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.
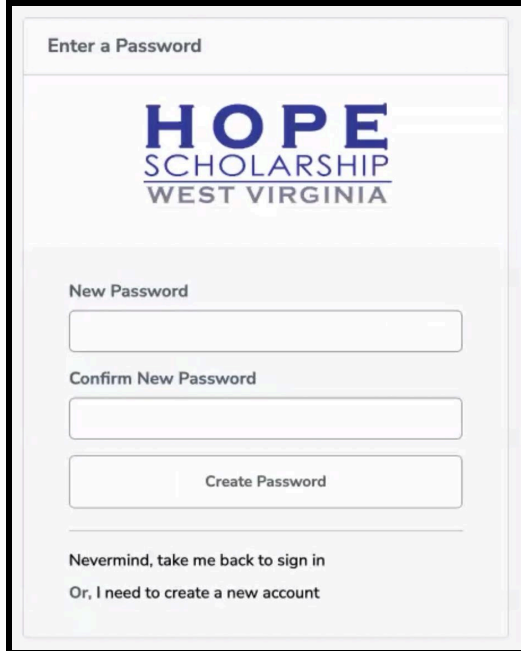
2. Claiming Your Parent/Guardian Account

- 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.**
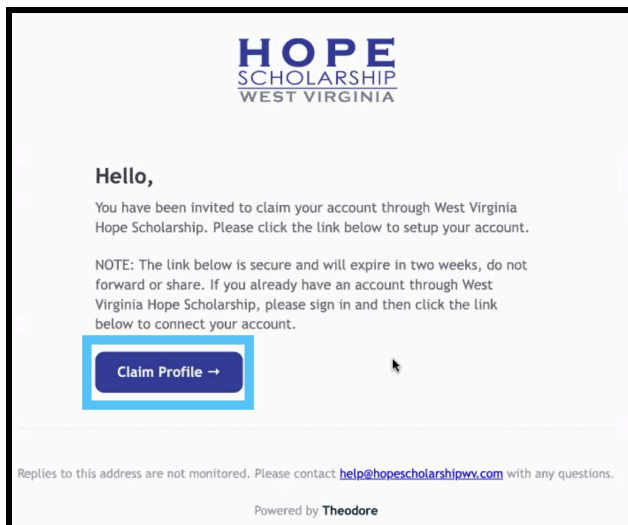
- On the Create a Password screen:
  - Enter a unique password that you will remember
  - This does NOT have to be the same password you used for your EMA account
  - Re-enter the password in the "Confirm Password" box
  - Click the "Create Password" button

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
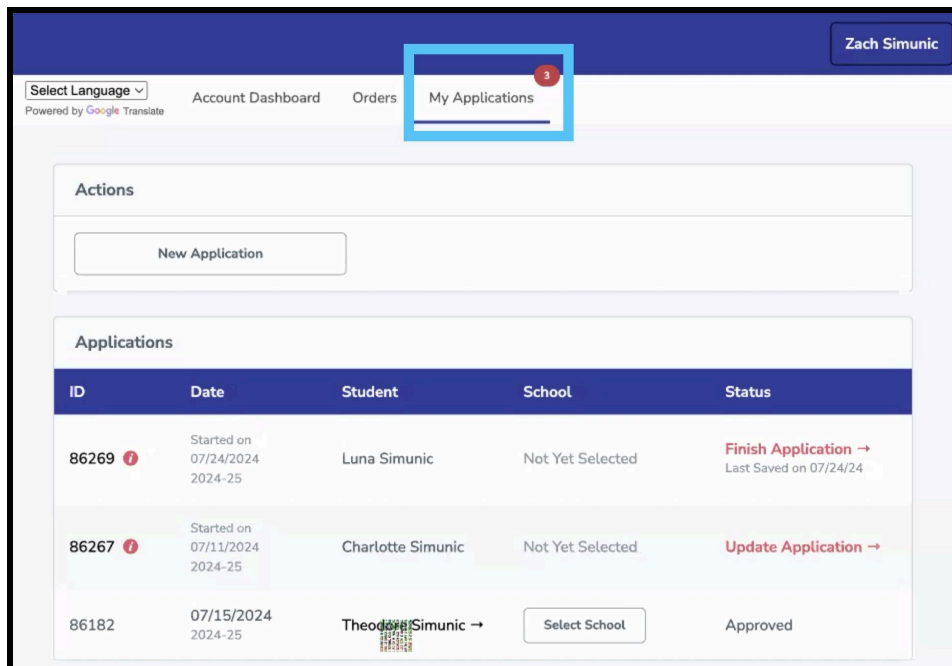- We'll guide you through each section for a seamless experience
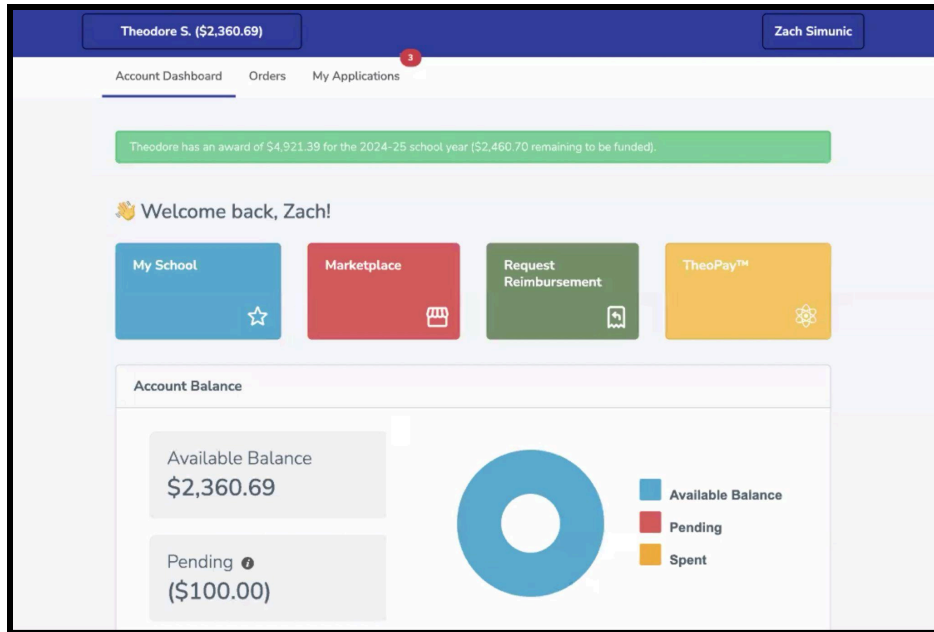
- You can switch between them by clicking on the student's name in the top left corner of the dashboard
- This allows you to manage each student's account individually
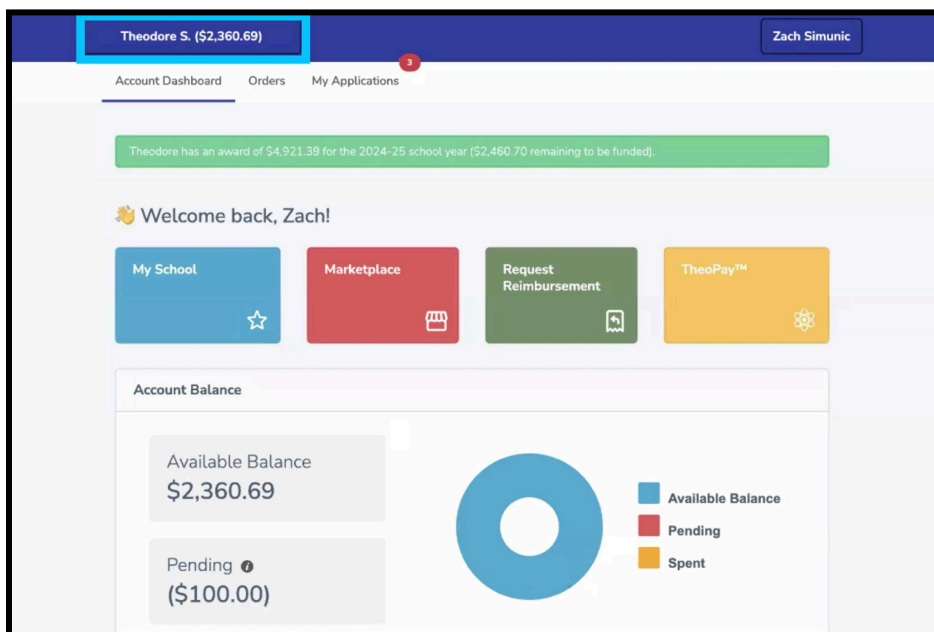
4. Managing Your Applications

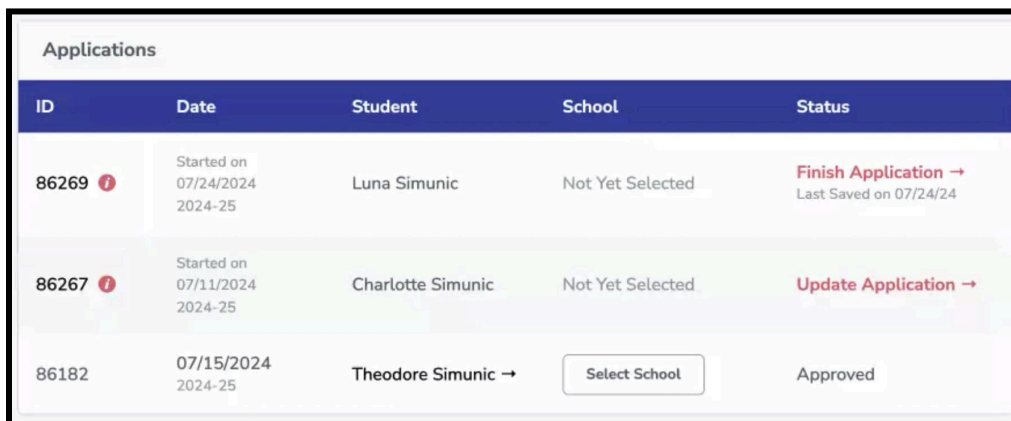- Click on the "My Applications" tab to view all your students' applications.

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- 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.
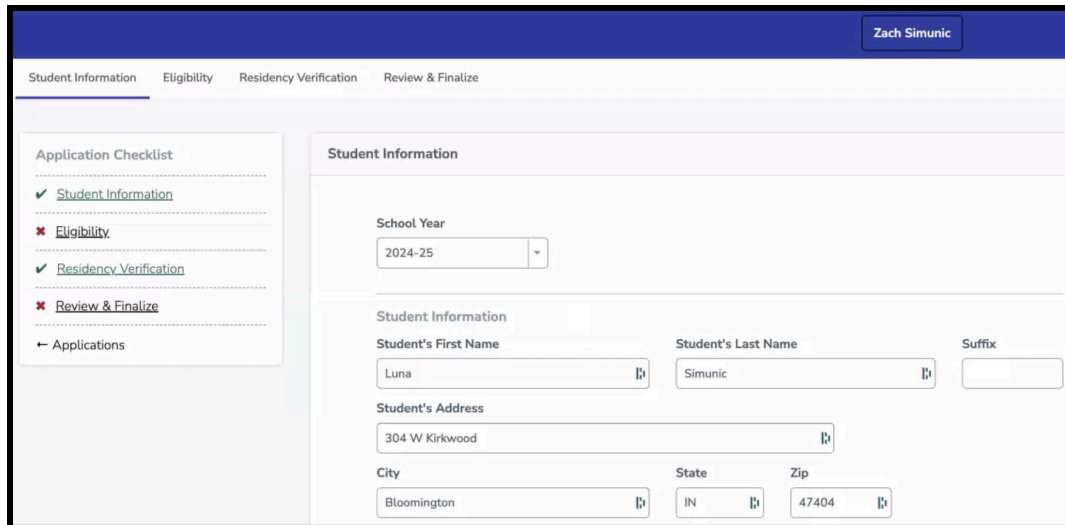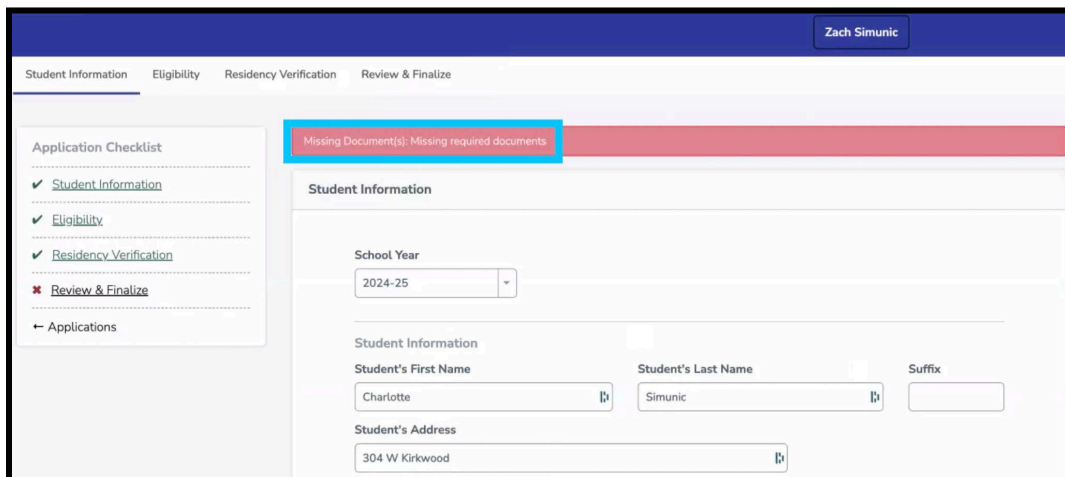
- To "Finish Application:"
  - Click on "Finish Application"
  - Complete any remaining questions
  - Submit the application for review

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- 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
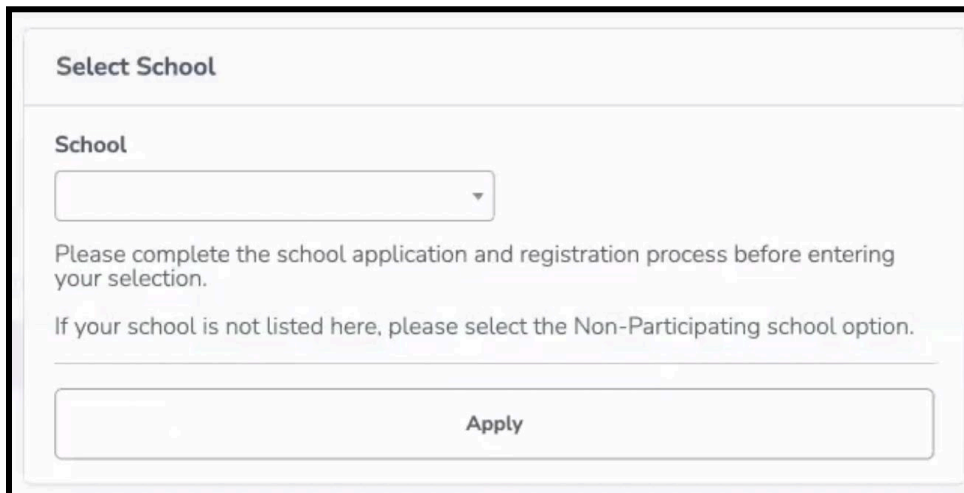   - Non-public schools and microschools can start seeing student requests for enrollment starting July 29, 2024
    - If you accidentally select the wrong school, contact the Hope Engagement Center at 681-999-HOPE (4673) or help@hopescholarshipwv.com, to assist in a reset for your initial school selection. 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

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○ **Spending Graph:** Visualizes your current available and pending funds

Account Balance

Available Balance
$2,360.69

Pending ⓘ
($100.00)

■ Available Balance
■ Pending
■ Spent
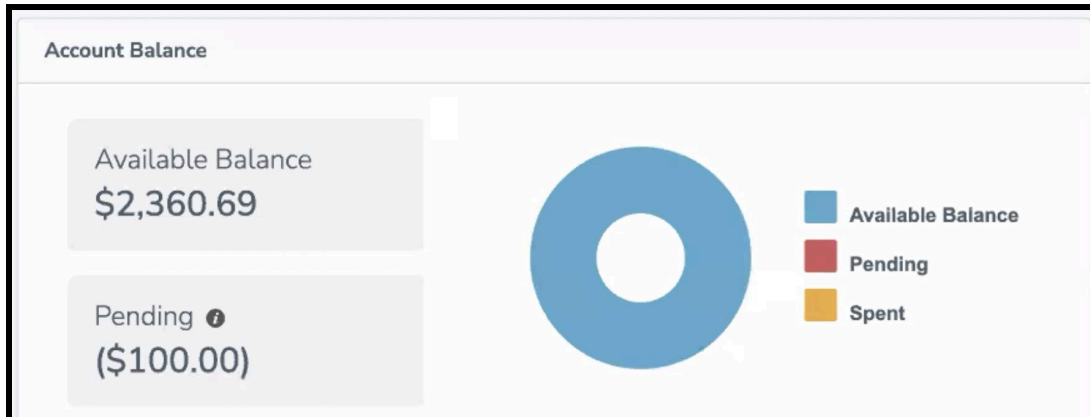
*Please note that this is an example and does not reflect a specific WV Hope Scholarship student's funding amounts.

- 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

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- 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

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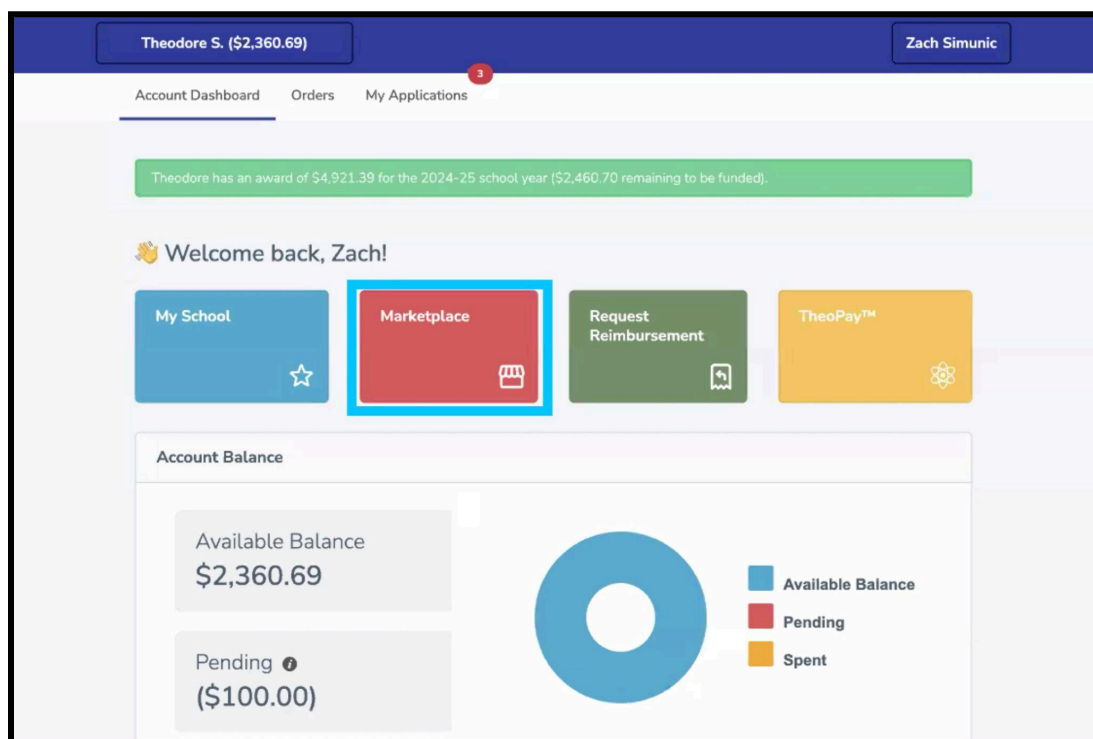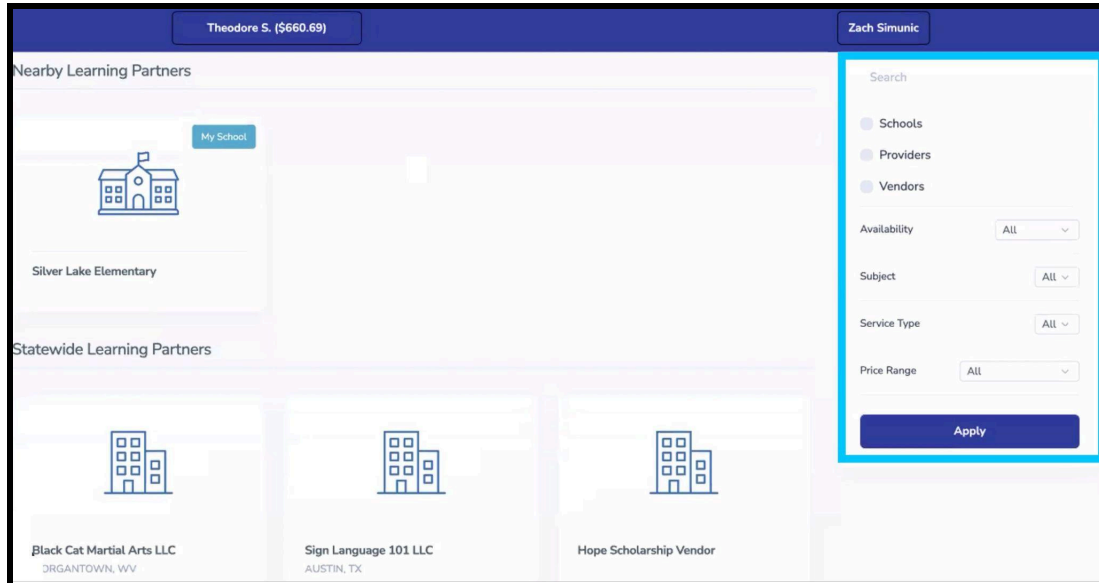
9. Submitting Reimbursements

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

- From your dashboard, click on the "Reimbursements" tile
- Click "Submit New Request"
- Fill out the required information
- Upload your receipt and proof of payment
- Submit the request for review

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
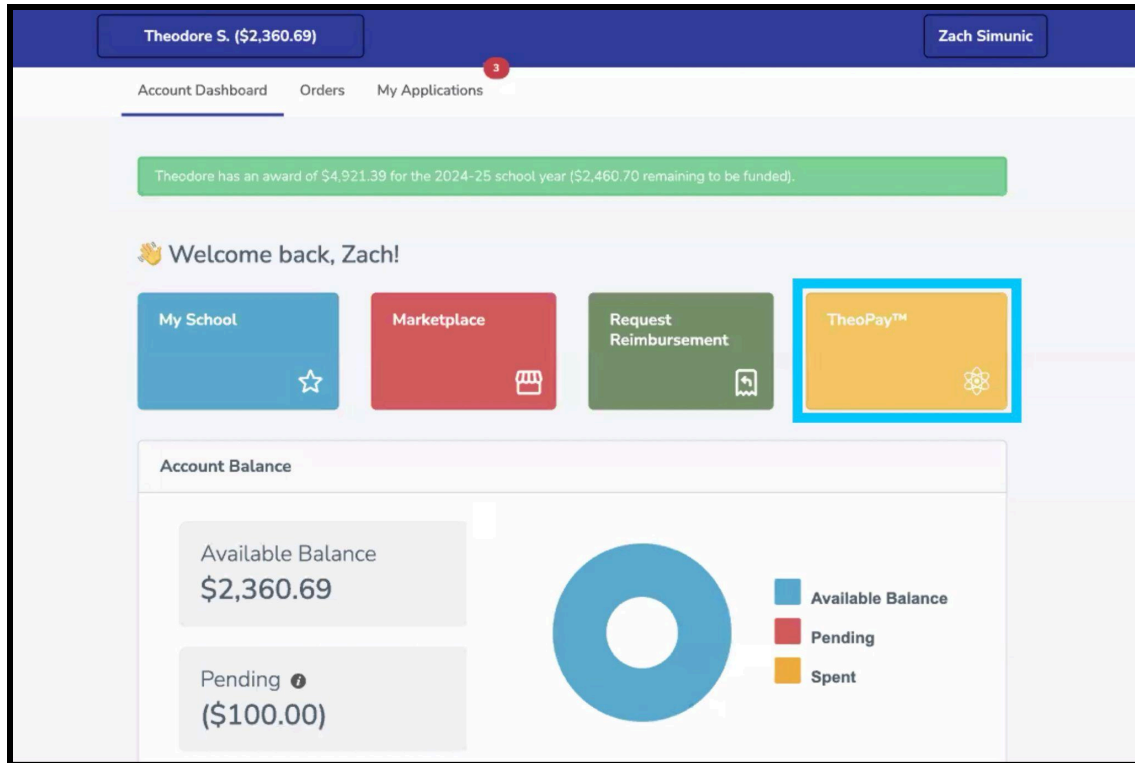
- Follow the instructions to add the TheoPay extension to your browser
- After clicking on the TheoPay extension, a pop-up will appear
- Enter your Hope Scholarship account password to activate TheoPay
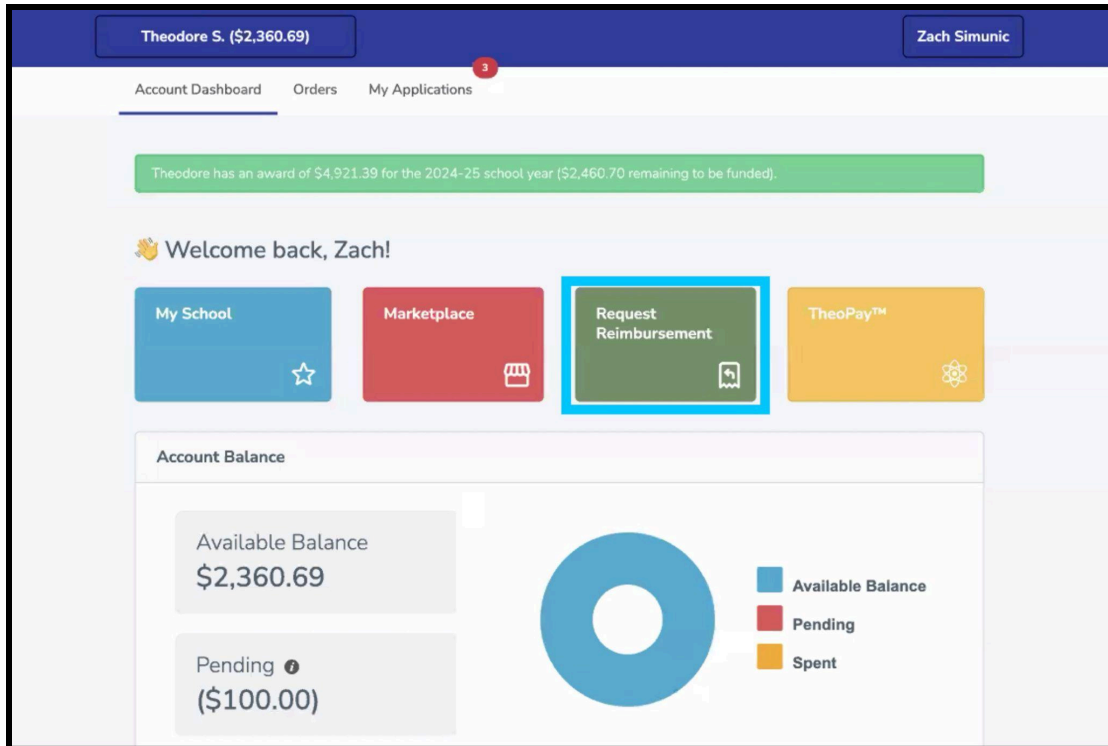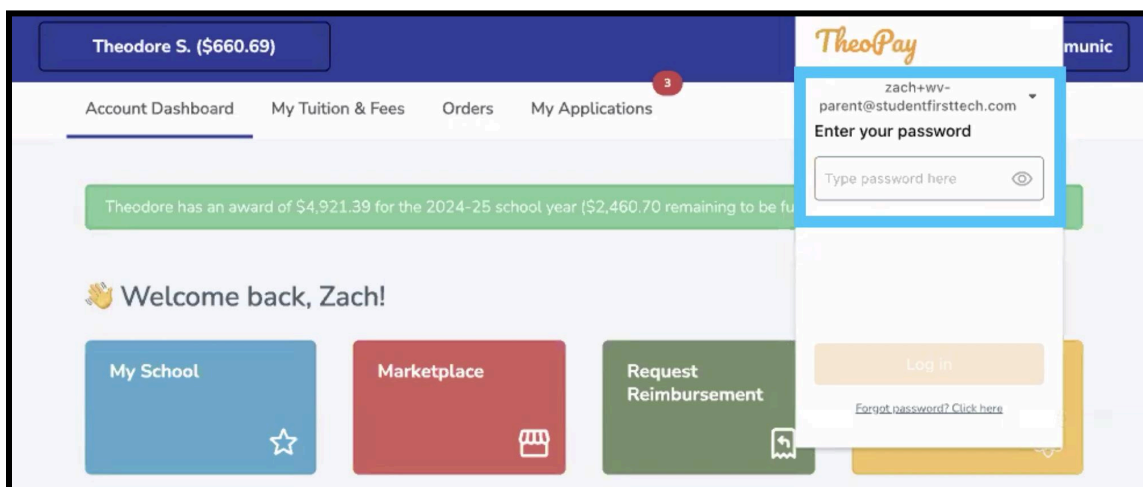

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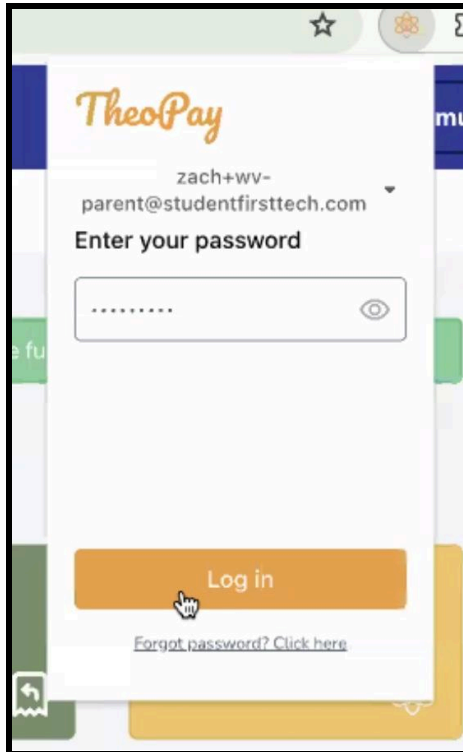
Note for Parents/Guardians with multiple participating students:

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

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- 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.
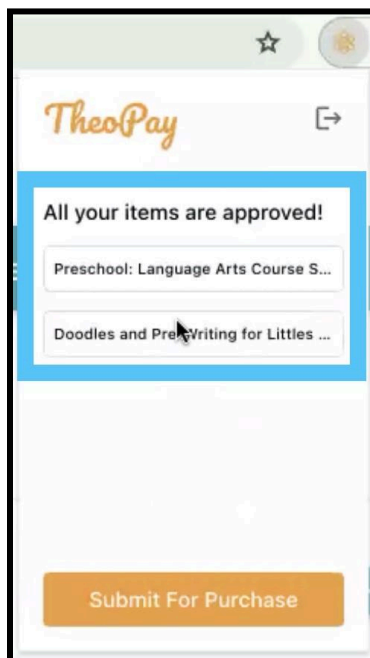
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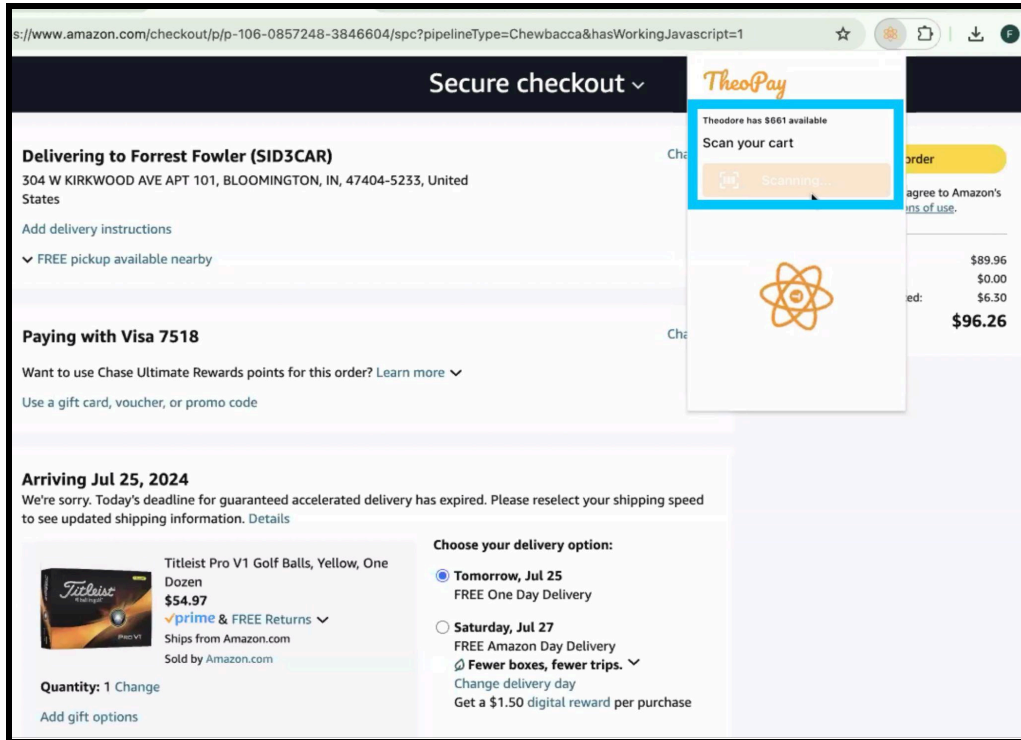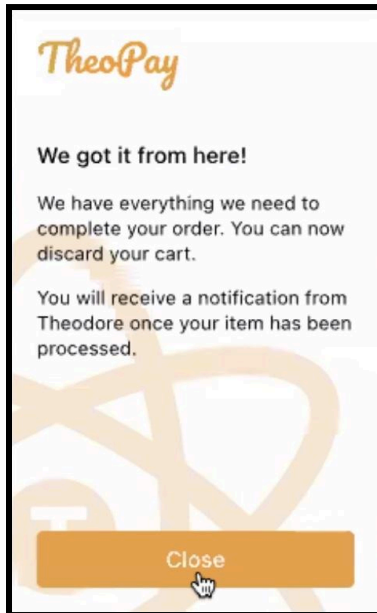
- TheoPay Product Fulfillment
  - To complete your TheoPay order, simply click the "Close" button. Your job is complete and the Hope Scholarship Program will fulfill your order.

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.

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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!

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