








# Street Teams Guide



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Emerios Quest App 2.0 ACP+LL

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## Note

This is a document created with guiding purposes, that explains the process of installing and using the new Quest app: the Quest 2.0 app.

Images are solely for guidance and might change based on feedback and program changes.

## Definition

The following document contains the enrollment flow that Street Team agents will find in the new Quest App 2.0. We will review every section step by step, showing all the cases that may arise, as well as specific information regarding procedures, validations, PII management, among others.

What is Lifeline?

Lifeline is an FCC program that helps make communications services more affordable for low-income consumers. Lifeline provides subscribers with a discount on qualifying monthly telephone service, broadband Internet service, or bundled voice-broadband packages.

What options will be added to the current ACP plans?

With Lifeline added to the options, the agents will be able to offer ACP only, as they were used to, and ACP + LL plans, that will be available when creating the enrollment.

The plans will be shown to the agent for them to explain and review the most suitable option for the applicant.

## Download Process

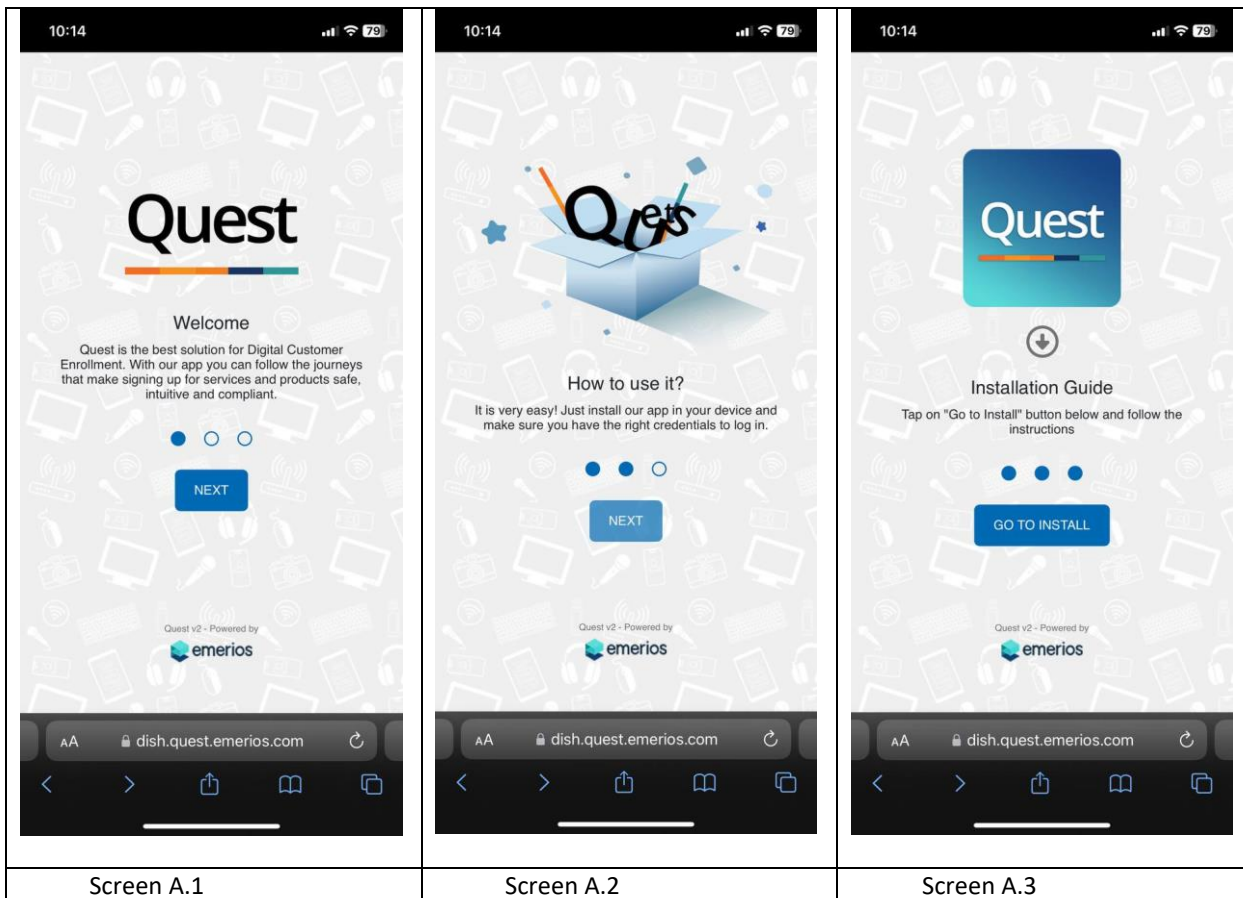
In order to download the Quest app, agents will have to access to the following website:

<https://dish.quest.emerios.com/>

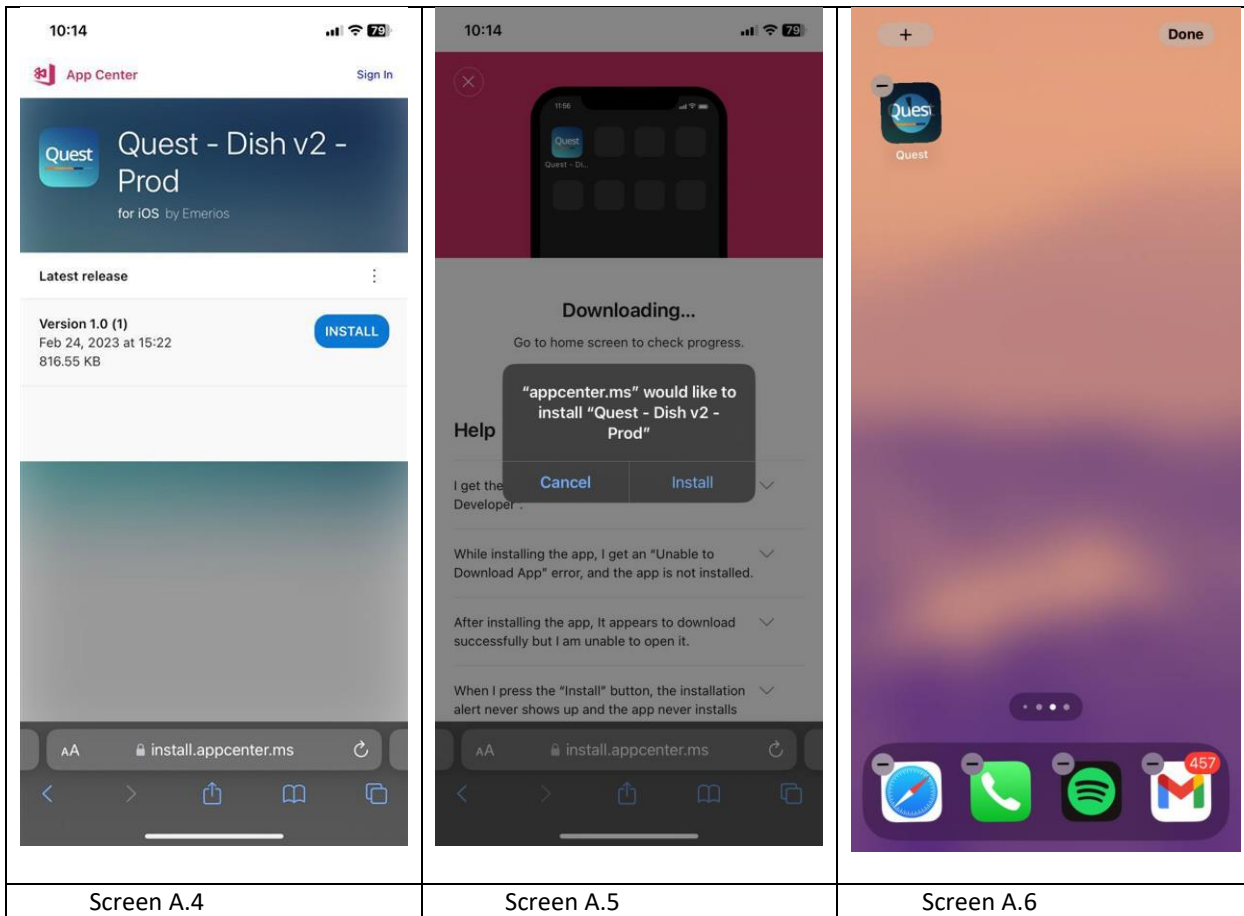
Both OS Systems, Android and iOS will be able to download the app from the same link.


## iOS Installation Instructions

**STEP 1** - Open the Quest URL for the specified environment on the **Safari** browser and navigate through the wizard (see Screen A.1 / A.2 / A.3)



STEP 2 - Click on INSTALL to start the installation process (see Screen A.4 / A.5 / A.6)



 Quest 2.0 is compatible with iOS 15 and above

**STEP 3 - Certificate** - Approve the Quest app Emerios certificate

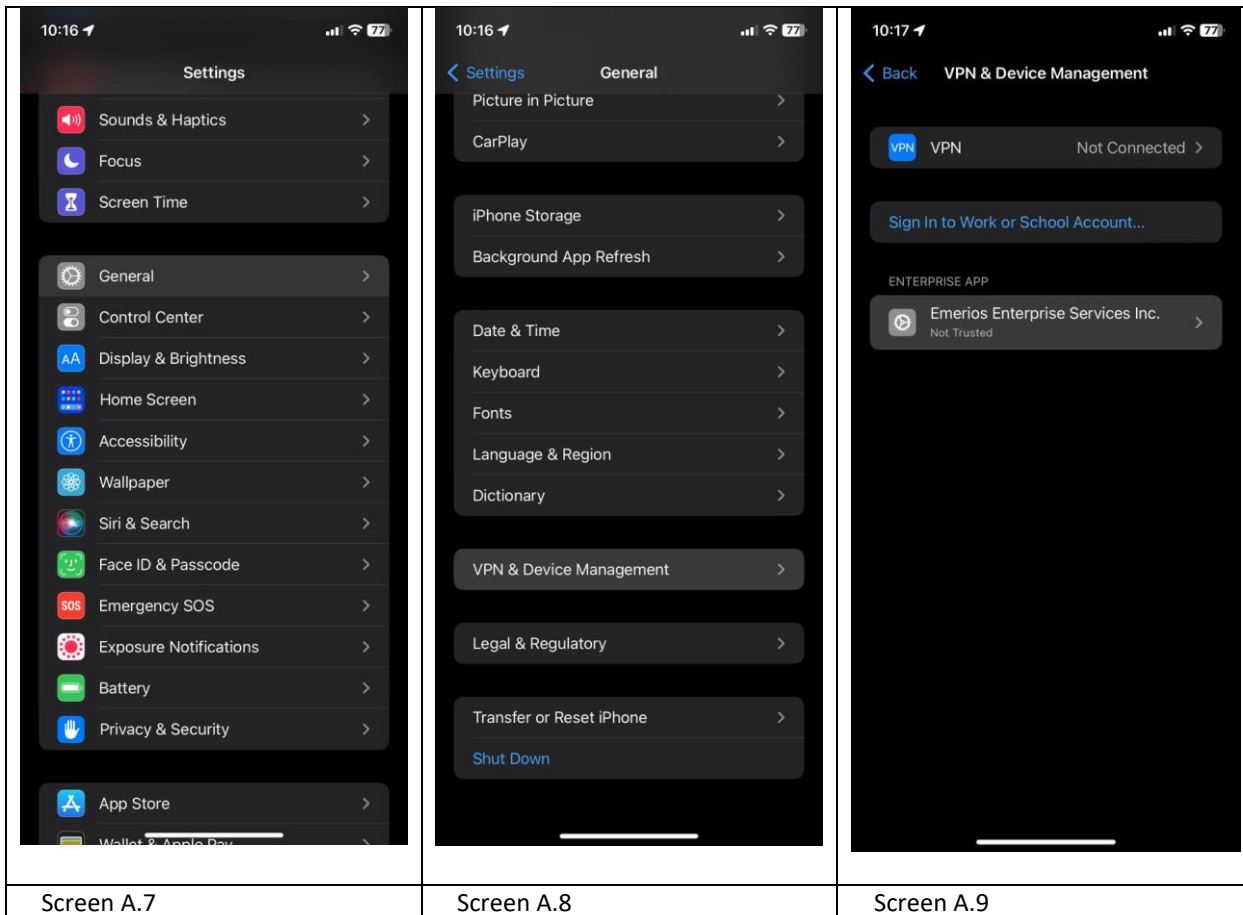
If you don't have the Emerios certificate installed and approved you should see this error when you try to start the Quest App (Screen A.7)



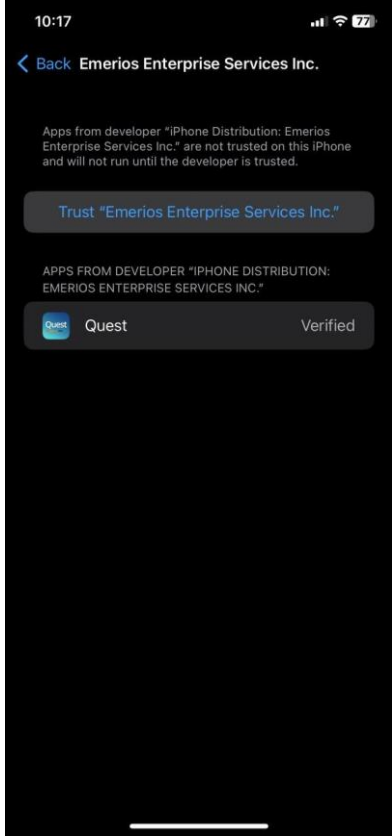
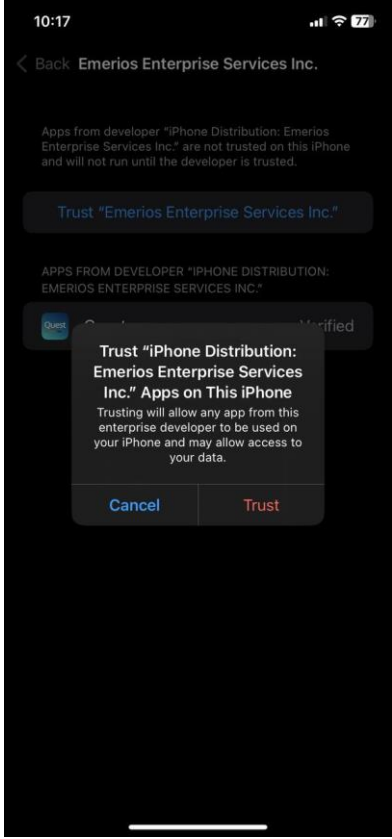
To approve the certificate you should go to:

**Settings** → **General** → **VPN & Device Management** → **Emerios Enterprise Services Inc.**

(see Screens A.8 / A.9 / A.10)



Tap on "Trust "Emerios Enterprise Service Inc." → Tap again on "Trust"  
(see Screens A.11 / A.12)

		
Screen A.10	Screen A.11	

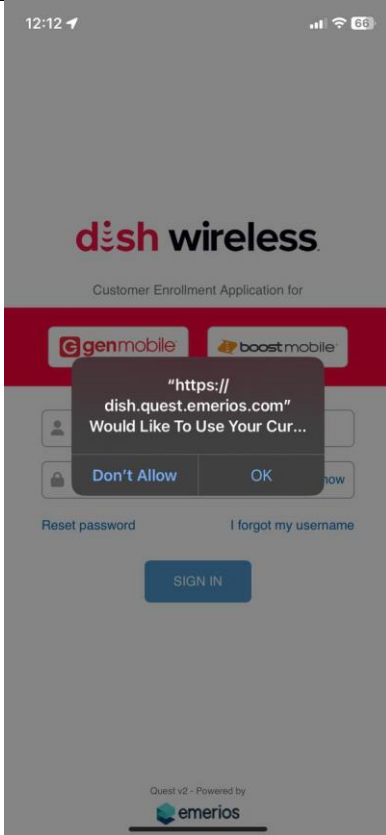
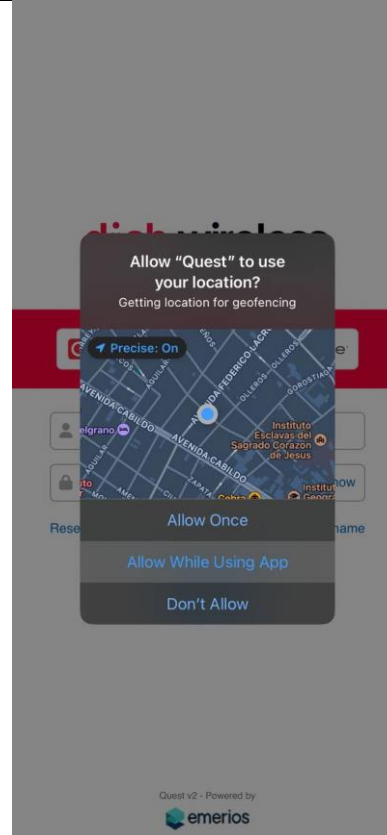
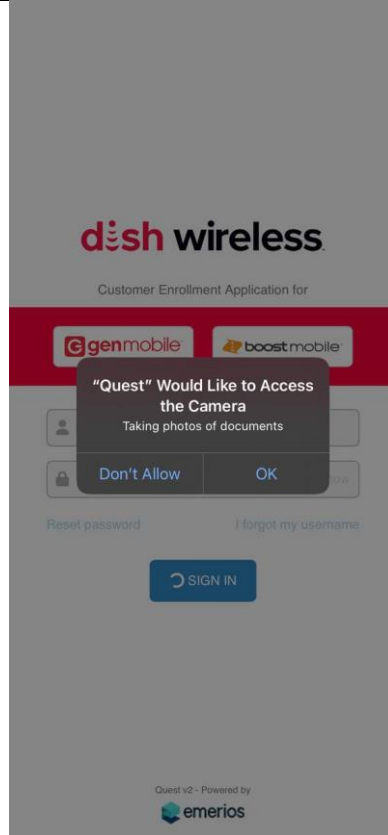
**STEP 4 – Login** - Login to the Quest app with your credentials





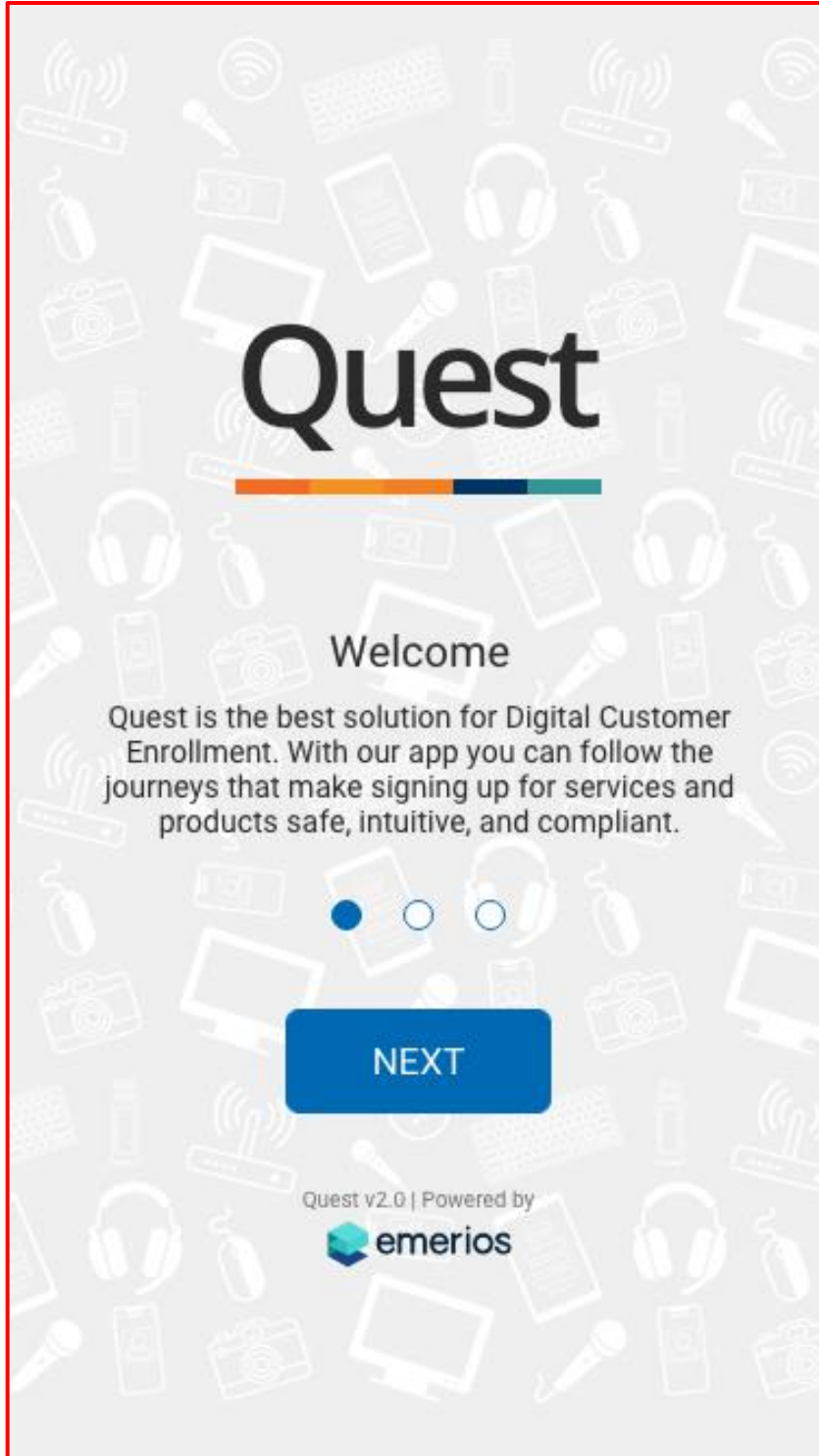
**STEP 5 – Permissions:** The Quest 2.0 needs access to geolocation and camera to work, the app should indicate if a permission is missing and how to enable it.

- 5.1 - Tap “OK” when asked to share current location (Screen A.14)
- 5.2 - Tap “Allow While Using App” when asked to Allow Quest to use your Location (Screen A.15)
- 5.3 - Tap “OK” when asked to allow Quest to access the Camera (Screen A.16)

		
Screen A.14	Screen A.15	Screen A.16

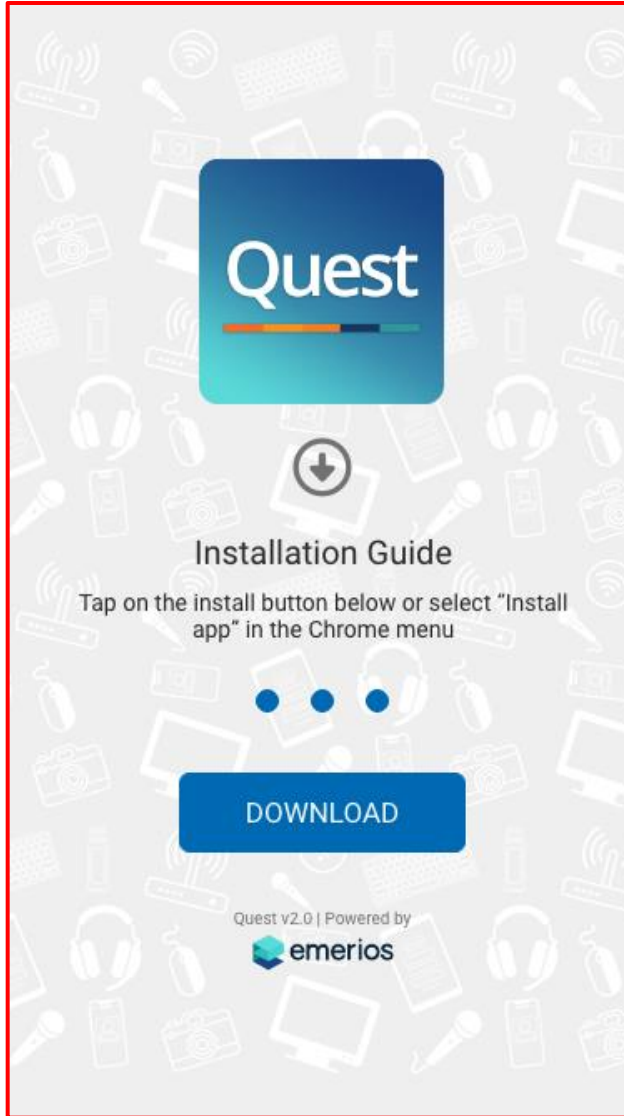
## Android Installation Instructions


**STEP 1** - Open the URL provided for the specified environment on the Chrome browser and click through the initial wizard.




**STEP 2** – At the last step tap the **Download** button and wait for the Quest App to install.

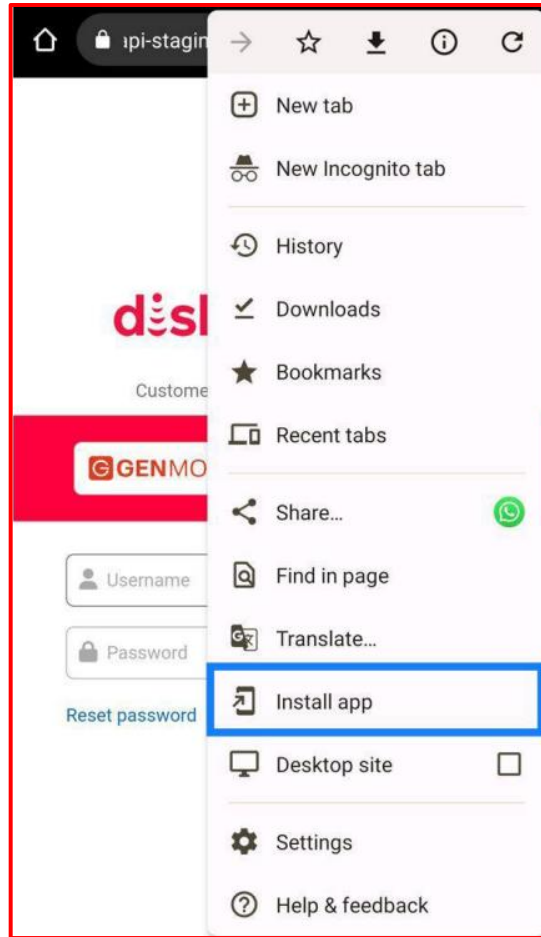
- **OPTION 2.1** - Tab on the Quest banner below



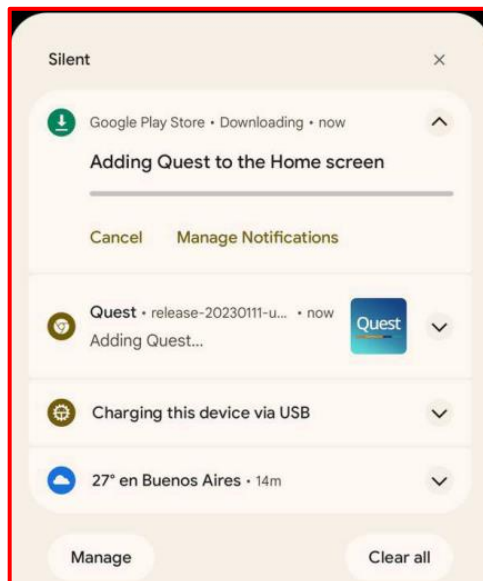
 **Quest 2.0 is compatible with Android 8 and above**

 **Android 10 and above is recommended for the best experience**

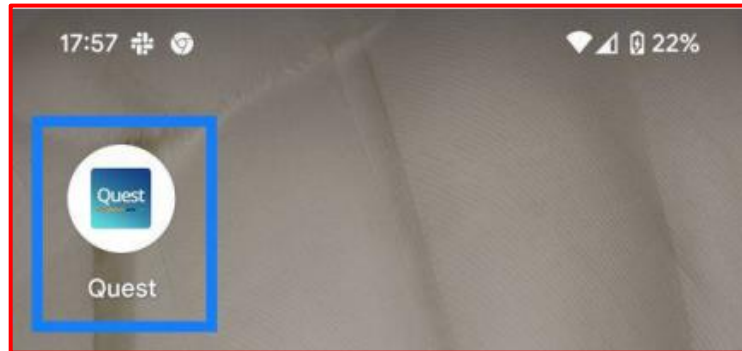
- **OPTION 2.2** - Select the **Install app** in the Chrome Menu.



**STEP 3** - Wait for the app to be added to the Home Screen.



**STEP 4** - The icon will be added to your home screen.



**STEP 5 – Permissions:** The Quest 2.0 needs access to geolocation and camera to work, the app should automatically ask for the required permissions upon login.

## Log In

In order to log in to the Quest app, introduce the *Username* and *Password* created during the Onboarding process. First, type the credentials in the tool:

The screenshot shows the Dish Wireless login interface. At the top is the 'dish wireless' logo, followed by the text 'Customer Enrollment Application for'. Below this is a red banner containing the 'GENMOBILE' and 'boost mobile' logos. The main form area includes a 'Username' input field, a 'Password' input field with a 'Show' toggle, and two links: 'Reset password' and 'I forgot my username'. A blue 'SIGN IN' button is positioned below the password field. At the bottom, it says 'Quest v1.0 - Powered by' followed by the 'emerios' logo. Three blue callout bubbles are present: one on the left pointing to the 'Reset password' link with the text 'Reset Password Button'; one on the right pointing to the 'SIGN IN' button with the text 'Buttons remain greyed out until the requested'; and a third bubble pointing to the 'I forgot my username' link with the text 'Buttons remain greyed out until the requested'.



When using the Quest App, Street Team Agents will be able to reset their password by using the option listed below the password box in the log in screen. It is very important that they remember the email address provided for the user creation, as any other password interactions will use the same email to resend the agent's information in a secure way.

## Integrity Pledge

As a qualification specialist, I commit to the following:

To begin or continue performing duties as an Enrollment Representative, I pledge and commit to the following:

- I shall maintain the highest level of confidentiality, integrity and discretion with respect to Applicant data provided for the purpose of applying for or enrolling in the Affordable Connectivity Program (ACP) and/or Lifeline program (Lifeline), as applicable, on behalf of the Applicant.
- I shall engage in the highest standards of professional conduct.
- I shall not use, create, or provide any false, misleading, fraudulent, or inaccurate information.
- I shall never copy, disclose, share, save, or use, or otherwise, any personal information of an Applicant including any pictures, picture IDs (i.e., driver's license), eligibility proofs, or any other information or items containing any personal information of Applicant other than to enroll the Applicant for Gen Mobile's ACP and/or Lifeline, as applicable.
- I shall protect my unique account identifier, password, and RAD ID and not share them with anyone, nor will I use anyone else's.
- I shall ensure my primary contact information is current and, if changed, I shall update it within the Representative Accountability Database (RAD) and with Gen Mobile within 30 days of said change.
- I shall at least once per year recertify my status with the RAD to maintain my unique RAD ID.
- Gen Mobile shall have my correct and current contact information (full name, residential address, phone number and email address).
- I shall comply with all applicable laws and Gen Mobile terms & conditions, policies, and health and safety protocols.
- I shall comply with all [ACP rules](#) and/or [Lifeline rules](#), as applicable, as established by Federal Communications Commission (FCC), Universal Service Administrative Company (USAC), or any other authorized government agency.

ACCEPT

After logging in, the Quest app will show the **Integrity Pledge**.


The Integrity Pledge screen is a reminder of the Street Team Agent's responsibilities towards the applicant's personal information, and the correct procedures followed to create enrollments using that information.


The pledge is based on the *Code of Conduct* that they must read during the Onboarding process.

This will appear every time the Street Team Agent logs in.

## Determine availability.

In order to determine if there is service available in the applicant’s area, the first step is to select the applicant’s **Language** and enter the address’ **zip code**.

If the service is available, the system will continue to the next screen after clicking the  button.

 *The button will be greyed out until a zip code is entered to check availability.*

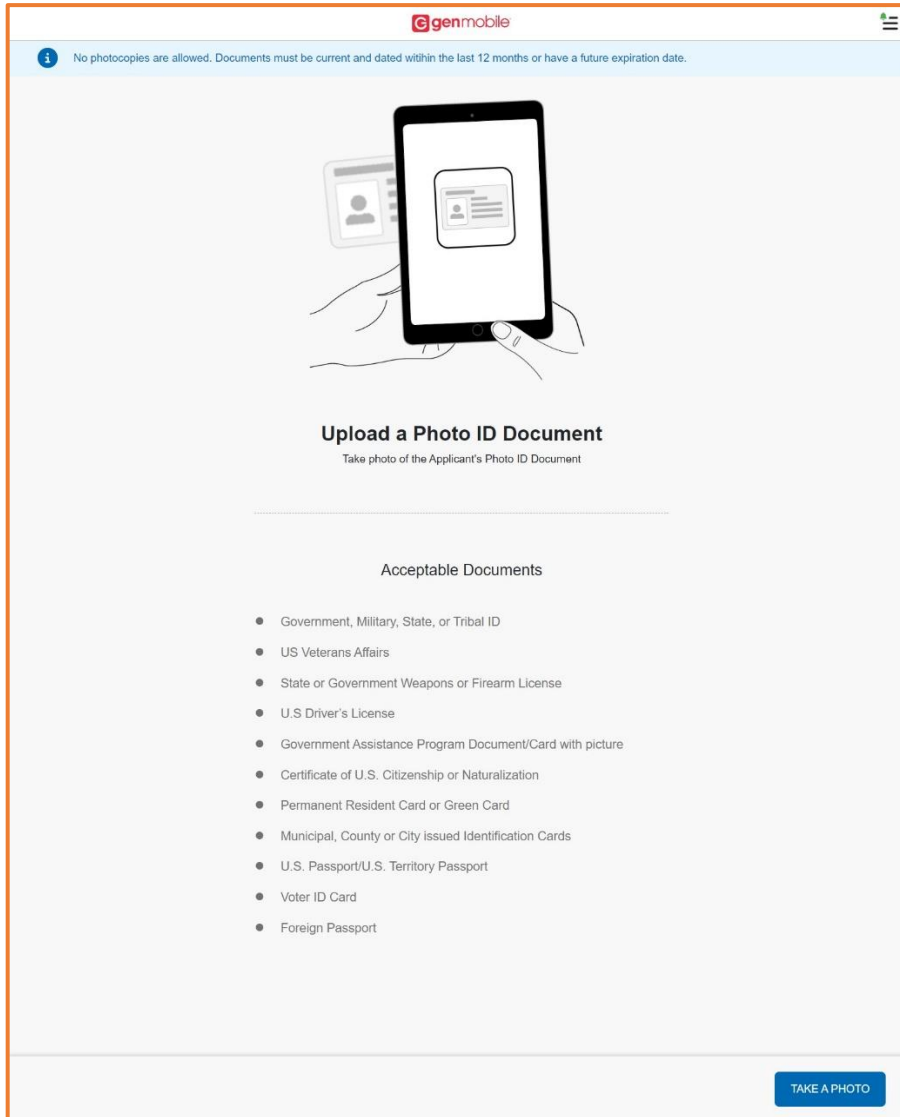
If there is service available in the area, the Quest app will get to the next screen and start requesting the necessary information to create an application.

**To keep in mind:** If the device in use does not have a front camera, or permissions to access the Quest app have not been granted, the Quest app will not be able to continue with the enrollment process.



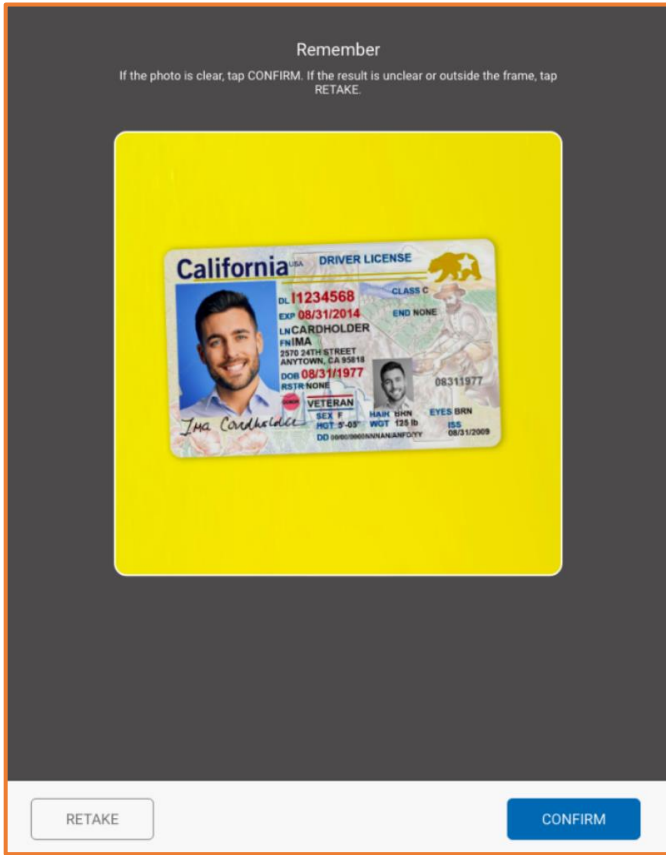
## Quest App Photo ID Process

Once the applicant’s zip code has been introduced, the Photo ID Upload process will start with the capture of the applicant’s Photo ID, which is mandatory, so if this proof is not uploaded the enrollment process cannot be continued. In other words, the order will not be submitted if the required Photo ID is not available. For this reason, the Quest App will show the following message to the applicant.



It is necessary to upload the Photo ID for later use in the *Proof* section. Furthermore, the ability to submit a second and completely OPTIONAL Supplemental Proof of address or identification will be available.

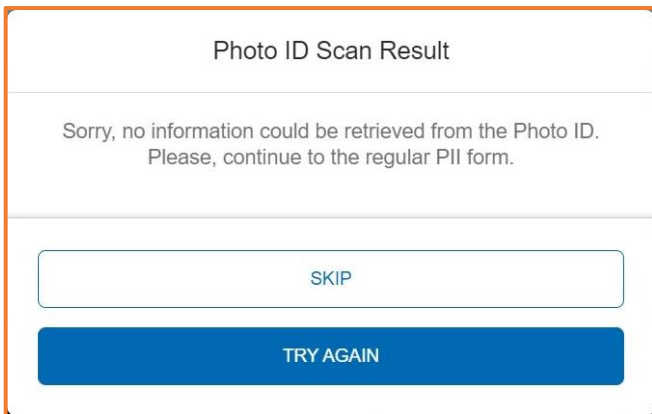
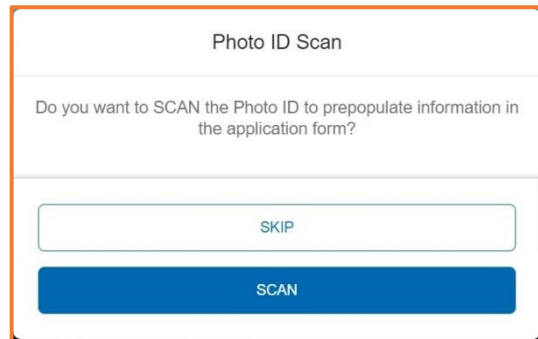
**Note:** Depending on the necessary validations for each situation, the Supplemental proof may or may not be submitted.



Once the applicant is ready to take the picture of their Photo ID, they will have to center the camera viewer, make sure that the ID is clear and legible, and then press the **CONFIRM** button to take the ID picture.

**Note:** Applicants will have the **RETAKE** button available to take new pictures, in case the one taken is blurry or out of focus.

After confirming the picture, the system will ask the ST Agent if they want to use the Photo ID **SCAN** to prepopulate information in the enrollment, thus avoiding the need to type the applicant's personal information. As usual, the **SKIP** option will be available for those who do not want to go through this process.



If the scan process fails, the following message will be shown. This only means that the ST Agent will have to type the applicant's personal information in the next step.

## Enrollment process

**Enter Applicant's Info**

First Name: CAROL \* Middle Name: e.g. Stewart

Last Name: PENDINGCERT \* Suffix: e.g. Mr

Last 4 numbers of their SSN: 2233 ✓ Date of Birth: 01/11/1966 \*

Email: TEST.1234@GMAIL.COM ✓ Phone Number (if they have one): e.g. 53169456554

I authorize and give express consent for Gen Mobile and its contracted partners to contact me for Gen Mobile offers and other products and services via email, telephone, or text messaging, including calls using an automated telephone dialing system, manually, or with pre-recorded/artificial voice messages. Text messaging and data rates may apply. Opting in to receive such marketing materials is not a condition of my qualification of the applicable government benefit(s). Consent for emails, calls, and texts is optional and can be revoked at any time by dialing 611 from my Gen Mobile provided wireless number or by calling 1-855-GEN4ACP (1-855-436-4227) and revoking consent. For more information, see our Terms & Conditions and Consumer Policies at www.genmobile.com.

To sign up as an applicant, the system will ask you to enter some information.

The first screen will request the applicant's **first** and **last legal name** as well as the last four digits of the **SSN** and the **Date of birth**.

Agents will also be able to introduce *Middle name* and *suffixes* if needed.

The applicant's email address is a mandatory field, and it should be entered to make sure that, if needed, customers can be contacted.

Applicants can also indicate if they are interested in receiving promotional offers and products.

After introducing the applicant's PII, the system will verify that the applicant does not have another enrollment created. If that is the case, the following pop up will be displayed.

The applicant is not eligible ✕

According to our records the Applicant already has an Application. It is not necessary to complete a new one.

**GO HOME**

The system will request that the Street Team Agent enters the applicant’s information in the following format:

- Applicant’s legal name
  - a. What does “legal” mean?
    - i. If the applicant’s name is ‘Robert’ and that is the way the name appears in any proof or documents to be used as proof, the only way to enter the name in the application is ‘Robert’. No nicknames (E.g., Rob, Bob, Bobby, etc.) should be added, as the proof and enrollment will get rejected if any alias or nicknames are used.
- Applicant’s legal last name (same rules as first name apply)
- Applicant’s date of birth (format is MM/DD/YYYY)
- Applicant’s last four digits of the SSN
- Applicants may introduce a Middle name and a Suffix, which have their own field.
- Applicant’s address

**What is their home address**

Enter the Address where the Applicant will receive service. Do not use P.O. Box.

Street Number and Name	Apartment, Unit, etc.	
<input style="width: 95%;" type="text" value="324 FREY ST"/>	<input style="width: 95%;" type="text" value="e.g. Apt, Set, Lot or Other Units"/>	
City	State	Zip Code
<input style="width: 95%;" type="text" value="Ashland City"/>	<input style="width: 95%;" type="text" value="Tennessee"/>	<input style="width: 95%;" type="text" value="37015"/>

Use this address as mailing address

No PO Boxes should be added here. Only Physical address can be entered in this step.

If the applicant needs to enter a mailing address different from the main address, a shipping address can be added in this same step. Shipping addresses can be from a relative, friend, general delivery, or a PO Box.

It should always be from the same state where the applicant resides.

- Applicant’s city will be auto filled by the system, based on the Zip Code entered.
- The applicant’s State and Zip Code will be auto filled as well, based on the Zip Code entered to check availability.

**Note:** After the information has been entered, each section will change its icon for a green checkmark




If you have doubts or need a quick refresher on the correct abbreviation of street suffixes, you can go to [https://pe.usps.com/text/pub28/28apc\\_002.htm](https://pe.usps.com/text/pub28/28apc_002.htm) to check on the correct format to input in the address section of the enrollment.

If applicants live on tribal lands, they will have a specific checkbox to indicate so.

### Shipping address Information.

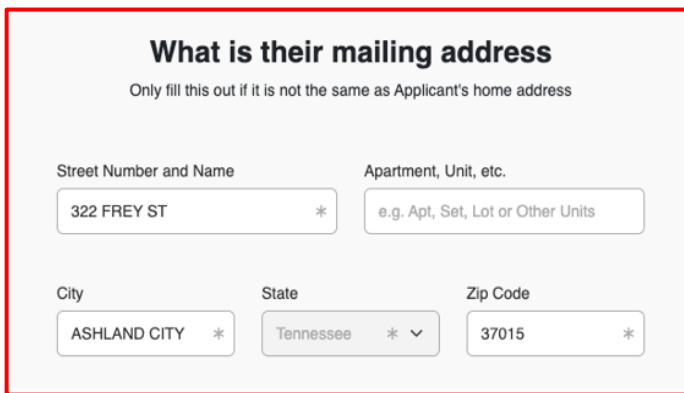
Below the **Home address** section, Street Team Agents will find the option of adding a **Shipping address**.



Use this address as mailing address

No ✓ ▼

The **NO** option will be selected by default, assuming that the main address is the same as the mailing address already provided. If applicants want to add a different mailing address, this option should be selected and enter a shipping address.



**What is their mailing address**  
Only fill this out if it is not the same as Applicant's home address

Street Number and Name: 322 FREY ST \*

Apartment, Unit, etc.: e.g. Apt, Set, Lot or Other Units

City: ASHLAND CITY \*

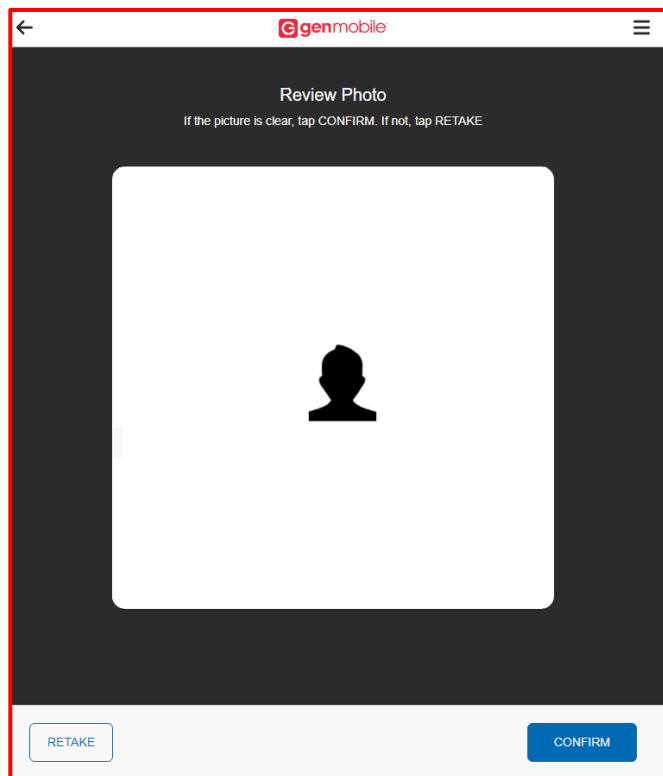
State: Tennessee \* ▼

Zip Code: 37015 \*

- 1- The shipping address can be a friend's, relatives', general delivery, or PO Box address.
- 2- This option can also be used in case the physical address is detected as undeliverable by the system. In that case, the Street Team Agent will see a pop-up saying that a valid shipping address must be used to complete the enrollment process. Further proof of the applicant's address will be requested at the end of the enrollment process.

After the information is introduced, Street Team Agents will be requested to take a picture of them, for audit purposes.

If the picture is clear and legible, the **CONFIRM** button should be pressed, if otherwise, press the **RETAKE** button to take a new picture.



← genmobile ☰

**Review Photo**  
If the picture is clear, tap CONFIRM. If not, tap RETAKE

[Silhouette Placeholder]

RETAKE CONFIRM

## Qualification Method Selection

After the applicant has read and acknowledged the information, the next screen will show the list of qualifying programs in the State. To continue with the application creation, a program must be selected.

### Select Applicant's Qualifying Program

Ask the applicant if they participate in any of these programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP) Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)

[Show all](#)

---

[Apply via Income](#)

State where the applicant resides. The Quest app will only show the qualifying programs available in that State, so agents do not have to memorize the list of programs.

The **NEXT** button will be available only when at least one program is selected.

The Income option is also available in case the customer does not have any of the programs listed.



### GOOD PRACTICE TIP!

Always ask the applicant what government program they are receiving and if they have proof to submit and check it **before the enrollment creation**.

The most popular programs are FoodStamps, Medicaid, and SSI, so a good prequalifying question would be if the applicant receives any of them.



Most of the processes delays and rejections are caused by misspellings and customer's information mismatch.

Requesting the documents that will be submitted as proof in advance will help you avoid most of these unnecessary delays.

A dialog box titled "Please select your subprogram" with a close button (X) in the top right corner. It contains four radio button options: "Housing Choice Voucher Program", "Project-Based Rental Assistance" (which is selected with a blue checkmark), "Public Housing", and "Affordable Housing Programs for American Indians, Alaska Natives or Native Hawaiians". At the bottom, there are two buttons: "CANCEL" and "CONFIRM".

If applicants select Section 8 as their qualifying program, an additional sub-program section will have to be filled in.

If the qualifying program selected is *Federal Pell Grant for the current award year*, another section will become available for the applicant to indicate the name of the school where the Pell grant is given.

A dialog box titled "What is the Applicant's school name" with a close button (X) in the top right corner. It features a text input field containing "e.g. Castlemont High School" and an asterisk (\*) on the right. Below the input field are two buttons: "CANCEL" and "CONFIRM".

### Income Eligibility

The "Income Eligibility" section has a title "Income Eligibility" and a subtitle "Apply via Income". Below this, it states: "The Applicant's gross annual household income must be at or below the amount listed for their household size." There is a text input field with the question "How many people are in the Applicant's household?" and the example "e.g. 2, 3, 18" and an asterisk (\*) on the right.

If the income option is selected, Street Team Agents will have to ask applicants the number of people living in their household, and then introduce that information in the box provided.

In the next step, Street Team agents will have to ask applicants for their annual household income, and based on the information provided, select one of the three options available, as shown on the right.

This section is titled "Check the maximum gross annual household income for a household of 2" and includes the instruction "If the Applicant doesn't know their exact yearly Income, please use the calculator." There are two links: "Use Calculator" and "Show Income Table". Below are three radio button options: "At or below the \$26,622 limit", "Between the \$26,622 limit and the \$39,440 limit", and "Above the \$39,440 limit". At the bottom, there is a link "Apply via Program".

If applicants do not know the yearly amount, they can click on the **Use Calculator** button from the top left corner and they will be led to the following screen.

Check the maximum total yearly gross for a household of 2  
 Select if you want to use yearly, monthly or weekly income.

Applicant's Household income

Time period

[Apply via Program](#)

As the image above shows, there will be a box to introduce the number of the household income, and in the second box, they will be able to inform if the value is **Per Year**, **Per Month** or **Per Week**.

Time period

Select

- Per Year
- Per Month
- Per Week

Income Table

Number of Person(s) in Household	Maximum Income Amount Accepted ACP	Maximum Income Amount Accepted Lifeline
1	\$29,160	\$19,683
2	\$39,440	\$26,622
3	\$49,720	\$33,561
4	\$60,000	\$40,500
5	\$70,280	\$47,439
6	\$80,560	\$54,378
7	\$90,840	\$61,317
8	\$101,120	\$68,256
For each additional person, add	+ \$10,280	+ \$6,939

CLOSE

Another way of reviewing the maximum income amount accepted is by taking a look at the table that will be available under the **Show Income Table** option.

The list will indicate the maximum values for the ACP and for Lifeline programs.




After introducing all the information, depending on the option that the , applicants will be able to continue with the enrollment process having the chance to apply for *Lifeline only* or for *Lifeline + ACP*. If that is the case, the following messages will be displayed.

<p><b>The Applicant can apply for ACP and Lifeline benefits!</b></p> <p>Based on the information provided, the Applicant may be qualified for the ACP Benefit and the Lifeline Benefit. Their information will need to be verified by government databases.</p>	<p><b>The Applicant can apply for the ACP Benefit!</b></p> <p>Based on the information provided, the Applicant may be qualified for the ACP Benefit. Their information will need to be verified by government databases.</p>
---	--

If the values provided by the applicant exceed the maximum allowed, the following pop-up will be displayed for the applicant to decide if they want to **APPLY VIA PROGRAM** in case they have one, or for the ST Agent to press the **HOME** button, if there is no other way to continue with the enrollment process:

Unable to continue ✕



The Applicant is not eligible to apply for the ACP Benefit based on their household income. Please try to apply using an accepted government program(s).

[HOME](#) [APPLY VIA PROGRAM](#)

## Plan Selection

Once the eligibility method is selected, the following step is to present the different plans available to the applicant.

Search plan Clear FILTER

**i** \*\* Unused balance will not carry over from month to month. A month equals 30 days.

### Applicant's Service Plan

**\$0** ~~\$40~~  
per month

16GB OF DATA \*\*

ACP + LL PLAN & PHONE + DISCOUNTED TABLET BUNDLE.

Unlimited Talk & Text and 16GB 4G LTE data.

MORE INFO

**\$0** ~~\$40~~  
per month

16GB OF DATA \*\*

ACP + LL PHONE PLAN

Unlimited Talk & Text and 16GB 4G LTE Data.

MORE INFO

NEXT

At the top right corner, the system will present a **Plans Filter** button for the applicant to arrange the plans by selecting the device(s).

Plans Filter x

Select one or more filters to apply

Phone + Tablet  Phone

APPLY FILTER

By clicking on the **MORE INFO** button located at the bottom of each plan, applicants will be able to see the complete offer.

ACP + LL Plan & Phone + Discounted Tablet Bundle.

**\$0** ~~\$40~~  
per month

**16GB**  
OF DATA \*\*

ACP + LL PLAN & PHONE + DISCOUNTED TABLET BUNDLE.

Unlimited Talk & Text and 16GB 4G LTE data.

Includes a free or upgraded phone and a discounted tablet

**CANCEL** **SELECT**

If the applicant selects the **Free Phone & Plan + Discounted Tablet Bundle** plan, the corresponding **Device option** should be selected.

**genmobile**

**Device Option**  
Choose the Applicant's device option

Free Phone & Plan + Discounted Tablet Bundle

On the other hand, if applicants select the **ACP + LL Phone Plan**, they will have to indicate if they need to request a free **Phone**, or if they are interested in applying through the **Bring Your Own Phone** option.

**genmobile**

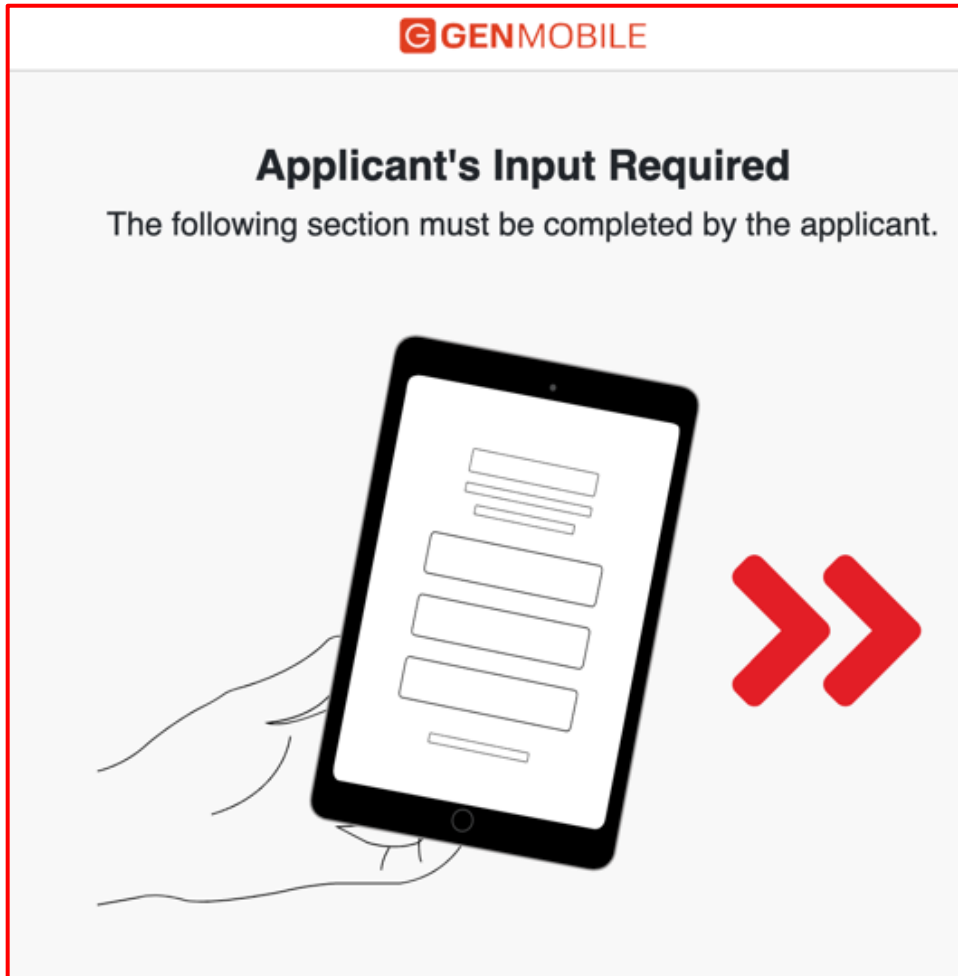
**Device Option**  
Choose the Applicant's device option

Phone

Bring Your Own Phone

### Hand Over Symbol

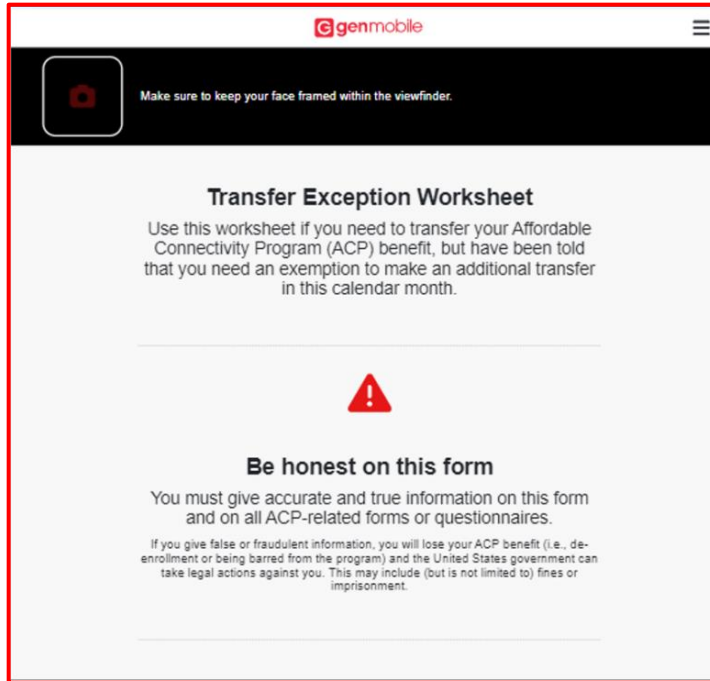
In the next screen, Street Team Agents will be requested to hand in the device to the applicant, so that person can complete the following step.



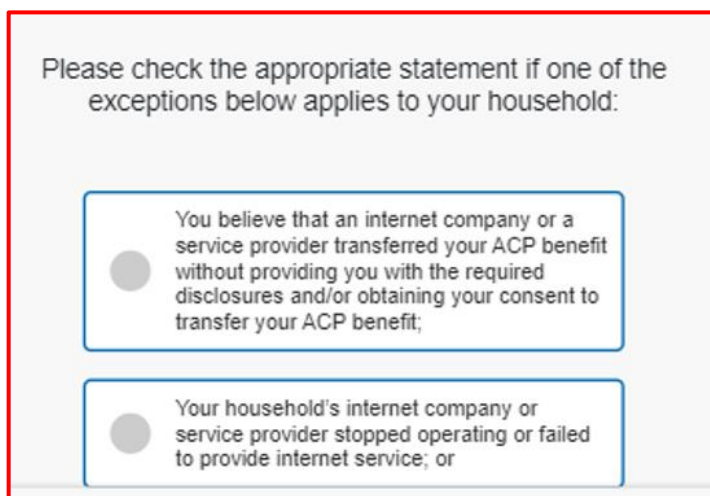
**i** Make sure that every time this symbol is displayed on the screen, the applicant reads the information from that section.

### Transfer Exception Worksheet

If the applicant was already receiving a benefit from a different provider and they have still not covered the minimum timeframe to apply with a different one, they will have to fill in the **Transfer Exception Worksheet**. They will be asked a couple of questions under penalty of perjury.



The applicant will have to read all the options provided and then select the most suitable according to their situation:



The screenshot shows a form with two radio button options at the top. The first option is selected and contains the text: "You moved to a location outside of your current internet company's or service provider's service area." The second option is unselected and contains the text: "None of the above apply". Below these options is a section titled "Signature" with the text: "By signing, you agree that the information you provided on this form is true and correct to the best of your knowledge." Underneath this is a reference number: "Ref: PETER INELIGIBLETRANSFER". There are two input fields: "Enter your full legal name below" with the value "e.g. JOHN SMITH" and "Today's date" with the value "01/28/2023". A blue "NEXT" button is located at the bottom right of the form.

Apart from the options that can be seen in these pictures, there will be a **Signature** section to confirm that the information provided is true and correct.

If the applicant selects the option **None of the above apply**, unfortunately they will not be able to transfer the service, because only one transfer per month is allowed, and it was already used.

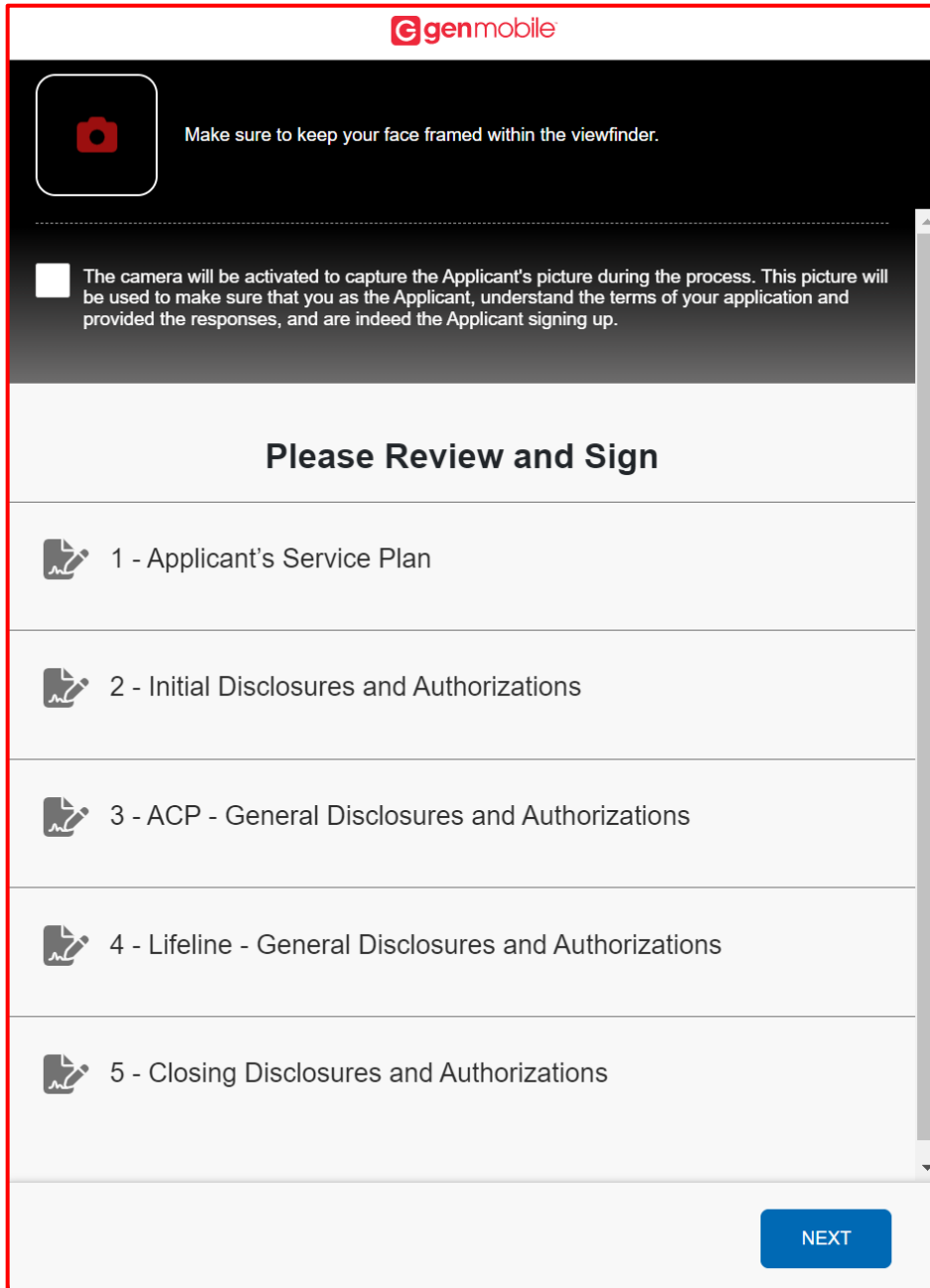
The screenshot shows a form with a single selected radio button option containing the text: "None of the above apply". Below this is a red warning triangle icon and the heading "Attention". The text below the heading reads: "Currently, we are unable to transfer the Applicant's ACP benefit. Under the ACP rules, the Applicant is only allowed one transfer per month. According to the National Lifetime Accountability Database (NLAD), the Applicant has already transferred their ACP benefit to another service provider this month. The Applicant ACP benefit cannot be transferred again until 11/05/2022. Please ask the Applicant to come back then or later to transfer their ACP benefit." A blue "NEXT" button is located at the bottom right of the form.

The good news is that the system will provide the date when the applicant can request the service transfer, for them to know when they can switch providers.

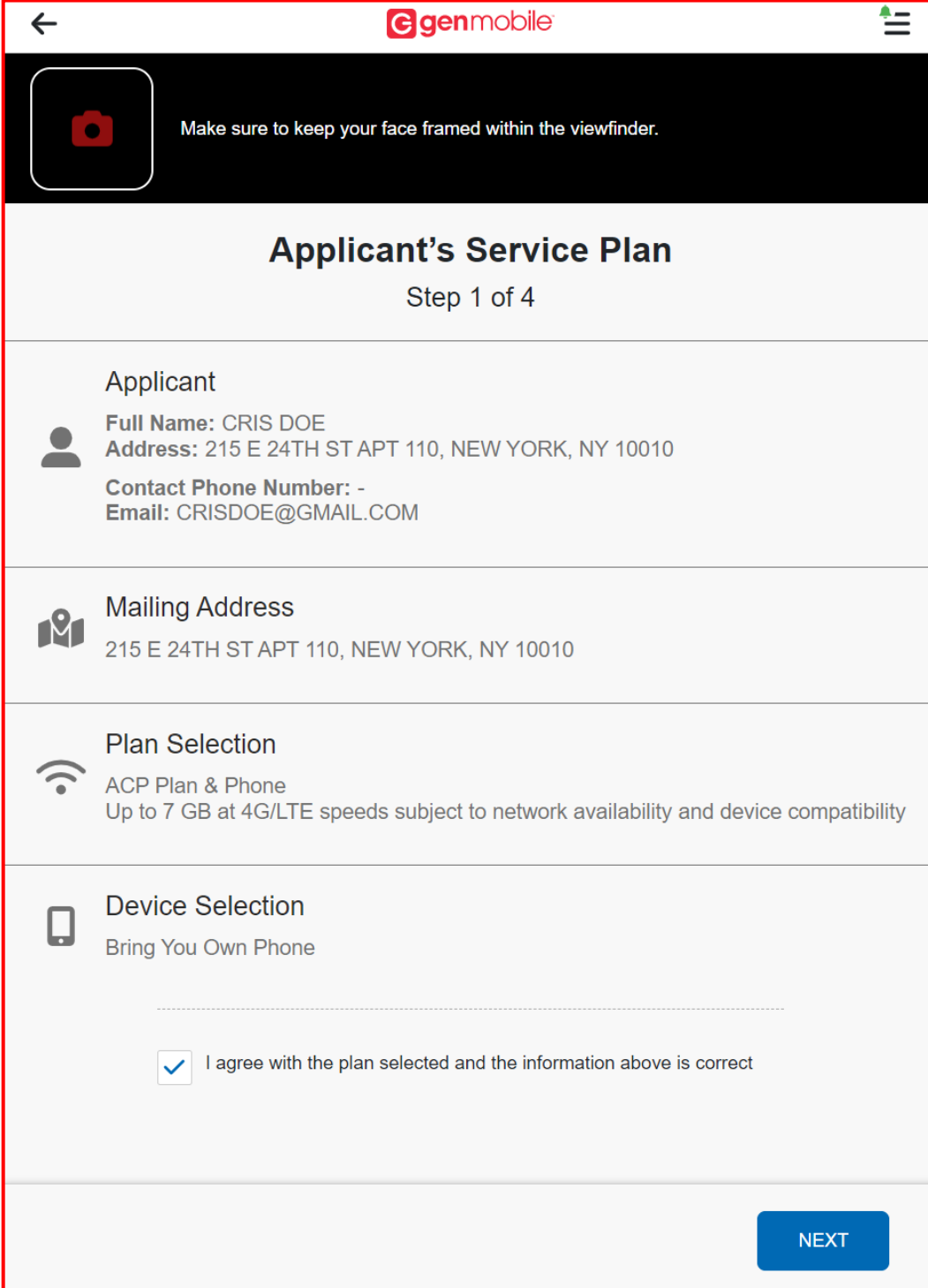
**Note:** This step will appear only if the applicant was already receiving a benefit from a different provider, and they have still not covered the minimum timeframe to apply with a different one. If not the case, the app will take them to the next step, the TOS acceptance for ACP and LL.


## Review Enrollment Information


In the following section, applicants will have to accept all terms and conditions presented. In the first section, they will be requested to accept that the camera will be activated to capture the applicant’s face. The Quest app will also display the different sections in which the process is divided.



As the image below shows, the initial step will request the ST Agent to verify all the information related to the **Applicant**, the **Address**, the **Plan** and the **Device** selection.




← **genmobile** 

 Make sure to keep your face framed within the viewfinder.


### Applicant's Service Plan

Step 1 of 4


**Applicant**

 **Full Name:** CRIS DOE  
**Address:** 215 E 24TH ST APT 110, NEW YORK, NY 10010  
**Contact Phone Number:** -  
**Email:** CRISDOE@GMAIL.COM


**Mailing Address**

 215 E 24TH ST APT 110, NEW YORK, NY 10010

**Plan Selection**

 ACP Plan & Phone  
Up to 7 GB at 4G/LTE speeds subject to network availability and device compatibility

**Device Selection**

 Bring You Own Phone

I agree with the plan selected and the information above is correct

**NEXT**





In the third step, applicants will be presented with the General disclosures and Authorizations for ACP.

## ACP - General Disclosures and Authorizations

Step 3 of 5

---

### ACP: Disclosures, Authorizations and Certifications

The Affordable Connectivity Program (ACP) is a government benefit program operated by the Federal Communications Commission (FCC) that provides discounts on monthly broadband Internet access service and certain connected devices. For more information about the ACP and program eligibility requirements, call us at 1-855-GEN4ACP (1-855-436-4227) or visit [www.genmobile.com/assist](http://www.genmobile.com/assist). Willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program. ACP benefits may be obtained from any participating provider of your choosing and your monthly service benefit may be transferred to another provider no more than once in a service month. ACP discounts can be applied to any available Gen Mobile service plans at the same terms available to households that are not eligible for ACP supported services. Upload/download speeds will be determined by your particular service plan, and other factors, including your device, network availability from our underlying carrier, your proximity to cellular towers, and environmental factors may affect speeds, as described in our Terms & Conditions. A complete listing of our plans, including plans that are fully covered (no co-pay after application of the ACP discount), is available at [www.genmobile.com/plans](http://www.genmobile.com/plans) and [www.genmobile.com/assist](http://www.genmobile.com/assist). Gen Mobile's complete Terms & Conditions, Consumer & Privacy Policies, and ACP Terms & Conditions apply and are available at [www.genmobile.com](http://www.genmobile.com). ACP monthly service and one-time device discounts are not transferrable to other households or individuals. An eligible household is limited to one monthly service discount and a single one-time Connected Device discount. An eligible household does not have to purchase an ACP discounted Connected Device in order to enroll in the ACP and receive monthly service discounts. Devices available for ACP discounts are subject to availability. Eligibility for the ACP is determined by the National Verifier and National Lifeline Accountability Database (NLAD), administered by the Universal Service Administrative Company (USAC), or an alternative verification process approved by the FCC. Your ACP discount benefit is separate from your Lifeline discount benefit. Your household can receive only one ACP benefit and one Lifeline benefit. Your ACP benefit can be

[NEXT](#)

Once all the ACP disclosures have been accepted, in the fourth step, applicants will have to accept all terms and conditions related to the LifeLine program.

## Lifeline - General Disclosures and Authorizations

Step 4 of 5

### Lifeline: Disclosures, Authorizations and Certifications

Lifeline is a government benefit program operated by the Federal Communications Commission (FCC) that provides discounts on monthly broadband Internet access service and/or voice service. For more information about Lifeline and program eligibility requirements, call us at 1-855-GEN4ACP (1-855-436-4227) or visit [www.genmobile/assist](http://www.genmobile/assist). Willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the Lifeline program. Only one Lifeline benefit is available per household. A household is not permitted to receive discounted Lifeline services from multiple providers. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses. Violation of the one-per-household limitation constitutes a violation of the FCC's rules and will result in you being de-enrolled from the Lifeline program. Lifeline discount benefits are not transferrable to other households or persons. Eligibility for Lifeline is determined by the National Verifier and National Lifeline Accountability Database (NLAD), administered by the Universal Service Administrative Company (USAC), or an alternative verification process approved by the FCC. Gen Mobile's complete Terms & Conditions and Consumer & Privacy Policies apply and are available at [www.genmobile.com](http://www.genmobile.com).

I hereby certify that I have read and understood the disclosures listed above regarding Lifeline benefits and consent to enroll in Lifeline with Gen Mobile.

Lifeline Eligibility Criteria and Electronically Initialed Certifications:

In the final step, applicants will have to accept all Closing Disclosures and Authorizations.

## Closing Disclosures and Authorizations

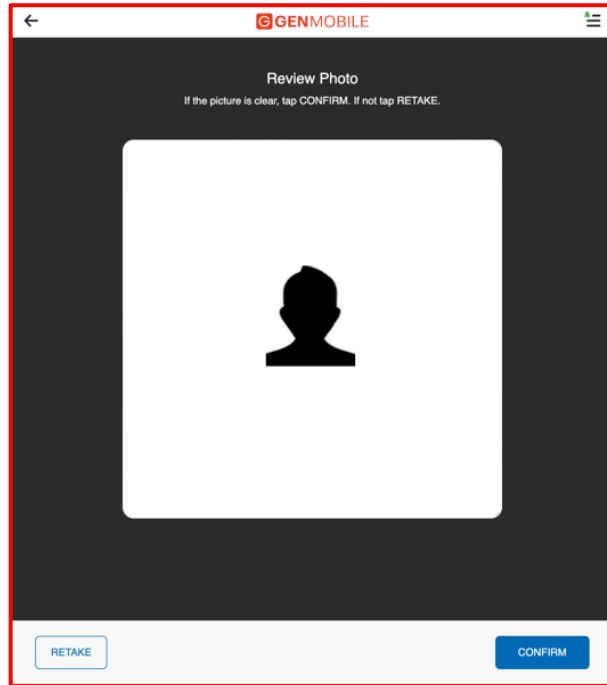
Step 5 of 5

### General Disclosures and Authorizations

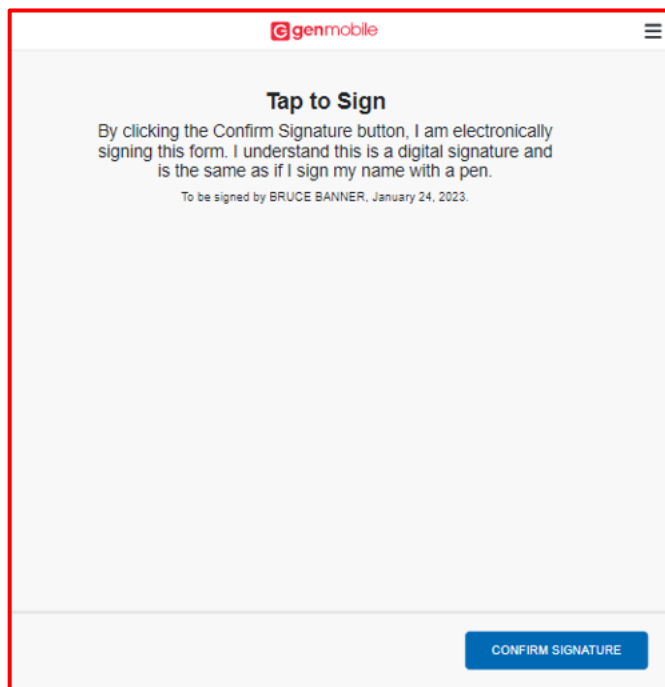
- I authorize and give express consent for Gen Mobile and its contracted partners to contact me to validate my eligibility for, desire to participate in, or subscription to Gen Mobile's ACP and/or Lifeline offers via email, telephone, or text messaging, including calls using an automated telephone dialing system, manually, or with pre-recorded/artificial voice messages. Text messaging and data rates may apply. I understand that opting out will not affect Gen Mobile's ability to contact me with notices and messages regarding ACP and/or Lifeline service(s) and Connected Device benefits via the methods listed herein.
  
- I acknowledge that I am providing the information I have included in this form to Gen Mobile and its contracted partners and further authorize them to receive and use my information for enrollment verification and waste, fraud, and abuse mitigation purposes. I also authorize Gen Mobile and its contracted partners to receive and use my historic Emergency Broadband Benefit (EBB), ACP, and Lifeline enrollment information for verification and waste, fraud, and abuse mitigation purposes.
  
- I authorize Gen Mobile and its contracted partners, for the purpose of applying for, determining eligibility, enrolling in, and seeking reimbursement of ACP and Lifeline services and Connected Device benefits, to collect, use, share, and retain my personal information, including but not limited to information required for the purpose of establishing eligibility for and enrolling in the ACP and Lifeline, and including, but not limited to, full name, full residential address, date of birth, last four digits of social security number, telephone number, eligibility criteria and status, the date on which the ACP and Lifeline

CONFIRM

Before continuing with the enrollment process, applicants will have to indicate if the picture taken is clear enough. If that is the case, the **CONFIRM** button should be pressed. Otherwise, they can press the **RETAKE** button to take a new picture.



Under the Application review, the list of TOS will be shown, and each of them needs to be tapped by the customer to accept them. Remember, this is a *handover* section, therefore the applicant is the one reading and accepting them. Next, the applicant has to click on the **CONFIRM SIGNATURE** button, located below the Penalty of Perjury statement.



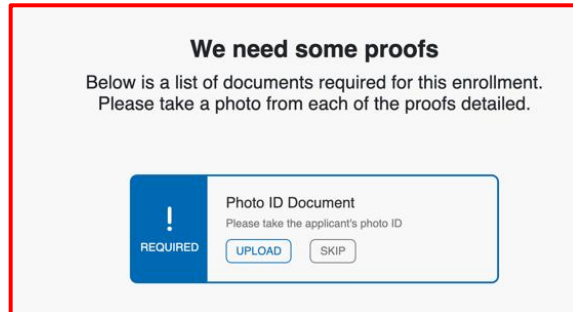


The Quest App will let the applicant know that the device can be returned to the Street Team Agent, who in the next step will have to request any proof requested by the system to perform the corresponding validations.

If no proof is available at the moment of the enrollment creation, agents will have to click on the **NO PROOF AVAILABLE NOW** option. Otherwise, the **TAKE A PHOTO** button should be pressed.

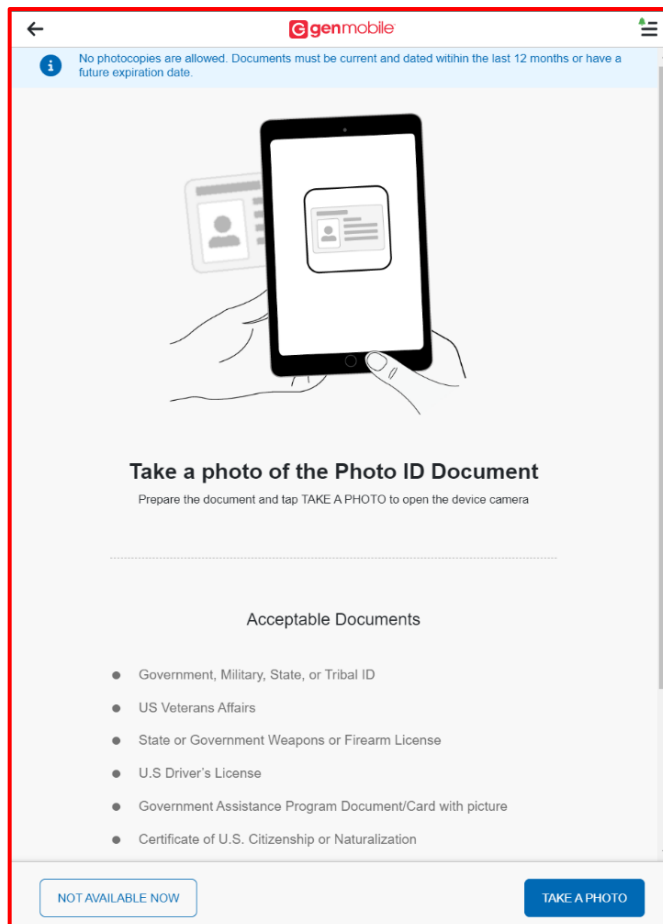
## Upload Proof Process

The next step will be to upload the necessary proofs to the Quest app that the system will require. As can be seen below, Street Team Agents have the option of taking a picture to their **Photo ID Document** for the review process to take place.

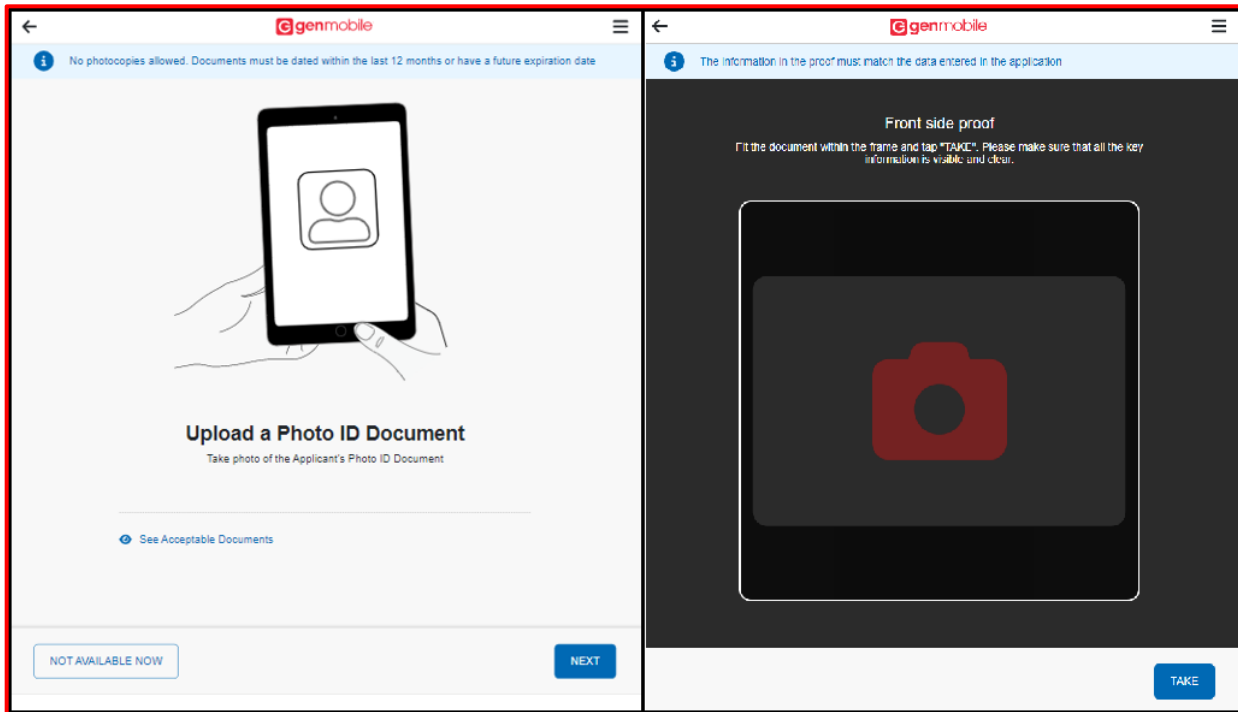


**Note:** The enrollment will not become Qualified until all the requested proofs have been uploaded and approved by the Backoffice department.

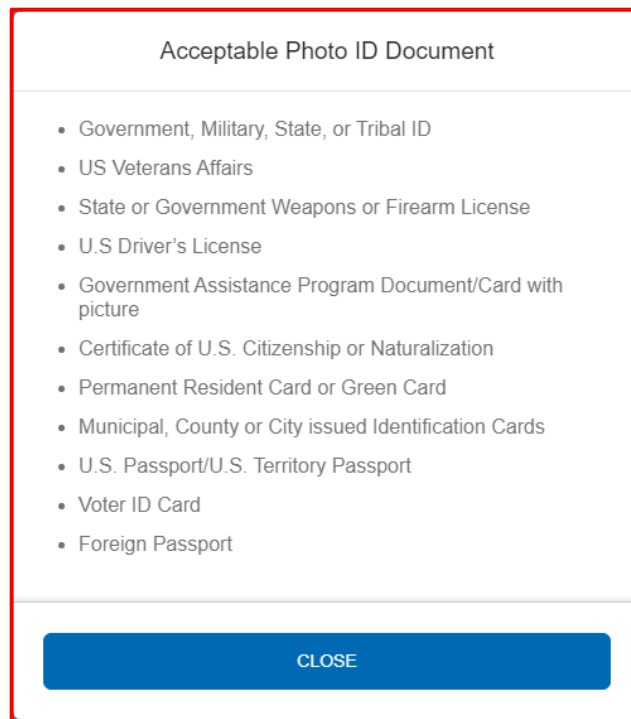
As shown below, the Quest app will indicate the applicant what is the type of proof that must be uploaded by providing a list with the **Acceptable Documents**.



If the proof is clear and legible, the Street Team Agent will have to click on **SUBMIT**, but if the picture is blurry or out of focus, the **RETAKE** button should be pressed to take a new sample.



By clicking on the **See Acceptable Documents** button, the Quest app will display the different examples.





Do you need a second picture?

If there is relevant information on the back of the proof, you can take a photo of it

YES

NO

Once the picture has been taken, the system will ask if there is a need to take a second photo from the back of the document provided or a supplemental ID document.

Once all the documents have been uploaded, the Quest app will inform if the document was uploaded successfully by showing a checkmark beside the documentation requested.

genmobile

If the proof cannot be provided now, it will be required to submit later. Any failed validation or lack of proof will prevent the application from being processed and/or approved

**Required proofs**

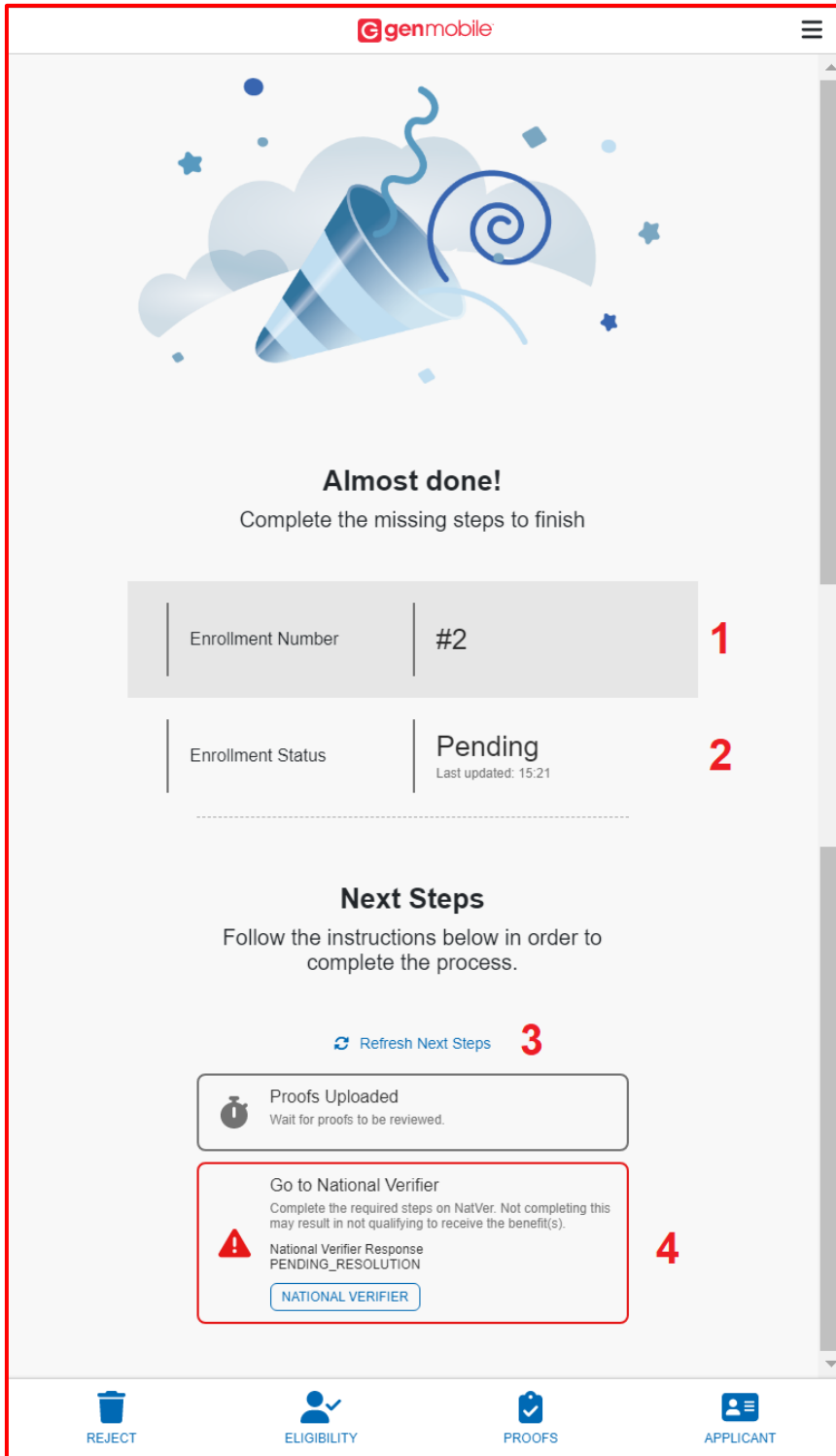
Take a photo of each of the documents detailed below to continue.

✓  
DONE

Photo ID Document  
Government Issued ID or Driver's License

## Thank You Page

At this point, the enrollment is already complete and the *Thank you* page will show the following information:



**1 Application number:** It should always be provided to the applicant, so that they can follow up on the application status or any other service assistance requirements that the applicant might need in the future.

**2 Application status:** An application can have different statuses. The default status after being created is *Pending*. Other statuses are:

Qualified: (all documents were processed and classified as valid).

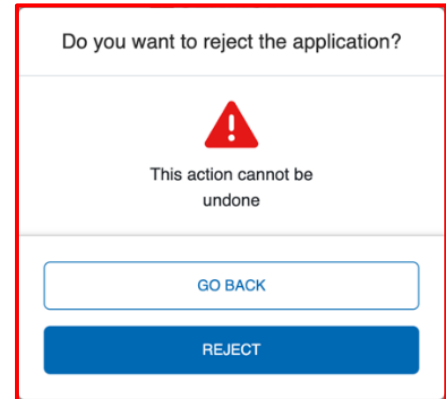
Rejected: (proof and application have been rejected due to mismatching data, or as per customer/Street Team Agent request).

**3 Refresh Next Steps** button: tap on this button in order to refresh the status and see if any changes applied during the post enrollment process.

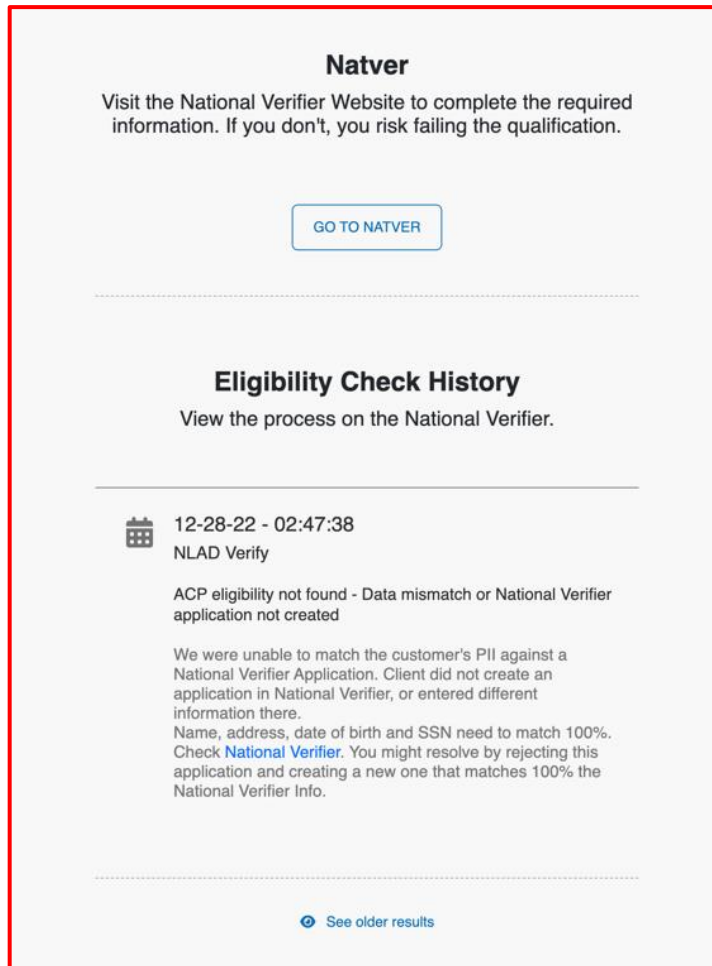
**4 Go to National Verifier** button: if applicants have missing steps on NatVer’s side, they should select this option, so that they can be referred to the NatVer website and provide the required data.



By clicking on the [REJECT](#) button, Street Team Agents will be able to reject the application to create a new one, in case some data was wrongly introduced, the program qualification selected is incorrect, etc. Only *Pending* applications can be rejected.

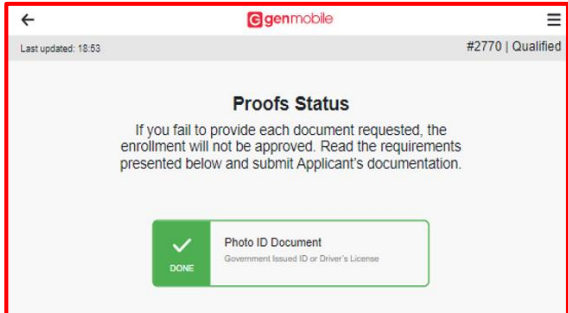
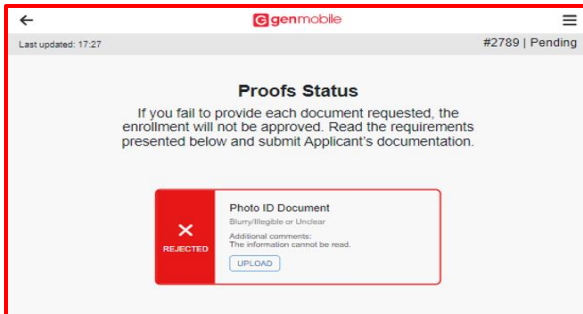
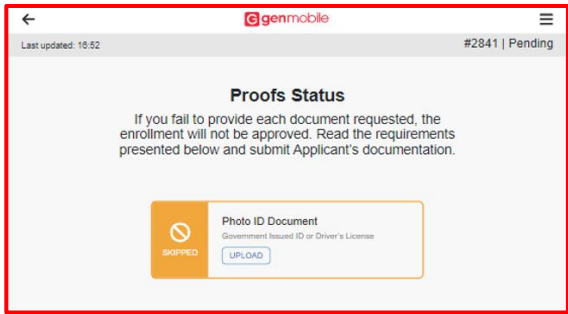
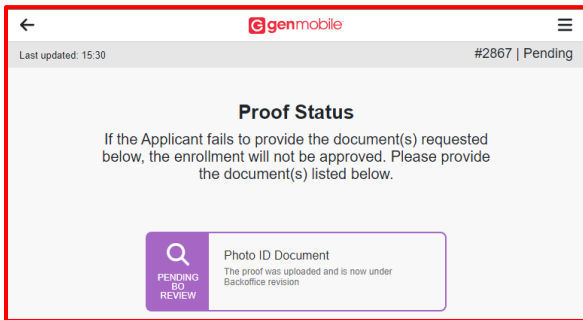
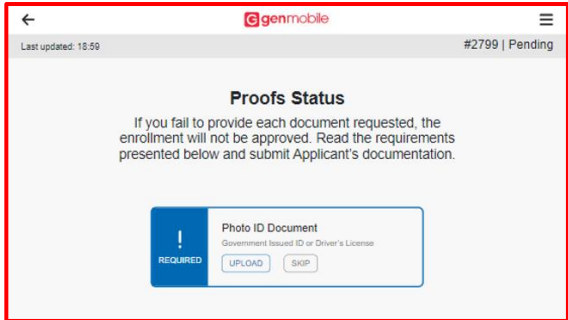


If there is pending information from NatVer's side, Street Team Agents can click on the [NATVER](#) button, where they will have the option to **GO TO NATVER**, in case there are missing steps from their side, and the **Eligibility Check History** will also be available, for the Street Team Agent to review all the transactions that have already taken place from NLAD's side.





The **PROOFS** section will inform if documents are **Required**, **Pending BO Review**, **Skipped**, **Rejected**, or **Approved**.





The **APPLICANT** section shows all the applicant's PII (full name, address, contact info, plan, device, etc.)

← GENMOBILE ☰

Last updated: 15:11 #4793 | Pending

### Applicant

View or edit the enrollment information.

---

**Applicant**  
Full Name: CAROL PENDINGCERT  
Address: 324 FREY ST, ASHLAND CITY, TN, 37015  
Mobile Phone:  
Email: TEST.1234@GMAIL.COM  
[EDIT CONTACT INFO](#)

---

**Shipping Address**  
322 FREY ST, ASHLAND CITY, TN, 37015

---

**Plan Selection**  
ACP Free Phone & Plan + \$10.01 Tablet Bundle  
Up to 7 GB at 4G/LTE speeds subject to network availability and device compatibility

---

**Device Selection**  
Free Phone & Plan + Discounted Tablet Bundle

The contact information can be edited by pressing the **EDIT CONTACT INFO**.

Edit Applicant Contact Information ✕

Email  
TEST.1234@GMAIL.COM \*

Phone Number (if they have one)  
e.g. 13169456554

By providing your contact information (including your telephone number) and clicking submit, you authorize us or its representatives to use this information to contact you regarding our products and services through the use of an automated or predictive dialing system or a prerecorded message system; regardless of whether the number is on any do-not-call lists or is otherwise registered as a wireless telephone number.

[CANCEL](#)

[CONFIRM](#)

## Service Activation

**Thank you!**  
The application process is almost complete.

Enrollment Number	#4796
Enrollment Status	Qualified <small>Last updated: 18:55</small>

**Next Steps**  
Follow the instructions below in order to complete the process.

[Refresh Next Steps](#)

Once the service gets *Qualified*, the Street Team Agent will have to proceed to activate the applicant's device by clicking on the **ACTIVATE** button from the *Benefit Activation* section.

**Benefit Activation**  
Complete the information to

**ACTIVATE**

In the following screen, Street Team Agents will have to introduce the **IMEI** of the device (Phone/Tablet), and if the applicant selected the *Phone* option, the **SIM** card number will also be requested.

**genmobile** | #5267 | Qualified

Last updated: 15:00

**Benefit Activation**  
Please complete the device information as follows, to request the benefit activation.

**Phone**

SIM: e.g. 03612743783 [Scan](#)      IMEI: e.g. 352740387061679 [Scan](#)


---

**Tablet**

IMEI: e.g. 352740387061679 [Scan](#)

**REQUEST**

Once all the information is introduced and all the data is correct, the account will get **ENROLLED** and the *APPLICANT* will become a *CLIENT*, and they will be able to start using the benefit.



### Application Summary

Enrollment Number	#4791
Enrollment Status	Enrolled <small>Last updated: 17:03</small>

---

**Applicant**  
Full Name: JUAN PEREZ  
Address: 13414 JASMINE ST, BRIGHTON, CO, 80602  
Mobile Phone:  
Email: AA@MAILINATOR.COM

---

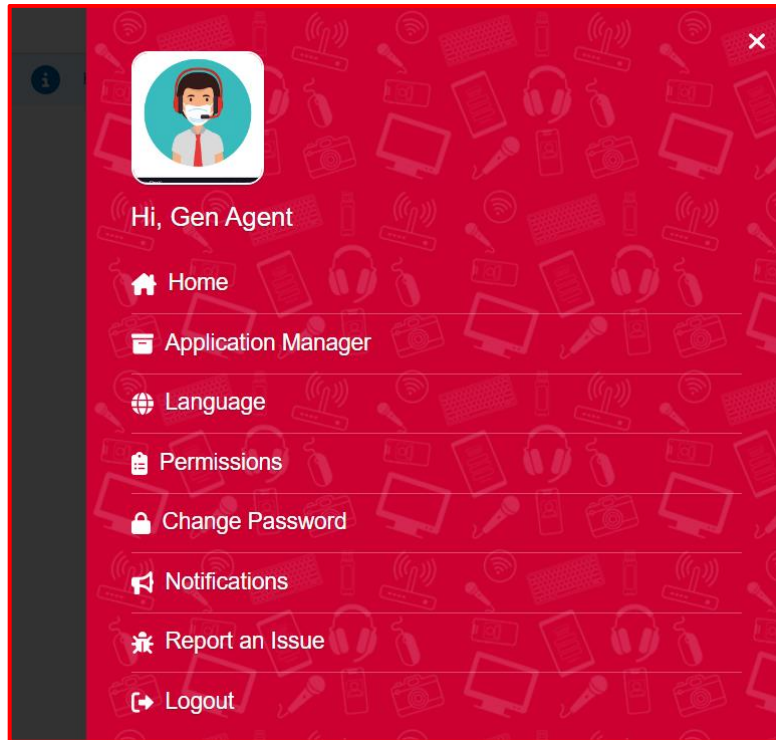
**Plan Selection**  
ACP + LL Phone Plan  
Up to 16 GB at 4G/LTE speeds subject to network availability and device compatibility

---


**Device Selection**  
Free Phone

## Main Menu

Besides the enrollment process, Street Team Agents will be able to perform several actions with the Quest app. To do so, the **Main Menu** button located at the top right corner of the screen will have to be pressed.



To access the **HOME** section, Street Team Agents will have to click on the first option of the Main Menu.

 Here you can choose the applicant's language for the entire registration process.

### Start Application

Complete the fields below to start the application

My current store  
 \*

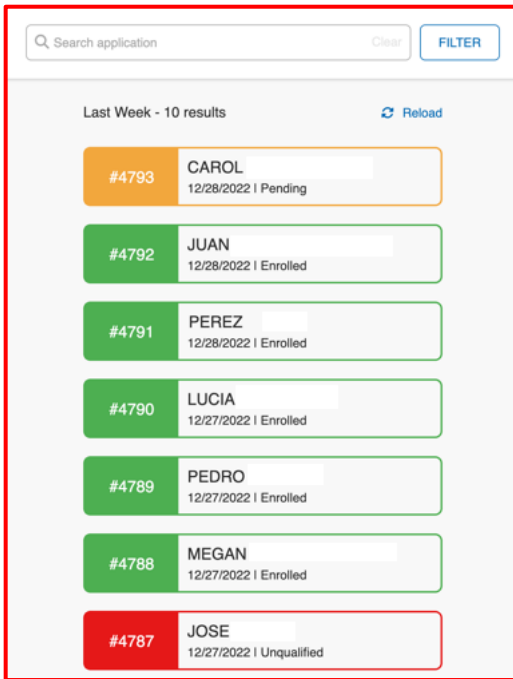
Application language  
 \*

Customer zip code  
 \*



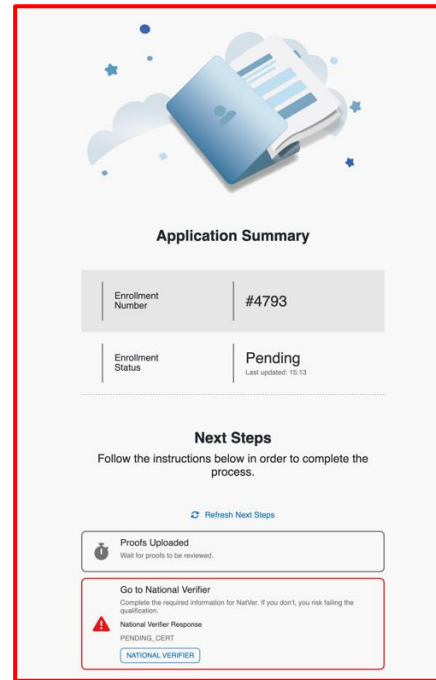
**Application Manager**

In this section, Street Team Agents will have access to the latest enrollments created. As the image from the left shows, there will be a list showing the enrollment created only by the Street Team Agent. There will also be a **FILTER** option to look up specific enrollments.

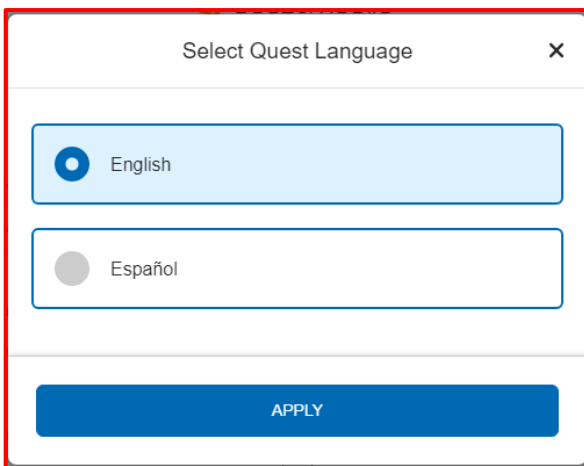


By clicking on any of the enrollments, Street Team Agents will access the Application Summary, where they will be able to see if there are any missing steps that need to be completed to get the account Qualified.

Street Team Agents only need to follow the instructions provided and present them to the applicant.



**Language**

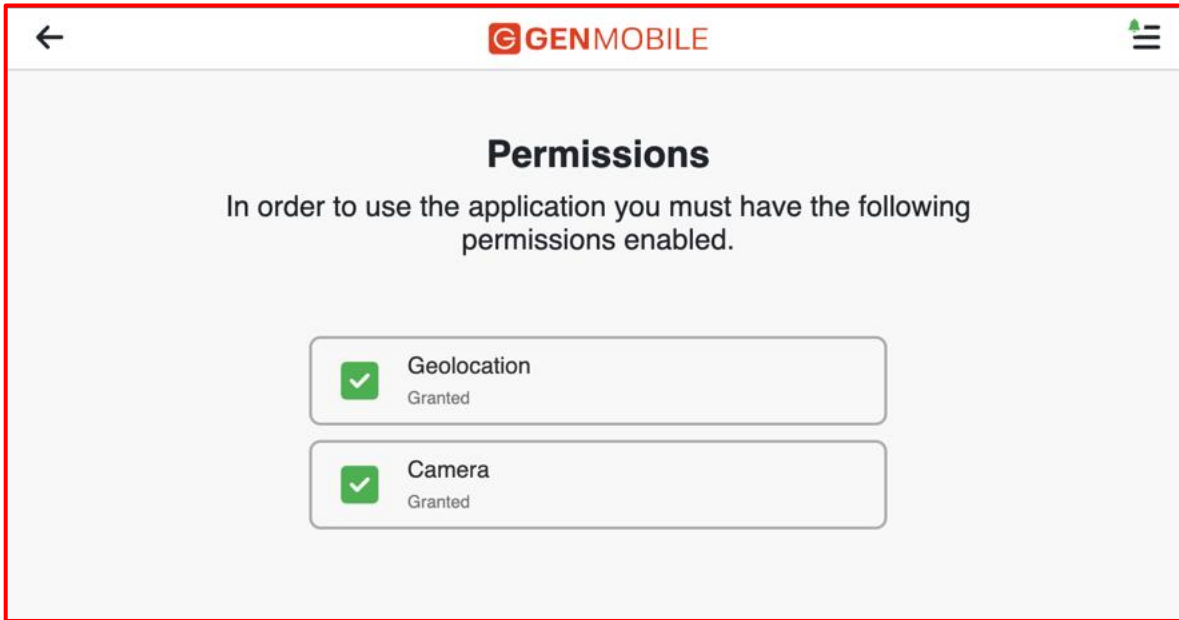


By selecting the **Language** option, the Quest app will provide the different options that can be selected. For the moment, the two options available are *English* and *Spanish*.

The **APPLY** button needs to be pressed to proceed with the changes.

**Permissions**

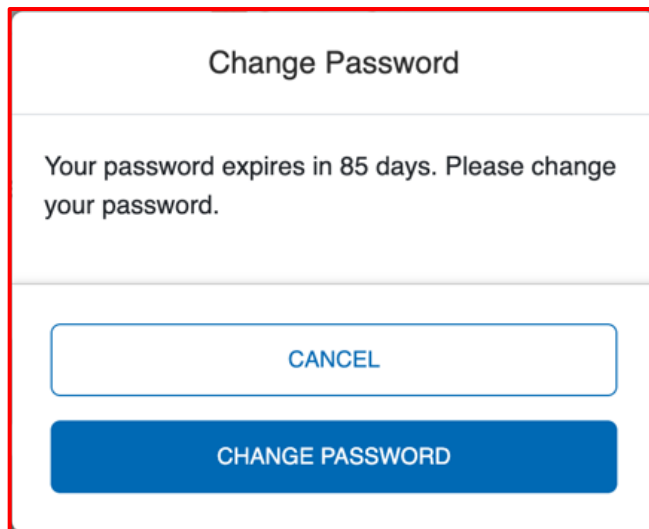
Street Team Agents will have access to the **Permissions**, so that they can enable/disable their *Geolocation* and *Camera*.



**Note:** For a correct use of the Quest app, it is advisable to keep both functions turned on.

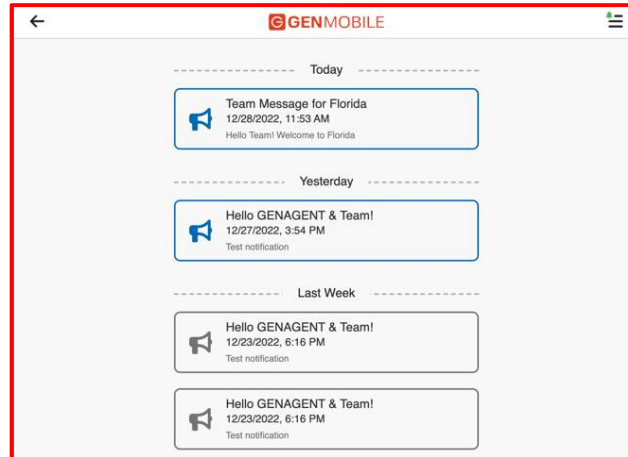
**Change Password**

This option allows Street Team Agents to change their password, if needed.



### 📢 Notifications

By taking a look at this section, Street Team Agents will be able to see the latest news from GEN Mobile.



### 🛠 Report an Issue

**Having an issue?**  
Report it by completing the fields below

In which screen happened  
Application Review ✓

What was wrong?  
Not loading when selecting an app ✓

---

**Tablet Device**  
Model: Nexus 5  
Operative System: Android  
Version: 6.0

---

**Browser**  
Name: Chrome  
Version: 108.0.0.0

---

**Quest**  
Build: 0.1.0

---

**User**  
Name: Gen Agent

If Street Team Agents have issues with the Quest app, they can report it in this section. As it can be seen, there will be a dropdown menu to indicate **In which screen happened**, and another box for the agent to describe the problem.

Below, Street Team Agents will also find some relevant information related to the *Tablet Device*, the *Browser*, the *Quest* version, and the *User* information.

### 🚪 Logout

By clicking on this option, the Street Team Agent will **Logout** from their current session to finish operating with the Quest app.

## NatVer API Definition

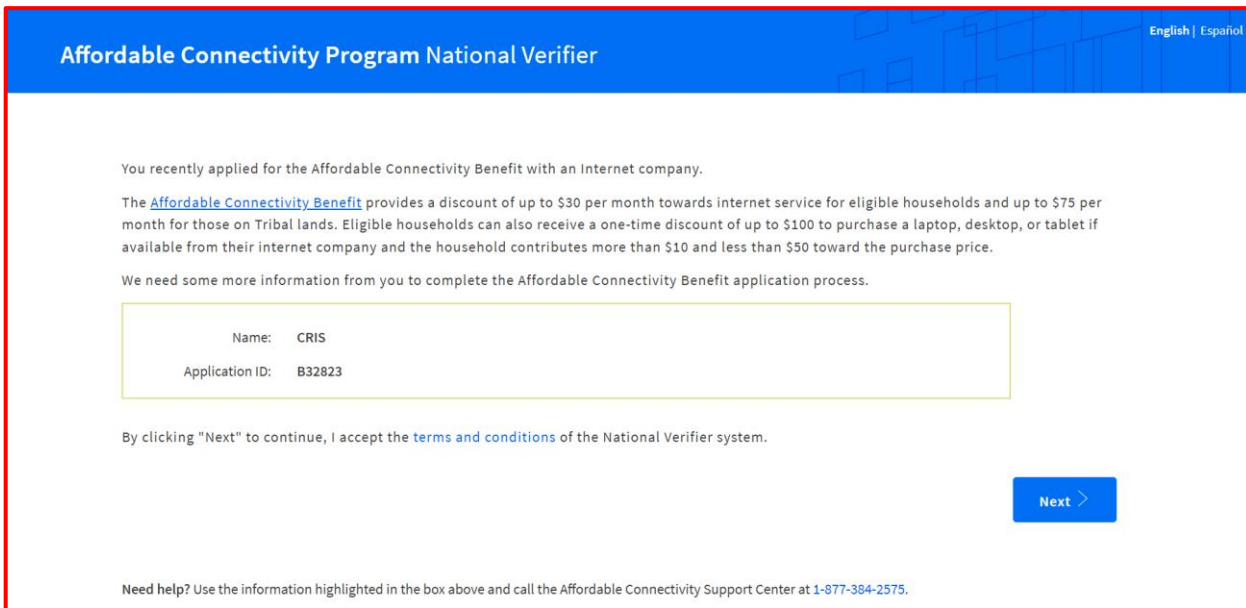
The National Verifier Eligibility Check API allows ACP and LL service providers to connect their online applications with the National Verifier. This enables consumers to apply to the ACP and LL Programs through the Quest app without the need to enroll in two different systems.

### How will the API help the agents enroll applicants?

The main advantage of having the NatVer API in place is that the agents will no longer have to enroll the customer in two different places (the Quest App and NatVer website). This will eliminate the need to complete both enrollments by pushing the information entered in the Quest app directly to NatVer, eliminating the “no match” scenario that usually happens when entering the applicant’s information twice, in two different systems.

## NatVer Verification Process

As stated in the previous section, after pressing the [NATIONAL VERIFIER](#) button, applicants will be redirected to the NatVer website to complete the missing steps. As the image below shows, the **Next** button should be pressed to continue with the process.



If the applicant has pending information to upload, the website will provide the instructions to submit them.

The screenshot shows a three-step progress bar at the top: 'Confirm Your Identity' (active), 'Review Your Information', and 'Certify & Sign'. The main heading is 'We Couldn't Verify Your Information'. Below it, a box displays 'Name: CRIS TEST' and 'Application ID: B32823-70449'. A yellow banner with an information icon states: 'You will have until 3/16/2023 to provide more documents so we can determine whether you qualify for the Affordable Connectivity Benefit.' The section 'Help us correct this error.' explains that more documentation is needed and lists two options: 'Government assistance program document' and 'Unemployment/worker's compensation statement of benefits'. A 'Choose File' button is visible at the bottom of the page.

After reading all the options available, applicants will be able to submit the requested information by clicking on the **Choose File** button.

This screenshot provides detailed instructions for document uploads. It states: 'Or, show us 1 item below AND a document(s) that has your first name, last name, date of birth, and last four digits of your Social Security Number (SSN) on it:'. A list of acceptable documents includes: 'Current utility bill', 'Income statement such as a pay stub', 'Mortgage or lease statement', 'Retirement/pension statement of benefits', and 'Notarized letter affirming the subscriber's identity and alive status'. A note specifies: 'You can upload multiple documents to complete this page and any others that require documentation, but the total combined size of the files uploaded cannot exceed 10 MB. The acceptable file types for uploaded documents are: .jpg, .jpeg, .png, .pdf, and .gif.' A 'Choose File' button is prominently displayed. At the bottom, there are 'Back' and 'Next' buttons, and a footer that reads: 'Need help? Call the Affordable Connectivity Support Center at 1-877-384-2575.'

In the next screen, applicants will have to review the information submitted.

After clicking on **Next**, a series of agreements will be provided. The applicant must initialize all the terms and conditions to continue.

At the bottom, there will be a section to provide the electronic signature. Applicants will have to type their full name and check on the box provided.

After submitting all the requirements, applicants will be led to the verification page, where they will find information related to the validation process.

Affordable Connectivity Program National Verifier

## We Are Checking Your Documents

Thank you for submitting your information. Someone is looking at your documents to make sure you qualify.

**This may take some time.**

Your status will be updated in the system when your documents have been reviewed. Please check back later to see if you qualify for the [Affordable Connectivity Benefit](#). This page will be available until 3/16/2023.

<p><b>If you qualify...</b></p> <p>You will have until 4/30/2023 to sign up for service. You have options. You can continue with the company you applied with or choose another <a href="#">company near you</a>.</p>	<p><b>If you do not qualify...</b></p> <p>We'll ask you for more information or tell you what to do next. <b>You will have until 3/16/2023 (based on U.S. Eastern Time)</b> to send us the information or complete the next steps.</p>
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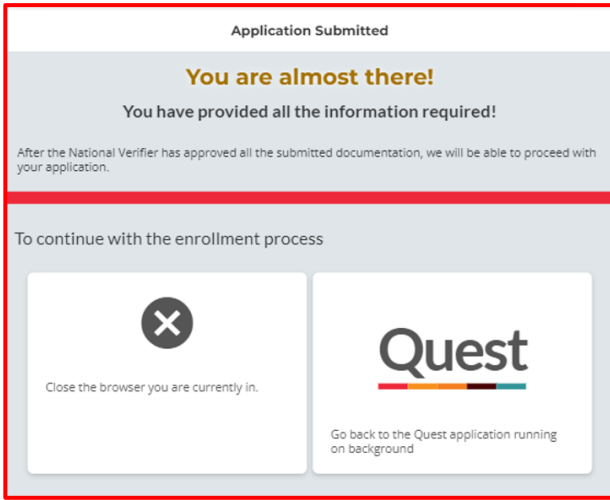
They will also find the **Application ID** number for future reference.

Name:	<b>CRIS TEST</b>
Application ID:	<b>B32823-70449</b>

If you would like to go back to your original internet company's website, please click "Continue".

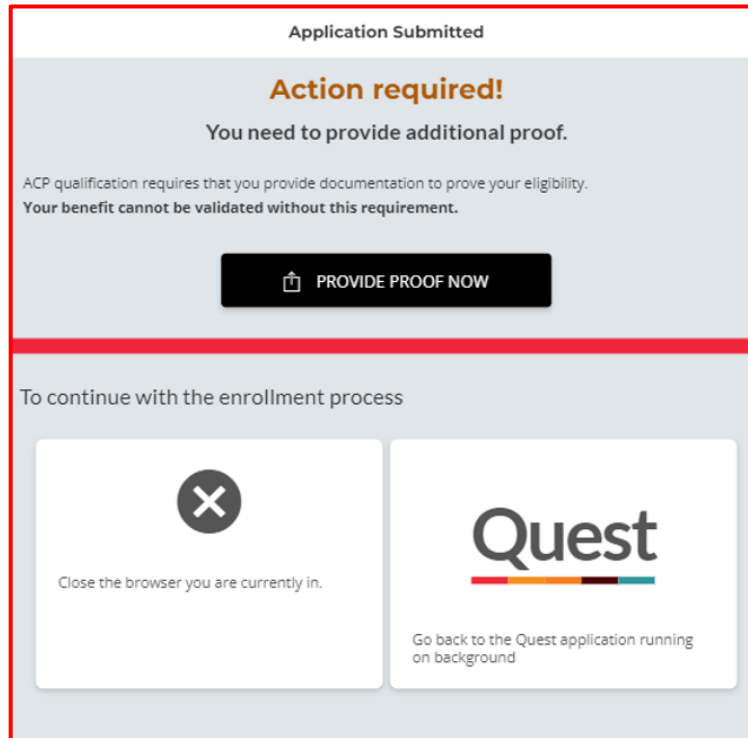
[Continue](#)

**Need help?** Use the information highlighted in the box above and call the Affordable Connectivity Support Center at **1-877-384-2575**.



Finally, once the process is finished, applicants will have to go back to the Quest app. As the image from the left indicates, the site will provide clear instructions to do so.

If additional documents are needed, the page will inform the applicant about this, and will also have a **PROVIDE PROOF NOW** button to upload the required documents.






In some cases, NatVer will request the applicant to confirm their address location by dropping a pin into a map, as shown below. This will allow the system to determine the correct *Latitude* and *Longitude*.

### Confirm Your Location

We need to confirm where you live on the map below.

ⓘ You will have until 2/18/2022 to complete this section so that we can determine whether you qualify for the Affordable Connectivity Benefit.

Be as accurate as possible. Please double click on the map or use the (+) button on the top left to zoom in on the map. You can drop a pin once you have found your address on the map.



If you have not zoomed in far enough on the map, you will not be able to drop a pin on the map.

Latitude


Longitude

Note: If you live on Tribal lands, this information will be used to confirm you qualify for the enhanced Tribal benefit.

Next

In other cases, the system will require that the applicant completes the Household Worksheet procedure, in which they will have to answer.

Affordable Connectivity Program National Verifier



### Confirm Your Household

We need more information to determine whether you qualify for the [Affordable Connectivity Benefit](#).

ⓘ You will have until 2/18/2022 to complete this section so we can determine whether you qualify for the Affordable Connectivity Benefit.

**Do you share money (income and expenses) with another adult who gets the [Affordable Connectivity Benefit](#)?**  
This can be the cost of bills, food, etc., and income. If your spouse receives the [Affordable Connectivity Benefit](#), please answer "Yes" to this question.

Yes     No

**Please select what best describes the building in which you reside:**

Apartment building  
 Single family home  
 Residential facility, such as a nursing home or an assisted living facility  
 Transitional housing or shelter  
 Other

**If you live in a single family home where three or more economic households have applied for the [Affordable Connectivity Benefit](#), please identify the number of individuals who reside at the address and the number of people in your economic household (Optional):**

Number of people at address (Optional): 
   
 Number of people in your economic household (Optional):

Back
Next

After closing the NatVer website and going back to the Quest app, the following pop-up will be displayed.

