How to use this resource: Use this checklist as a guide when supporting applicants through the ACP enrollment process.

Additional Enrollment Resources

- Reference the ACP FAQ/Common Questions
- Printable ACP Step-by-Step Enrollment Process (screen shots)
- Use the school enrollment letter for proof of eligibility template
  - This can be edited, downloaded and emailed to the family
- Step-by-step enrollment overview flyer
  - This can be downloaded and sent to the family as an additional resource
- For additional support see https://www.fcc.gov/affordable-connectivity-program-consumer-faq
AFFORDABLE CONNECTIVITY PROGRAM

Enrollment Checklist for Support Staff

IN PREPARATION FOR THE CALL, OR IN-PERSON SUPPORT

- I have all call tracking resources ready to go to log my call
- I have all resources ready to go (printed or on my screen) to guide me during my call (optional)
  - Printable ACP Step-by-Step Enrollment Process (screen shots)
  - Reference the ACP FAQ/Common Questions
- I have all resources ready to go (printed or on my screen) to send to applicants if needed
  - Use the editable school enrollment letter for proof of eligibility.
  - Step-by-step enrollment overview flyer: [English]
  - Paper application: [English], [Spanish], [Instructions]
ONLINE ENROLLMENT PROCESS FOR APPLICANT

- **Preparation (documentation needed for application)**
  - Computer, tablet, or smartphone (put on speaker) to complete process
  - A form of identification
  - A form of identification for child/dependent *(if applicable)*
  - An email address
  - Eligibility documentation *(list of options here)*

- **Go to the ACPbenefit.org, scroll down and hit Apply Now (blue button)**

- **Choose** English or Spanish in top right corner of screen

- **Enter personal information**
  - Legal, full first and last name
  - Date of birth

- **Confirm identity**
  - Last 4 digits of social security number
  - Tribal ID number
  - Taxpayer ID number
  - Driver’s License (upload photo)
  - Military ID (upload photo)
  - Passport (upload photo)
  - Other Government ID (upload photo, *international ID is okay*)

- **Home address**
  - Address where applicant wants service

- **Choose to qualify on own or through child/dependent**
  - All Springfield public school families are eligible through their student(s)

- **Child/dependent personal information *(if applicable)***
  - Legal, full first and last name
  - Date of birth

- **Confirm identity**
  - *Same as above*

- **Create account**
  - Username (can be version of name or email)
  - Password (must meet requirements)

- **Contact information**
  - Enter email address
  - Optional phone number
CONTINUED...

- Check box if want to provide alternate mailing address
- Choose preferred language
- Click “I am not a robot”

Sign into account
- Enter username and password
- Click “I am not a robot”

Click “Apply to ACP” (blue button)

Confirm eligibility
- If applying through dependent click “I am not in any of these, but my child or dependent is in one of these programs.”
- If applying through self, click all that apply

Upload documentation (if prompted)
- If applying through dependent:
  - Report Card
  - Enrollment letter (if needed, support staff can download from above, fill-in, and email)

Review information
- Click box to consent that the information provided is accurate

Agreement
- Initials in each box
- Type in name as it appears below text box

Receive confirmation that the application is approved, or note that applicant is ineligible or that they need to provide more information
- Provide ISP contact information
- Troubleshoot as needed

NOTES

*If the applicant gets error messages during the enrollment process (especially when trying to upload documents, have them refresh their page, or close out the page and open a new page).

If the document is correct and the applicant keeps receiving that the document is invalid, have them try to upload the same document again.

*Applicants can only save and return to their application once they’ve created an account (username and password)