AFFORDABLE CONNECTIVITY PROGRAM

Adoption Toolkit for School Districts

RESOURCE: ACP ENROLLMENT CHECKLIST FOR SUPPORT STAFF

DISTRICT NOTES

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

Education SUPERHIGHWAY

- ❏ 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)

Education
SUPERHIGHWAY