**Volunteer Instructor Guide**

**Affordable Connectivity Program Training Workshop**

**Instructor Outline: Affordable Connectivity Program**

This document is designed to be used by the instructor alongside the PowerPoint presentation. It includes a course overview, talking points, and handouts. Please note the slide number notations to help keep you on track.

**Workshop Description**

This in-person or virtual workshop is for those who are interested in learning more about the Affordable Connectivity Program (ACP). The ACP helps qualifying families and households receive a discount on internet service with participating providers. In this workshop, participants will learn about the information they need to apply for the program, how to apply for the program, and how to use the benefit.

**Curriculum Track**

Basics

**Audience**

Adults who are interested in learning how to apply for the Affordable Connectivity Program.

**Workshop Length**

60–90 minutes

**Training Method**

Volunteer Instructor-led

**Purpose**

In this workshop, participants will learn about the Affordable Connectivity Program, how to apply for the program, and how to use the benefit. A primary objective of the workshop is for learners to increase their confidence so they can successfully apply for the program and use the ACP benefit to subscribe to affordable internet service in the home.

**Equipment Requirements**

In person: Projector and projection screen; computers for instructor and participants with internet connections; laser pointer (recommended).

For classroom-only settings (no participant computers), instructor will project a presentation on the screen. There are activities to engage the learners in the content.

Virtual: A web conferencing platform; computers for instructor and participants with internet connections.

**Software Requirements**

Computer capable of running a PowerPoint presentation with a web browser, preferably Google Chrome.

**Material Requirements**

* Notepaper, pens, or pencils
* Instructor PowerPoint: Before the workshop, review the slides and update the following information:
  + Verify which web browser you will be using during the workshop and how to launch the browser from desktop.
  + Slide 1: Update instructor name, instructor affiliation (for example, AT&T employee, library staff, community volunteer, and so on), and location name.
  + Slide 2: Be prepared to give a brief introduction about yourself.
  + Slide 13: Other options. This slide provides information on how to find low-cost internet options. If available, include local resources learners could use to find low-cost internet options in their community. Include these options in the Learner’s Handout in the section titled: Additional Resources.
  + Slides 85-95. Use the PowerPoint slides or live demonstration. When doing a live demonstration, select examples local to the community you serve.
  + Slide 111: Insert name and date of next workshop if one is being offered.
* Instructor Outline (this document): Review the Instructor Outline and familiarize yourself with the workshop materials.
* Learner Handout
  + For in-person workshop: Print handouts for each attendee and provide them to learners before the workshop begins. Because the handout includes multiple links, consider emailing the handout to attendees if email addresses are available.
  + For virtual workshop: Provide link to the Learner Handout, either before the workshop as part of their registration confirmation or in the online platform’s chat feature.
* Types of Documents Accepted for the Affordable Connectivity Program Handout
  + For in-person workshop: Go to <https://www.affordableconnectivity.gov/wp-content/uploads/ACP-Acceptable-Documentation-Guide-English.pdf>. Print handouts for each attendee and provide to the attendee before the workshop begins.
  + For virtual workshop: Provide the link to the learner either before the workshop as part of their registration confirmation or in the online platform’s chat feature.
* Certificate of Completion: For the in-person workshop, print a certificate to hand out to each attendee once the workshop is completed. For virtual attendees, send them an electronic copy via email.
* Learner Survey and Instructor Survey: Links and QR codes are included in the presentation and learner activity sheets.
* Attendee Name Tags: If you want to easily identify attendees, make sure to bring name tag stickers or table tents.

**Learning Objectives**

At the end of the session, learners will be able to:

* Identify the information they need to apply for the Affordable Connectivity Program
* Understand how to apply for the program.
* Understand how to use the Affordable Connectivity Program benefit to obtain internet service.

**Before Workshop Begins**

* In person:
  + Make sure all computers are turned on and ready for attendees to use. (See the previous note about classroom settings, in the “Equipment Requirements” section.)
  + Place attendee materials at each computer. Attendee materials include the Learner Handout and Types of Documents Accepted for the Affordable Connectivity Program Handout.
  + You may also want to provide paper (for attendees to take notes) and pens or pencils. (Important note: For classroom-only settings (no learner computers), the instructor will need to print out the Learner Survey for participants to complete and hand in at the end of the workshop.)
  + If using name tags make sure they are easily accessible to attendees and that you provide a marker or pen for attendees to write their name.
  + A registration list so you can identify who attended.
  + Review the computer before the course and see which web browser is installed and how to launch it from the computer.
  + Identify a “parking lot,” which is a place to track questions to be answered later in the workshop. Some suggested places for a parking lot are a whiteboard, flip chart, or notepad. Encourage learners to note the slide number and section as they “park” questions.
* Virtual:
  + Send instructions to participants about how to connect to the workshop. If possible, you may want to create a short video or document with step-by-step instructions (with images) to provide a basic overview of how to use the web conferencing tool to share with your participants.
  + Send a link before the workshop to the learner materials. These include the Learner Handout and the Types of Documents Accepted for the Affordable Connectivity Program Handout. During the workshop, resend the link through the web conferencing chat tool.
  + Keep a registration list so you can identify who attended.
  + Identify a virtual “parking lot,” which is a place for participants to ask questions and a way for you to easily track the questions to be answered later in the workshop. For your virtual parking lot, you may want to use the chat feature or the question feature of the web conferencing tool. Encourage learners to note the slide number and section as they “park” questions.

**Assessment Technique(s)**

Successful completion of activities

**Affordable Connectivity Program: Present ACP PowerPoint Presentation.**

Instructor Note: Use PowerPoint for the Following Sections

In some cases, not all information will be displayed on the slide at one time. Instead, some text or graphics will only display when the instructor clicks the mouse or Enter on the keyboard. There are notes within the script below when the instructor will need to click Enter for an image or text to display on the screen.

**Slide 1: Title Page.**

Please update this slide with the appropriate information:

* Instructor name
* Instructor affiliation (for example, AT&T employee, library staff, community volunteer, and so on)
* Location Name

Before the workshop, please review the Instructor Outline. It provides guidance on what to do to prepare for the workshop, how to conduct the workshop, and what you should do once the workshop ends.

**Slide 2: Welcome, New Learners.** Today’s workshop is provided by AT&T and the Public Library Association*.*

INSTRUCTOR NOTE: Include thank-you to community collaborator if applicable

My name is **<your name here>** and I am **<brief description of yourself>**. Before we get started, here are a few housekeeping items: (mention the items that are relevant to your workshop)

* Where are the restrooms?
* Where are the emergency exits?
* When/how to ask questions. Point to the page number located on each slide for participants to write down along with the question.
* If you have a cell phone with you, please make sure to either turn it off or set to silent.
* Will there be a break?

**Slide 3: Workshop Content Outline—Agenda (3 mins.)**

In this workshop, you will learn about the Affordable Connectivity Program, also known as the ACP, which helps families and households with affordable internet service. In this workshop, we’ll discuss:

* what is the ACP benefit
* the information you need to apply for the program,
  + benefits of internet access in your home,
  + who is eligible to apply for the program, and
  + your rights if you participate in the ACP
* how to apply for the program, and
* how to use the benefit.

Let’s get started!

**Talking Points, Topics, and Activities (85 mins.)**

**What is the ACP Benefit?**

**Slide 4: What is the Affordable Connectivity Program?**

So what is the Affordable Connectivity Program? The ACP is a program of the United States Federal Communications Commission, also referred to as the FCC, to help qualifying households receive a discount on internet service with participating providers**.**

**Slide 5: The Benefit.**

Enter for bullet 1

The ACP provides a benefit of up to $30 per month for internet service or

Enter for bullet 2

up to $75 per month for internet service for households on qualifying Tribal lands. In some cases, the benefit may fully cover the cost of your internet service.

The benefit is available to eligible new customers, current customers, or households who have had internet service in the past.

Enter for bullet 3

In addition to providing a monthly discount for internet service, the ACP also provides a one-time discount of up to $100 for a laptop, desktop computer, or tablet purchased through a participating provider. To use the benefit, your household must contribute between $10 and $50 toward the purchase price of the device.

The ACP is limited to one monthly service discount and one device discount per household.

**Slide 6: Benefits of Home Internet Access.**

A question you may be asking is, why would I want internet access? There are many benefits to having internet access. When it is available in the home, you have access to the internet whenever you need it. Other advantages include

Enter for bullet 1

You can access educational resources, attend classes online to earn a college degree, build new skills for work, or learn a new hobby.

Enter for bullet 2

You can access educational tools to assist with students' homework.

Enter for bullet 3

You can access health care resources and attend some doctor’s appointments virtually.

Enter for bullet 4

You can access your bank account, pay bills online, and sign up for other essential services.

Enter for bullet 5

You can apply for new jobs or work some jobs remotely.

Enter for bullet 6

You can watch or listen to online entertainment.

Enter for bullet 7

You can stay up to date with the news.

Enter for bullet 8

And stay connected with family and friends.

As you can see, having internet service in your home has many benefits and can help you connect and engage with greater possibility.

**Slide 7: ACP Eligibility Requirements.**

Your household is eligible for the ACP if you ore someone in your household participates in one of the following programs:

* Supplemental Nutrition Assistance Program (SNAP)
* Free and Reduced-Price School Lunch Program or School Breakfast Program including through the USDA Community Eligibility Provision
* Medicaid
* Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
* Supplemental Security Income (SSI)
* Federal Public Housing Assistance
* Veterans Pension or Survivors Benefits
* Lifeline
* Received a Federal Pell Grant during the current award year

**Slide 8: ACP Eligibility Requirements.**

In addition to participation in the programs we just reviewed, you may also be eligible because your household income is 200% or less than the Federal Poverty Guidelines.

For instance, if you live in a household of 3 in the contiguous United States and you make less than $46,060 annually, you would qualify. A household of 3 in Hawaii making less than $52,980 would qualify, and a household of 3 in Alaska would qualify if they make less than $57,580.

If you would like more information on the Federal Poverty Guidelines, visit the web page “Do I Qualify”. The URL can be found in your Learner’s Handout.

**Slide 9: Tribal ACP Benefits.**

If you live on qualifying Tribal lands, you are eligible for the Tribal ACP benefit if your household income is at or below 200% of the Federal Poverty Guidelines or if you or someone in your household participates in any of the federal programs previously mentioned or The Bureau of Indian Affairs General Assistance, Head Start households meeting the income qualifying standard, Tribally-Administered Assistance for Needy Families also known as TANF, or the Food Distribution Program on Indian Reservations.

**Slide 10: How Do I Qualify?**

If you have questions about your eligibility, including whether you meet the Federal Poverty Guidelines, visit the web page How Do I Qualify? for more information. The URL can be found in your Learner’s Handout.

**Slide 11: Do I Qualify?**

INSTRUCTOR NOTE:Give the learners a few minutes to review the list. Answer questions if you can; if not, refer them to the How Do I Qualify web page.

**Ask the learners,** Review the ACP Eligibility Requirements on the Types of Documents Accepted for the Affordable Connectivity Program handout.

How might your household be eligible for the ACP benefit?

**Slide 12: ACP Consumer Protections.**

The ACP program includes protections for you to make it easier to apply for internet service for your home. Those protections include:

Enter for bullet 1

You can choose the service plan that best meets your needs, including a plan you may already have;

Enter for bullet 2

You can access internet services regardless of your credit status;

Enter for bullet 3

Companies can’t exclude you from enrolling in the program if you have past-due balances or prior debt;

Enter for bullet 4

You can’t be forced into a more expensive or lower quality plan in order to receive the benefit;

Enter for bullet 5

You can switch internet companies or internet service offerings.

**Slide 13: Other Options.**

If you are not eligible for the ACP, you may have other options. For example, you can search the website EveryoneOn.org to see if there are low-cost internet service options in your community by typing in your zip code and seeing what is available in your community. Please note this tool may not include every company that provides low-cost options in your community.

You can also check with your local internet service provider to see if they have low-cost options available or contact your local library or community organizations to see if they can connect you with other low-cost internet options in your community.

INSTRUCTOR NOTE: Before moving to the next section, review any “parking lot” questions. If there are no questions in the parking lot, ask learners if they have any questions before you move to the next section.

**ACP Guidelines**

**Slide 14: One ACP Benefit Per Household, Not Per Person.**

You can have one ACP benefit per household, not per person. According to the ACP, a household is a group of people who live together and share money, even if they are not related to each other. If you live together and share money, you are one household. If you either don’t live together or you don’t share money, you are two or more households.

**Slide 15: One ACP Benefit Per Household, Not Per Person.**

Here are two examples.

The Benally family lives on qualifying Tribal lands. Mahala lives with her daughter and her family. According to the ACP guidelines, an adult who lives with friends or family and provides financial support must share one ACP benefit.

Damien Melaku is eligible because he receives a Pell grant. Since he lives with his parents and they share money, the Melaku family is considered to be in the same household and is eligible for one benefit.

If Damien, who receives a Federal Pell Grant, lived in a different residence than his parents, it would be considered two separate households. Damien would be eligible because of the Pell grant. His parents would need to be eligible through a different program.

**Slide 16: One ACP Benefit Per household, Not Per Person.**

If you have additional questions about your household status, please review the webpage What is a Household? The URL to the website can be found in the Learner Handout.

**Slide 17: The ACP Benefit is Non-Transferable.**

The ACP benefit is non-transferable. This means you cannot give your benefit to another person, even if they qualify for the ACP. If you know of someone who wants to participate in the ACP they will need to apply on their own.

**Slide 18: You Can Enroll Even if You Have a Past Due Balance or Balance in Collection.**

You can enroll even if you have a past due balance or balance in collection with an internet service provider.

**Slide 19: You Must Give Accurate and True Information.**

You must give accurate and true information on the application form and all ACP-related forms or questionnaires. If you give false or fraudulent information, you will lose your benefit, and the United States government can take legal action against you.

**Slide 20: Can Enroll in the Affordable Connectivity Program and the FCC’s Lifeline if Eligible.**

If you qualify for the Affordable Connectivity Program and the FCC's Lifeline Program, your household can enroll in both programs. For example, you could apply the Lifeline benefit to a mobile service and apply an ACP benefit to an internet service to your home. You could also apply your Lifeline and ACP benefit to a single internet service from the same company.

**Slide 21: Discount is Applied to Your Billing Statement.**

The discount is applied to your billing statement. You will not receive a check each month to pay for the service. If your service plan is less than the benefit, you will not receive the extra amount. If the plan you select is more than the monthly discount, you pay for the difference.

**Slide 22: Benefit to Purchase a Device.**

There is a benefit to purchase a device. ACP-eligible households can also receive a one-time benefit of up to $100 to purchase a laptop, desktop computer, or tablet. You must use a government-approved provider (not all ACP providers are participating in this part of the program), and you will be asked to contribute between $10-50 toward the cost of the device. Note that this benefit cannot be used to purchase a cell phone. Each household is limited to a single device benefit even if multiple people in the same household are eligible.

**Slide 23: Additional documents may be needed.**

The ACP Administrator may ask you to provide additional documents to verify that you or someone in your household is eligible for this benefit. This might include an official document that proves your participation in a qualifying government assistance program, your income, or your identity.

**Slide 24: If You No Longer Qualify…**

If you no longer qualify for the ACP benefit for example, your income grows to exceed the income level or you no longer participate in a qualifying benefits program, you must notify your ACP internet company or the ACP administrator within 30 days.

**Slide 25: Use it or lose it...**

If your service is free after the ACP benefit is applied, you must use the service at least once every 30 days. If you don’t, you will get a 15-day notice from your internet company to use the service or the benefit will be removed, and you will be de-enrolled from the ACP. To receive ACP again, you will need to reapply.

**Slide 26: Recertify Every Year.**

You may need to annually confirm that you still qualify for the ACP benefit each year. If the program can not automatically confirm that you still qualify for the benefit you will receive a letter in the mail and you may also receive reminders by email, mail, or messages on your phone from the ACP Administrator asking for additional information. When you are asked to recertify, you must do so within 60 days, or you will lose your ACP benefit.

INSTRUCTOR NOTE: Before moving to the next section, review any “parking lot” questions. If there are no questions in the parking lot, ask learners if they have any questions before you move to the next lesson.

**Getting Ready to Apply**

**Slide 27: Types of Documents Accepted for the Affordable Connectivity Program.**

Now that we have reviewed the Affordable Connectivity Program guidelines let’s explore the documents you may need when applying for the program.

During the ACP application process, you will need to provide documents. Some documents will prove that you are in a program that makes you eligible for the ACP. Some documents will be required to verify your identity or document where you live. You will also need to answer questions about the person in the household who is eligible for the program.

**Slide 28: Types of Documents Accepted for the Affordable Connectivity Program.**

Regardless of how you are eligible for the program, if you are filling out the application, you will need to include information about yourself, and if you are applying because your dependent is a Benefit Qualifying Person (BQP), you may need to provide information about them as well.

Make sure all your documents are current. You cannot use expired documentation when you apply.

Let’s look at some of the documents you may need to include. We have provided you with a copy of the Types of Documents Accepted for the Affordable Connectivity Program handout so that you can follow along.

You can also access this information online using the link you see here on the screen. This has also been included in the Learner Handout.

We are highlighting the information you may need to provide in the order in which it is asked during the application process.

If you are asked to provide proof you can make copies or take pictures of your documents using a scanner, copy machine, camera or smartphone and then upload them into the ACP application or send them in the mail.

**Slide 29: Proof of Date of Birth.**

You may need to provide proof of the Date of Birth of the person eligible for the benefit. This includes an official, unexpired document with the first and last name and date of birth.

Examples of documents you can use include: Government, military, state, or Tribal ID; Driver’s License; Birth Certificate; Certificate of U.S. Citizenship or Naturalization; Permanent Resident Card or Green Card; or a Government assistance program document.

More information can be found on page 2 of the handout.

**Slide 30: Proof of Identify.**

You may need to provide copies of official documents to prove your identity. To do this, provide one document that confirms your first and last name and shows life activity within the last 3 months.

Documents you can use include government assistance program documents, current utility bills, current income statements such as a paystub, current mortgage or lease statement, current retirement/pension statement of benefits, or current unemployment statement of benefits.

More information can be found on page 3 of the handout.

**Slide 31: Proof You Are Alive.**

You may also need to provide copies of official documents to prove you are a living person. This includes providing one or more documents that confirm your first and last name, your date of birth, and the last four digits of your social security number or your full Tribal ID. When providing this information, please redact or mark out all but the last four digits of your SSN.

Documents you can use include:

Government, military, state, or Tribal ID or Driver’s License; Government assistance program document; Birth Certificate; Social Security Card; or a Prior year’s tax return or W-2.

More information can be found on page 3 of the handout.

**Slide 32: Proof of Valid Address.**

You may also need to provide proof of a valid address. This can include an official document that shows your name and address, such as a Driver’s License; valid government, state, or Tribal ID; utility bill, excluding wireless phone bills (within the last 30 days); W-2 or tax return, or mortgage or lease.

More information can be found on page 2 of the handout.

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**Slide 33: Proof of Valid Address.**

It can also include a map that shows your physical address or location, including latitude and longitude coordinates. Coordinates are required if you live on Tribal lands.

More information can be found on page 2 of the handout.

**Slide 34: Completed ACP Household Worksheet.**

INSTRUCTOR NOTE: Please begin by asking the question on the slide of the participants: Are they asking for your information?

You can only receive one benefit per household. If someone else at your address receives the ACP benefit, you may be asked to complete the ACP Household Worksheet to confirm that your household is not receiving more than one benefit.

You can access the worksheet on the ACP website. The URL to the worksheet can also be found in the Learner Handout.

**Slide 35: Email Address Required When Applying Online.**

If you apply online, you will also need to have an email address. If you do not have an email address and need help setting one up, we suggest taking the PLA Digital Learn or AT&T Connected Learning course Intro to Email.

The link to AT&T Connected Learning can be found in the Learner Handout.

**Slide 36: Proof of Qualifying Program or Income Eligibility Documents.**

You will need to provide a letter or official document to prove that you or your dependent, the Benefit Qualifying Person, participate in one of the qualifying programs OR to prove that you qualify based on your household income.

Earlier in this workshop, we reviewed the programs which make you eligible for ACP. You can also refer to the document Types of Documents Accepted for the Affordable Connectivity Program handout. Refer to page one and the section Proof of Program or Income Eligibility for more information.

No matter which program you want to use to apply, your documents must include your name, or your dependent’s name; the name of the qualifying program; the name of the government or Tribal agency that issued the document; and an issued date within the last 12 months or a future expiration date.

More information can be found on page 1 of the handout.

**Slide 37: Eligibility Documents That Shows Your Annual Income.**

If you qualify because your household income is at or below 200% of the Federal Poverty Guidelines, you will need to provide documentation that includes the following information. Your name, or your dependent’s name; your current income information (monthly or annual income); if providing paystubs, they need to be 3 consecutive months of paystubs; and an issued date within the last 12 months or prior year tax document.

Examples of documents include prior year’s state, federal, or Tribal tax return or a Social Security Benefit Statement.

More information can be found on page 2 of the handout.

**Slide 38: Show You Qualify.**

In addition to the document shared earlier in this lesson, the ACP website has a full list of the Types of Documents Accepted for the Affordable Connectivity Program.

To learn more about the information needed, refer to the Show you Qualify web page. A link to this resource can be found in the Learner’s Handout.

**Slide 39: What Documents Do I Need?**

We have reviewed the documents you may need when you apply for the Affordable Connectivity Program. I would like you to take a few moments to review the Types of Documents Accepted for the Affordable Connectivity Program handout and determine what documentation you will need when applying for the affordable connectivity program benefit.

INSTRUCTOR NOTE: Before moving to the next section, review any “parking lot” questions. If there are no questions in the parking lot, ask learners if they have any questions before you move to the next lesson.

**How to Apply**

**Slide 40: How to Apply for the ACP Benefit.**

Now that you have identified how you may be eligible for the benefit and what documents you need to apply for the benefit, let’s go through the step you need to take to fill out and submit the ACP application to determine if you are eligible for the benefit.

You can apply for the ACP online or by mail. In today’s workshop, we will walk you through the steps of using the online application to apply for the ACP benefit.

Information on how to access the mail-in application can be found in the Learner’s Handout.

**Slide 41: ACP Website.**

To apply online, you will go to the Affordable Connectivity Program website. To do this, open a web browser and type https://www.affordableconnectivity.gov into the address bar.

**Slide 42: Navigating a Website.**

If you need assistance navigating a website, we suggest taking the PLA Digital Learn or AT&T Connected Learning course Navigating a Website.

**Slide 43 – Reminder: Email Address Required.**

This is also a reminder that if you apply online, you must have an email address. If you do not have an email address and need help setting one up, we suggest taking the PLA Digital Learn or AT&T Connected Learning course Intro to Email.

The link to Connect Learning can be found in the Learner Handout.

**Slide 44: Apply Now Link.**

Don’t download any email attachments or files on an untrustworthy website. They could contain viruses or malware that could harm your computer or collect your personal information.

**Slide 45: Do be skeptical.**

From this page, you can apply for the ACP, access instructions and forms that will guide you through the application process, and so much more.

Enter to highlight the Apply Now button

To begin the online application, click Apply Now.

**Slide 46: Full Name.**

The first thing that you need to do is enter your full legal name as it appears on official documents. Enter your first name into the First name field. In the last name field, enter your last name. If your middle name appears on your legal documents like your Social Security Card or State ID enter it into the middle name field. You must use your legal name. Do not use your nickname.

**Slide 47: Date of Birth.**

Once you enter your official name you will scroll down the form to the next question and enter your birth date. Using the drop-down menu select the month of your birth, enter the Day and enter the year you were born.

**Slide 48: Identity Verification.**

Once you fill in your date of birth, you will scroll down the form to the next question to verify your identity.

You will be asked which option you will use to verify your identity.

**Slide 49: Identity Verification: SSN.**

Please note that selecting the option Social Security Number is the fastest way to process your application and may reduce the need to provide proof of documentation later in the application.

If you select the Social Security Number, you will be asked to enter the last four digits of your SSN.

**Slide 50: Identity Verification.**

If you do not have an SSN or prefer not to provide the last four digits, choose one of the other forms of identification that you wish to submit to verify your identity.

In addition to using our Social Security Number, you can also use your Tribal ID Number, Driver’s License, Military ID, Passport, Taxpayer Identification Number, or other Government ID.

**Slide 51: Identity Verification: Driver’s License and More.**

If you select the last option, Driver’s License, Military ID, Passport, Taxpayer Identification Number, or other Government ID, the menu expands. You will be required to select which ID you will use.

**Slide 52: Identity Verification: Driver’s License and More Expanded.**

You will also need to attach a scanned copy or picture of your form of identification. Files must be less than 10 MB in size and of the following file types: jpg, jpeg, png, pdf or gif.

The way you upload the file will change depending on the type of device you are using. Follow the instructions on the screen to upload the file.

Once this form is completed, you can move to the next section of the form.

**Slide 53: Home Address.**

The home address section appears. You will need to enter your home address to the form. It cannot be a Post Office Box.

Choose your state by clicking or tapping the drop-down menu.

You will be able to provide PO Box information later in the application process as your mailing address if needed.

**Slide 54: Do You Qualify?**

Once you enter your home address, scroll down the form to the next section. You will be asked to confirm whether you qualify for the ACP through your child or dependent.

If you qualify for the ACP because your children participate in an eligible program like National School Lunch Program, you will select Yes, I qualify through my child or dependent. If you qualify because you participate in a program, then you select, No, I qualify by myself.

**Slide 55: Do You Qualify? Child or Dependent.**

If you selected you qualify through a child or dependent, you must enter in your child or dependent’s information.

**Slide 56: Child or Dependent Information.**

First, you will be asked to fill in the full legal name of your child or dependent. You will need to enter the name used on official documents like Social Security Card or State ID. Do not include a nickname.

You will also need to enter your child or dependent's date of birth.

**Slide 57: Identity Verification.**

Finally, you will need to verify the identity of your child or dependent. Once you complete this step you will be asked to create an account.

**Slide 58: Choose Username.**

The account will help keep your information safe and allow you to save and come back to this form at any time.

Enter to highlight the Apply Now button Username textbox

To create an account, you will first need to choose a username. Make sure to select a username that is easy to remember. You can also use your email address or your name in some form.

**Slide 59: Choose a Password.**

Once you create your username, you will be prompted to create a password.

Enter to display the Quick Tip

Make sure to pick a password you can remember. You will need to enter your password each time you access your ACP application.

If your password meets the requirements, the icon for each will change from the orange warning icon

**Slide 60: Choose Your Password.**

to the green success icon.

If you need assistance creating a password, check out the AT&T Connected Learning course Accounts and Passwords.

**Slide 61: Contact Information**

Once you successfully create your account, you will be asked to enter your email address into the contact information.

Notifications about the application will go to the email address that you provide.

Enter to highlight the checkbox

You can enter an alternate email address by checking the box. This provides for a secondary contact, such as a family member or caseworker, who will receive updates about your application.

**Slide 62: Phone Number.**

Once you enter your email address, you will be asked to enter your phone number.

This is optional. If you do provide it, the program administrators can contact you by phone about your ACP application.

Enter to highlight the checkbox

If you have a mailing address that is different from your home address, you can check the provided box in the form and enter the mailing address, such as a PO Box.

**Slide 63: Mailing Address.**

The mailing address asks for your street address, apartment or unit number, city, state, and zip code.

**Slide 64: Preferred Language.**

You can select your preferred language. This is optional.

Enter to highlight the Español checkbox

If you select Español, any notifications you receive will be in Spanish.

**Slide 65: I Am Not a Robot.**

You need to check the box that says “I’m not a robot”.

**Slide 66: I Am Not a Robot.**

Then click Submit.

**Slide 67: You’ve Created Your National Verifier Account!**

You will then see a message confirming that you have created your account.

Enter to display the Quick Tip

Remember you will need the username and password you created to review and submit your application.

Enter to highlight the Close button

Click Close.

**Slide 68: Log Into Your Account.**

To log back into your account, type [https://www.affordableconnectivity.gov](https://www.affordableconnectivity.gov/) into your web browser.

Enter to highlight the Sign In button

Then click Sign In at the top right-hand side of the page.

**Slide 69: Sign Into Your Account.**

Enter your username and password to sign in to your account.

**Slide 70: I’m Not a Robot.**

Enter your username and password to sign in to your account.

**Slide 71: I’m Not a Robot Verified.**

You will then click the Sign in button.

**Slide 72: Welcome.**

After you sign into your account, you will see a welcome message with your name. Two application options appear Lifeline and the Affordable Connectivity Program.

Enter to highlight Apply for ACP button

You will want to click on the Apply for ACP button.

**Slide 73: Which Program.**

To qualify for the ACP, you need to check the box next to the government assistance program you are in or if you qualify based on acceptable income criteria. You can check more than one check box.

Enter to highlight the Next button

Click Next.

**Slide 74: Review Your Information.**

You will be asked to review your information and confirm it is correct.

Enter to highlight the Edit button

If you need to edit any information, you can click on the Edit button. and follow the prompts to make your changes.

If you don’t need to edit the information you see on the screen you should scroll down the page….

**Slide 75: Submit Your Information.**

Review the information on the screen and then check the box to confirm that the information you provided can be used to find out if you qualify for the ACP.

Enter to highlight the Submit button

Then, click Submit.

**Slide 76: How to Apply.**

You may be asked to provide additional information or documentation to show your household eligibility for the ACP. Follow the steps that display online to confirm your information.

If you need additional assistance, check out the Online Application Instructions. The link to the instructions is found in the Learner Handout. To find the instructions, scroll down the page….

**Slide 77: How to Apply Online.**

and click on the link Online Application Instructions.

**Slide 78: Certification.**

If your application is approved, you will be asked to Certify and Sign the application form online. A list of questions appear.

This is an official government document and must be answered truthfully. Read each statement and type your initials into the box next to each one to indicate that the statement is true or that you agree.

You may not be approved immediately after submitting the application online. The ACP administrator may need to review the information before deciding. If so, you will receive follow-up communication via email or mail.

**Slide 79: Certification Continued.**

Scroll down the page to see the remaining statements and continue to type your initials into the box next to each statement.

You must initial all boxes in order to move to the next step.

**Slide 80: Your Signature.**

Once you initial all of the statements, you will be asked to sign the form. To do this, type your full name into the form.

Enter to highlight the Checkbox

Click the box to confirm that she understands this is a digital signature and is the same as if she signed her name with a pen.

Enter to highlight the Submit button

Then select Submit.

**Slide 81: You Qualify.**

Congratulations, in this example, we have successfully submitted our application and qualified for the Affordable Connectivity Program benefit.

A page displays listing the next steps you will need to take to enroll with a participating internet service provider and the date by which you must do so. Make a note of the deadline for signing up. If you do not sign up by the deadline, you will need to re-apply.

**Slide 82: Confirm Tribal Qualification.**

Scroll down to see the Additional information. You will need this information when you sign up with the internet service provider.

Enter to highlight the Confirm Tribal Qualification button

If you qualify for the benefit because your household is on qualifying Tribal lands, you will need to take the additional step of clicking on the button, Confirm Tribal Qualification, to complete your application.

**Slide 83: Mail-in Application.**

You can also complete a mail-in application if you don’t want to apply online. To access the mail-in application, open a web browser and type https://www.affordableconnectivity.gov into the address bar.

INSTRUCTOR NOTE: Before moving to the next section, review any “parking lot” questions. If there are no questions in the parking lot, ask learners if they have any questions before you move to the next lesson.

**Using the ACP Benefit**

**Slide 84: Application ID.**

Once you successfully sign up for the ACP benefit, you will receive an Application ID. Sometimes you will receive the code immediately after you submit the application. Sometimes the Application ID will be sent to you at a later date, and you will receive it via email or in the mail.

Instructor Note: Use PowerPoint or Live Demonstration for the Following Section

**Slide 85: Companies Near Me Link.**

Once you have the Application ID, you will need to select an approved internet service provider that is participating in the program in your area. To find a participating company in your area, open a web browser and type [https://www.affordableconnectivity.gov](https://www.affordableconnectivity.gov/) into the address bar,

Enter to highlight the Companies Near Me menu

and click the menu link Companies Near Me.

**Slide 86: Companies Near Me.**

From this page, click on Search Providers. Please note that this tool may not include every company participating in the ACP.

**Slide 87: Find a Company Fields.**

Enter to highlight the Zip Code text box

You can search using your Zip Code,

Enter to highlight the City and State text box

or by entering your City and State.

Enter to highlight the ACP radio button

You must also include which program you are participating in. You will select ACP.

**Slide 88: Find a Company Search.**

Let’s search for a specific city. As you begin to type Dallas, Texas in the Enter Your City and State text box, a drop-down menu appears.

Enter to highlight Dallas, Texas

Let’s select Dallas, Texas.

Enter to highlight the ACP radio button

Verify that ACP is selected.

Enter to highlight the Search button

and then click the Search button.

**Slide 89: Find A Company Search Results.**

The search results display. The list includes a list of internet service providers in Dallas, Texas.

In addition, the search results include:

Enter to highlight Type of Service

the type of service they provide,

Enter to highlight $0 with ACP

if they have plans that will not cost more than the $30 benefit, which means there is no cost to you,

Enter to highlight Discount Devices

and if you can purchase a laptop, desktop computer, or tablet for a one-time discount of up to $100 through this provider if the household contributes between $10 to $50 toward the purchase price of the device.

**Slide 90: Find A Company Search Results.**

In this example, after reviewing their options, click on AT&T. To access the site, click on the provider’s name.

**Slide 91: AT&T Website.**

and the web page with the ACP benefit information displays.

**Slide 92: AT&T Website: ACP.**

Scroll down the page to find more information about the internet service plan.

With some providers, such as AT&T, you can enroll for ACP at the same time you sign up for new service directly from the provider’s website.

Enter to highlight Get Started button

In this example, we are going to select the option for new customers, so we will click on Get Started.

**Slide 93: AT&T Website: Search for Service.**

Use the tool to verify that this service is available at your house.

**Slide 94: AT&T Website: Search for Service.**

To do this, type your address into the form.

**Slide 95: AT&T Website: Apply ACP Benefit.**

In this example, the AT&T internet plan is available!

Enter to highlight the Apply my ACP Benefit button

Because we are already approved, you would click on Apply my ACP benefit. You would then follow the prompts that display on the screen.

**Slide 96: Application ID Reminder.**

Remember, when you apply for internet service,you will need the Application ID number you received when you successfully completed the ACP application.

Instructor Note: Use PowerPoint for the Following Section

**Slide 97: Providers in Your Area.**

There are lots of things to consider when selecting an internet service plan. Here are some tips to help you.

Which service providers are available in your area? Use tools like the USAC Companies Near Me tool to find providers in your location.

**Slide 98: Download Speed.**

When selecting an internet plan, one of the terms you will see is download speed. Your download speed refers to how quickly you receive text, images, music, video, and other data when you’re online. Most of what we do online involves downloading information, including viewing web pages, listening to music, streaming video, and playing games. The faster the download speed, the shorter it takes for the information to download to your computer for you to read, watch, listen to, or engage with.

**Slide 99: Upload Speed.**

Similar to download speed, upload speed is a consideration when selecting a plan. Upload speed refers to how quickly you send data from your device to the internet. Common tasks that involve uploading include sending an email to a friend, sharing photos on social media, backing up files online**,** playing games and video conferencing.

**Slide 100: Data Limits.**

You might also consider data limits. A data limit is the amount of data you are allowed to use over a set period of time, usually a billing cycle. Each task you do on the internet uses data. When you send an email, it requires data. When you watch a movie from a website, it uses data. Some tasks, like reading or sending an email, only use a little bit of data; other tasks, like watching a movie, use more. If you go over the limit, some service providers may charge you for using extra data.

**Slide 101: Data Limits Chart.**

This chart list how much data you will use when performing certain tasks on the internet. Email and web browsing do not use that much data. If you plan on participating in video calls, streaming tv shows and movies, or playing online video games, you will need more data.

**Slide 102: Other Requirements.**

Check with the internet service provider to determine if there are any other requirements related to the service.

**Slide 103: Tips for Making the Most of Home Internet.**

Once you are connected, here are some tips to help you make the most of your internet connection.

**Slide 104: Build Skills and Confidence Using Technology.**

Check your library website to find in-person or virtual classes to build your digital skills like how to use your computer, connect with family and friends using social media, apply for a job online, and more.

**Slide 105: AT&T Connected Learning**

Take advantage of free online services to learn digital skills. You can visit digitalliteracy.att.com to access self-paced online tutorials to build digital skills like how to search the internet, how to safely search online, the basics of video conferencing, and more. Check your local library or community organizations’ websites to discover additional tools they offer to help build your digital skills.

**Slide 106: One-on-One Digital Coaching.**

You may also want to get one-on-one digital coaching. Check your local library or community organizations to see if they provide one-on-one digital coaching for technical questions or problems you cannot figure out.

**Slide 107: Get Homework Help.**

Access educational tools or tutoring services through your school’s or library’s website to assist students with their homework.

**Slide 108: Stay Connected with Family and Friends.**

Use your internet connection to connect with family and friends via email, social media, video chat, video conferencing tools, and more.

**Slide 109: Affordable Connectivity Program Online Course.**

We hope that you can use the information in this course and in the Learners Handout to apply for the ACP program.

There is also an online version of this course on the AT&T Connected Learning website. The URL can be found in the Learner Handout.

**Slide 110: Congratulations.**

Today you learned. . .

* About the ACP benefit
* Information you need to apply, including
  + Benefits of internet access in your home
  + Who is eligible to apply for the program
  + Your rights if you participate in the ACP
* How to apply for the program
* How to use the benefit

INSTRUCTOR NOTE: Provide attendees with a Certificate of Completion**.**

**Slide 111: DigitalLearn Courses.**

INSTRUCTOR NOTE: Point the learners to additional courses available online at the website in the slide.

**Slide 112: Survey.**

INSTRUCTOR NOTE: Point the learners to the survey. [digitalliteracy.att.com/learnersurvey]

**Slide 113: Thank You.**

Thanks again to AT&T and PLA for this workshop. We appreciate all our participants for coming and we encourage you to keep learning!

**Learner Questions**    
Here are some frequently asked questions you may receive from the attendees during the workshop.

What is broadband? Broadband is an internet service. There are different types of internet services providers. Some examples include digital subscriber options (DSL) which is through a phone line, cable mode, fiber, satellite, broadband over powerlines (BPL) and wireless connections like 5G.

**How soon can I get internet service after I receive my Application ID?**

That will depend on the service provider.

**How soon can I get a device?**

That will depend on the service provider.

**How can I apply for the ACP benefit?**

You can apply online or by mail. To obtain a print application, go to the ACP website and print the form. The link to the application can be found in the Learner’s Handout.

How will I know if my application for the ACP was accepted?

Some applications will be informed immediately after submitting their application online while others will be informed at a late date either by phone, email, mail.

**Who is my ACP administrator?**  
 You can contact an ACP administrator for more information or assistance with your application by phone, email or through and online form. More information at https://www.affordableconnectivity.gov/help/

**Important Note to Instructor:   
Please complete the Impact Survey for this workshop by visiting:**

**digitalliteracy.att.com/impactsurvey**

**Or scan the QR code:**



**Thank you!**