

# FAQ • Eligible Entity

## Commonwealth of Virginia • 2023 Broadband Challenge

### Table of Contents:

- [How to create an Eligible Entity account?](#)
- [How to create a new challenge for a single address?](#)
- [How to create a new challenge for multiple addresses?](#)
- [How to see the challenges your Entity has created?](#)
- [How to dispute a Broadband Challenge against my Entity \(Broadband Service Provider\)?](#)

### Virginia Broadband Coverage Challenge Portal

- <https://broadband-challenge-portal.dhcd.virginia.gov/>

### How to create an Eligible Entity account?

- In the menu, click “Register”.
- Fill in all of the required fields.
- Select the “Entity Type” that applies to your institution.
- For Broadband Service Providers:
  - Select “Broadband Service Provider” as your “Entity Type”.
  - For the “Specify BSP (FRN)”, select the name of your institution or select **Unlisted** if unavailable.
- Check the box to certify that your institution is an Eligible Entity.
- Click the **Submit** button.

\* You will not be able to login immediately after registration. Your account will be evaluated and you will receive an email indicating that you have been approved as an eligible entity.

## How to create a new challenge for a single address?

- Login to your account.
- In the menu, click “Broadband Challenge”, then “Create Challenge”.
- Select “Single Address”.
- Fill in all of the required fields.
- Select the desired “Address Type” and fill in the required fields.
- Upload supporting documents that strengthen your claim.
- Add any comments that are pertinent to your challenge.
- Click “Submit Data”.

\* After submitting your Challenge, it will undergo a revision process to determine the validity of your challenge. You can see the status of your challenge in the portal.

## How to create a new challenge for multiple addresses?

- Login to your account.
- In the menu, click “Broadband Challenge”, then “Create Challenge”.
- Select “Multiple Addresses”.
- \*\* Required: Upload a CSV file that contains the required fields for a challenge. (For more details on this requirement, click on the “Broadband Challenge CSV Instructions” button.)
- Upload any additional supporting documents that strengthen your claim.
- Add any comments that are pertinent to your challenge.
- Click “Submit Data”.

\* After submitting your Challenge, it will undergo a revision process to determine the validity of your challenge. You can see the status of your challenge in the portal.

## How to see the challenges your Entity has created?

- Login to your account.
- In the menu, click “Broadband Challenge”, then “Manage Challenges”.
- Click on the “See Challenges Created” button.
- Identify the Challenge you want to look into and click on its “DETAILS” button.

## How to dispute a Broadband Challenge against my Entity (Broadband Service Provider)?

### Open a Challenge:

- Login to your account.
- In the menu, click **Broadband Challenge**, then **Manage Challenges**.
- Click on the **Dispute Challenges** button.
- Select a Challenge to evaluate by clicking on the **Submitted date**.
- Evaluate all of the details and documents in the “Supporting Documents” section.

### Evaluate all Challenge addresses:

To complete a Challenge, ALL addresses must be analyzed and set as accepted or rebutted. Follow these instructions to evaluate addresses.

- While on the Challenge screen, click on the number by **Total Addresses**.
- Determine which addresses will be accepted or rebutted by clicking on the checkbox for each.
- To accept a checked address, on the top **Action**, select **Accept without dispute**, then click **Go**.
- To rebut a checked address, on the top **Action**, select **Mark for rebuttal**, then click **Go**.

### Finalize your dispute:

After ALL addresses within a Challenge have been accepted without dispute or marked for rebuttal, follow these instructions to finalize your dispute:

- Return to the Challenge screen.
- Upload any documents that support your dispute to the Challenge.
- Add any comments that are pertinent to your dispute.
- To finalize your dispute, click on the **Finalize Dispute** button.

\* The process will not allow any challenge to be sent forward until all addresses have been processed and accepted or rebutted for that challenge. A challenge may consist of a single entry or multiple entries.