

Hope Scholarship Program

Parent/Guardian User FAQs

Table of Contents

Hope Scholarship Program: Parent/Guardian User FAQs	3
I. Account Setup and Management	3
1. How do I claim my account in the New Hope Scholarship Platform?	3
2. Why is it important to claim my account promptly?	3
3. Do I need to reapply for the upcoming 2024-25 school year if I previously applied in the EMA System?	4
4. How do I update my contact information?	4
5. I forgot my password. How do I reset it?	4
II. Funding and Payments	4
6. When will funds be available in my account?	5
7. How do I direct my student(s) funds or make payments once funding is available?	5
8. How do I pay my child's tuition and fees to a Non-Public School or Microschool through the platform?	5
9. Will carryover funds be immediately visible when I claim my account?	6
III. School Enrollment and Tuition	6
10. How do I enroll my child in a school through the Hope Scholarship Platform?	6
11. How do schools input tuition and fees for my child?	6
IV. TheoPay and Marketplace	6
12. What is TheoPay and how do I use it?	6
13. What can I purchase with TheoPay?	7
14. How does the purchase process work with TheoPay?	7
15. What's the turnaround time for TheoPay purchases?	7
16. Can I use TheoPay for multiple students?	7
17. Can I take advantage of sales or discounts with TheoPay?	7
18. What if TheoPay initially denies a purchase I believe is eligible?	7
19. How will the TheoPay system improve over time?	8
20. Can I use personal accounts (like Amazon Prime) when making TheoPay purchases?	8
21. How do I find approved educational products in the Marketplace?	8
IV. Reimbursements	8
22. How do I submit a reimbursement request?	8
23. What if my reimbursement request is denied?	8
VI. Academic Progress and Eligibility	9
24. What does "Conditionally Eligible" status mean?	9
25. How can I resolve a "Conditionally Eligible" status?	9
26. What should I know about academic progress closeout letters?	9
27. What if my child's academic progress issue was resolved before the transition?	9
28. What if my child's academic progress issue wasn't resolved before the transition?	9
29. How will my child's status be updated after proving academic progress?	9
30. Will "Conditionally Eligible" accounts be funded?	10

VII. Hope Customer Service	10
31. Who should I contact for help with the new Hope Scholarship platform?	10
32. When should I contact the West Virginia State Treasurer's Office directly?	10
VIII. Important Dates and Deadlines	10
33. When is the deadline for claiming my account?	10
34. When will schools be able to see my child's enrollment?	10
35. When will the updated parent handbook be available?	10
IX. Technical Issues and System Updates	11
36. What if I don't receive my claim account email?	11
37. Will my information from the EMA system transfer to the new platform?	11
38. Can I use the same password I had in the old platform?	11
IX. Additional Information	11
39. Where can I find a list of qualified expenses for the Hope Scholarship Program?	11
XI. Final Notes	11

Hope Scholarship Program: Parent/Guardian User FAQs

I. Account Setup and Management

1. How do I claim my account in the New Hope Scholarship Platform?

Answer:

- Check for an email from invitations@thelearning.com with the subject "Please claim your ESA account"
- Click the provided link to set up your password
- If not received by the end of the day July 29, 2024, please check your spam folder
- Contact the Hope Engagement Center at 681-999-HOPE (4673) or help@hopescholarshipwv.com if you cannot locate your claim account email by the end of the day July 29, 2024.

2. Why is it important to claim my account promptly?

Last Updated: July 26, 2024

Answer:

- Claiming your account promptly ensures timely access to your child's information in the Hope Scholarship Platform.
- If your student is attending a participating non-public school, claiming your parent/guardian account will give you access to initiate the school enrollment process for your student.

3. Do I need to reapply for the upcoming 2024-25 school year if I previously applied in the EMA System?

Answer:

- No, your application(s) from the EMA system will transition automatically
- Your student(s) existing application(s) will be visible upon your first time accessing the new Hope Scholarship Platform.

4. How do I update my contact information?

Answer:

- Log into your account
- Click on your name in the top right corner and select "Edit Profile"
- After selecting "Edit Profile," you will be prompted to edit any contact information that needs to be updated
- On mobile devices, locate your name, click it, and select "Edit Profile" from the dropdown menu
- After updates are complete, please select "Update Profile"
- For step by step instructions on this please also review the Parent/Guardian Portal User Guide available on the Hope Scholarship website www.hopescholarshipwv.com

5. I forgot my password. How do I reset it?

Answer:

- Click "Help! I Forgot Password" on the login page
- Follow the email instructions to reset your password. The instructions will be sent to the email address associated with your Hope Scholarship Account
- Contact the Hope Engagement Center at help@hopescholarshipwv.com or (681)-999-HOPE (4673) if you need further assistance

II. Funding and Payments

6. When will funds be available in my account?

Answer:

- New funds for 2024-25 will be available by August 15th
- Returning participants can access rollover funds from July 31st
- Hope Scholarship funds are deposited in two installments: August 15th and 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. How do I direct my student(s) funds or make payments once funding is available?

Answer:

- Parents and Legal Guardians of students who are attending a participating Non-Public (private) School or Microschool must pay fall semester tuition and fees through the new Hope Scholarship Portal.
- In the new Hope Scholarship portal, you as the Parent or Legal Guardian will take the first step by selecting the school. Once you select the school, that action will initiate the enrollment process to direct your student funds. This new step provides better control over expenses.
- If your student is not attending a non-public school or micro school you will be able to spend your student's funds in the closed market place with Hope Scholarship approved service providers and vendors, and purchase goods and commodities through the new feature TheoPay.

8. How do I pay my child's tuition and fees to a Non-Public School or Microschool through the platform?

Answer:

- Navigate to the "My School" section
- Click "Pay Tuition and Fees"
- Follow the prompts to complete the payment for your student's associated non-public school.
- This step is mandatory and not automated
- For step by step guidance on this process please also review the Parent/Guardian Portal User Guide or contact the Hope Scholarship Engagement Center at 681-999-HOPE (4673) or help@hopescholarshipwv.com

9. Will carryover funds be immediately visible when I claim my account?

Answer:

- No, carryover funds will not be initially visible in the digital wallet
- We anticipate carryover funds will be available and visible from July 31st

III. School Enrollment and Tuition

10. How do I enroll my child in a school through the Hope Scholarship Platform?

Answer:

- Claim your account in the new Hope Scholarship online platform
- Select and connect with your chosen non-public school or microschool
- The school will then assign your child's specific tuition and fee amount in the Hope Scholarship platform

11. How do schools input tuition and fees for my child?

Answer:

- Once you've selected a school, the school will input your tuition and fee amounts. You do not have to take any further action
- Once the school assigns tuition and fee amounts to your student (completed by the school), the information will populate the "Pay Tuition & Fees" step in the "My School" section
- Navigate to the "My School" section by clicking on the corresponding tile in your Family account dashboard

IV. TheoPay and Marketplace

12. What is TheoPay and how do I use it?

Answer:

- TheoPay is a tool for making purchases of products from approved vendors with your student's Hope Scholarship funds outside of the Hope Scholarship platform
- TheoPay transactions will only be approved if the purchase is an approved qualifying expense for the Hope Scholarship Program.
- To use TheoPay, download the TheoPay browser extension
- Follow the installation instructions provided in your account
- For detailed guidance on TheoPay, please view in the Parent/Guardian Portal User Guide.

13. What can I purchase with TheoPay?

Answer:

- Any goods or products from an approved Hope Scholarship vendor whose products are qualified expenses under the Hope Scholarship Program
- Examples are, but not limited to, school supplies, technology equipment, and curriculum (this list is not exhaustive)
- For allowable expenses, consult the Hope Scholarship Program Parent Handbook

14. How does the purchase process work with TheoPay?

Answer:

- Build your cart on the vendor's website
- **Do not complete the checkout on the vendor's site**
- Click "Save" in the TheoPay browser extension
- The order will be submitted to the Hope Scholarship team for fulfillment

15. What's the turnaround time for TheoPay purchases?

Answer:

- Carts are immediately approved upon submission for approved qualifying expenses
- Items are purchased within 24 to 48 hours
- Products are shipped directly from the vendor

16. Can I use TheoPay for multiple students?

Answer:

- Yes, but orders must be separate for each participating student
- Switch between students within the TheoPay app by toggling between participating students in the Hope Family Dashboard

17. Can I take advantage of sales or discounts with TheoPay

Answer:

- Yes, you can utilize sales or discounts
- Submit orders early in the sale period for time-sensitive discounts
- Personal accounts (e.g., Amazon Prime) cannot be used for additional benefits

18. What if TheoPay initially denies a purchase I believe is eligible?

Answer:

- You can submit the item for consideration

- The Hope Scholarship team will review and may overturn the decision if the item is allowable

19. How will the TheoPay system improve over time?

Answer:

- The system will learn from approved items
- It will become more efficient at approving similar items in the future

20. Can I use personal accounts (like Amazon Prime) when making TheoPay purchases?

Answer:

- No, personal accounts cannot be used for additional benefits
- Orders are fulfilled by the Hope Scholarship system, not through personal accounts

21. How do I find approved educational products in the Marketplace?

Answer:

- Log into your account and click on the "Marketplace" tab
- Browse or search for approved products and services
- New Hope Scholarship families can access the marketplace after initial funding.

IV. Reimbursements

22. How do I submit a reimbursement request?

- Reimbursements are only allowed under specific extenuating circumstances noted in the Hope Scholarship Reimbursement Policy.
- Review the [Hope Reimbursement Policy](#) before making purchases
- Log in to the Hope platform and click the "Reimbursements" tile
- Select "Submit New Request"
- Complete the form and upload your receipt and proof of payment
- For step by step guidance on this please also view the Parents/Guardian Portal user Guide available on the Hope Scholarship website www.hopescholarshipwv.com

23. What if my reimbursement request is denied?

Answer

- You can appeal the decision
- Click the "Appeal" button next to the denied reimbursement
- Follow the prompts to submit additional information

VI. Academic Progress and Eligibility

24. What does "Conditionally Eligible" status mean?

Answer:

- Indicates unsatisfied academic progress for the previous year
- Accounts with this status will not be funded for 2024-25 until academic progress is updated

25. How can I resolve a "Conditionally Eligible" status?

Answer:

- The Hope Scholarship team is working to update statuses once information is properly recorded by your county Board of Education
- Once academic progress is reported by your County Board of Education and verified by the West Virginia State Treasurer's Office,, the status will change to "Awarded" or "Approved"

26. What should I know about academic progress closeout letters?

Answer:

- Some families received letters due to failure to make academic progress for 2023-24
- Initially, 685 letters were sent and accounts frozen in EMA
- 426 cases were resolved before the transition to the new platform

27. What if my child's academic progress issue was resolved before the transition?

Answer:

- Your child's application and funding will transition as awarded or approved
- Carryover funds will be intact once available

28. What if my child's academic progress issue wasn't resolved before the transition?

Answer:

- These students will show as "Conditionally Eligible" in the new platform

29. How will my child's status be updated after proving academic progress?

Answer:

- Once progress is recorded by your county Board of Education and compliance is confirmed, the West Virginia State Treasurer's Office will make necessary updates to your student(s) Hope Scholarship Account.
- Your student's application status will be changed to "Awarded" or "Approved" in the new platform

30. Will "Conditionally Eligible" accounts be funded?

Answer:

- No, funding is contingent on updated academic progress in the new online platform
- We're working diligently to resolve and update statuses

VII. Hope Customer Service

31. Who should I contact for help with the new Hope Scholarship platform?

Answer:

- Contact the new Hope Customer Service Center
- Phone: (681)-999-HOPE (4673)
- Email: help@hopescholarshipwv.com

32. When should I contact the West Virginia State Treasurer's Office directly?

Answer:

- For assistance with academic progress for the previous school year
- To appeal application decisions
- For any other outstanding issues that must be handled directly by the West Virginia State Treasurer's Office

VIII. Important Dates and Deadlines

33. When is the deadline for claiming my account?

Answer:

- Please claim your account as soon as possible after receiving the email invitation
- The latest you should expect your invitation email is the end of the day Monday, July 29, 2024

34. When will schools be able to see my child's enrollment?

Answer:

- Schools can start seeing student enrollments starting July 26, 2024
- This is contingent on Parents/Guardians claiming accounts and selecting schools for their participating student(s)

35. When will the updated parent handbook be available?

Answer:

- We anticipate having the updated version for the 2024-25 school year available by the week of July 31, 2024

IX. Technical Issues and System Updates

36. What if I don't receive my claim account email?

Answer:

- Check your spam folder if not received by Monday, July 29, 2024
- Contact the Hope Scholarship Engagement Center at 681-999- HOPE (4673) or help@hopescholarshipwv.com if the email cannot be located.

37. Will my information from the EMA system transfer to the new platform?

- Yes, your student(s) application and relevant information will transition automatically
- This information should be visible upon your first login to the New Hope Scholarship Portal.

38. Can I use the same password I had in the old platform?

Answer:

- You can create the same password, but you must enter it again during new account setup for security purposes

IX. Additional Information

39. Where can I find a list of qualified expenses for the Hope Scholarship Program?

Answer:

- The current parent handbook on the Hope Scholarship website, www.hopescholarshipwv.com, contains a comprehensive list
- This list serves as parameters for TheoPay's purchase eligibility determinations

XI. Final Notes

The Hope Scholarship Program is committed to a smooth transition to this new, more efficient platform. Key steps for a successful transition include:

1. Promptly claim your account upon receiving the email invitation
2. Select a school for enrollment in the new platform, if applicable
3. Pay attention to important dates, especially regarding expected funding
4. Utilize the Hope Engagement Center for platform-related issues
5. Contact the West Virginia State Treasurer's Office for assistance with academic progress for the previous school year or application appeals



We look forward to supporting you throughout the 2024-25 school year and are excited about the opportunities this new system will provide for Hope Scholarship families.