

# NaLA ARP Query Page

An Admin How-To Guide



National Lifeline  
Association

# Introduction

## Phase 1 Launch Date: November 1, 2018

The Query Tool will be open to ETC owners and two designated Admins from each company.

## Benefits

- Check the real-time NaLA status of an Agent
- Check authenticity of NaLA credentials
- Run reports for Agent Status, Renewal Date, etc.
- Access to reference documents and information via the Document Library

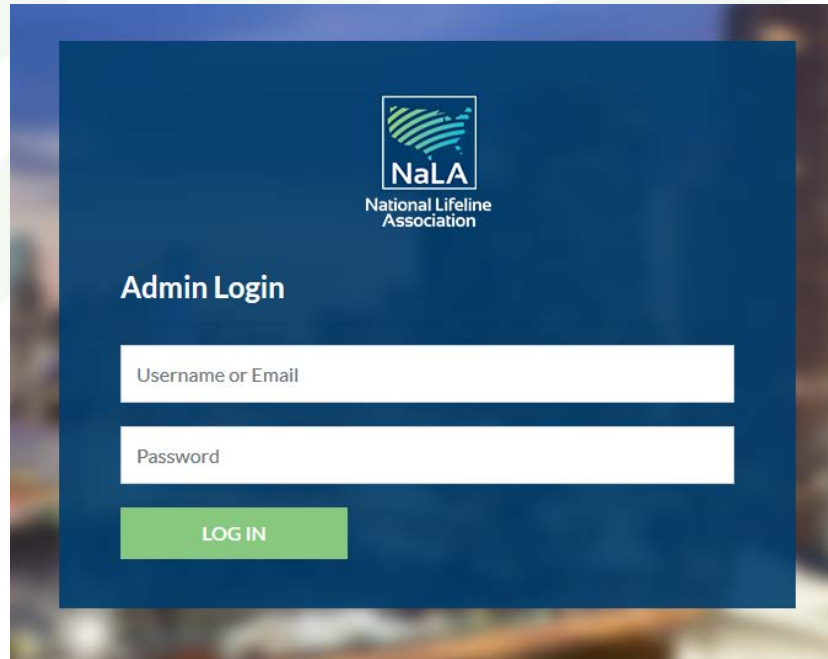
## Location

<https://ARP.nalalifeline.org/>

## Permissions

Each ETC Admin has permission to access the system's report data for Agents who are assigned to his/her designated ETC. The Query Tool allows any Admin to search the entire NaLA Agent database using an Agent's Certification ID or Learner ID.

# Login



The screenshot shows the NaLA Admin Login interface. At the top center is the NaLA logo, which consists of a stylized blue and green wave icon above the text "NaLA" and "National Lifeline Association". Below the logo, the text "Admin Login" is displayed. There are two input fields: the first is labeled "Username or Email" and the second is labeled "Password". Below these fields is a green button with the text "LOG IN" in white capital letters.

A username and a temporary password will be provided when a new user has been added to the system.

All passwords are required to have a minimum of eight characters and include an uppercase and a lowercase letter, a number, and a special character.

# Dashboard

NaLA ARP Query Tool

Dashboard

Agent Status Search Tool

Reports

Document Library

Not Acceptable Practice Submission

The Dashboard screen houses links to the following tools:

- **Agent Status Search Tool** – Look up a Certificate ID or NaLA ID to see the certification status of an Agent.
- **Reports** – Pull information from the system to identify the Agents within your company who are certified, when they certified, and when their certifications expire.  
*Please note:* access to information is based on the selection of the Agent and information reported to NaLA about who the Agent is working with.
- **Document Library** – Includes important NaLA links and reference guides, as well as links to the FCC, USAC, and PUC sites for Lifeline.
- **Not Acceptable Practice (NAP) Submissions** – Submit Agents and supporting evidence for the NaLA NAP Committee to review.

# Agent Status Search Tool

## Option to Search by:

- Agent Certificate ID
- Agent NaLA ID - *\*Coming Soon\**

## Search Will Return:

- Agent's Full Name
- Certificate ID
- Current Status
  - **Certified** – has a current and valid certificate that is not expired. The block will be colored green.
- Most Recent Certification Date
- Certificate Expiration Date
- **Not Acceptable Practice Flag** - appears in red text when applicable

The screenshot displays the 'Agent Status Search Tool' interface. At the top, there is a breadcrumb trail: 'Dashboard / Search / Result'. Below this, the tool title 'Agent Status Search Tool' is shown. A search input field labeled 'NaLA Certification ID / NaLA ID' contains the text 'Enter ID'. To the right of the input field are two buttons: a blue 'SEARCH' button and a grey 'RESET' button. Below the search area, the results are titled 'Search results for "KIE [redacted]\_15 [redacted]"'. The main result block has a green background and contains the following information: 'ID: KIE [redacted]\_15 [redacted]' with an 'Active' status indicator in a green box; 'Agent's full name: T [redacted] B [redacted]'; 'Agent's certification ID: KIE [redacted]\_15 [redacted]'; 'Current status: Active'; 'Most recent certification date: 06/10/2019'; and 'Certification renewal date: 12/07/2019'. At the bottom of the result block, there is a 'Have Questions?' section with contact information: 'Reach out to us and we'll respond as soon as we can. Email us at training@nalalifeline.org, or give us a call at 1-844-937-NALA.' and a 'CONTACT US' button. At the very bottom of the interface, there are three navigation buttons: 'Reports', 'Document Library', and 'Not Acceptable Practice Submission'.

# Agent Status Search Tool

## Option to Search by:

- Agent Certificate ID
- Agent NaLA ID - *\*Coming Soon\**

## Search Will Return:

- Agent's Full Name
- Certificate ID
- Current Status
  - **Expired** – has an expired certificate and needs to renew. The block will be colored red.
- Most Recent Certification Date
- Certificate Expiration Date
- **Not Acceptable Practice Flag** - appears in red text when applicable

The screenshot displays the 'Agent Status Search Tool' interface. At the top, there is a breadcrumb trail: 'Dashboard / Search / Result'. Below this, the tool title 'Agent Status Search Tool' is shown. A search input field labeled 'NaLA Certification ID / NaLA ID' contains the text 'Enter ID'. To the right of the input field are two buttons: 'SEARCH' (highlighted in blue) and 'RESET' (grey). Below the search area, the results are titled 'Search results for "68[REDACTED]\_27[REDACTED]"'. The main result block is orange and contains the following information: 'ID: 68[REDACTED]\_27[REDACTED]' with a red 'Certification Expired' badge in the top right corner. Below this, the agent's details are listed: 'Agent's full name: R [REDACTED] B [REDACTED]', 'Agent's certification ID: 68[REDACTED]\_27[REDACTED]', 'Current status: Expired', 'Most recent certification date: 05/02/2018', and 'Certification renewal date: 10/29/2018'. A large, semi-transparent 'Expired' watermark is overlaid on the details. At the bottom of the orange block, a note states: 'Please be aware that Agents have 14 days from the Certificate expiration date to re-certify or their NaLA Learning Accounts will be disabled.' Below the orange block is a green section titled 'Have Questions?' with the text 'Reach out to us and we'll respond as soon as we can. Email us at [training@nalalifeline.org](mailto:training@nalalifeline.org), or give us a call at 1-844-937-NALA.' and a 'CONTACT US' button. At the very bottom, there are three blue navigation buttons: 'Reports', 'Document Library', and 'Not Acceptable Practice Submission'.



# Agent Status Search Tool

Agent Status Search Tool

NaLA Certification ID

SEARCH RESET

**Multiple results found!**  
To find the exact item you were looking for, we need to validate some Agent information. Please contact [training@nalalifeline.org](mailto:training@nalalifeline.org).

**Have Questions?**  
Reach out to us and we'll respond as soon as we can. Email us at [info@nalalifeline.org](mailto:info@nalalifeline.org), or give us a call at 1-844-937-NALA.

CONTACT US

Reports Document Library Not Acceptable Practice Submission

If the search finds more than one result, and you see the “Multiple Results Found” error, please email the NaLA Training Team for assistance at [training@nalalifeline.org](mailto:training@nalalifeline.org).

# Agent Status Search Tool


If there are no results, the CertificationID or Agent ID may be invalid. For assistance, please email the NaLA Training Team at [training@nalalifeline.org](mailto:training@nalalifeline.org).

Dashboard / Search / Result

## Agent Status Search Tool

NaLA Certification ID / NaLA ID

Enter ID

  
**User not found!**  
Email us at [training@nalalifeline.org](mailto:training@nalalifeline.org) for help.






**Have Questions?**  
Reach out to us and we'll respond as soon as we can. Email us at [training@nalalifeline.org](mailto:training@nalalifeline.org), or give us a call at 1-844-937-NALA.



# Reports

Dashboard / Reports

## Reports

 <b>Agents Status Report</b>	 <b>All Assigned Agents Report</b>
 <b>Renewal Report</b> <small>Coming Soon...</small>	 <b>Not Acceptable Practice Report</b> <small>Coming Soon...</small>
 <b>Build Your Own Report</b> <small>Coming Soon...</small>	

Certification Dashboard

## Search Options:

- Agent Status Report
- Renewal Dates
- Not Acceptable Practice Submissions
- Option for Build Your Own Report

Additionally, this page links to the Certification Dashboard.

# Agent Status Report

## Search Options:

- Certificate Award Date
- Fields to Select
  - Full Name
  - First Name
  - Last Name
  - Company
- Click the Green “View All Fields” Button for Additional Field Options.

The screenshot shows the 'Agent Status Report' web interface. At the top, there is a section for 'Certification Award Date' with two date pickers labeled 'Certification Awarded From' and 'TO'. Below this is a 'Fields' section with the instruction 'Select the fields from this dataset that you would like to appear in your report:'. A 'Check/Uncheck All' button is highlighted in blue. There are 12 checkboxes for the following fields: Full Name, First Name, Last Name, Email, Username, Street Address, City, State/Province, Postal Code, Primary Phone, Supervisor Email, and Lexis Nexis ID. A green 'VIEW ALL FIELDS' button is located below the checkboxes. At the bottom of the form is a blue 'RUN REPORT' button. The footer contains three navigation buttons: 'Agent Status Search Tool', 'Document Library', and 'Not Acceptable Practice Submission'.

# Agent Status Report (cont.)

Dashboard / Reports / Certified Agents Report

## Agent Status Report

Certification Award Date

Certification Awarded From  TO

Fields

Select the fields from this dataset that you would like to appear in your report:

Check/Uncheck All

<input checked="" type="checkbox"/> Full Name	<input checked="" type="checkbox"/> First Name	<input type="checkbox"/> Last Name	<input type="checkbox"/> Email
<input type="checkbox"/> Username	<input type="checkbox"/> Street Address	<input type="checkbox"/> City	<input type="checkbox"/> State/Province
<input type="checkbox"/> Postal Code	<input type="checkbox"/> Primary Phone	<input type="checkbox"/> Supervisor Email	<input type="checkbox"/> Lexis Nexis ID

**Your report has been generated.**  
You may open it in the following formats:

Report output options are for Excel CSV or HTML. These options will appear after the *Run Report* button has been selected.

# Renewal Report - \*Coming Soon\*

## Search Options:

- Date
  - Preset List of Options
  - Select a Date period
- Fields to Select
  - Full Name
  - First Name
  - Last Name
  - Company
- Click the Green *View All Fields* Button for Additional Field Options.

The screenshot displays the 'Renewal Report' interface. At the top, there is a tab labeled 'Certification Renewal Report'. Below this, the text reads 'Certifications for renewal which expires in'. A dropdown menu is set to '7 Days', followed by 'OR'. Below that, there is a section for 'Choose a custom period' with 'From' and 'To' date pickers. The 'Fields' section is active, showing the instruction 'Select the fields from this dataset that you would like to appear in your report:'. There are four checkboxes: 'FULL NAME', 'FIRST NAME', 'LAST NAME', and 'COMPANY'. A green button labeled 'VIEW ALL FIELDS' is positioned below these checkboxes. At the bottom of the form is a blue 'RUN REPORT' button. Below the form are three navigation buttons: 'Agent Status Search Tool', 'Document Library', and 'Not Acceptable Practice Submissions'.

# Renewal Report - \*Coming Soon\*

Dashboard / Reports / Certified Agents Report

## Renewal Report

Certification Award Date

Certification Awarded From: 06/01/2019 TO: 07/31/2019

Fields

Select the fields from this dataset that you would like to appear in your report:

- Check/Uncheck All
- Full Name
- Username
- Postal Code
- First Name
- Street Address
- Primary Phone
- Last Name
- City
- Supervisor Email
- Email
- State/Province
- Lexis Nexus ID

[VIEW ALL FIELDS](#)

[RUN REPORT](#)

Your report has been generated.  
You may open it in the following formats:

[EXCEL \(CSV\)](#)

[Agent Status Search Tool](#) | [Document Library](#) | [Not Acceptable Practice Submission](#)

Report output options are for Excel CSV or HTML. These options will appear after you have selected the *Run Report* button.

# Build Your Own Report - \*Coming Soon\*

## Search Options:

- **Catalog and Course Information** – Pulls course descriptions
- **Certificates** – Returns information about the certificates that have been issued
- **Course Transcripts** – Pulls information on each lesson assigned to an Agent
- **User Demographics** – Returns information the Agent has given to NaLA

### Create New Report

#### Catalog and Course Information

Information for Catalogs, Courses, Lessons, and Sessions.

CREATE NEW REPORT

#### Certificates

Certificate award information. Includes certificates that have been earned as well as those that have been manually awarded.

CREATE NEW REPORT

#### Course Transcripts

Course and lesson status and completion information including scores and dates.

CREATE NEW REPORT

#### User Demographics

Complete user account information for all users including name, username, email, contact information, organizational information and more.

CREATE NEW REPORT



# Build Your Own Report - \*Coming Soon\*

Create New Report for Catalog and Course Information

Report Name

Report Name

Fields

Select the fields from this dataset that you would like to appear in your report:

CATALOG NAME  CATALOG COST  COURSE NAME  COURSE CODE

VIEW ALL FIELDS

Filters

Specify the report filters below.  
Only data that matches the criteria you specify below will be included in your report.

Catalog Name

SAVE NEW

Agent Status Search Tool | Download Library | View Accountable Practice Submission

Search Options are based on the information in the data set:

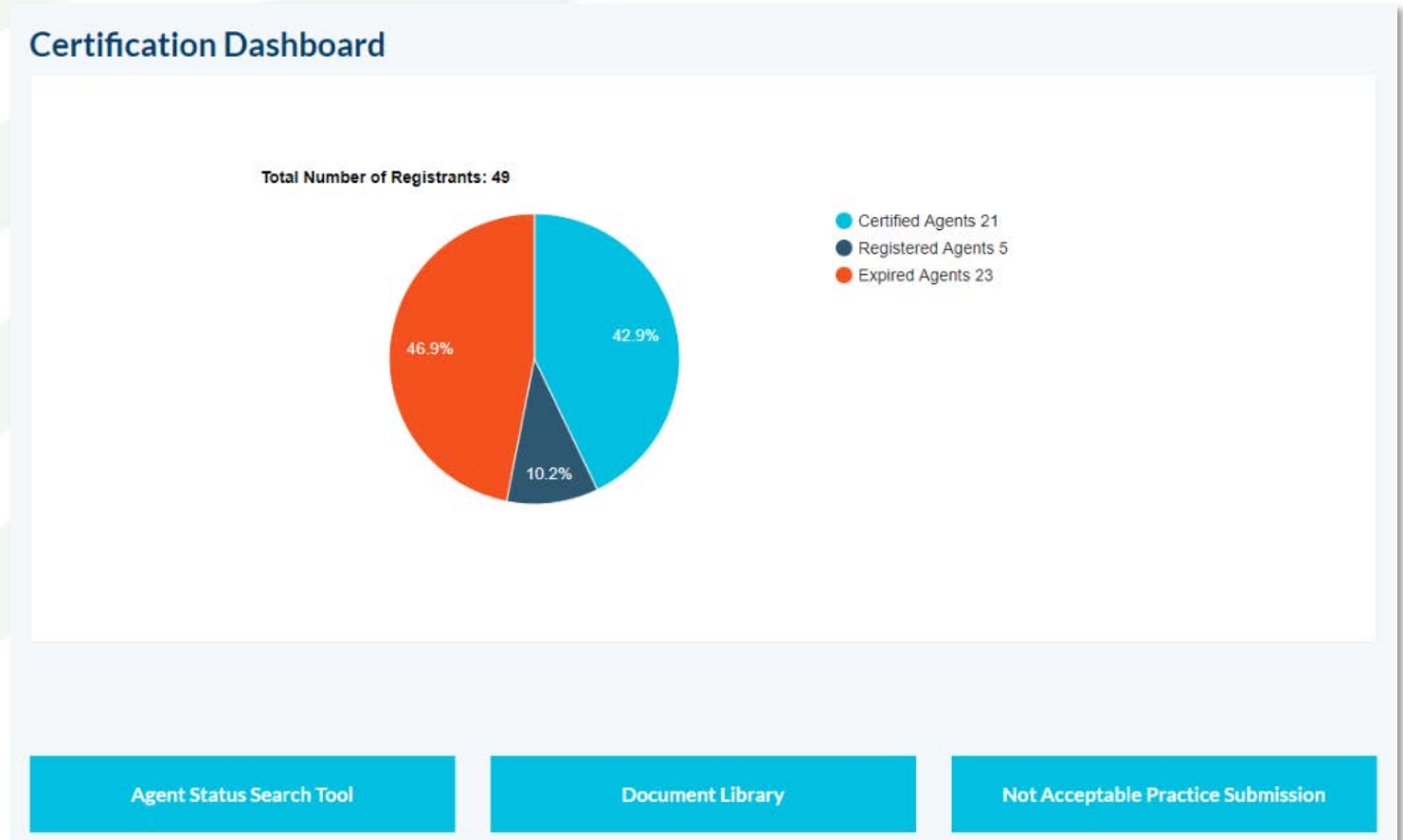
- Catalog and Course Information search provides information for Catalogs, Courses, Lessons, and Sessions.
- Certificate search provides certificate award information (including certificates that have been earned as well as those that have been manually awarded).
- Course Transcripts search provides course and lesson status and completion information (including scores and dates).
- User Demographics search provides complete user account information for all users (including name, username, email, contact information, organizational information, and more).

All filter options are based on the information in the data set.

Report output options are for Excel CSV or HTML. These options will appear after the *Run Report* button has been selected.

# Certification Dashboard

The Certification Dashboard indicates the total number of Agents who self-selected an ETC during registration, and how many of those Agents are currently certified, registered, and expired.



# Not Acceptable Practice Submission

## What is a NaLA Not Acceptable Practice?

- The NaLA Not Acceptable Practice (NAP) Program was created as an industry self-governing measure to administer Lifeline program best practices and identify Agents who engage in improper Lifeline sales practices or behaviors.
- The program allows ETCs to submit an Agent's Not Acceptable Practice for review, with supporting documents, via the NaLA Query Tool.
- Upon submission, a rotating committee of three NaLA members, supported by NaLA's General Counsel, will review each case and determine if the Agent in question has committed a Not Acceptable Practice as defined by the FCC, USAC, state PUC or NaLA.
- If the committee deems that a Not Acceptable Practice has indeed been committed, a NAP flag will be placed on the Agent's NaLA profile. At that point, an ETC can make his/her own determination about whether or not to continue to work with the Agent.
- NaLA will **not** allow employers to submit their W-2 Agents through the NAP process. ETCs should follow their internal hiring, performance, and termination processes when dealing with employees, including employees involved in alleged Lifeline program rules violations.

# Not Acceptable Practice Submission

To submit an Agent for review, please provide the following information:

- ETC Name
- ETC Admin Filing the Complaint
- Agent Name
- Agent Phone Number
- Agent Email
- Agent Certification ID (optional)
- State(s) Agent Sells In
- Classification Status (1099 vs W2)

## Not Acceptable Practice Submission

### Online Submission Form

ETC Name

ETC Representative Making Complaint

### Agent Information

Agent Name\*

Agent Phone #\*

Agent Email\*

Agent Certification ID

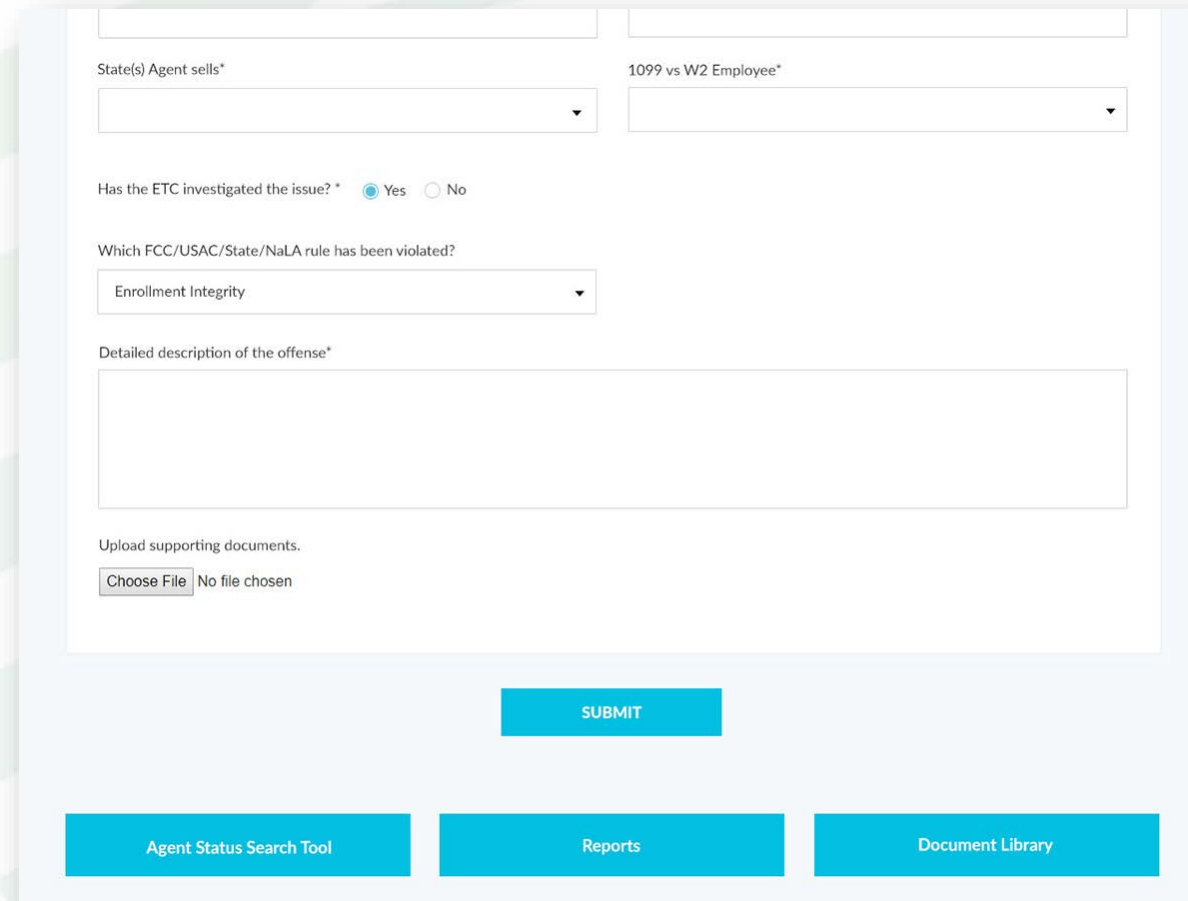
State(s) Agent sells\*

1099 vs W2 Employee\*

# Not Acceptable Practice Submission

Not Acceptable Practice Submission Form, cont'd.

- Has the ETC investigated the issue?  
*Please note: This is required before an Agent can be submitted for a NaLA Committee review.*
- Please select the category that best describes the offense:
  - Accepting/Using Altered Customer Proof Documentation
  - Enrollment Integrity
  - Harassment
  - Misrepresentation of the Lifeline Program
  - Credential Integrity
  - Unapproved Marketing Materials
  - Misuse of Customer Information
  - Other
- Detailed Description of the alleged offense
- Option to upload (up to five) supporting documents.



The screenshot shows a web form for submitting a Not Acceptable Practice. It includes fields for 'State(s) Agent sells\*', '1099 vs W2 Employee\*', a radio button for 'Has the ETC investigated the issue?' (Yes/No), a dropdown for 'Which FCC/USAC/State/NaLA rule has been violated?' (currently showing 'Enrollment Integrity'), a text area for 'Detailed description of the offense\*', and a file upload section with a 'Choose File' button and 'No file chosen' text. A blue 'SUBMIT' button is centered below the form. At the bottom, there are three blue navigation buttons: 'Agent Status Search Tool', 'Reports', and 'Document Library'.

# Not Acceptable Practice Submission

## What happens after submission:

- Each submission is reviewed by a three-person panel of representatives from the NaLA ACP Committee and the NaLA General Counsel.
- The committee will respond to each case within five business days.
- If the committee agrees that a Not Acceptable Practice has occurred, a flag will be placed on the Agent's NaLA profile.



The screenshot shows a user profile page with an orange background. At the top left, it says 'ID: [redacted]'. At the top right, there is a yellow box with the text 'Not Acceptable Practice Found'. The profile information is as follows:

Agent's full name :	[redacted]
Agent's certification ID :	[redacted]
Current status :	Expired
Most recent certification date :	12/14/2018
Certification renewal date :	06/12/2019
Not Acceptable practice flag :	Yes

At the bottom, there is a red text warning: 'Please be aware that Agents have 14 days from the expiration date to renew or their NaLA Learning Accounts will be disabled.'