Hope Scholarship Program

Parent/Guardian Portal User Guide
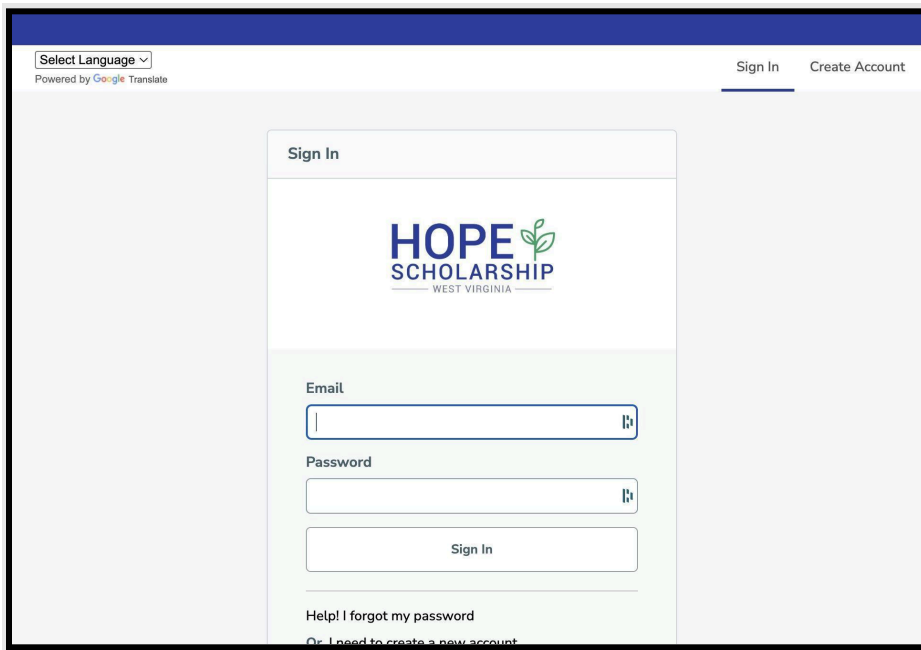
1. Introduction

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. Accessing Your Parent/Guardian Account

- Navigate to the Hope Scholarship Program login page
- Enter your email address and password
- Click "Log In" to access your account

If you forget your password:

- Click "Help! I forgot my password" on the login screen
- Enter your email address associated with your Hope Scholarship account
- Follow the reset instructions sent to your email
- Create a new password
- Log in with your updated credentials

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.
- **Note: Account holders will NOT see the Account Dashboard for approved Hope Scholarship students until the account(s) are funded for the first time.**
- 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
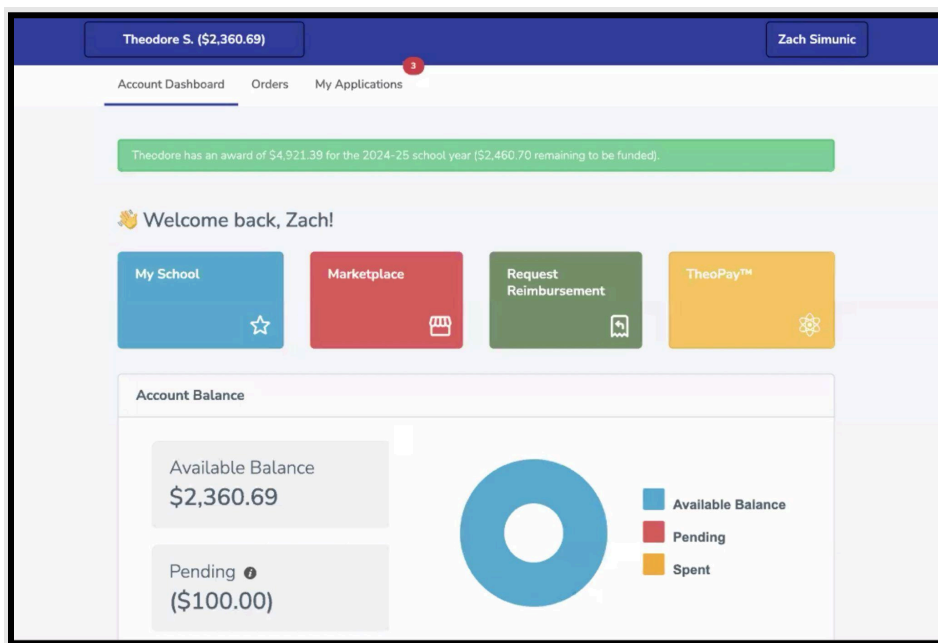
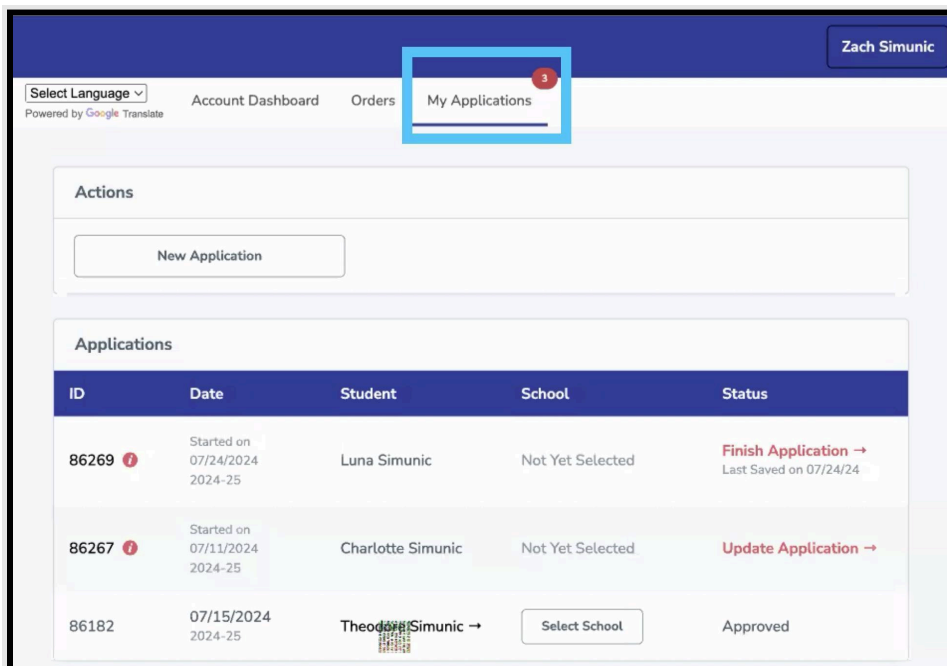- **If you have multiple participating students, you can switch between them by clicking on the student's name in the top left corner of the dashboard.**
- This allows you to manage each student's account individually.
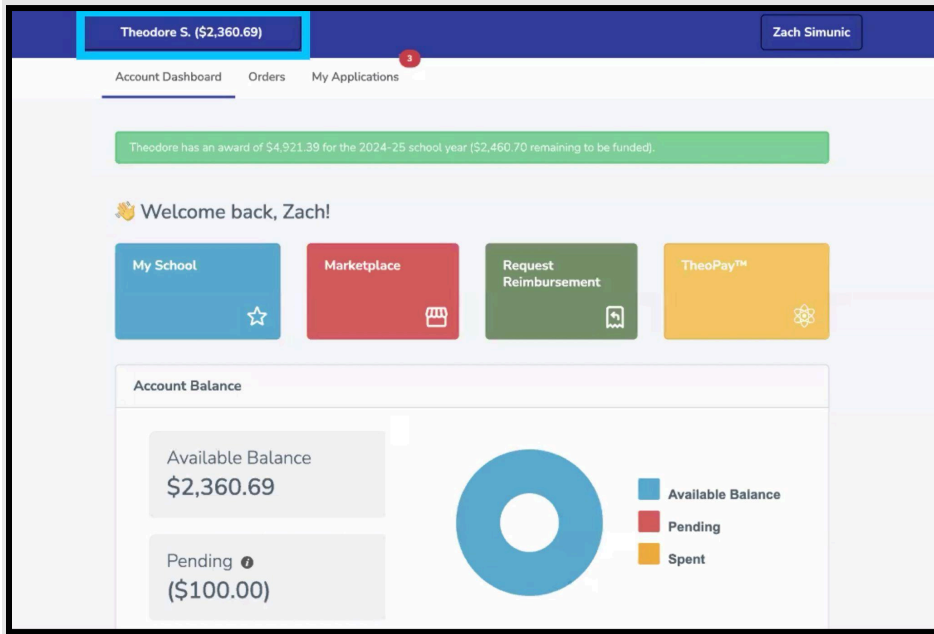
4. Managing Your Applications

- Click on the "My Applications" tab to view all your students' applications.
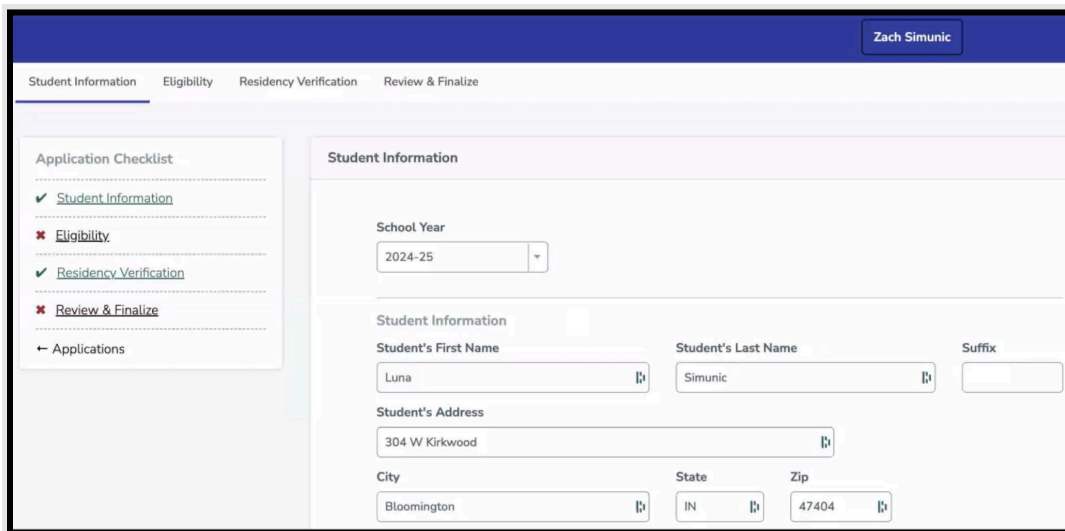
- You may see different statuses for each application:
  - **Finish Application:** The application is still being completed and has not been submitted for review. Account Holder still must submit the application to be reviewed and considered for eligibility.
  - **Pending Hope:** The application has been submitted in the Hope Scholarship online portal and is waiting to be reviewed by the Hope Scholarship Program.
  - **Update Application:** The application has missing documentation or other issues which require clarification and edits before an eligibility determination can be made. Applications that are waiting on updates are not complete and will not be reviewed until requested information is uploaded on the application and resubmitted. (An "Updated Application" will be marked ineligible after 30 days of no activity.)
  - **Approved:** The submitted application was complete and the Student is eligible to participate in the Hope Scholarship Program. This does not signify that the approved student has been funded.
  - **Conditionally Eligible:** The application is conditionally eligible for the upcoming school year until the Student's compliance with Year-End Academic/Attendance Reporting requirements are verified by the WV Department of Education.
  - **Pending School Review:** A requested school needs to verify Student's enrollment.
  - **Ineligible:** The application does not meet eligibility for the Hope Scholarship Program.
  - **Appealed:** An application that was originally deemed ineligible has been resubmitted to the Hope Scholarship Board's Committee on Appeals for eligibility review. (Please visit the [Parents/Students Forms](#) page on the [Hope Scholarship](#) Program website to access the Eligibility Appeal Form.
  - **Appeal Incomplete:** Submitted appeal did not have enough support/context to be presented to the Committee on Appeals.
  - **Expired:** No further action can be taken on this application.
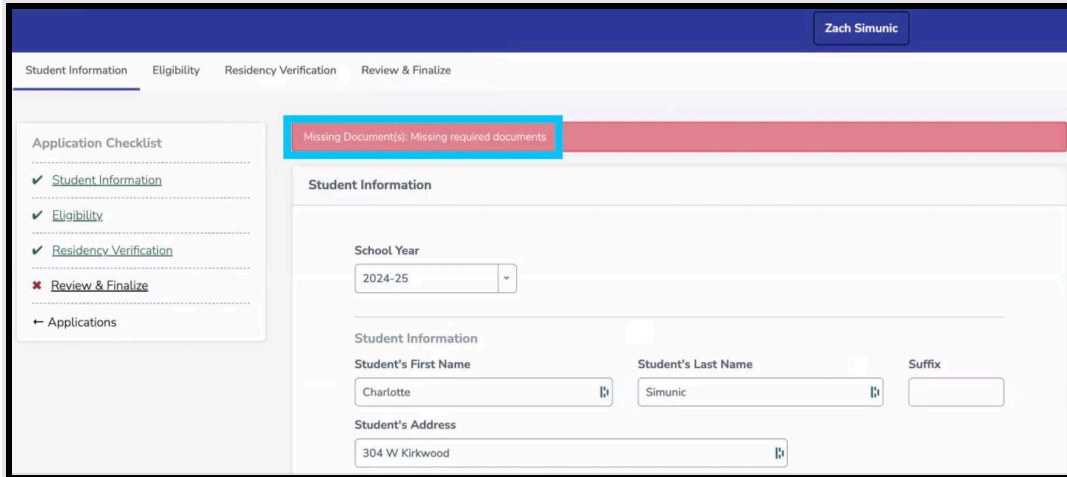
- To finish your Student's application:
  - Click on "Finish Application."
  - Complete any remaining questions and submit supporting documentation if applicable.
  - Submit the application for review.

- To update your Student's 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: If your child is an Individualized Instructional Program (IIP) student who will NOT be attending a non-public school or microschool, you do NOT need to make a school selection.**
- 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 for the 2024-2025 school year 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.

Select School

School

[▼]

Please complete the school application and registration process before entering your selection.

If your child is an Individualized Instructional Program (IIP) student who is not attending a nonpublic school or microschool, you do not need to complete this step.

Apply

- Choose your school from the dropdown menu. **Please pay close attention to the school's name and city, as there are multiple instances of schools with the same name in different locations.**
- Confirm your selection by selecting the "Apply" button.
- After the school is selected for your student(s), it will display "Pending School Review" for the participating school to confirm enrollment for the student. After enrollment confirmation, it will show "Approved" for the school selection.

6. Understanding Your Wallet

- Once your account is funded, you'll have access to the Wallet view.
- Key features of the Wallet:
  - **Available Balance:** Shows available funds that a student can spend for qualified expenses.
  - **Pending Balance:** Shows transactions that are in process.
  - **Spending Graph:** Visualizes your current available, pending, and spent funds.

Account Balance

Available Balance
$2,360.69

Pending ⓘ
($100.00)

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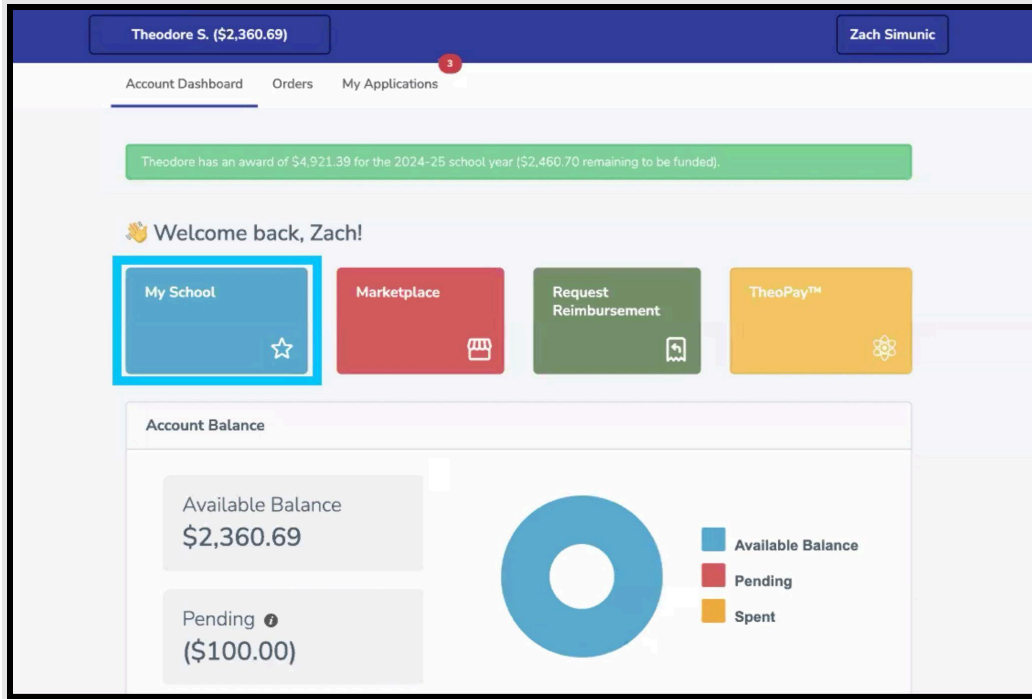- Pending
- Spent
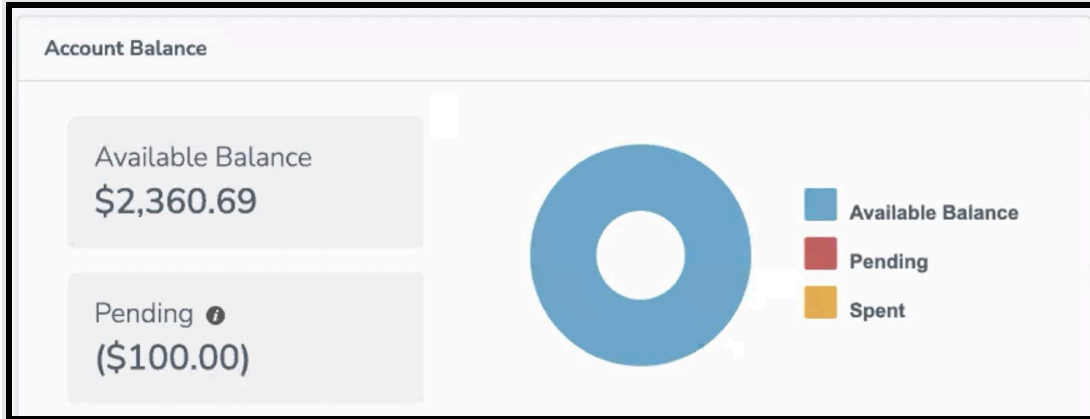
*Please note that this is an example and does not reflect a specific WV Hope Scholarship student's funding amounts.

- 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.
  - Once the Student has been found eligible and their application has been approved, the Account Holder must provide a Hope Scholarship Notice of Intent (NOI) to the Student's local county superintendent. Failure to submit a Notice of Intent will jeopardize a Student's ability to participate in the Hope Scholarship Program, as the Notice of Intent is a state law requirement for Program participation. The Board may withhold or delay funding to a Hope Scholarship student's account if a Notice of Intent has not been submitted. (Please reference the The Hope Scholarship Parent Handbook for more information.)

7. Paying Tuition and Fees (if applicable)

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

- You'll see two semesters listed; one will be unlocked each time your student's account is funded.
- Click "Pay Tuition & Fees" for the unlocked semester.

- **Review the amounts listed.**
- If the Tuition and Fees are correct, click "Submit" to process the payment.
- If the Tuition and Fees are incorrect, please email hopescholarshipwv@wvsto.gov.

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 and January 15$^{th.}$
- Timely completion ensures your child's school receives tuition and fees quickly, ensuring no delay in the payment process.

8. Using the Marketplace

- The Marketplace is primarily for service-based items (e.g., tutoring, music lessons).
  - From your dashboard, click on the red "Marketplace" tile.
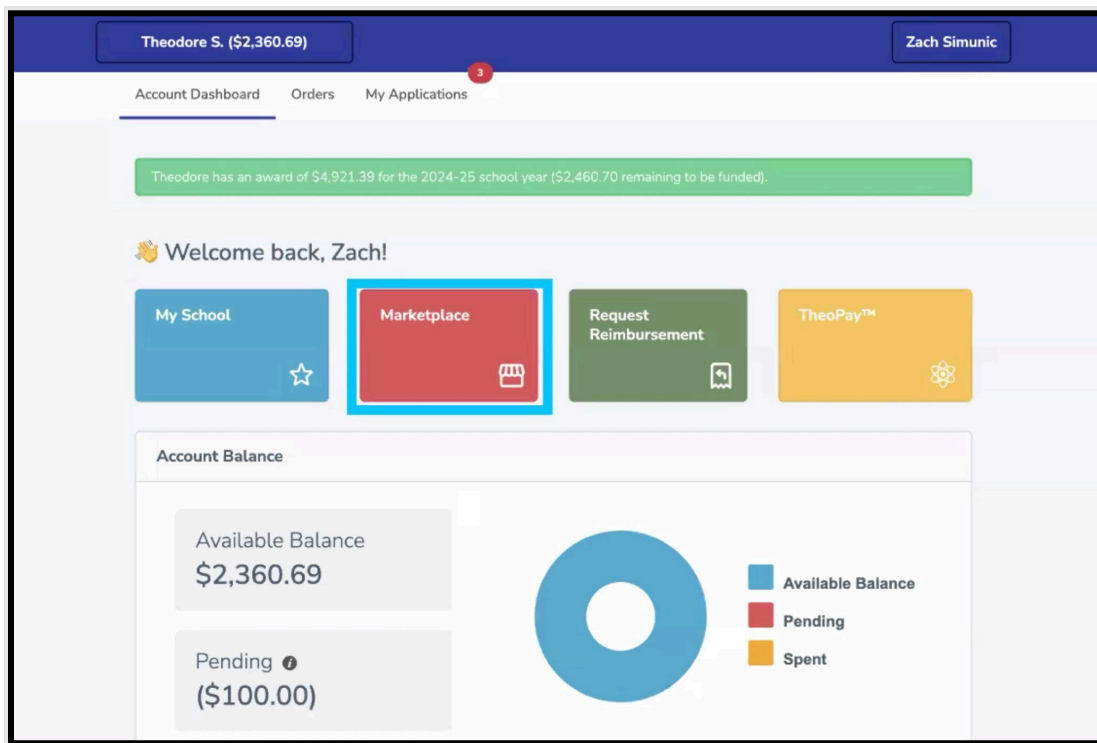
- Browse or search for approved products and services.
- Select the item you wish to purchase.
- Follow the prompts to complete the transaction.
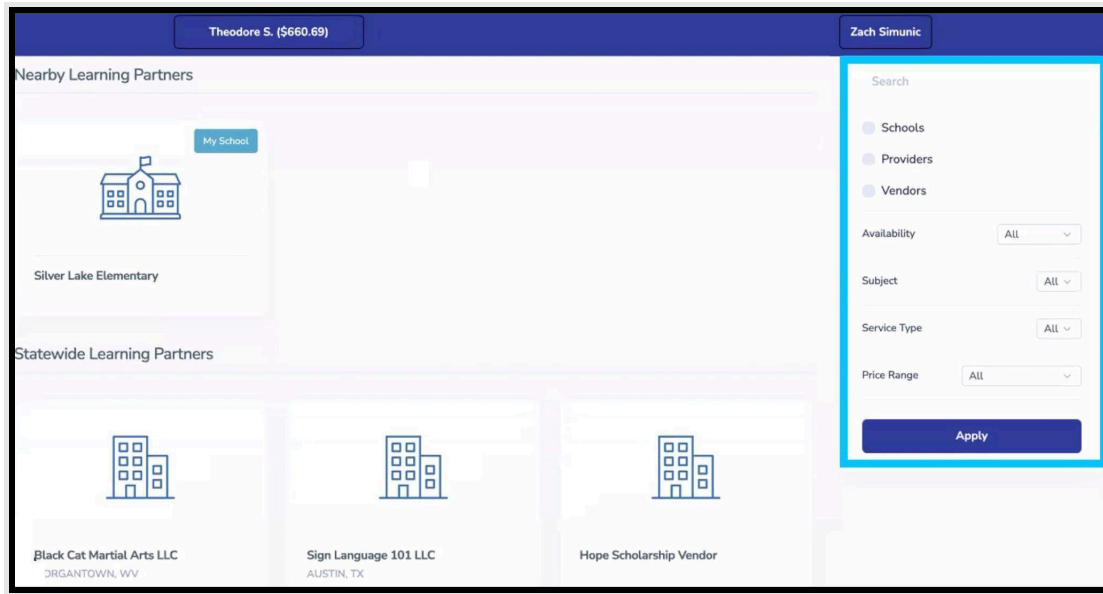
9. Submitting Reimbursements

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).
- Account Holders will not be able to submit a Reimbursement Request until you have successfully connected your bank account. If needing further assistance with this step, please contact the Hope Engagement Center at 681-999-HOPE (4673) or help@hopescholarshipwv.com

Note: If you do not plan to submit a reimbursement request, you do not need to connect your bank account to the online platform.
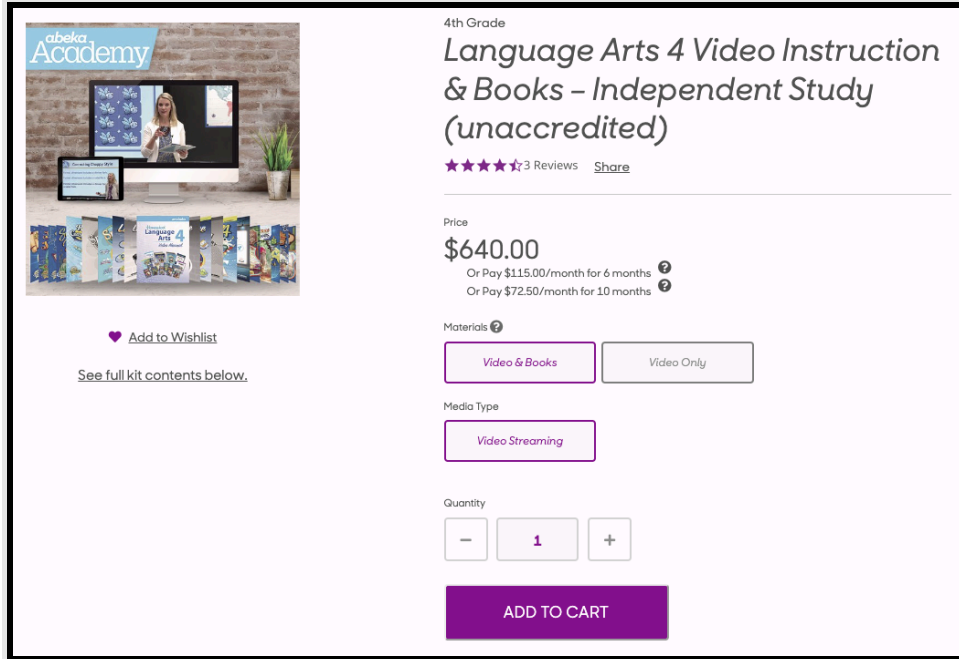
- Click on the "Request Reimbursements" tile in your dashboard. If you have multiple students, make sure that you are completing the reimbursement request for the correct student. Please ensure the correct student's account is displayed in the top left corner as you continue to place the Reimbursement Request.
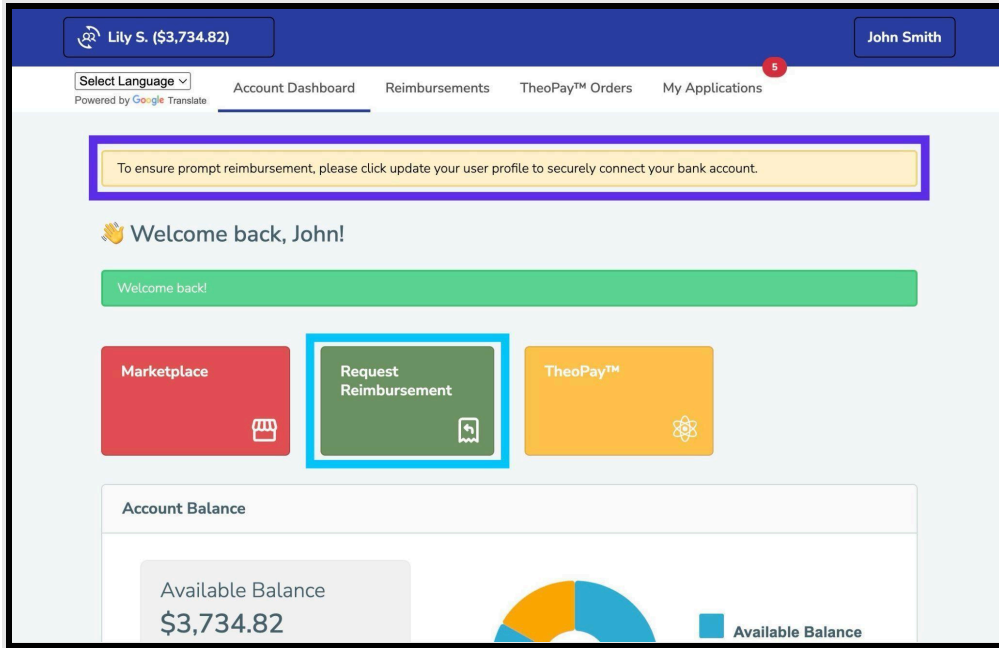
- Familiarize yourself with the [Hope Scholarship Board's Reimbursement Policy before submitting a request](). This document provides a clear understanding of what is eligible for reimbursement of Hope Scholarship funds.
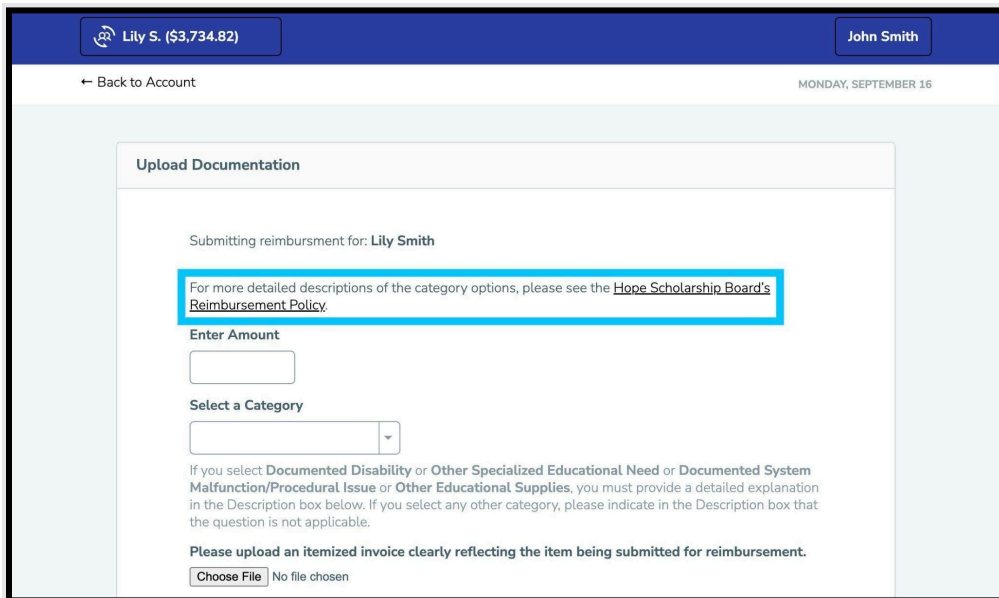
As an illustrative example: Reimbursement for Language Arts 4 Video Instruction from Abeka. In this case, we have selected the Video & Books as well as Video Streaming options.
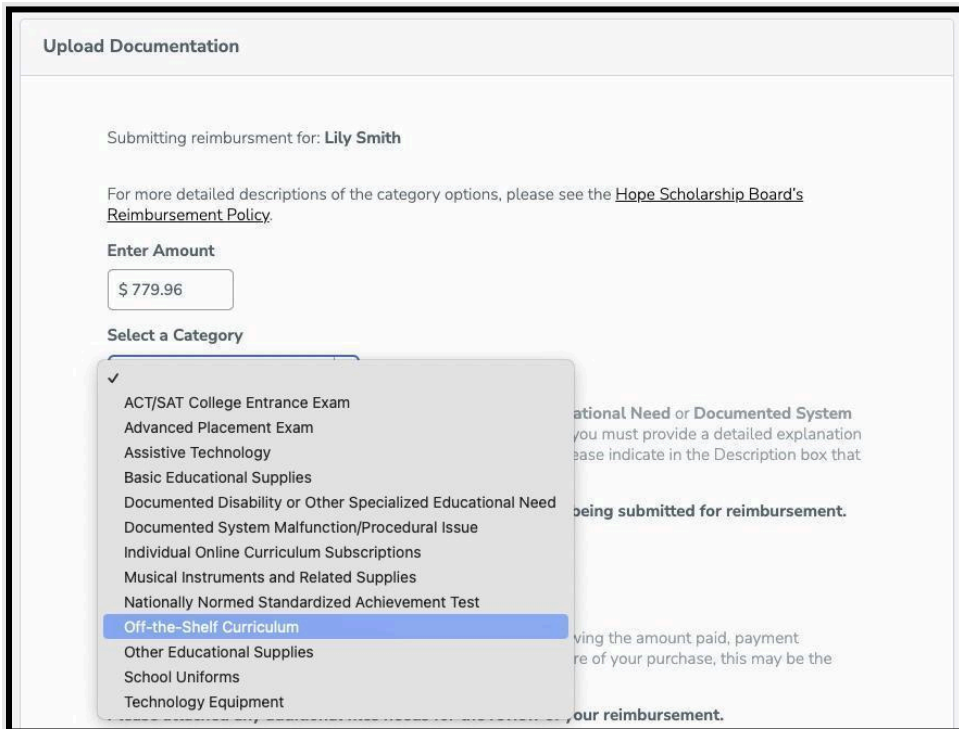
- In the reimbursement request screen, select the appropriate category and enter the total amount you paid for which you would like to be reimbursed.
  - **Important:** Enter the total amount you paid to the vendor, including any relevant tax, shipping, and/or handling fees.

- Attach required documentation:
    - Itemized Receipt/Proof of Purchase
    - Proof of Payment (including the purchase date)
    - Other Supporting Documentation (Optional)
    - Supporting documentation submitted with a reimbursement request should be in a PDF, JPEG, or PNG format.

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.
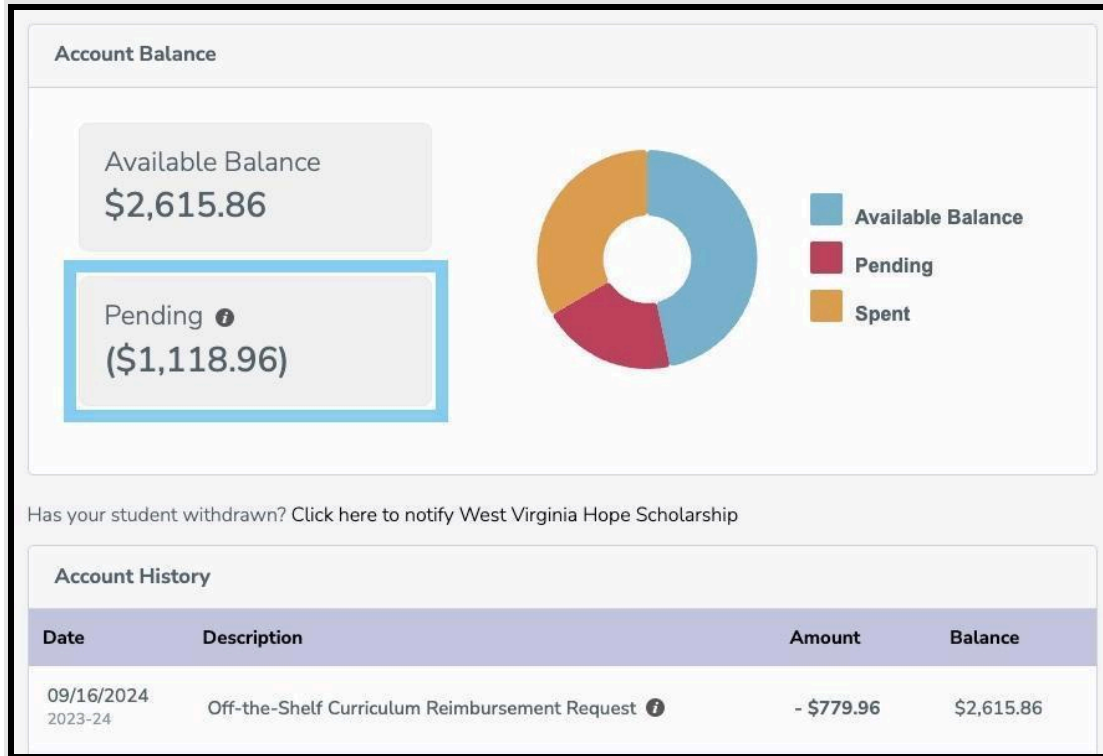
Note: Submit separate reimbursement requests for each participating student in your family from their individual accounts.   Ideally purchases would be made separately out-of-pocket for each student to allow for clean documentation for reimbursement requests, but we understand that may not always be possible.   If an itemized invoice contains purchases for multiple participating students, the invoice must be clearly marked by the Account Holder 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 at the top of your screen. 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, the status of the request will appear in the "Actions" column 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.
- **Processed:** Payment has been processed for the reimbursement request and paid to the linked bank account.

Note: If your reimbursement Request was not approved for missing documentation, the family notes section will describe what documentation is needed for review. Account Holders will need to re-submit a new reimbursement request if previously denied for missing documentation.

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 to access the Reimbursement Appeal Form.

10. Using TheoPay

TheoPay allows you to make purchases from approved vendors outside of the Hope Scholarship platform.
- From your dashboard, click on the yellow "TheoPay" tile.
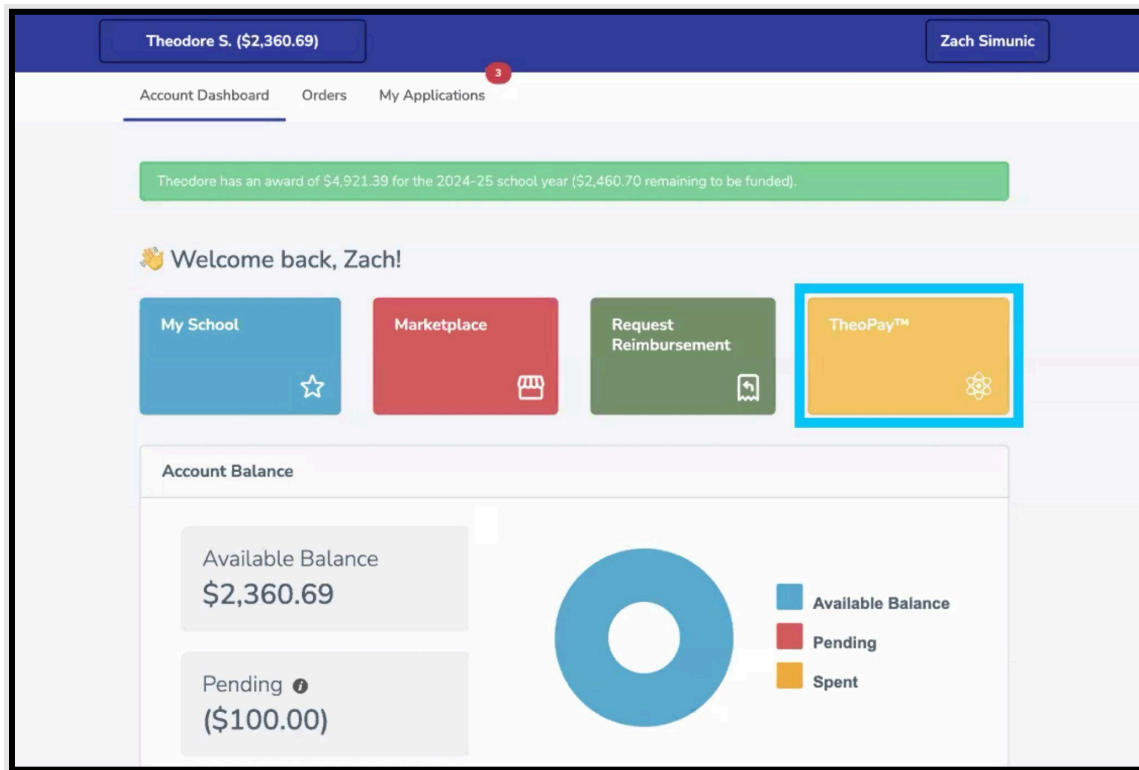
- Follow the instructions to add the TheoPay extension to your browser.
- After clicking on the TheoPay extension, a pop-up will appear.
- Enter your Hope Scholarship account password to activate TheoPay.
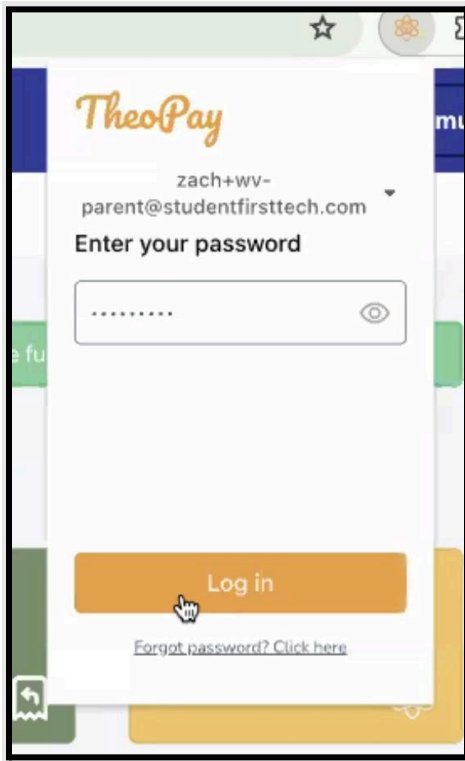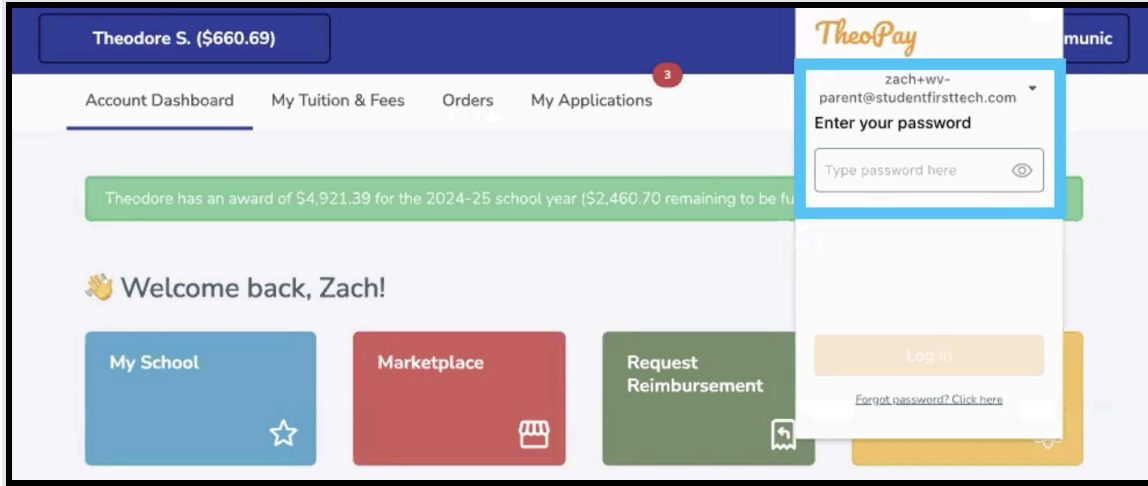
Note for Parents/Guardians with multiple participating students:
TheoPay corresponds to the Hope Student account currently being viewed in the Parent/Guardian Account Dashboard. Purchases will have to be made for each individual students. Account Holder cannot request TheoPay purchases for more than one participating Hope Scholarship student at a time.

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.
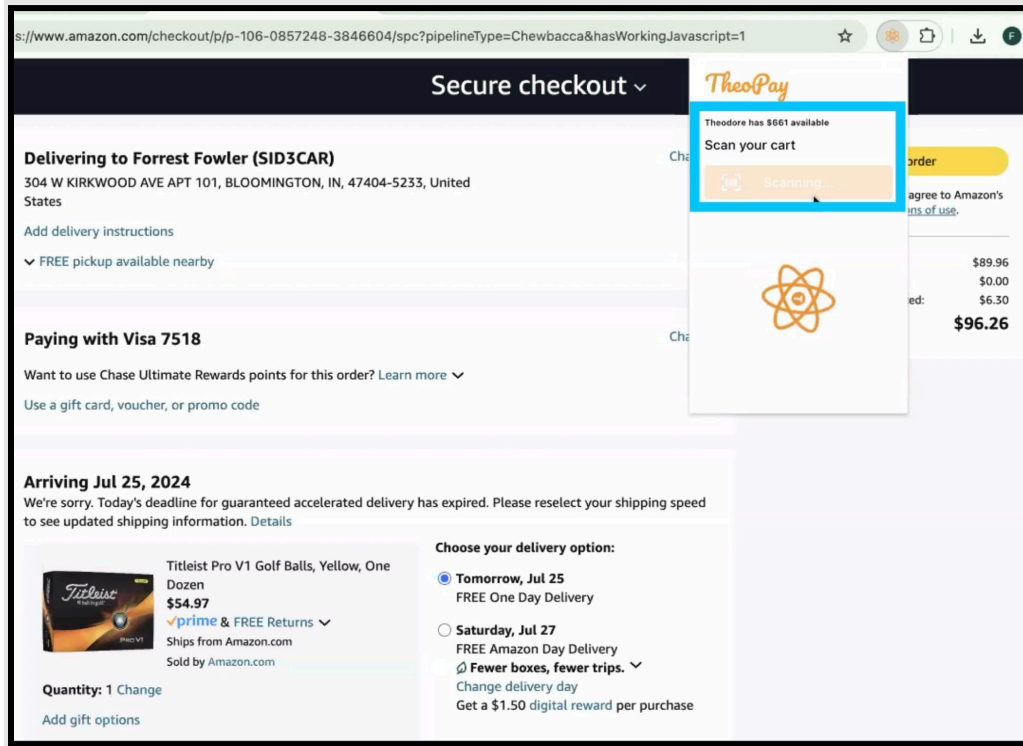
- Review the results and remove any ineligible items if necessary.
- Once all items display as approved by the Hope Scholarship Program, click "Submit" to process the order. **DO NOT CHECK OUT ON THE WEBSITE USING YOUR OWN PAYMENT INFORMATION**.
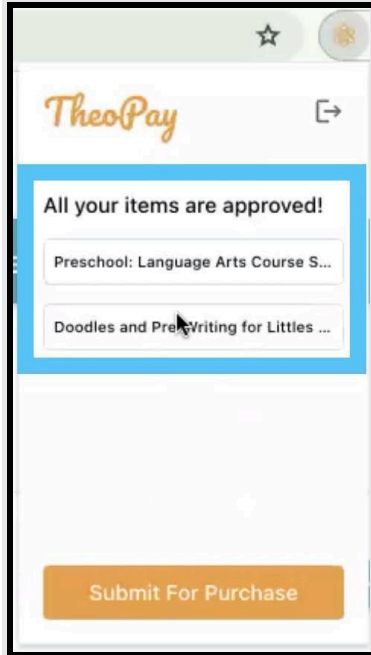
- TheoPay Product Fulfillment
  - To complete your TheoPay order, simply click the "Close" button. Your job is complete and the Hope Scholarship Program will fulfill your order.
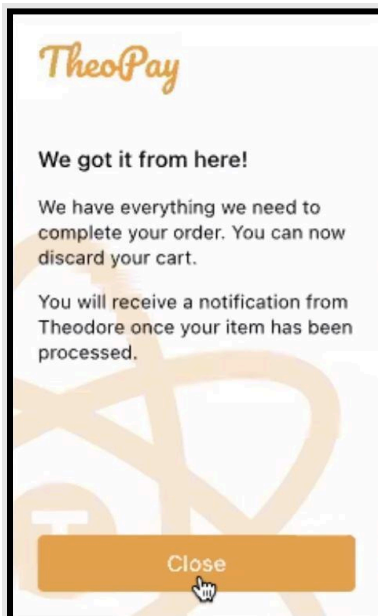
Notes:

- **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:
  - Student First Technologies cannot guarantee that orders will be fulfilled in time to secure sales prices or discounts available at the time the parents places the order, but will make every attempt to secure the favorable pricing when fulfilling the order.
- 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. TheoPay Order Return & Refund Process

Initial Return Request

1. **Before Starting the Return Process**
   - Each TheoPay whitelisted vendor has specific policies regarding vendor return policies published through the vendor's website, which can be reviewed at [TheoPay Enabled Vendor Return Policies](). 🔲

Note: All returns under the Hope Scholarship Program are subject to the return policies of the vendor from which the returned item was originally purchased. This includes the timeframe to complete a return as well as any restocking fees or other charges for returns processed after the eligible period. If the vendor will not permit the return of a specific TheoPay item under the vendor's return policy, the Hope Scholarship student will not be able to receive a refund for the item.

2. **Submit Return Request**
    ○ Complete the [TheoPay Product Return Request Form](#) by clicking the link.
    ○ **Note: Do not Initiate a return on your own with a vendor without going through the required TheoPay Product Request Form**.
        ■ **Important:** If you initiate returns directly with vendors outside of the Hope Scholarship Program's official return process, the Program cannot be held responsible for any issues that may arise.

3. **Follow Steps** in Hope Scholarship'**s TheoPay Order Returns Process** guide.
    ● The [TheoPay Order Returns Process](#) guide provides detailed instructions for account holders to follow to ensure Hope Scholarship funds are properly returned to students accounts. **Completion of the TheoPay Product Request Form does NOT signify that the return process is complete. Following all steps is important to ensure the TheoPay returns process is complete.**
    ● If you need additional assistance for TheoPay returns, please reach out to the Hope Engagement Center at help@hopescholarshipwv.[com](#) or by phone at (681) 999-HOPE (4673).

12. Manual School Withdrawal & Refund Process

This section applies to nonpublic or microschool students who are enrolled in a school in the online portal but who wish to withdraw from that school.

Initial Withdrawal Stage

1. **Before Starting Withdrawal**
    ○ Please review your current non-public school's withdrawal policy. Hope Scholarship funds cannot be used to pay for services not rendered to a student. Families may be responsible for expenses non-refundable by a specific school's withdrawal policy.
    ○ Determine new educational path:
        ■ Different Hope participating school
        ■ IIP (learning at home) program
        ■ Return to public school
        ■ Other

- Email hopescholarshipwv@wvsto.com to inform the Hope Scholarship Program regarding your student's withdrawal. Include the student name, current school, start date and end date of enrollment, and educational plans for the future. **If the Student returns to public school, the Student is no longer eligible for the Program and Account Holder must immediately cease use of Hope Scholarship funds.**

Withdrawal Refund Processing Stage

1. **School Refund Process**
   - Hope Scholarship Board Staff will work with schools to calculate the prorated refund due back to the Student's Hope Scholarship account, if any.
   - School will issue a refund to Student First Technologies within 30 days of the student's withdrawal from the school.
2. **Refund Processing by Hope Scholarship Program**
   - Student First Technologies receives student's refund check, verifies the amount and student details, and processes the refund total back to student's Hope Scholarship account.
3. **System Withdrawal**
   - Student First Technologies and Hope Scholarship Board staff will manually withdraw the student from the school in the online portal, freeing the student to make a new school selection in the system.

13. Important Dates and Deadlines

- **August 15, 2024:** First semester funding will be available
- **January 3, 2025:** Continued participation confirmations will be available for families who intend to remain in the program for the 2025-2026 school year
- **January 15, 2025:** Second semester funding will be available
- **March 1, 2025:** New applications for the 2025-2026 school year 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.

14. 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!