



Affordable Connectivity Program (ACP)

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What is the Cox Affordable Connectivity Program (ACP)?

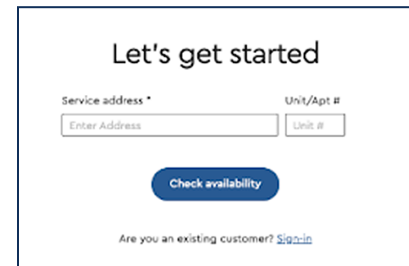
Cox Communications is helping to administer the federal government's Affordable Connectivity Program (ACP), designed to help Americans stay connected to the internet. Eligible households can receive up to \$30 off their current internet service, including equipment costs.

To help verify eligibility, Cox has partnered with ID.me to offer an easy-to-use online identity and documentation verification service for ACP. ID.me specializes in digital identity protection and helps ensure you're you—and not someone pretending to be you.

How do I verify my identity for the ACP?

1. Visit the Cox ACP Program website.

Enter your residential address and select **Check availability**, or sign in with your existing Cox account.

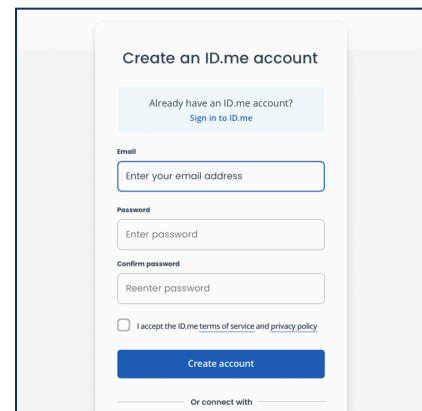


The screenshot shows a form titled "Let's get started". It has two input fields: "Service address *" with a placeholder "Enter Address" and "Unit/Apt #" with a placeholder "Unit #". Below these fields is a blue button labeled "Check availability". At the bottom, there is a link that says "Are you an existing customer? [Sign in](#)".

2. If Cox provides internet service in your neighborhood, you will be redirected to verify your ACP status with ID.me.

If you already have an ID.me account, enter your email address and password. Once signed in, skip to "How do I verify my Public Benefit Recipient status if I already verified my identity with ID.me?" for next steps.

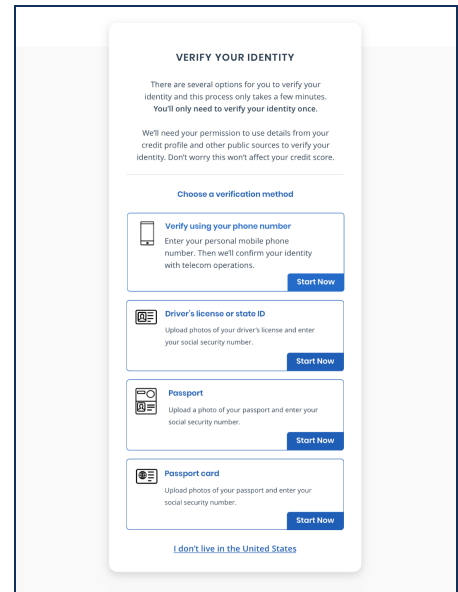
3. Select **Create account**. Enter your email address and create a password.



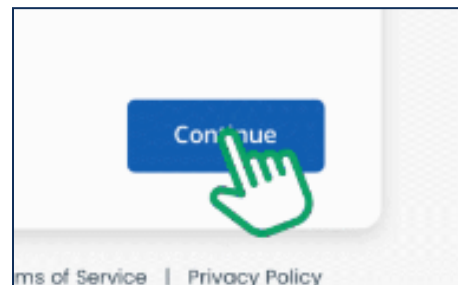
The screenshot shows a form titled "Create an ID.me account". At the top, there is a link that says "Already have an ID.me account? [Sign in to ID.me](#)". Below this are three input fields: "Email" with a placeholder "Enter your email address", "Password" with a placeholder "Enter password", and "Confirm password" with a placeholder "Reenter password". Below these fields is a checkbox labeled "I accept the ID.me [terms of service and privacy policy](#)". At the bottom, there is a blue button labeled "Create account" and a link that says "Or connect with".

4. Select **Start Now** for one option to verify your identity:

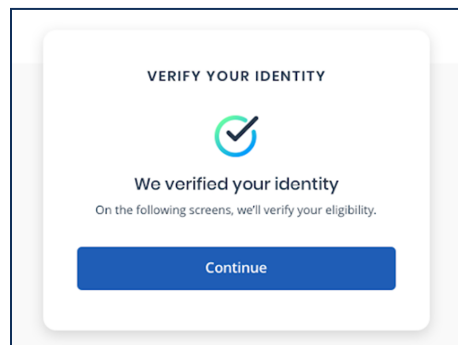
- Phone number
- Driver's License or State ID
- Passport or Passport Card



5. Review your information then select **Continue**.



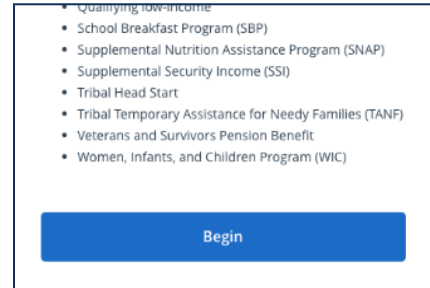
6. On the confirmation screen that says, "We verified your identity" select **Continue**.



How do I verify my Public Benefit Recipient status?

Identity verification is just the first step. Next you will need to verify your Public Benefit Recipient status using the steps below:

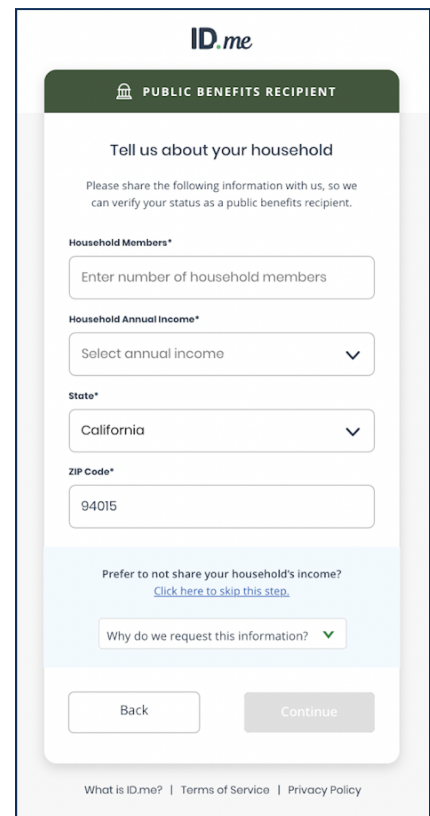
1. On the screen that says “Verifying your status”, select **Begin**.



• Qualifying low-income
• School Breakfast Program (SBP)
• Supplemental Nutrition Assistance Program (SNAP)
• Supplemental Security Income (SSI)
• Tribal Head Start
• Tribal Temporary Assistance for Needy Families (TANF)
• Veterans and Survivors Pension Benefit
• Women, Infants, and Children Program (WIC)

Begin

2. Enter the number of members in your household, your household annual income (if you don't want to enter your annual income, you can also upload a document), state, and zip code—then select **Continue**.



ID.me

PUBLIC BENEFITS RECIPIENT

Tell us about your household

Please share the following information with us, so we can verify your status as a public benefits recipient.

Household Members*

Enter number of household members

Household Annual Income*

Select annual income

State*

California

ZIP Code*

94015

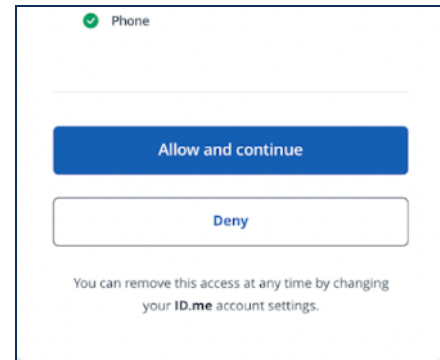
Prefer to not share your household's income?
[Click here to skip this step.](#)

Why do we request this information?

Back Continue

What is ID.me? | Terms of Service | Privacy Policy

3. If you qualify as a Public Benefits Recipient, you will see a message that says, "We've verified your status!" Select **Allow and continue** to share your information with Cox.



What happens after I've verified my identity for the Affordable Connectivity Program?

After verifying for the Affordable Connectivity Program, you will see a message from Cox confirming that you submitted your application. It can take up to five days to hear if you were approved.



Thank you for submitting your application for the Affordable Connectivity Program. Next step, we'll submit your information to the government for final approval and notify you via email. **Hang tight as it could take up to 5 days. Thank you for your patience.**

ID.me will email you after you have successfully verified your identity and again when your status as a Public Benefits Recipient is approved.

Cox is not affiliated with the National Verifier verification, which is used by other internet providers.

How do I create an ID.me account?

Often, you can create your ID.me Account when accessing a deal or discount at one of our partners' websites, or as part of your interaction with a provider of benefits and services (e.g. workforce agencies, VA.gov, etc.).

Note: ID.me accounts expire after 18 months of inactivity. To keep your ID.me account and verified group affiliations from expiring, sign in to your account at least once a year.

Steps to create an ID.me account:

1. On the sign in page, select Create an ID.me Account.

If you are not already on the sign in page, visit ID.me and select **My Account** in the top right corner.

2. Enter an email address you can access and choose a strong password.

If you have previously created an ID.me account with a different email address, do not create a new one. Please sign in to your existing account and update your email address.

3. Check the box to accept the terms of use and privacy policy, then select **Create account**.
4. If prompted, confirm your email address and/or set up multi-factor authentication.

You may also qualify for one or more of the group affiliations below:

- Military Student
- First Responder
- Teacher
- Government

How do I reset my ID.me password?

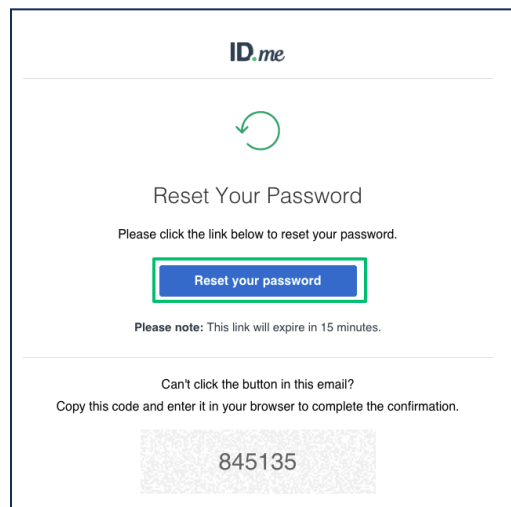
1. Request your password reset

You can reset your account's password if you don't remember the password for your account. This article explains how to sign in if you forget your password.

If you don't have access to your email, get locked out of your account, or see your account is suspended, visit [I can't sign in to my account](#).

To request a password reset:

1. Go to the ID.me sign in page.
2. Select **Forgot password**.
3. Enter your ID.me account email address, then select **Continue**.
4. Go to your email inbox. You'll receive an email reset password with the subject line: *ID.me - Your password reset link*. It can take up to 10 minutes to receive the password reset email. If you don't see the email, check your spam folder.
5. In the email, select **Reset your password**. In the new window, select **Continue**.



2. Complete multi-factor authentication

We'll prompt you to authenticate using your multi-factor authentication (MFA) sign-in method if MFA is set up. Otherwise, you'll be prompted to enter your new password.

To sign in with your MFA method:

1. Select the multi-factor authentication method you set up.
2. Use your mobile device to complete the sign-in.

Note: If you got a new phone or lost it, select **Recovery code** and enter the code. If you don't have your recovery code, contact ID.me support and select **Can't sign in or don't have an account**.

3. Enter your new password

After you complete MFA authentication, enter your new password, then select **Continue**.

Your case-sensitive password must be at least eight characters long, and contain at least one lowercase letter, one uppercase letter, and one number.

A message displays to confirm your password reset was successful.

How do I confirm my email address?

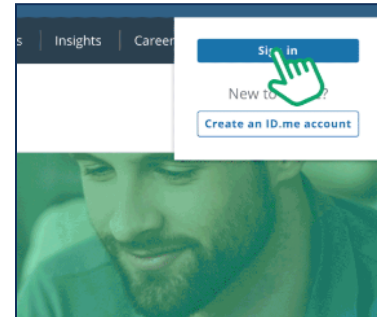
Steps to confirm your email address:

1. Use an address you have immediate access to and type carefully.
2. Keep this window open.
3. In a different window or new tab in your browser, check your email inbox for an email from hello@id.me with the subject Welcome to ID.me. You may need to check your spam folder. You will receive an email titled 'Welcome to ID.me – Please confirm your email,' follow the prompts to confirm the email you entered with your account.gif
4. You have 15 minutes to open the email and select the Confirm your email link before the link expires. You may also copy and paste the link from the email into your browser.
5. Return to the window above to continue account creation.

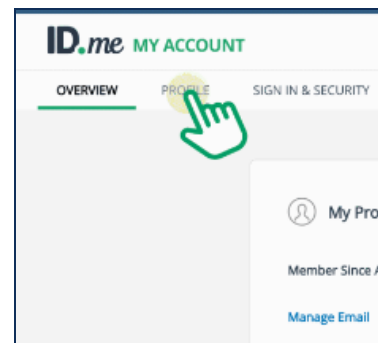
How do I change the primary email address in my ID.me account?

To change the primary email address on your ID.me account, use the following steps:

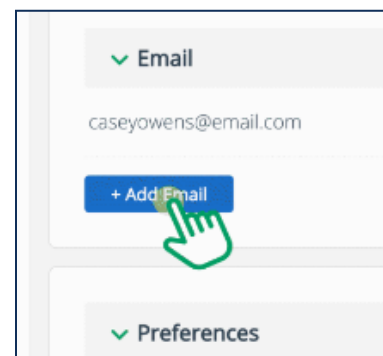
1. Sign into your ID.me Account page.



2. Select **PROFILE** and look for the email section.

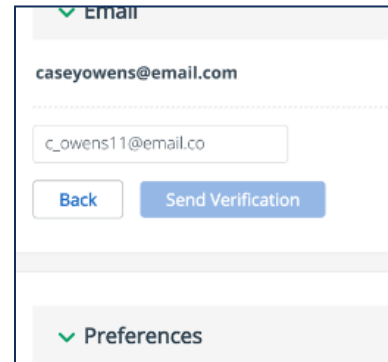


3. Select **+Add Email**. If you have set up multi-factor authentication on your account, complete that process, then click **+Add Email** again.

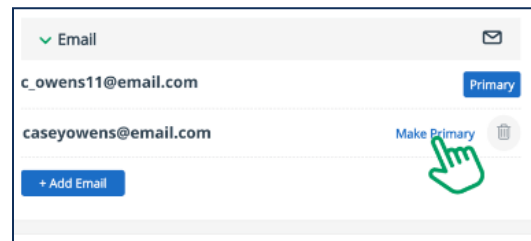


4. Enter the new email address then select **Send Verification**.

A confirmation message will be sent to the new email address. Select the link in the email to add the address to your ID.me profile.



5. Return to the Profile tab then select **Make Primary** next to your secondary email. You can also delete an email address under the "Profile" tab.



How do I close my ID.me account?

You're in control of your data and can close your ID.me account at any time. After you close the account, ID.me will deactivate your verified status and will remove your personal information from active use on our platform. This article explains what to know before closing your account and how to close it.

If you're having trouble

If you're having trouble with the verification process, signing in to your account, or other issues, we can help you fix the issue.

Before closing your account

Before closing your account, keep in mind:

- When you close your account, it enters a seven-day waiting period. During this time, you can contact ID.me Support to stop the account closure process. At the end of seven days, your account is permanently deactivated.
- After seven days, you may use the same email address to create a new ID.me account. None of the information from your previous account can be recovered, you will be required to provide all necessary information in order to re-verify.
- If you are verifying your identity in order to use ID.me to assist in applying for government benefits, deleting your account will interrupt the verification process and may delay your application.
- Your information will no longer be verified after deletion.

Close your account

To close your ID.me account:

1. Sign in to your ID.me account.
2. In the top menu, select **Sign In & Security**.
3. In the menu on the left, select **Close Account**.
4. Select **I would like to close my account**.
5. Select a reason for closing your account, then enter optional feedback.
6. Select **Yes, close my account**.

After your account is closed After you close your account, your account information is deactivated.

We may retain your Personal Information even after you close your account with us for up to three (3) years. You may request that ID.me delete your selfie and associated Biometric Information at any time at account.ID.me or through our Privacy Rights Center. For additional details please see the ID.me Privacy Policy and Terms of Service.

FAQ

My account was suspended or locked. Can I close it?

No. To close a locked or suspended account, contact ID.me Support and choose Managing my account in the drop-down menu.

If I have Cash Back in my account, will I receive the money after deleting my account?

Maybe. Any remaining balance over \$10 will be paid to your PayPal account during the next cycle.

How do I troubleshoot common technical issues?

How to resolve common technical issues

1. Confirm you have physical and original versions of your identity documents.
2. Confirm you have reliable WiFi and/or internet connection.
3. Confirm you, and only you, have access to a personal email address. If possible, you should avoid using a business or work email address.
4. Confirm you have a trusted phone number.
5. Confirm you have the most current operating system installed on your device.
6. Confirm you have the most current version of your internet browser installed on your device.
7. Confirm your internet browser's cache has been cleared.
8. Confirm that you have not closed out any browser windows or tabs until your identity verification is complete. You may be asked to return to a previous window or tab.

After following these steps, if you are still experiencing technical difficulties, try turning the device off, then on again. Return to the instructions on how to verify your identity and continue with your verification.

How do I get started with multi-factor authentication (MFA)?

Multi-factor authentication (MFA) strengthens account security by requiring two factors to confirm your identity when you sign in to your ID.me account. These factors usually include:

- **Something you know** - A username and password, for example, plus
- **Something you own** - Like a phone number, mobile app, or NFC-enabled security key

MFA helps prevent phishing, social engineering, and password brute-force attacks. It also secures your logins from attackers exploiting weak or stolen passwords. With MFA, you need more than your password to access your account, which dramatically improves your account's security. This article explains the basics of MFA and how to begin the setup process.

MFA key terms

Here are a few terms you'll want to know that relate to multi-factor authentication:

Recovery code - A 12-character code you can view and save the first time you set up MFA. Use this code to sign in if you change phones or lose access to your MFA device.

Verification code - A temporary, 6-digit code sent to a trusted device via text message or to a dedicated app, like the ID.me Authenticator app.

Trusted device - A smartphone or tablet that you previously used to set up MFA. If this is your first time creating an ID.me account, the device you use to set up MFA is your first trusted device. You can have more than one trusted device, and will need at least one to use verification codes with your chosen MFA method.

Trusted phone number - Used to receive verification codes by text or phone call or to download the ID.me Authenticator app. You must verify at least one trusted phone to enroll in MFA. Consider verifying additional phone numbers, like a home phone, to ensure you can access your account, even when away from your own trusted device.

Backup code - An alternate MFA method available with specific partners. You'll receive a set of twelve, 12-character codes.

How MFA works

When you create a new ID.me account, you may be asked to set up multi-factor authentication to help secure your account. After you set up MFA for your ID.me account, to sign in, you will:

1. Enter your email address and password, or sign in using your third party or social media account.
2. Confirm your sign-in using the MFA method you chose.

For example, when you use the text message MFA method, you will sign in to your ID.me account using your email address and password. Next, we'll text you a one-time code that you'll enter. After you enter the code, you are signed in to your account.

Note: Depending on your account set-up and the partner website you are working with, you may be asked to provide MFA credentials every time you sign in, or you may be permitted to 'trust' sign-ins that come from certain devices. Other partners don't require MFA sign-in.

Choose an MFA method

ID.me has several options you can set up for multi-factor authentication. You can set up one MFA method or several.

Common MFA methods

These methods are quicker to set up and don't require specialized hardware.

| MFA METHOD | HOW IT WORKS | WHAT YOU NEED |
|--|--|--|
| Text Message or Phone Call | You receive a text or phone call that has a verification code you'll enter. | A phone that accepts text messages or phone calls. If you don't have a mobile device, use the phone call option to receive a call to your landline phone. |
| Push Notification | You receive a notification via your ID.me Authenticator app on your mobile device that you press to confirm. | A mobile device and the ID.me Authenticator app . |
| Code Generator | You enter a 6-digit verification code you'll find in your ID.me Authenticator app. | A mobile device and the ID.me Authenticator app . |

Other MFA methods

These methods require specialized hardware, like a NCB-enabled security key or USB device.

| MFA METHOD | HOW IT WORKS | WHAT YOU NEED |
|--|--|--|
| NFC-Enabled Security Key | Touch a YubiKey(TM) to your mobile device. | Field Name |
| FIDO Security Key | Plug a USB device into your computer. | A computer and specialized USB device. |

Manage MFA methods

After you add an MFA method, you can sign in to your ID.me account to add, change, or delete MFA methods. We recommend you set up at least one MFA method, even if it's not required. To manage your MFA methods:

1. Sign in to your ID.me account.
2. Select the **Sign in & Security** tab, then **Security** to find your MFA settings.
3. Select **Set Up** to add a new MFA method or the trash can icon  to delete an existing MFA method.

If you have two MFA methods set up, for example, you can delete one of the methods. However, it's not possible to delete every MFA method for your account.

Troubleshoot MFA

If you have trouble setting up or managing your MFA method, or if you see an MFA-related error message, visit **Troubleshooting multi-factor authentication**.

Tip: If you see a "Mismatch information" error, follow the steps to fix this. If you no longer have access to your phone number or got a new phone, update your phone number for MFA.

Why were my identity documents not accepted?

When verifying your identity, be sure to carefully follow all instructions and prompts when uploading your identity documents as shown in the video above. If your identity documents were not accepted, this may be due to a number of reasons:

- Your submission may have contained an error or typo.
- You may have submitted expired documents.
- You may not have correctly taken and submitted a 'selfie' when prompted.
- You may have submitted an unreadable document.
- You may have submitted a document that has already been uploaded by another ID.me member.

Tips for taking photos of your document(s):

- Match the orientation to the document (for example, use landscape orientation for Driver's Licenses).
- Turn off the flash on your camera to reduce glare.
- Place your document on a dark table or surface.
- There should be no other objects in the photo.
- Take the photo straight on and not at an angle.
- Your document should fill as much of the frame as possible, without cutting any of it off. All four corners of the document should be visible.
- Look at the photo after you take it, and make sure there is no glare obscuring the text.
- Your photo must be a PNG or JPG.

How do I unlock my account?

To prevent unauthorized access, your ID.me account may be locked.

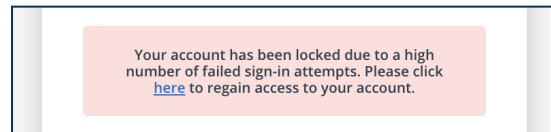
Instructions on how to unlock your account will depend on your particular situation. For detailed information on how to unlock your account, please review the following list of situations and select whichever applies best:

- [Suspended account](#)
- [Duplicate account](#)
- [Forgotten password](#)
- [Locked out because of too many unsuccessful log-in attempts](#) (continue reading)

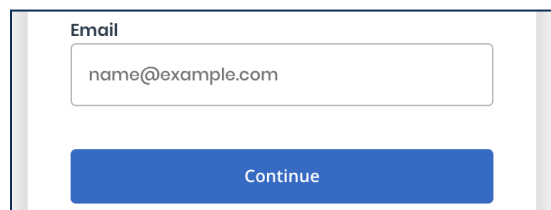
Tip: If you don't have access to your email, see an error message while signing in, or the steps below don't unlock your account, visit [I can't sign in to my account](#).

Steps to unlock your account after too many unsuccessful log-in attempts:

1. Select the link in the error message. Select the underlined text that says here to begin the process of unlocking your ID.me account.



2. Enter the email address on your account, then select Continue.

A screenshot of a form with a white background and a thin black border. At the top left, the word "Email" is written in a small, bold, black font. Below it is a white text input field with a thin grey border, containing the text "name@example.com". At the bottom of the form is a solid blue rectangular button with the word "Continue" written in white text in the center.

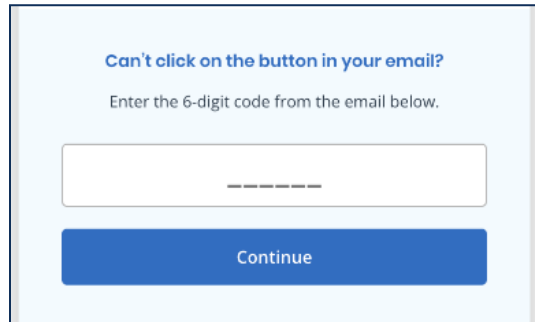
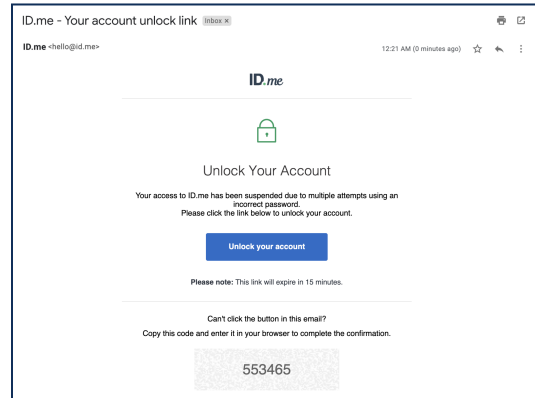
3. Select the **Unlock your account** button in your email to confirm your email and continue to Step 5.

If you are unable to select the button in the email, continue to Step 4.

If you did not receive the email, return to the UNLOCK YOUR ID.ME ACCOUNT screen and select **Send it again**.

Check your spam, junk and trash folders if you do not see this message in your inbox.

4. Return to the UNLOCK YOUR ID.ME ACCOUNT screen and enter the code from the email.



5. Your account will be unlocked and you can attempt to sign in again. After unlocking your account, you may want to reset your password.

Why does ID.me ask for my Social Security number?

ID.me's verification process requires collecting sensitive pieces of information, like your Social Security number (SSN) or a photo of a document. ID.me verifies the identities of millions of people, and our primary goal is to make sure that you-are-you so that you can receive services from our partners.

The information we ask for helps us prevent duplication, impersonation, and deception. It makes sure that your account can never be duplicated—whether accidentally by you or in a malicious attempt by someone pretending to be you. Information you provide is secured and encrypted, and is used only to facilitate verification and prevent fraud.

Why am I being asked to share my information?

The first time you access a partner website, ID.me asks for your permission to share your verified identity information. When you **Allow** this access, you can claim your offer.

ID.me limits the information its partners can request to fields that are directly associated with your group status or deal eligibility. For example, if you are claiming a military discount, you may be asked to share your first and last name, email address, and group association. Other information (such as Social Security number and phone number), won't be shared with this partner.

You decide whether or not you wish to release that information or to keep it private. If you Deny access to a particular partner, you may be ineligible for their deal(s).

You can revoke a partner's access to your information at any time.

How does ID.me protect my information?

ID.me uses bank-grade security infrastructure and federally compliant information protection practices to safeguard your data.

Physical Security

The most important layer of security is the physical layer. Our servers are hosted in SSAE 16 validated data centers protected by armed security guards, surveillance equipment, and state-of-the-art access control technology.

PII Encryption

Sensitive data on ID.me servers is tokenized and stored separately so that even if you were able to break through our access controls, you would be unable to access customer information. We leverage a FIPS 140-2 validated, AES-256 data encryption solution with the same integrated key management utilized by many leading financial institutions.

Safe and Secure Hosting Platform

ID.me is hosted within the Amazon Web Services (AWS). Amazon Web Services (AWS) is a proven leader in the industry, with rigorous security audits to ensure the security of all data on their servers.

You can read more about the benefits and security that ID.me provides as it relates to identity management and security, as well as the NSTIC Identity Management Pilot we are involved in by visiting the NSTIC website.