

RAD Office Hours: Preparing Mandatory Use

Thursday, April 23



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
- Copy of the slide deck in the “handouts” section of webinar panel

Today's Presenters



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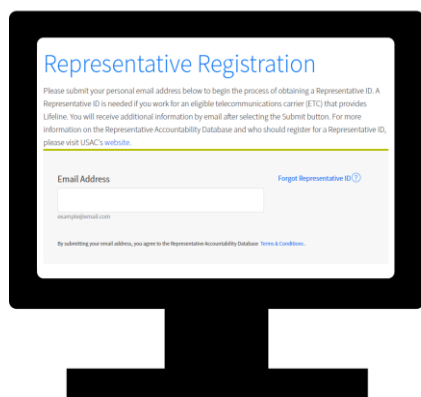


Brandi Streauslin

About RAD

Overview

- ① Reps **self-register** and receive Rep ID



lifelinerad.org

- ② SPs collect Rep IDs



Rep ID:
XXXXXXXXXX

- ③ **ETC Admins** link Reps in **NLAD**



- ④ Reps perform transactions



USAC will **track** rep transactions through their Rep IDs as they are performed in NLAD and/or NV

RAD Mandatory Reminders



Monday, May 25

- **Use of RAD is mandatory Monday, May 25.**
- All applicable NLAD website transactions and all National Verifier portal transactions will require a linked Representative ID.
- All transactions submitted via API or batch must include the two new RAD fields. The fields must be included and populated correctly as described in the NLAD API Specifications and [Field Names and Descriptions](#).

RAD Mandatory Checklist



In order to prepare for the mandatory use of the RAD, you should ensure that:

1. All of your enrollment representatives self-register [here](#).
2. You collect all of your representatives' IDs.
3. You link each representative's ID to the NLAD, NV, and/or API account or the SPINs as batch users through which they complete transactions. If you are using the [Linking Representatives File Upload Template](#), make sure you are using the most up to date template on the [RAD Resources](#) page.
4. If you are an API user or batch user, you should also ensure that your company is prepared to include the new RAD fields in your API requests and/or [batch file template](#).

FAQs Linking



If I am getting an error when linking my Representative IDs using the file upload template, how do I resolve it?

- First, ensure you are using the updated “[Linking Representatives File Upload Template](#).”
- If you still experience issues with the template, email LifelineProgram@usac.org.
 - Make sure you indicate the error you are receiving and always provide the file you submitted and the error file you received after submission.
 - This will allow the USAC support team to troubleshoot the issue in a faster and more efficient manner.

FAQs

Linking: Individual Users



Where is the linking performed?

- Representative IDs are linked to NLAD/National Verifier accounts in NLAD.

What is the “Username” field in the Linking Representatives File Upload Template?

- The “Username” field has to be the email address that the representative uses to log into NLAD and/or the National Verifier.

Does the representative’s username have to be the same email address that the representative used to register?

- No, the username email address (used for the NLAD/National Verifier account) may be different than the email the representative uses during registration.

FAQs

Linking: API Users



How do we link Rep IDs to API accounts?

All linking is performed in NLAD and there are two options to link a Representative ID to an API account:

1. Use the batch linking process and file upload on the Manage Representative IDs page, or
2. Individually link representatives on the Update NLAD Subaccount page for the API account.

Can a representative be linked to an API account and user account?

- Yes, if you are using the bulk linking process, include the representative's information in two rows, and the User Name in one and the API account in the other.

FAQs

Unlinking



How do we unlink a representative?

- ETC Admins may unlink a Rep ID from NLAD accounts, API accounts, or SPINs as batch using the Linking Representatives File Upload Template.
- One or multiple representatives may be included on this file.
- Enter “unlink” in the “linktype” column and populate the rest of the information as needed.

	A	B	C	D	E	F	G	H	I	J	K
1	linkType	firstName	lastName	representativeId	userName	apiId	batch	masterAgentFirstName	masterAgentLastName	masterAgentRepID	
2											
3											

Enter “**unlink**” to indicate you are unlinking Rep IDs.

Questions?

Resources

Visit Our Website



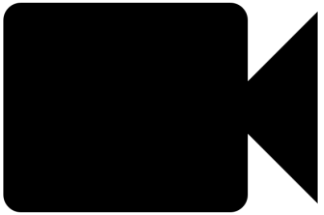
For general RAD information, visit the [RAD section](#) of usac.org.

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 (*reminder: updated on Thursday, March 12*)
- Slide decks from previous training sessions

Resources

Watch a Video



Review our series of [short videos](#):

- [RAD 101](#)
- [How to Register](#)
- [How to Submit Documentation](#)

Thank You!

- Thank you for joining us!
- Sign up to our Lifeline Program newsletter to receive the latest news about RAD
 - Visit [our subscription center](#)
- Need help? Contact us!
 - General & technical inquiries: LifelineProgram@usac.org
 - RAD registration inquiries: LifelineSupport@usac.org



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