



For more information, please visit cps.edu/chicagoconnected

About the Program

- **Launched on June 25, 2020, Chicago Connected is a public-private partnership designed to provide high speed internet for eligible Chicago Public Schools (CPS) families at no cost to them.**
- The program will provide internet for approximately 100,000 CPS students for up to four years by directly paying for internet service for families that are most in need. Comcast, RCN, and T-Mobile are the participating providers. Eligibility will be determined on an annual basis.

How it Works

- Families are notified of eligibility by CPS via letter, e-mail, and text message containing a code to activate services.
- Families can visit cps.edu/getconnected or contact their local school to check if they are eligible.
- With general program questions or assistance with CPS remote learning guidance or devices, families can call CPS at (773) 417-1060.
- Wi-Fi:
 - Signing up is easy -
 - Comcast: Call (844) 963-0178 or visit InternetEssentials.com
 - RCN: Call (312) 955-2400
 - Signing up for Wi-Fi requires a form of ID, redemption code from CPS, and address. A Social Security Number is **not** required -- over 30 different forms of ID are accepted.
 - Once signed up, the provider will ship equipment with instructions to set up and activate Wi-Fi. If needed, professional installation support is available upon customer request.
 - Chicago Connected families with an existing low-cost Internet package with Comcast will have the option to transition to Chicago Connected, if they choose.
- Hotspots:
 - Students in temporary living situations are eligible for a hotspot.
 - Students can request a hotspot by calling their principal. An address is not required.
 - Chicago Connected will also extend existing hotspot service through T-Mobile for students in temporary living situations for up to four years.

Frequently Asked Questions

When can I sign up?

As soon as you receive an activation code, you can sign up immediately.

Do I need a Social Security Number to sign up?

No. There are over 30 different forms of identification that can be provided to confirm a family's name and address, including a driver's license, a utility bill in the applicant's name, or a current employment badge / photo ID.

Do I need a background or credit check to sign up?

No. Families who sign up do not undergo a background or credit check.

Additional Information

- 35 community-based organizations (CBOs) are responsible for facilitating program sign ups and increasing digital literacy in their neighborhoods. A list of participating CBOs can be found at cps.edu/chicagoconnected.
- CBOs, CPS staff and principals, and Comcast are conducting outreach to inform households that they are eligible and help them sign up.
- Households with outstanding debt owed to Comcast are eligible for Chicago Connected.
- Families who enroll will receive a digital welcome packet, including technical and digital literacy support materials from Chicago Connected.

Eligibility

Household eligibility for Chicago Connected is determined using a weighting of factors including:

- Free and reduced price lunch status
- Medicaid qualifications
- Community hardship index using the [UIC Hardship Index](#)
- Special student populations such as diverse learners, English Learners and students in temporary living situations

CPS is partnering with community-based organizations to conduct direct outreach to families. You can also check if your family is eligible by going to cps.edu/getconnected.

Funding

- Chicago Connected is funded through a public-private investment. The program is estimated to cost approximately \$50 million over the next four years, prioritizing families in need on the City's South and West Sides.
- Core partners:

