

Affordable Connectivity Program Enrollment Checklist

Use this checklist as a guide when supporting applicants through the ACP enrollment process



Additional Enrollment Resources:

- Reference the [Full Enrollment Guide](#)
- Reference the [ACP FAQ/Common Questions](#)
- [General ACP Postcard](#)
 - This can be downloaded and sent to the applicant as an additional resource.
- [GetACP.org](#)
 - Use this pre-enrollment tool with your applicant to determine which documents they will need for their application.



Need help getting started?

EducationSuperHighway's easy-to-navigate wizard, **GetACP.org**, helps applicants figure out if they qualify for the Affordable Connectivity Program (ACP), what they'll need to apply, and how to connect to internet plans that are **little or no cost with the ACP.**

IN PREPARATION FOR THE CALL, OR IN-PERSON SUPPORT

- ☐ **I have all call tracking resources ready to log my call and its results**
- ☐ **I have all resources ready (printed or on my screen) to guide me during my call (optional)**
 - ☐ Reference the [ACP FAQ/Common Questions](#)
- ☐ **I have all resources accessible to send to applicants, if needed**
 - ☐ GetACP.org
 - ☐ Paper application: [English](#), [Spanish](#)
 - ☐ [Online and paper instructions](#) (available in 9 languages)
 - ☐ USAC's [How to Apply for the ACP Video](#)
 - ☐ Household worksheet: [English](#), [Spanish](#), [Instructions](#) (available in 9 languages)

ONLINE ENROLLMENT PROCESS FOR APPLICANT

- ☐ **Complete the GetACP.org pre-enrollment tool with the applicant to ensure they have all documents necessary to complete their application:**
 - ☐ Items needed for application
 - ☐ Computer, tablet, or smartphone to complete process
 - ☐ A form of identification or confirmation they will use the last 4 digits of their Social Security number
 - ☐ A form of identification or last 4 digits of the Social Security number for the child/dependent, if applicable
 - ☐ An email address (Applicant doesn't have one? [Here's what you can do](#))
 - ☐ [Eligibility documentation](#)
- ☐ **Go to affordableconnectivity.gov, and click Apply Now**
- ☐ **Choose English or Spanish in top right corner of the screen**

☐ **Enter contact information**

- ☐ Address where applicant wants service (a homeless shelter address or "123 Homeless" are acceptable)
- ☐ Mailing address, if different than service address
- ☐ Email address
- ☐ Phone number (optional, but recommended for those who aren't as comfortable with checking email)

☐ **Confirm identity**

- ☐ Last 4 digits of Social Security number (fastest way to receive confirmation)
- ☐ Official Document or Tribal ID Number:
 - Taxpayer ID number
 - Driver's License (upload photo)
 - Military ID (upload photo)
 - Passport (upload photo)
 - Student ID (upload photo)
 - Other Government ID (upload photo) - international IDs are okay as long as they are not expired
- ☐ Legal, full first and last name or family name (ensure it matches the applicant's chosen form of ID)
- ☐ Date of birth

☐ **Confirm eligibility**

- ☐ Medicaid and/or SNAP
- ☐ Does not participate in Medicaid and/or SNAP and wants to qualify another way:
 - Federal Pell Grant
 - Veterans Pension and Survivors Benefit Program
 - Federal Housing Assistance
 - Supplemental Security Income
 - Special Supplemental Nutrition Program for Women, Infant, and Children (WIC)
 - Tribal Specific Program
 - Income
 - Through child or dependent

Note: If qualifying through a child or dependent, choose how the child or dependent qualifies for the ACP.

☐ **Child/Dependent personal information, if applicable**

- ☐ Legal, full first and last name (ensure it matches the dependent's chosen form of ID)
- ☐ Date of birth
- ☐ Last 4 digits of their social security number or an official form of ID

☐ **Review information**

- ☐ Double check the information input so far and fix any typos

☐ **Confirm eligibility**

- ☐ Click "check eligibility" to learn if they automatically qualify or what additional information they need to provide to determine eligibility

Note: If the applicant does not automatically qualify, they will see a unique list indicating why and what they need to do next. They may need to provide more information to confirm their address, identity, and/or eligibility (see below).

☐ **Create account**

- ☐ The username will auto-populate as the email previously entered. The applicant can keep their username or change it
- ☐ Create a password that meets all requirements
 - Applicant can notate their information on the [Enrollment Assistance Handbill](#)
- ☐ Check the box to complete the Captcha check

☐ **Confirm address with map tool and answer additional prompts, if prompted**

☐ **Provide additional information and upload documentation to confirm eligibility, if prompted**

- ☐ Select eligibility category and enter information into prompts
- ☐ Upload documentation to prove eligibility

☐ **Upload additional documentation to prove identity, if prompted**

☐ **Upload additional documentation to provide proof of life, if prompted (occurs rarely)**

☐ **Agreement**

- ☐ Review agreement and digitally sign

☐ **Receive confirmation that the application is approved, the application is pending, or note that the applicant does not qualify.**

- ☐ Note the applicant's Application ID to use when connecting with a provider
- ☐ Ensure applicant checks email (and phone, if applicable) for important communications from USAC
- ☐ Review provider plan options with the applicant on GetACP.org
- ☐ Troubleshoot as needed

Note: Use GetACP.org to help the applicant find and select an internet service provider and plan that meets their needs. Our [internet speeds postcard](#) provides guidance on choosing the right plan.



Tips

1. 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.
2. Applicants can only save and return to their application once they've created an account (submitted a username and password).
3. If you need additional assistance with the application process, use the GetACP.org chat feature. Additionally, contact USAC's support team at ACPSupport@usac.org or 877-384-2575.