Hope Scholarship Program

Parent/Guardian Portal User Guide

1. Introduction

Welcome to the Hope Scholarship Portal for Parents/Guardians. This guide will walk you through the essential steps to set up and manage your account, ensuring a smooth experience for you and your participating students.
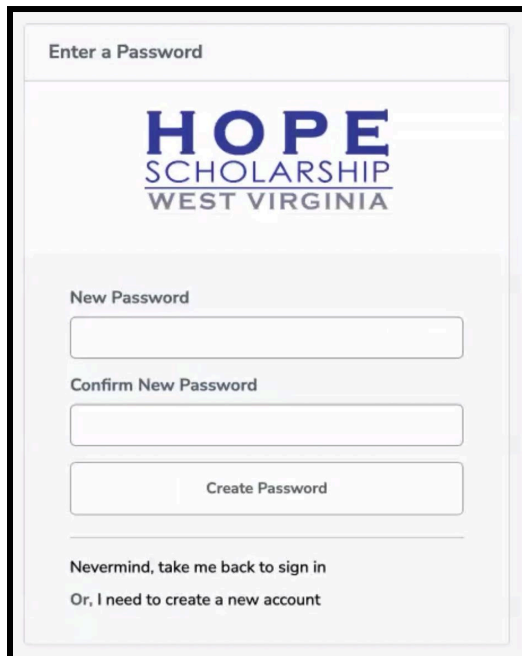
2. Claiming Your Parent/Guardian Account

- Check your email for an invitation from the Hope Scholarship Program. The email will come from invitations@theolearning.com with the subject "Please claim your ESA account."
- Click the unique link provided in the email
- **Please DO NOT share or forward this link. It is assigned specifically to claim your account.**
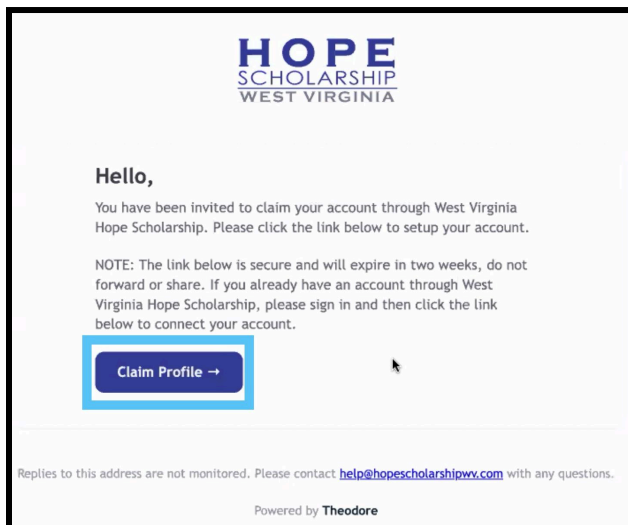
- On the Create a Password screen:
  - Enter a unique password that you will remember
  - This does NOT have to be the same password you used for your EMA account
  - Re-enter the password in the "Confirm Password" box
  - Click the "Create Password" button

Please note this information is ONLY for parents/guardians that submitted a 2024-25 school year application in the previous EMA portal

Note: You will receive one link for your entire Parent/Guardian account. You will not receive individual links for each student, if you had multiple students in the EMA system.

3. Navigating the Dashboard

- Upon logging in, you'll see your Account Dashboard, which is your central hub for managing Hope Scholarship information for your students.
- Key areas of the Dashboard include:
    - My Applications (provides access to your student(s) Hope Scholarship Application(s)
    - My School (if applicable)
    - Marketplace
    - Reimbursements
    - TheoPay
- We'll guide you through each section for a seamless experience

Please note this information is ONLY for parents/guardians that submitted a 2024-25 school year application in the previous EMA portal
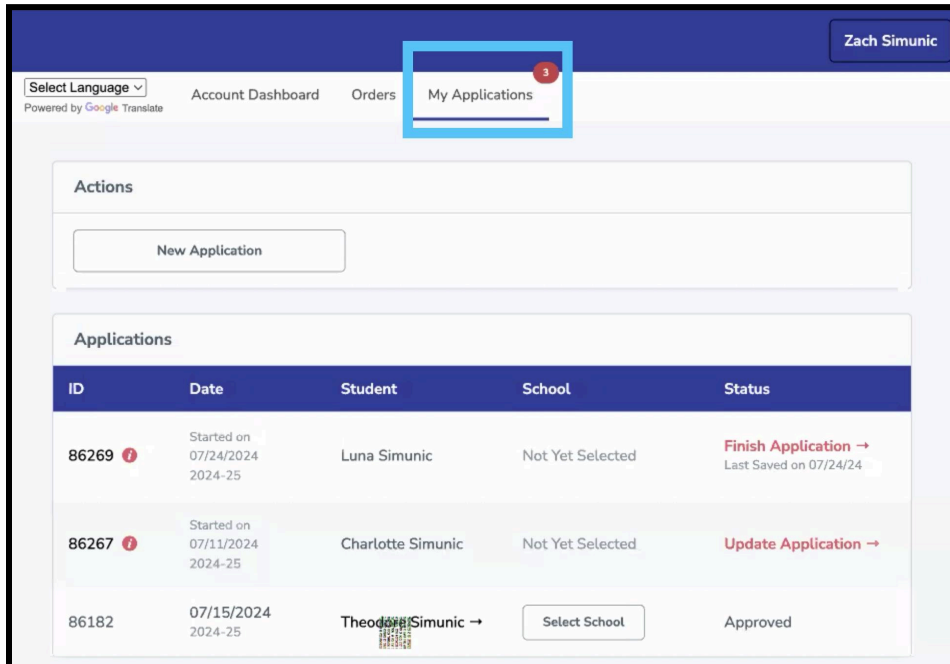
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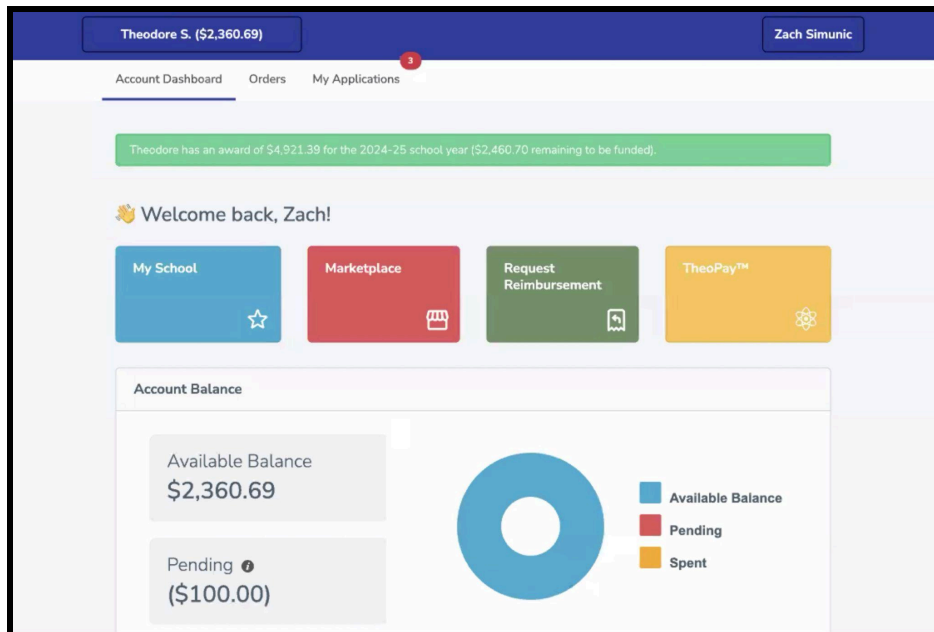
- You can switch between them by clicking on the student's name in the top left corner of the dashboard
- This allows you to manage each student's account individually
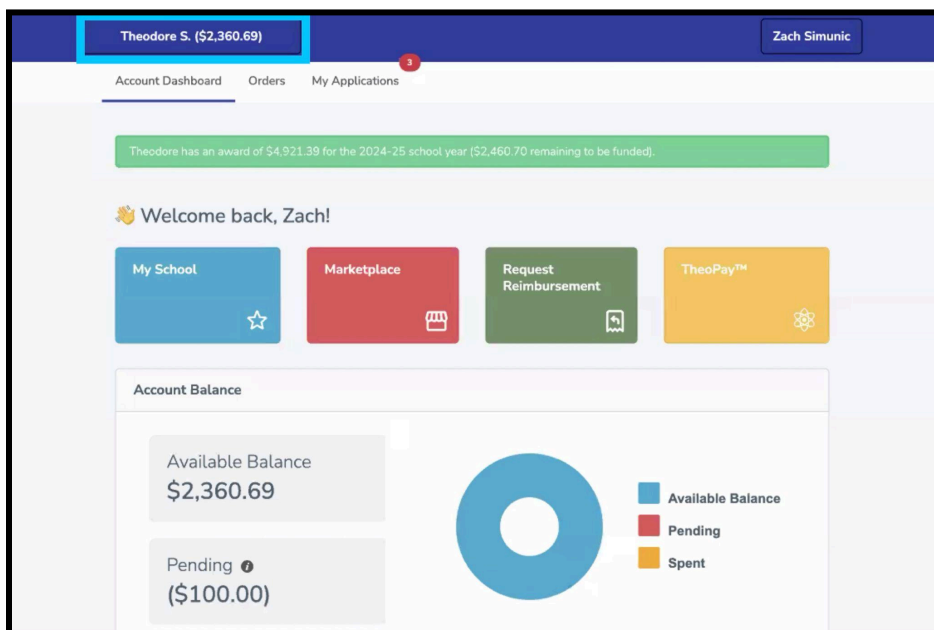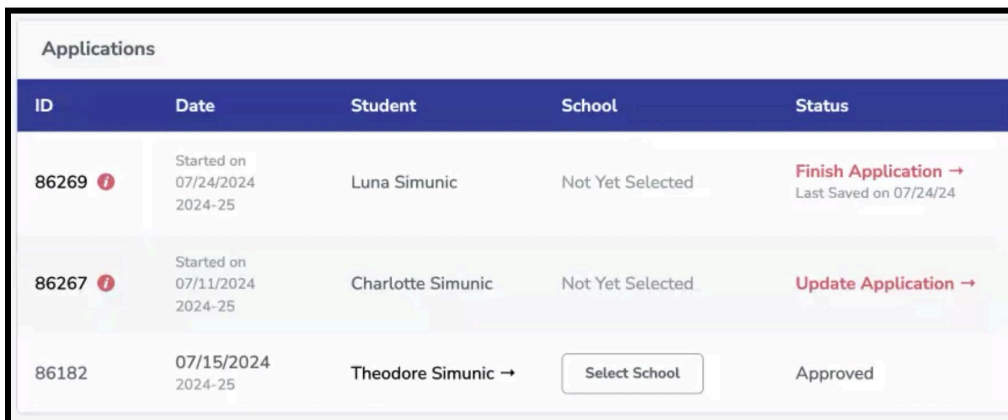
4. Managing Your Applications

- Click on the "My Applications" tab to view all your students' applications.
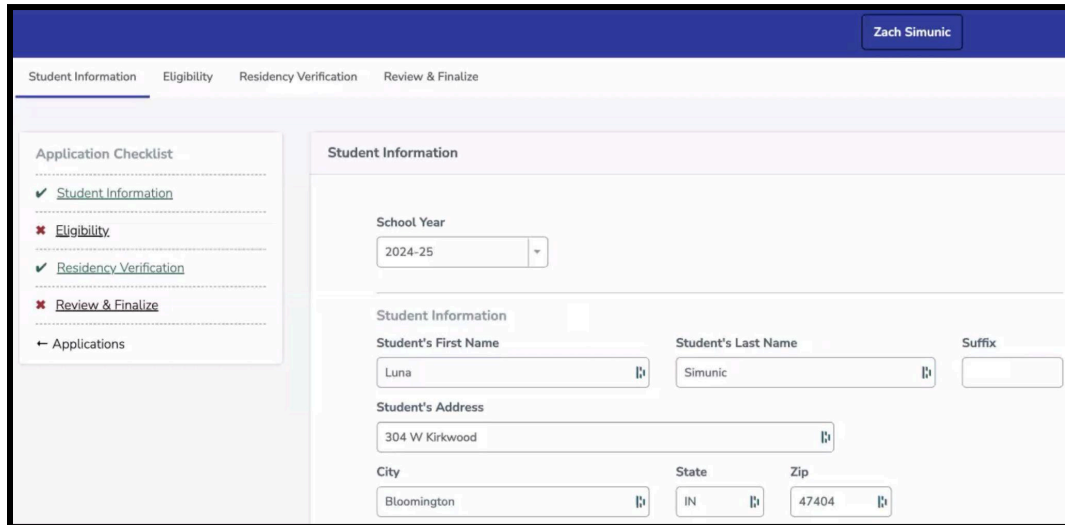

- You may see different statuses for each application:
  - "Finish Application": The application is still in draft form and needs to be completed and submitted.
  - "Update Application": The application is missing documentation or information.
  - "Approved": The application has been approved.

- To "Finish Application:"

- ○ Click on "Finish Application"
- ○ Complete any remaining questions
- ○ Submit the application for review
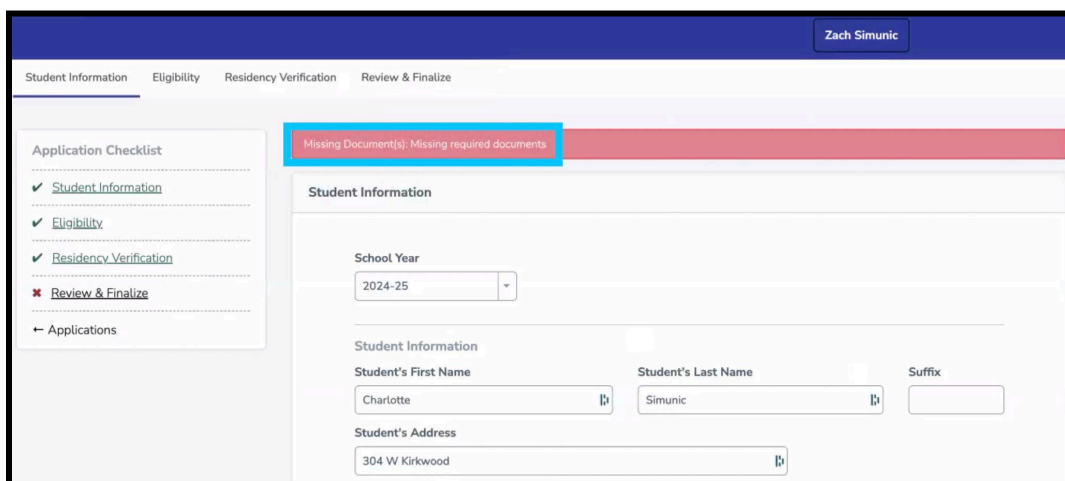
- ● To "Update Application:"
  - ○ Click on "Update Application"
  - ○ Read the instructions in the red box at the top of the page
  - ○ Navigate to the specific question that needs attention
  - ○ Provide the required information or documentation
  - ○ Resubmit the application for review
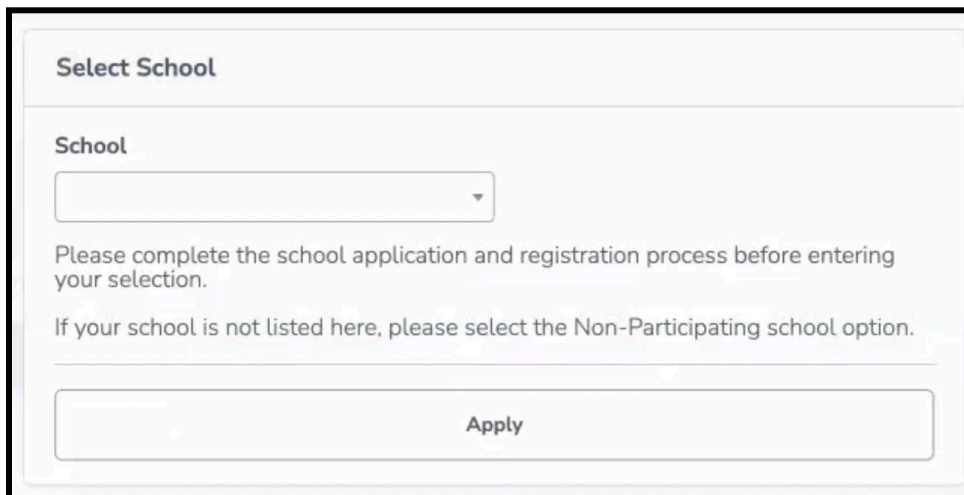
- For "Approved" applications, no further action is needed unless you're selecting a school (see next section).

5. Selecting a School (if applicable)

- **Important:** This step is new to the Parent/Guardian's account responsibility of the Hope Scholarship Program:
  - This step is mandatory for all participating students attending a non-public school or microschool
  - Non-public schools and microschools can start seeing student requests for enrollment starting July 29, 2024
  - If you accidentally select the wrong school, contact the Hope Engagement Center at 681-999-HOPE (4673) or help@hopescholarshipwv.com, to assist in a reset for your initial school selection. This will allow you to start over and request enrollment at your desired school or microschool
- If your student will be attending a non-public school or microschool:
  - From the "My Applications" tab, find the approved application
 - Click the "Select School" button

- Choose your school from the dropdown menu
- Confirm your selection

Note: If your student is homeschooling or not attending a participating school, skip this step.

6. Understanding Your Wallet

- Once your account is funded, you'll have access to the Wallet view.

- Key features of the Wallet:
  - **Current Balance:** Shows available funds
  - **Pending Balance:** Shows funds that are in process
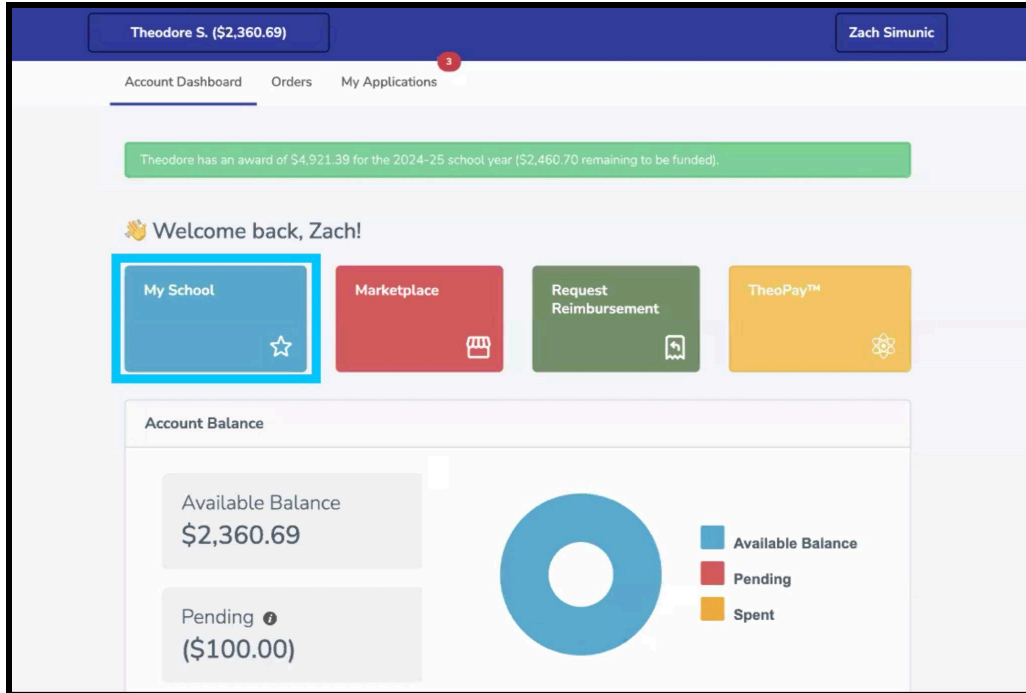 - **Spending Graph:** Visualizes your current available and pending funds
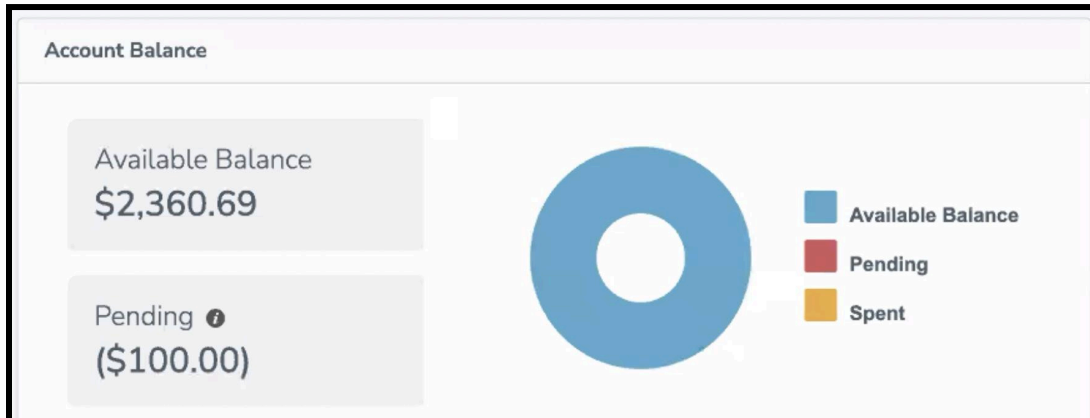
*Please note that this is an example and does not reflect a specific WV Hope Scholarship student's funding amounts.

- Hope Scholarship Funding Timeline:
  - First semester funding will be available on August 15th
  - Second semester funding will be available by January 15th
  - Students participating in the Program for less than a full year will receive their prorated funds as soon as feasible after being awarded Program participation. The Board generally deposits prorated funds to awarded students on a monthly basis, to allow time for the various state processes needed to make the transfer after an application is approved and the Student is awarded.

7. Paying Tuition and Fees (if applicable)

If your student is attending a non-public school or microschool:
- From your dashboard, click on the "My School" tile

- You'll see two semesters listed; one will be unlocked
- Click "Pay Tuition & Fees" for the unlocked semester

- Review the amounts listed
- Click "Submit" to process the payment

Important change from previous years:
- This step must be completed by the Account Holder. Payments are not processed automatically.
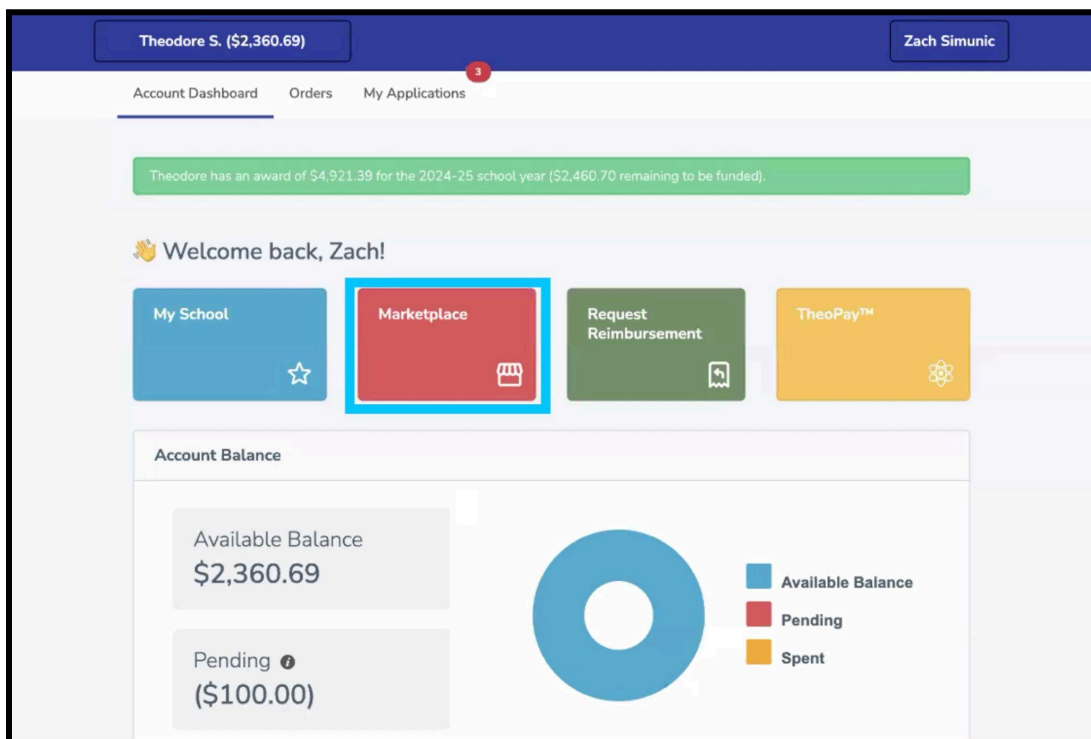- Complete this step promptly after receiving funding on August 15th
- Timely completion ensures your child's school receives tuition and fees quickly, ensuring no delay in the enrollment process

8. Using the Marketplace

- The Marketplace is primarily for service-based items (e.g., tutoring, music lessons).
    - From your dashboard, click on the "Marketplace" tile

- Browse or search for approved products and services
- Select the item you wish to purchase
- Follow the prompts to complete the transaction
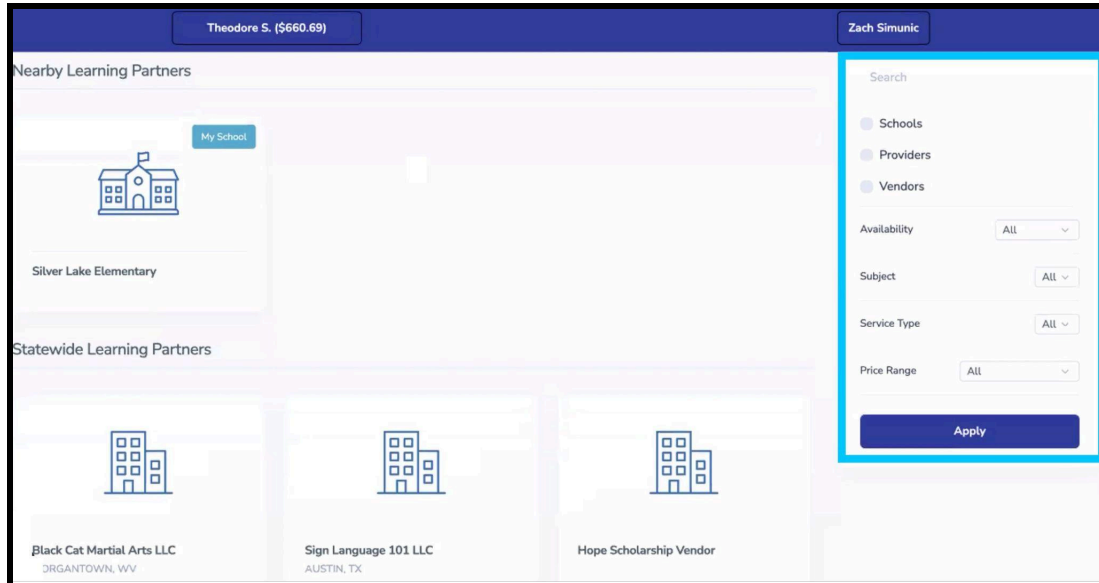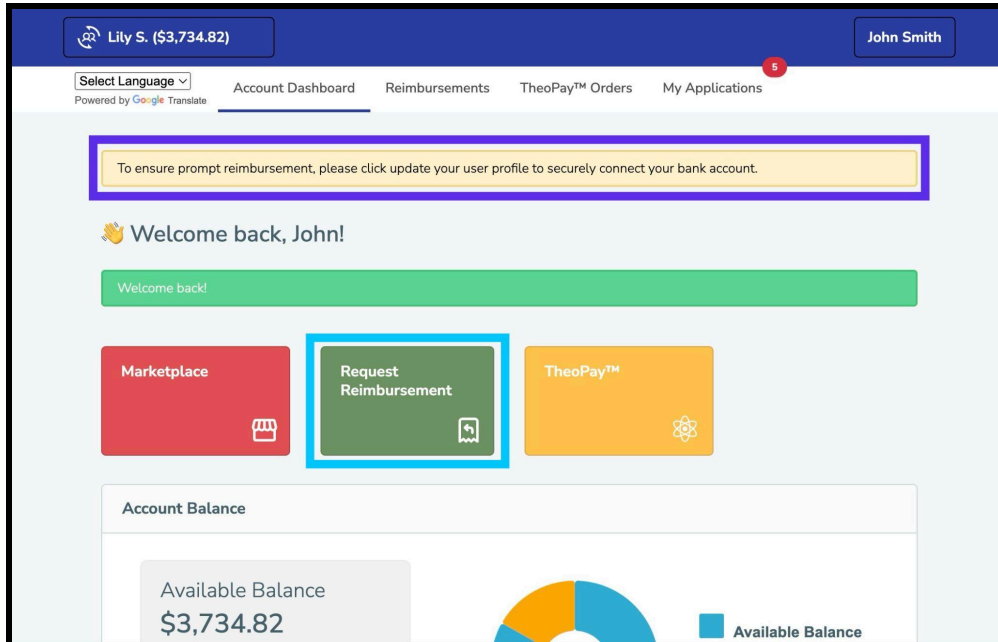
9. Submitting Reimbursements

Reimbursements are only allowed for specific expenses as outlined in the Hope Scholarship Board's Reimbursement Policy.

To submit a reimbursement request:
- Connect your bank account to the platform (see announcement at the top of your dashboard).

Note: If you do not plan to submit a reimbursement request, you do not need to connect your bank account to the online platform.
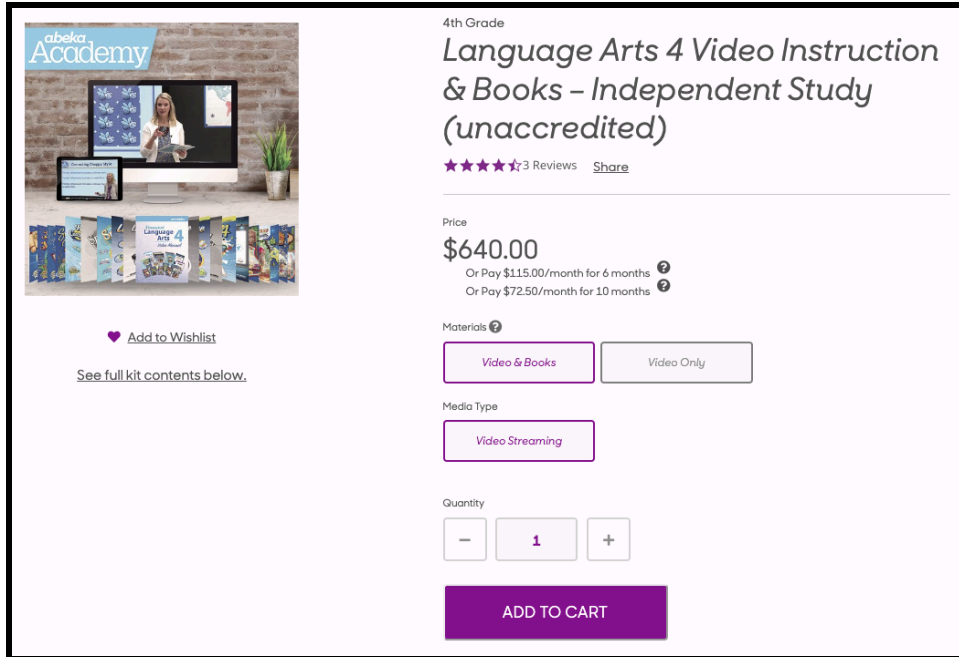
- Click on the "Request Reimbursements" tile in your dashboard. If you have multiple students, make sure that you are completing the reimbursement request for the correct student.

- Familiarize yourself with the Reimbursement Policy before submitting a request with the Hope Scholarship Board's Reimbursement Policy. This document provides a clear understanding of what is eligible for use of Hope Scholarship funds.
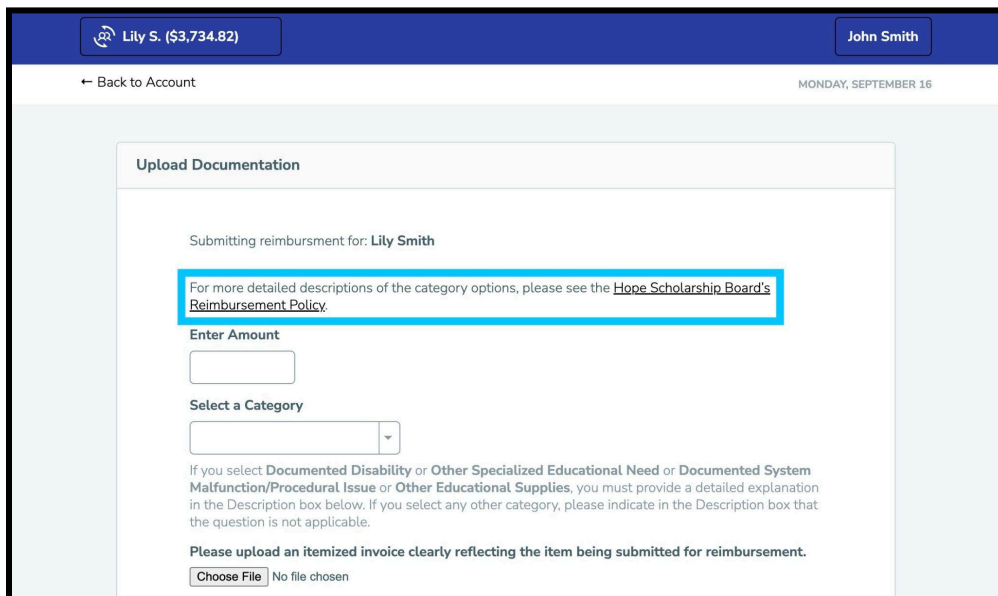
As an illustrative example: Reimbursement for Language Arts 4 Video Instruction from Abeka. In this case, we have selected the Video & Books as well as Video Streaming options.
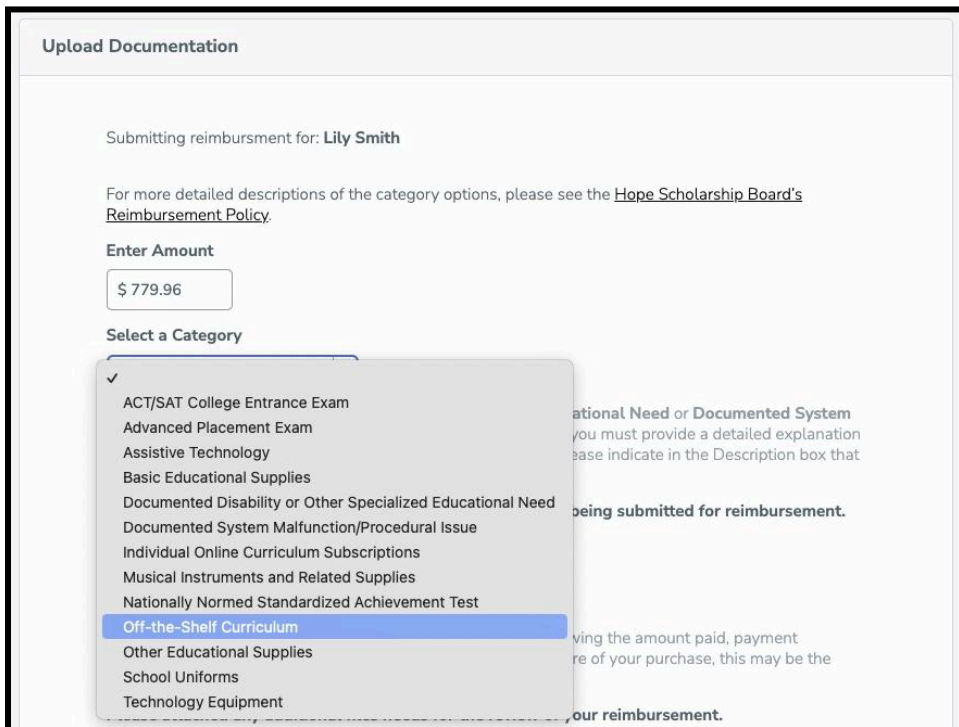
- In the reimbursement request screen, select the appropriate category and enter the total amount you paid that you would like to be reimbursed for.
  - **Important:** Enter the total amount you paid to the vendor, including any relevant tax, shipping, and/or handling fees.

- Attach required documentation:
    - Itemized Receipt
    - Proof of Purchase
    - Other Supporting Documentation (Optional)

Note: The itemized receipt and proof of payment screen upload areas will only allow one file to be attached in each section. If you have multiple screenshots or documents to satisfy those requirements, please include them in the Other Supporting Documentation section.

- Provide a product description and usage explanation for the following specific categories: **Documented Disability, Other Specialized Educational Need, Documented System Malfunction/Procedural Issue, and Other Educational Supplies**. For all other categories, please include N/A in the description box.
- Click "Submit Expense" when complete.

- Review pending reimbursements in the Reimbursements tab.
- Use the "Manage" button to edit or cancel requests.
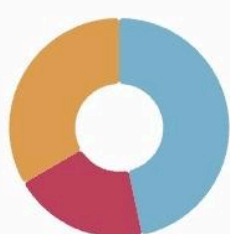
- Your student's Account Dashboard will update to show the reimbursement amount in pending status.
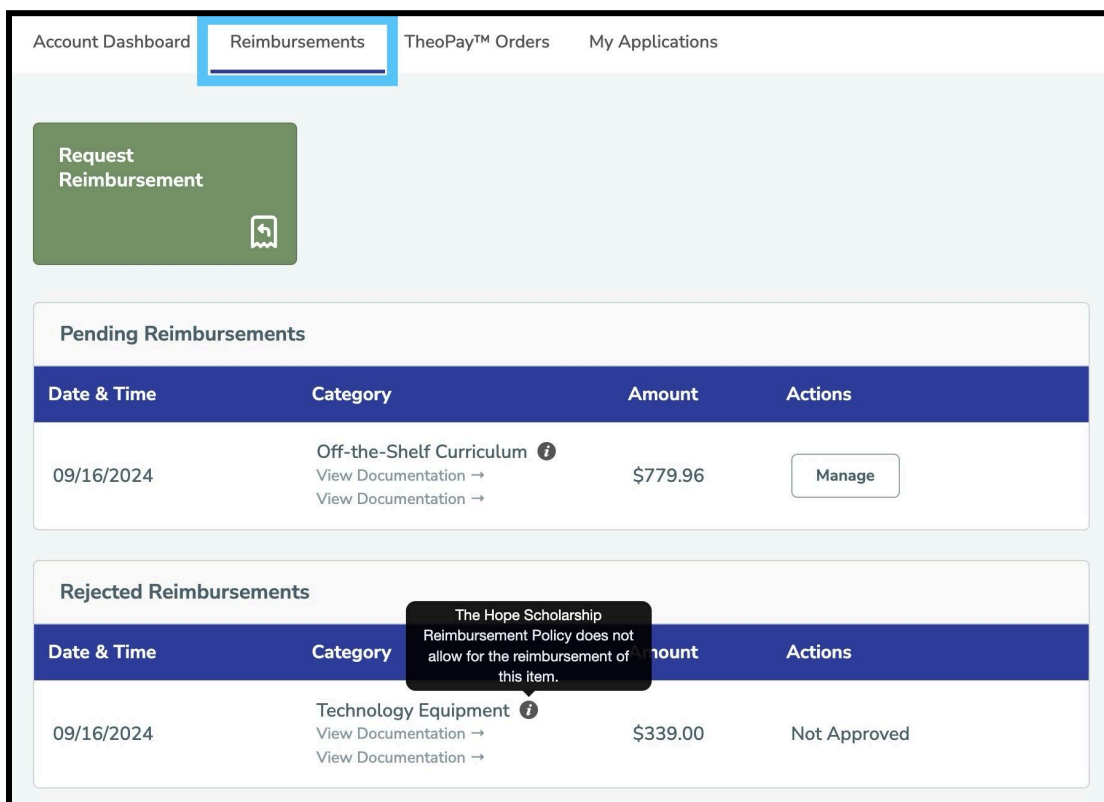
Note: Submit separate reimbursement requests for each participating student in your family from their individual accounts. Ideally purchases would be made separately out-of-pocket for each student to allow for clean documentation for reimbursement requests, but we understand that may not always be possible. If an itemized invoice contains purchases for multiple students, the invoice must be clearly marked by the parent to indicate which items belong to each student on the invoice.

To review the status of your reimbursement request(s), click on the Reimbursements tab. On the Reimbursements screen, you can review:

- Individual Reimbursement Requests in your Account History, including
    - Date of Request
    - Category (including links to Documentation)
    - Amount
    - Actions

As Reimbursement Requests are reviewed, a Status column will appear and show either an "Approved" or "Not Approved" status. These statuses are defined as follows:

- **Approved:** Your Reimbursement Request has been approved and the total expense, including applicable tax, shipping, and handling fees, will be reimbursed to the bank account you have on file within the Hope Scholarship platform.
- **Not Approved:** Your Reimbursement Request has been denied because it was judged ineligible according to the specific terms outlined in the [Hope Scholarship Board's Reimbursement Policy](#).

Note: For each reimbursement request you have submitted, you will receive an email that communicates Approved or Not Approved status. In the case of an ineligible decision, the email will contain a specific reason that the request was deemed ineligible.

Appeal RIghts: You have the right to appeal a denied Reimbursement Request. To do so, please visit the [Hope Scholarship Parent and Student Forms](#) page on the [Hope Scholarship Program](#) website.

10. Using TheoPay

TheoPay allows you to make purchases from approved vendors outside of the Hope Scholarship platform.
- From your dashboard, click on the "TheoPay" tile
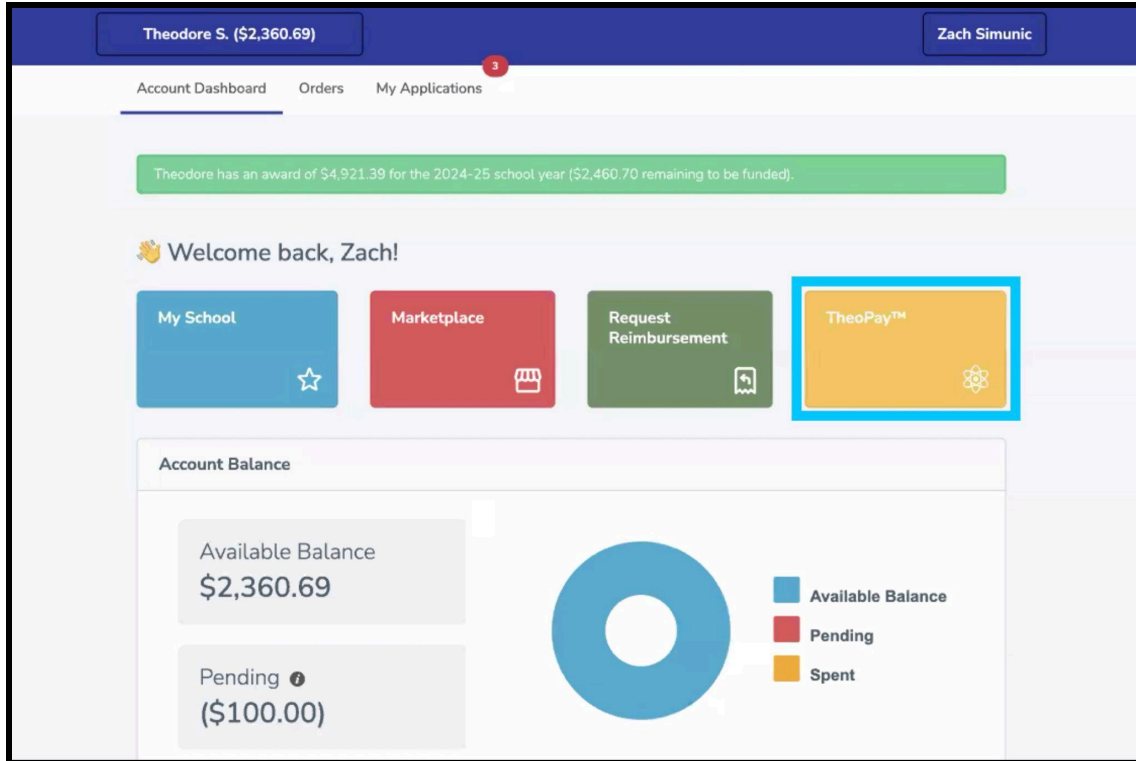
- Follow the instructions to add the TheoPay extension to your browser
- After clicking on the TheoPay extension, a pop-up will appear
- Enter your Hope Scholarship account password to activate TheoPay
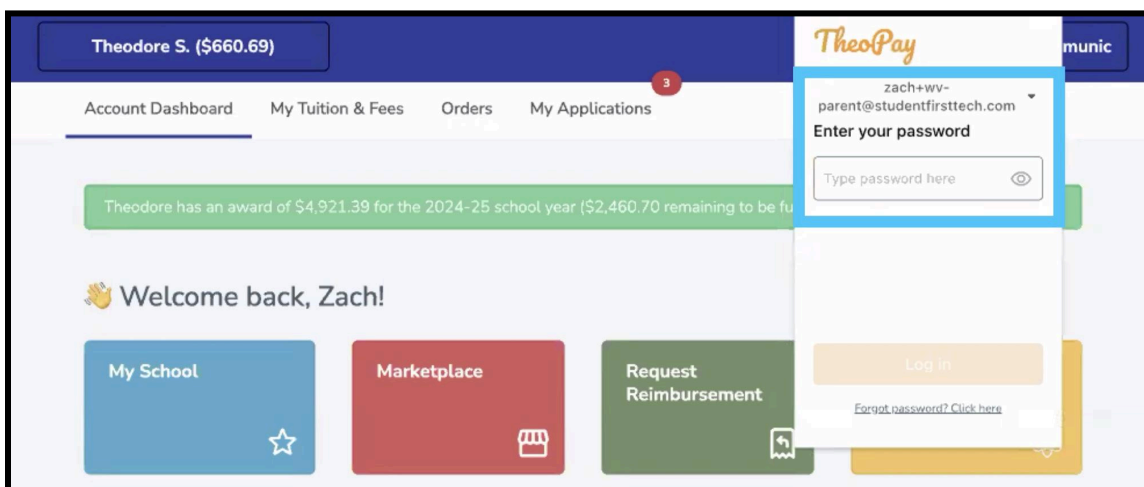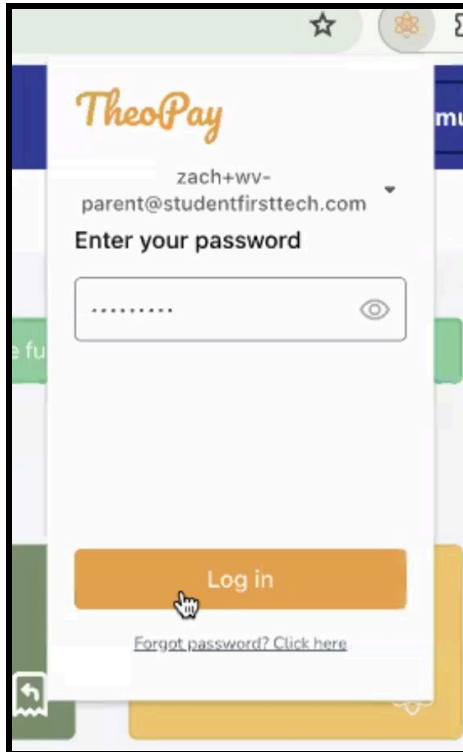
Note for Parents/Guardians with multiple participating students:

TheoPay corresponds to the Hope Student account currently being viewed in the Parent/Guardian Account Dashboard. If the account holder is making TheoPay purchase requests for more than one participating Hope Scholarship student will have to be made individually.

TheoPay Instructions (continued):
- Navigate to an approved vendor's website
- Add items to your cart as normal
- When ready to check out, activate the TheoPay extension
- Click "Scan Cart" to check item eligibility
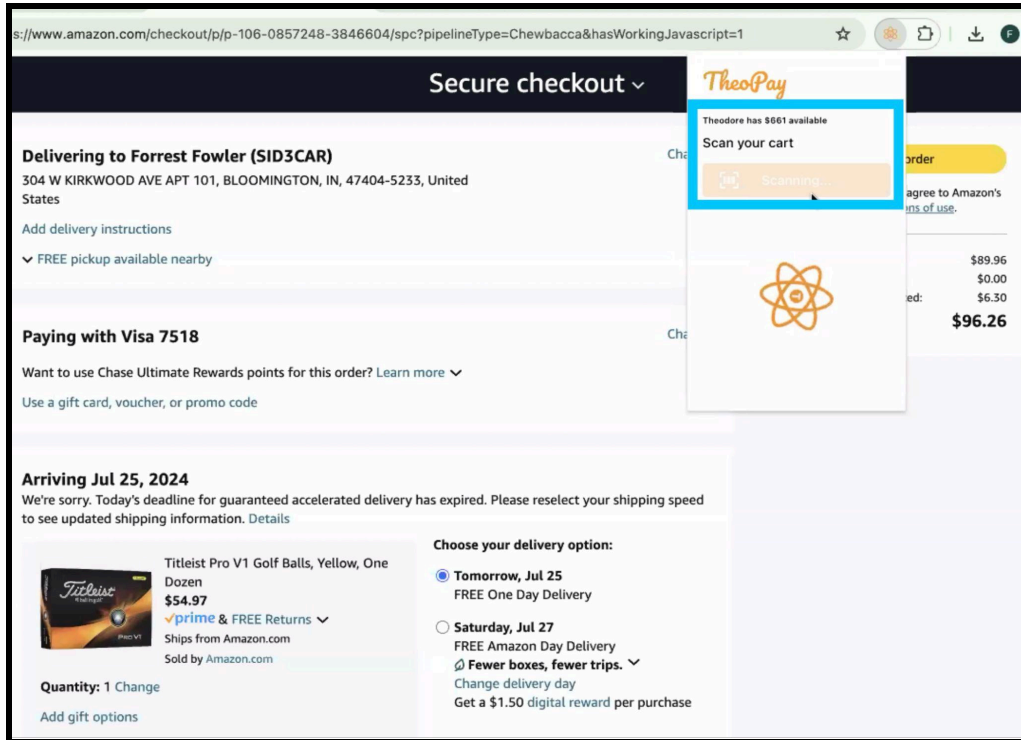
- Review the results and remove any ineligible items if necessary
- Once all items display as approved by the Hope Scholarship Program, click "Submit" to process the order. DO NOT CHECK OUT ON THE WEBSITE USING YOUR OWN PAYMENT INFORMATION.
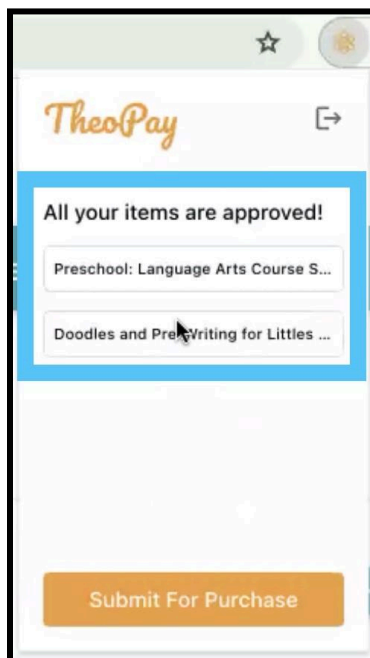
- TheoPay Product Fulfillment
  - To complete your TheoPay order, simply click the "Close" button. Your job is complete and the Hope Scholarship Program will fulfill your order.

Notes:
- **Do not complete the checkout on the vendor's website. If you check out on the vendor's website using your own payment information, you may not be able to be reimbursed for your purchase.** TheoPay will process the order for you.
- For families with multiple students:
  - Submit TheoPay requests individually for each student participating in the Hope Scholarship Program
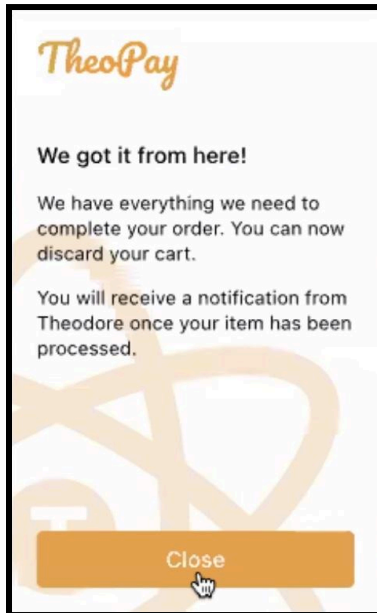 - The fulfillment team will combine orders when possible to optimize shipping
- Taking advantage of sales or discounts:
  - Families can utilize sales or discounts offered by approved Vendors
  - Families should submit orders early for time-sensitive discounts
- If an item is initially denied:
  - Within the TheoPay App, Families can submit the product for reconsideration, which results in product eligibility review
  - The initial denial may be overturned if the item is determined to be allowable
- TheoPay purchases must be made through a web browser, not through vendor-specific apps.

11. Important Dates and Deadlines

- **July 29, 2024:** Claim Account invitation email is delivered. Check your spam folder if not received. Contact the Hope Engagement Center if not found
- **July 31, 2024:** Carryover funds from the previous year should be available in your account
- **August 15, 2024:** First semester funding will be available
- **January 15, 2025:** Second semester funding will be available
- Students participating in the Program for less than a full year will receive their prorated funds as soon as feasible after being awarded Program participation. The Board generally deposits prorated funds to awarded students on a monthly basis, to allow time for the various state processes needed to make the transfer after an application is approved and the Student is awarded.

Key Reminders:
- Claim your account promptly upon receiving the email
- Select a school quickly (if applicable)
- Pay tuition soon after receiving funding (if applicable)
- Complete all necessary steps to ensure a smooth start to the school year

12. Support and Assistance

If you encounter any issues, the Hope Engagement Center is available to assist you by contacting help@hopescholarshipwv.com or 681-999-HOPE (4673). Thank you for your participation in the West Virginia Hope Scholarship Program!