The Affordable Connectivity Program
How to Apply

In the previous lesson, you learned about the documents you may need when applying for the Affordable Connectivity Program.
In this lesson, you will follow along as the families we’ve been working with fill out and submit the ACP application to determine if they are eligible for the benefit.

And, just a reminder: if you are already enrolled in the Lifeline program, you can reach out directly to your internet service provider to enroll in the ACP.
You can apply for the ACP online or by mail. In this lesson, we will use the online application to apply for the ACP benefit. If you plan to apply by mail, you can click here to skip the online application information, and learn how to access the mail in application.

To apply online, you will go to the Affordable Connectivity Program website. To do so, open a web browser and type “www.affordableconnectivity.gov” into the address bar.
If you need assistance navigating a website, we suggest taking the Digital Learn or Connected Learning course Navigating a Website.

From the Affordable Connectivity Program website, you can apply for the ACP, access instructions and forms that will guide you through the application process, and so much more.

To begin the online application, click Apply Now.
The online application displays. The online form is available in both English and Spanish.

To view the Spanish version of the application, click on the Español link.
and the Spanish version of the form appears. In today’s example, we will be filling out the English version of the form.

Let’s follow along as the Suarez Family applies for the ACP benefit. They are eligible to apply for the program because they receive SNAP benefits. Noemi will be filling out the application on the household’s behalf.
The first thing that Noemi needs to do is enter her full legal name as it appears on official documents. In the First name field she enters Noemi. In the last name field she enters Suarez. Noemi does not have a middle name so she leaves this field blank.

Noemi scrolls down the form and the next question she is asked is her birth date. She selects the month of June from the drop-down menu, enters 05 in the Day and 1990 in the year.
Noemi scrolls down the form, and the next question asks her to verify her identity. She is going to use her social security number to verify her identity, so she clicks on that button.

The form expands and asks for the last 4 numbers of her social security number. While Noemi chose to use her social security number, there are other options.
Una Benally is eligible for the ACP Tribal benefit because her family lives on qualifying Tribal lands and participates in the Bureau of Indian Affairs General Assistance program.

When she fills out the form, she selects the Tribal ID Number.
George Williams is eligible for the ACP because he is receiving a Veterans pension. When he fills out the form he selects the last option: “Driver’s License, Military ID, Passport, Taxpayer Identification Number or other Government ID.”
The form expands and asks him to choose which ID he is going to use to verify his identity.

He selects Military ID and the Choose File button turns blue. He will need to upload a scanned copy or picture of his identification. The way you upload the file will change depending on the type of device you are using.
Once this form is completed, you can move to the next section of the form. Let’s return to Noemi and as she continues to fill out the form.

The home address section appears so Noemi fills in the fields. Your home address cannot be a Post Office Box, but you will have an opportunity to provide PO Box information later in the application process as your mailing address, if needed.
Once her home address is entered, Noemi scrolls down the form to the next section. The next section asks Noemi to confirm whether she qualifies by herself or through her child or a dependent. She is eligible because she qualifies, so she checks, “No, I qualify by myself.”

The Olsen Family qualifies because their children participate in the National School Lunch Program.
When filling out the form, Olivia clicks on “Yes, I qualify through my child or dependent.”

The Olsen family qualifies because of the children, so Olivia must enter information about her child. She is first asked to fill in the full legal name of her child. She enters Riley in the First Name Field and Olsen in the Last Name field. Her daughter does not have a Middle Name, so she leaves that field blank.
Olivia scrolls down the form, and the next question asks for her daughter’s birth date. She selects the month of September from the drop-down menu, enters 15 in the Day and 2010 in the year.

Olivia scrolls down the form, and the next question asks her to verify her daughter’s identity. Once she fills in the form she clicks Next.
Let’s return to Noemi as she continues to fill out the form. Noemi now needs to create an account. The account will help keep Noemi’s information safe and allow her to save and come back to this form at any time.

To create an account, choose a username that you can easily remember. You can also use your email address or your name in some form. Noemi selects the username NoemiS.
Once Noemi creates her username she is prompted to create a password. Make sure to pick a password you can remember because you will need to use it the next time you need to access your ACP application.

If your password meets the requirements, the icon for each will change from the orange warning icon.
Once Noemi successfully creates her account, she is asked to enter her email address into the contact information. Notifications about the application will go to the email address that she provides. Once Noemi enters her email address.
she is asked to enter her phone number. This is optional. If you do provide it, the program administrators can contact you by phone about your ACP application.

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. Noemi’s mailing address is the same as her home address, so she will not fill out this section. Instead, she scrolls down the page
to select her preferred language. This section is optional. If you select Espanol any notifications you receive will be in Spanish.

She is then asked to check the box that says "I'm not a robot".
She checks the box.

Then clicks Submit.
Noemi then sees a message confirming that she has successfully created her account. To complete her ACP application, Noemi will need to log in with the username and password she just created. To do this, she needs to click on the Close icon.

To log back into her account, Noemi types www.affordableconnectivity.gov in her web browser. She then clicks Sign In at the top right-hand side of the page.
Noemi enters her username and password to sign in to her account.

She then scrolls down the page, clicks on the box next to “I am not a robot”
and then clicks the Sign In button.

After Noemi signs into her account, she sees a welcome message with her name. Two application options appear: Lifeline and the Affordable Connectivity Program. She clicks on the “Apply for ACP” button.
To qualify for the ACP you need to participate in an eligible government assistance program or qualify based on income criteria. The Suarez Family is eligible because they receive SNAP benefits so Noemi clicks on the SNAP box when she is filling out their application.
Other individuals and families may qualify because they participate in a different program. Olivia is not eligible, but her children are because they participate in the Free and Reduced Price School Lunch Program. When Olivia fills out the application, she clicks on “I am not in any of these, but my child or dependent is in one of these programs.”

The Benally Family is eligible because they live on qualifying Tribal lands and participate in the Bureau of Indian Affairs General Assistance program, so they click on the Tribal Specific Program box when they are filling out their application.
George Williams is eligible because he receives a Veterans Pension. So when he fills out the online application he clicks on “Veterans Pension and Survivors Benefits Programs.”

The Melaku family qualifies because their son Damien received a Pell grant, and they meet the qualifications for a shared household.
Now that we’ve seen how our different families have filled out this section, let’s return to Noemi, who has selected the SNAP option for her family. After checking the box, she clicks Next.

Noemi is asked to review her information and confirm it is correct. If she needs to edit any information, she can click on the Edit button. Noemi does not need to edit her information so she scrolls down the page.
She reviews the information on the screen, then checks the box to confirm that the information she provided can be used to find out if her household qualifies for the ACP. Then, she clicks the Submit button.

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 Additional Resources section below this lesson. Click on the link “How to Apply.”
Scroll down the page and click on the link Online Application Instructions.

Noemi's application was approved. She is then asked to Certify and Sign the application form. A list of questions appears. This is an official government document and must be answered truthfully. Noemi reads each statement
and types her initials into the box next to each one to indicate that the statement is true, or that she agrees.

She scrolls down the page to see the remaining statements and continues to type her initials into the box next to each statement. You must initial all boxes in order to move to the next step.
Once she initials all of the statements, she is asked to sign the form. To do this she types her full name Noemi Suarez into the form.

She then clicks 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.

She then clicks the Submit button.
Noemi has successfully submitted her application and has qualified for the Affordable Connectivity Program benefit. A page displays listing the next steps she needs to take to enroll with a participating internet service provider and the date by which she must do so. Otherwise, she will have to reapply for the Affordable Connectivity Program benefit.

Noemi scrolls down to see the Additional information. She will need this information when she signs up with the internet service provider.
Please note that when the Benally Family filled out their application they had to take the additional step of clicking on the button Confirm Tribal Qualification to complete their 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 www.affordableconnectivity.gov into the address bar.
The Affordable Connectivity Program web page appears. To access the mail-in form click on “How to Apply.”

A drop-down menu will appear. Click on “How to Apply” in the drop-down menu.
The How to Apply page appears. Scroll down the page.

In the Apply section, two options appear. You can apply Online or by Mail.
To download the mail-in application, click the link of your preferred language in the Mail section.

The application instructions are available in 9 languages.
In this lesson, we followed along with Noemi and our other families as they applied for the ACP benefit. In the next lesson, we'll follow our families as they sign up for the benefit with a participating internet service provider so that they can have internet access in their home!