Provider Agent

Start New Application

Pending Applications

Displaying 25 of 642 records

Search:

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Hawaii Guy	Q61617-19693	08/28/2018 21:36:21	Pending Review	tpividentity, Eligibility, InvalidAddress

Submit Documentation

1

We Didn't Recognize Their Information

We couldn't match the subscriber in our records.

Show that they are this person.

This is the information you gave us.

Full Legal Name:

Pending Again

Date of Birth:

October 13, 1987

Last 4 SSN:

3312

If you see a typo in their information, [fix it here](#).

2

Show us that this information is right.

We couldn't confirm the subscriber's identity. We need to see an official document that has their first name, last name, date of birth, and Social Security Number (SSN) on it. Please show us something from one of the following lists.

Show us 1 item:

To be accepted, the copy must have their first name, last name, date of birth, and SSN on it.

- U.S. government, military, state, or Tribal issued ID (unexpired)
- Military discharge documentation
- Weapons permit (unexpired)
- Government assistance program document (that includes proof of identity)
- Statement of benefits from a qualifying program (that includes proof of identity)
- Unemployment or worker's compensation statement of benefits

Or, show us 2 items:

To be accepted, both copies must have their first name and last name on them, and one must have their date of birth on it and the other must have their SSN on it.

Show their date of birth

- Driver's license (unexpired)
- Birth certificate
- Passport (unexpired)
- Certificate of Naturalization (or Certificate of U.S. Citizenship)
- Permanent Resident Card (unexpired)

Show their SSN

- Social Security card
- Social Security Benefit Statement (SSA-1099)
- W-2
- Prior year's state, federal, or Tribal tax return

Give us your documents.

Upload the file here

Choose file

Back

Next

Submit Documentation

3 Subscriber's Agreement

Please have the subscriber initial next to each statement and sign this form to finish the process.

I understand that it is against the law to lie on this form and agree, under penalty of perjury, to the following statements:

Initial	
<input type="text" value="JS"/>	I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 135% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).

...There are 9 total statements to initial.

Subscriber's Signature
Type your full legal name (the same as you gave us before) below.

☒ I understand this is a digital signature, and is the same as if I signed my name with a pen.

Scroll Down



It is critical that the consumer understands and consents to the information in each statement.

The representative cannot initial the boxes on the form or enter the e-signature for the consumer. The benefit recipient must be the one to initial, even when applying with a BQP.



Document submission complete!

Submit Documentation

- 4 If the NV system is sending the eligibility check in real-time, the consumer will be redirected to the page here.

This page will update once the consumer's documentation is reviewed.

We Are Checking Their Documents

We need to check their documents to make sure they qualify. When we finish, **the status on your account dashboard will change.**

This will take a few minutes.

Please come back when the status changes on your account dashboard.

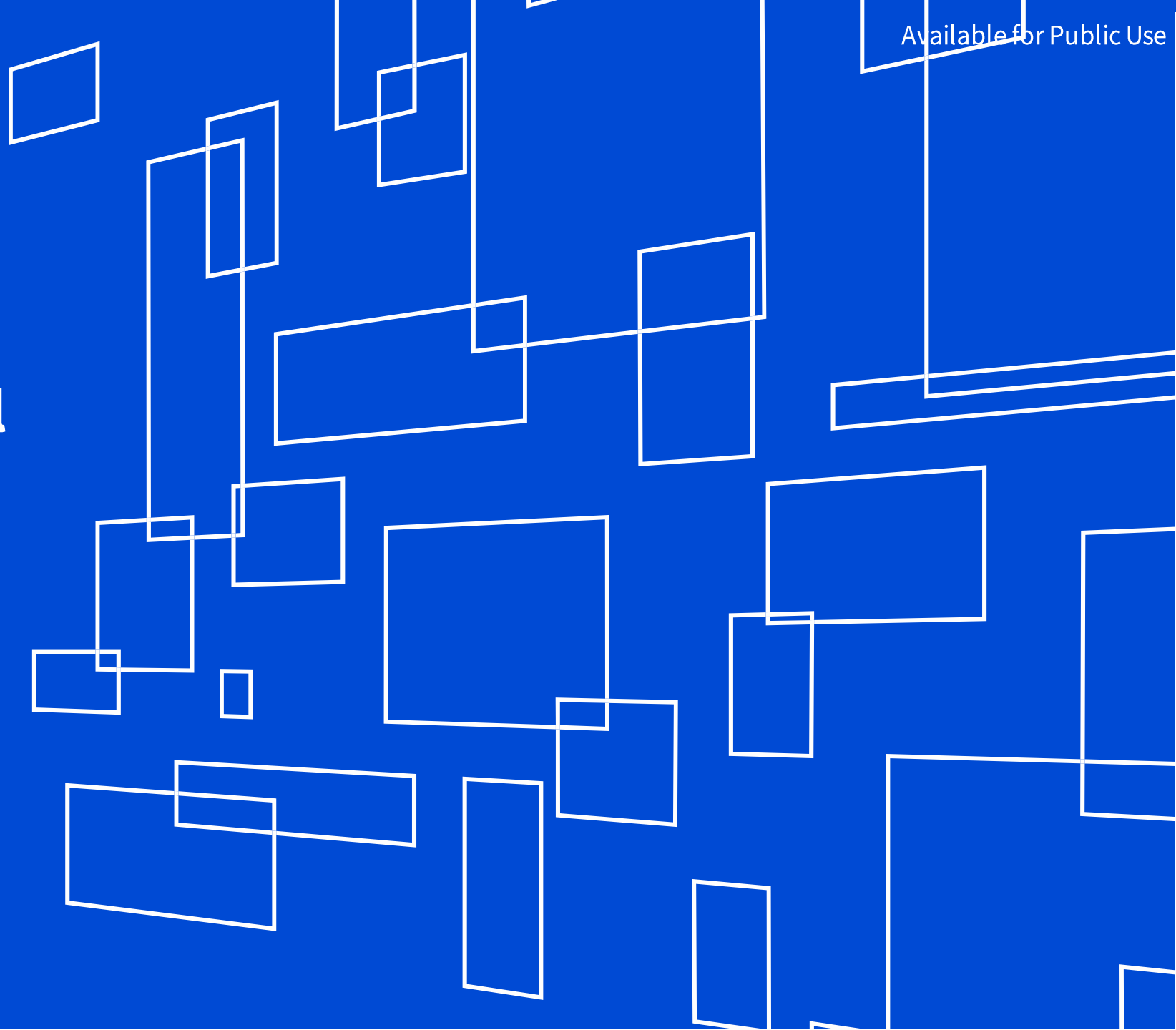
If they qualify...

You will have 90 days to enroll Water Bottle in NLAD.

If they do not qualify...

We'll ask for more information or tell you what to do next. **You will have until 3/6/2018 (Based on US Eastern Time)** to send us the information or complete the next steps.

NLAD and the National Verifier



NLAD and the National Verifier

- Before a service provider enrolls a new subscriber in Lifeline, NLAD will prompt them to confirm the consumers' eligibility through the National Verifier
- Once the consumer is approved by the National Verifier, the service provider can enroll them in NLAD using the National Verifier mode
- During the soft launch, service providers have the option to use NLAD in the National Verifier or legacy mode

NLAD and the National Verifier

National Verifier Toggle: Off



LIFELINE

[USAC Home](#) | [Lifeline Program](#) | [NLAD](#) | [Lookup Subscriber](#)

[LOG OUT](#)

National Verifier



SUBSCRIBER MANAGEMENT

[Enroll Subscriber](#)
[Update Subscriber](#)
[Transfer Lifeline Benefit](#)
[De-Enroll Subscriber](#)
[Submit Resolution Request](#)
[Upload Subscriber File](#)
[Detail Subscriber Lookup](#)
[Lookup Subscriber](#)

LOOKUP SUBSCRIBER

[Instructions](#)

Subscriber Name and Personal Information

Last Name *

Date of Birth *

Last 4 SSN *

- OR- Tribal ID *

First Name

Middle Name

Subscriber Address Information (Required)

Primary Address *

Apt, Unit, etc.

City *

State *

ZIP Code *

Search Results

NLAD and the National Verifier

National Verifier Toggle: On



LIFELINE

LOG OUT

USAC Home | Lifeline Program | NLAD | Enroll Subscriber

National Verifier ☒

Attention! You are using the National Verifier system. Switch the blue button to OFF to return to the NLAD system.

SUBSCRIBER MANAGEMENT

Enroll Subscriber
Update Subscriber
Transfer Lifeline Benefit
De-Enroll Subscriber
Submit Resolution Request
Upload Subscriber File
Detail Subscriber Lookup

ENROLL SUBSCRIBER

[Instructions](#)

Select SAC*

466666 ▼

Subscriber Personal Information *(Required)*

Last Name *

Date of Birth *

Last 4 SSN * - OR- Tribal ID *

First Name *

Middle Name

Subscriber Address *(Required)*

Primary Address *

Apt, Unit, etc.

City *

State *

▼

ZIP Code *

Mailing Address

Apt, Unit, etc.

City

State

▼

ZIP Code

Subscriber Telephone Information *(Phone No. is Optional to Verify.)*

Service Type*

Select one ▼

Service Initiation Date *

Phone Number *

Lifeline Tribal Benefit? *

☐ Yes ☐ No

Questions?

Training & Resources

Upcoming Training

December 2019 Launch Schedule

January

January 21, 2020 3:00 – 4:00 PM ET	National Verifier Training 3 (Application Submission Process) This training provides a high-level overview of the application submission process through the NV, submitting paper applications, and eligibility checking.	Register
January 23, 2020 3:00 – 4:00 PM ET	National Verifier Office Hours 1 This training is an open forum for service providers to ask questions about the first three training sessions.	Register

February

February 6, 2020 3:00 – 4:00 PM ET	National Verifier Training 4 (Correcting Eligibility Errors) This training focuses on the processes to correct eligibility errors in the NV and document submission. Trainees will learn all of the potential errors they may encounter and how to resolve them.	Register
February 18, 2020 3:00 – 4:00 PM ET	National Verifier Training 5 (Using the National Verifier without Portal Access) This training provides a high-level overview of program rules and how SPs can work with consumers without the SP portal.	Register
February 25, 2020 3:00 – 4:00 PM ET	National Verifier Office Hours 2 This training provides an open forum for SPs to ask questions about the soft launch of the NV.	Register

National Verifier Overview

Resources

USAC is committed to helping service providers prepare to use the National Verifier

- Series of [training sessions](#) and [videos](#)
- Office hours (open sessions where SPs can ask questions)
- [Staging \(pre-production\) environment](#) and [Staging Guide](#)
- [National Verifier Service Provider](#) web pages
- Outreach emails (not receiving these? Email us at LifelineProgram@usac.org)

Thank You!

- **Thank you for joining us!**
- Please email us at LifelineProgram@usac.org to be added to the **National Verifier training and outreach list** with the list of states that you do business in.
- **Sign up for Lifeline Program email updates and upcoming events**
 - Visit [our subscription center](#)
- **Need help? Contact us!**
 - General: LifelineProgram@usac.org



Universal Service
Administrative Co.