



USAC

## ACP National Verifier Enhancements

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February 14, 2023

On February 13, USAC made enhancements to the consumer portal of the National Verifier (NV) to help improve the consumer experience. The updates include automatic sign-in, and simplified language around identify verification, errors, and document upload.

### **Sign-in After Account Creation**

Consumers will no longer need to sign back into their account after they create one. Now, once consumers create an account on the National Verifier portal, they will be automatically directed to the consumer homepage. This helps alleviate the burden on consumers to use their credentials again to access the consumer portal.

### **Identity Verification Updates**

The identify verification section of the consumer portal has been updated to make the process easier for consumers to apply. We updated language to clarify:

- that providing the last four digits of your SSN will likely result in faster processing
- that the identity check does not impact the consumer's credit
- which types of government IDs are acceptable

### **Error Messaging and Document Upload**

The error messages that consumers receive have been updated so that it is easier for consumers to understand the action they need to take, and why they have received an error while applying. The language outlining document requirements has also been simplified to help consumers better understand what documentation is needed, and examples of acceptable documentation have been added for reference. The document requirements for the program have not changed, the language has only been simplified within the portal.

### **Need Help? Contact Us!**

For questions about the Affordable Connectivity Program, service providers can visit [USAC.org](https://www.usac.org) and consumers should visit [AffordableConnectivity.gov](https://www.AffordableConnectivity.gov). For general program support, service providers should email [ACProgram@usac.org](mailto:ACProgram@usac.org) and consumers should email [ACPSupport@usac.org](mailto:ACPSupport@usac.org). Both providers and consumers may also call the ACP Support Center at (877) 384-2575 for assistance.

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