

# Parent/Guardian EMA User Manual

**HOPE**  
SCHOLARSHIP  

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WEST VIRGINIA

Updated March 2024

## EMA – Your Education Market Assistant

Step Up For Students-West Virginia, Inc., is a not-for-profit organization that has been engaged by the West Virginia State Treasurer's Office to provide Hope Scholarship program management including the application intake process and subsequent scholarship funding management. These functions will be supported by EMA, the Education Market Assistant. EMA serves as the scholarship management platform for Account Holders (parents/guardians) and providers.



## Table of Contents

<b><u>1-Create Your Parent/Guardian Profile in EMA.....</u></b>	<b><u>4</u></b>
<u>Set Up an EMA Account.....</u>	<u>4</u>
<b><u>2-Add Student(s) to Your Profile.....</u></b>	<b><u>12</u></b>
<b><u>3-Apply for Scholarship.....</u></b>	<b><u>15</u></b>
<u>On Hold Status Applications.....</u>	<u>22</u>
<u>Application Status Definitions.....</u>	<u>25</u>
<u>Student/Scholarship Status Definitions.....</u>	<u>25</u>
<b><u>4-Accept/Decline School Enrollment Tuition Request.....</u></b>	<b><u>25</u></b>
<b><u>5-Find Education Service Providers and Place Orders.....</u></b>	<b><u>27</u></b>
<b><u>6-How to Shop on MyScholarShop (MSS).....</u></b>	<b><u>31</u></b>
<u>Getting Started.....</u>	<u>31</u>
<u>Let's Begin!.....</u>	<u>32</u>
<u>Choosing Your Purchase Category.....</u>	<u>33</u>
<u>Browsing Search Results.....</u>	<u>36</u>
<u>Filtering Search Results.....</u>	<u>37</u>
<u>Comparing Search Results.....</u>	<u>37</u>
<u>Catalog Views.....</u>	<u>38</u>
<u>Completing the Purchase From Your Cart.....</u>	<u>38</u>
<u>What if I Cannot Find the Item or Service I Need on MyScholarShop?.....</u>	<u>40</u>
<u>Before and After Placing Your Order.....</u>	<u>40</u>
<u>How to Do Returns.....</u>	<u>41</u>
<u>Statuses for MyScholarShop.....</u>	<u>41</u>
<b><u>7-Submit a Reimbursement Request.....</u></b>	<b><u>41</u></b>
<b><u>8-Helpful Information.....</u></b>	<b><u>49</u></b>
<u>Need More Information?.....</u>	<u>49</u>
<u>Contact Information.....</u>	<u>49</u>

## 1-Create Your Parent/Guardian Profile in EMA

The first step for an Account Holder (parent/guardian) to create a Parent/Guardian profile in EMA. The Account Holder will be prompted to complete their full parent/guardian profile in EMA, including the following information:

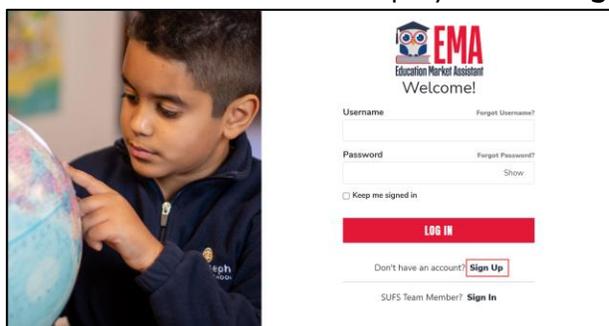
- **Account Holder name (Must be parent or legal guardian)** – Be sure to use your legal name (no nicknames). You are not permitted to change your own name once the profile is complete. Please contact the EMA Contact Center to make a valid name change.  
**Note:** Legal names must match the birth certificates or other guardianship paperwork and the proof of residency documentation provided on a student's Hope Scholarship application in a later step
- **Physical and Mailing address** – This information will be verified against the U.S. Postal Service.
- **County of residence (Must be a resident of West Virginia to be eligible.)**
- **Phone number**
- **Manage consents and contact preferences**

### Set Up an EMA Account

1. Go to **hopescholarshipwv.com** and select **EMA Account Login** at the top right corner.



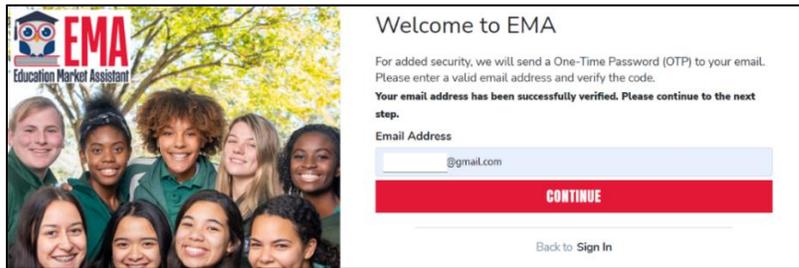
2. The **EMA** welcome screen displays. Select **Sign Up**.



3. The **Welcome to EMA** screen displays for you to verify your email. Enter your email address and select **SEND CODE**. **Note:** Please use a personal email address for your EMA account so you do not lose access if you change employers. You must keep the email address updated.

4. Enter the verification code sent to your email and select **CONFIRM**. You may need to check you “Spam” or “Junk” folders for the verification code.

5. If successful, the confirmation screen displays. Select **CONTINUE**.



**Welcome to EMA**

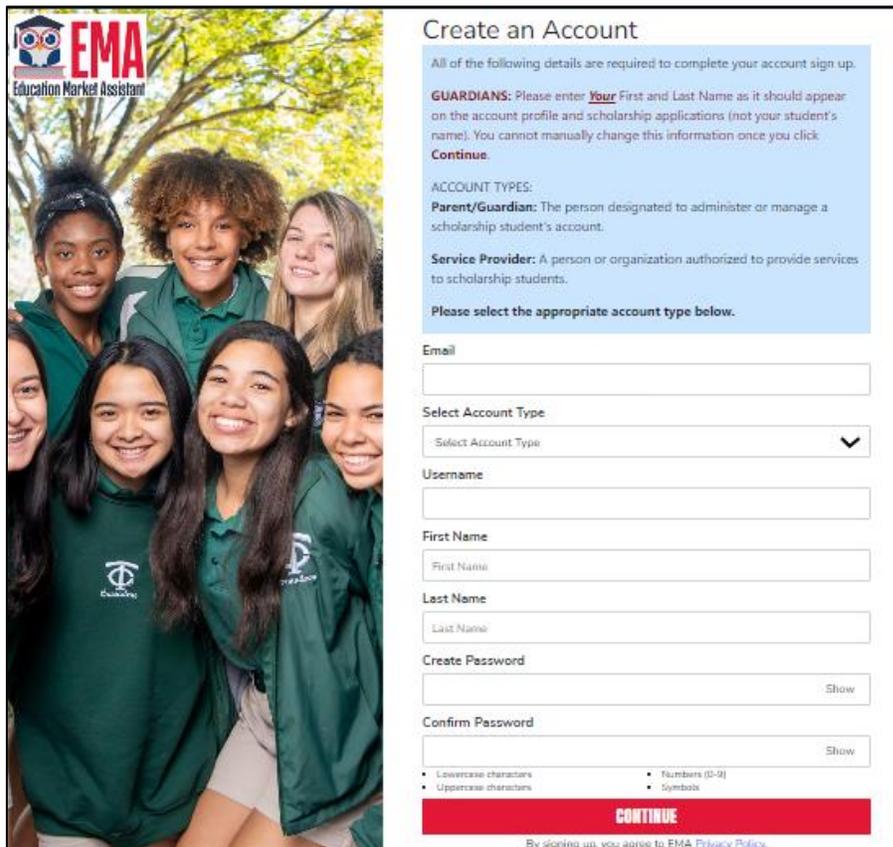
For added security, we will send a One-Time Password (OTP) to your email. Please enter a valid email address and verify the code.  
**Your email address has been successfully verified. Please continue to the next step.**

Email Address

**CONTINUE**

[Back to Sign In](#)

## 6. The Create an Account screen displays.



**Create an Account**

All of the following details are required to complete your account sign up.

**GUARDIANS:** Please enter Your First and Last Name as it should appear on the account profile and scholarship applications (not your student's name). You cannot manually change this information once you click **Continue**.

**ACCOUNT TYPES:**  
**Parent/Guardian:** The person designated to administer or manage a scholarship student's account.  
**Service Provider:** A person or organization authorized to provide services to scholarship students.  
 Please select the appropriate account type below.

Email

Select Account Type

Username

First Name

Last Name

Create Password  
 Show

Confirm Password  
 Show

Lowercase characters       Numbers (0-9)  
 Uppercase characters       Symbols

**CONTINUE**

By signing up, you agree to EMA [Privacy Policy](#)

## 7. Complete the fields:

- I. Account Type (Use drop-down menu to choose **Parent / Guardian**, if necessary)
- II. Username (If the username is taken, you will be prompted to choose a different one.)

**Note:** Guardians, please enter Your Legal First and Legal Last Name as it should appear on the account profile and scholarship applications (not your student's name). The names provided must match your Proof of Residency documentation. You cannot manually change this information once you select **CONTINUE**.

- III. Legal First Name (Do not use a nickname.)

## IV. Legal Last Name

**Note:** Please enter Your First and Last Name as it should appear on the account profile and scholarship applications (not your student's name). You cannot manually change this information once you select **CONTINUE.**)

## V. Create Password

## VI. Confirm Password

8. When all fields are completed, select **CONTINUE.**

9. The **Set up your security questions** screen displays.

Set up your security questions

Security Question  
Security Question

Answer

Security Question  
Security Question

Answer

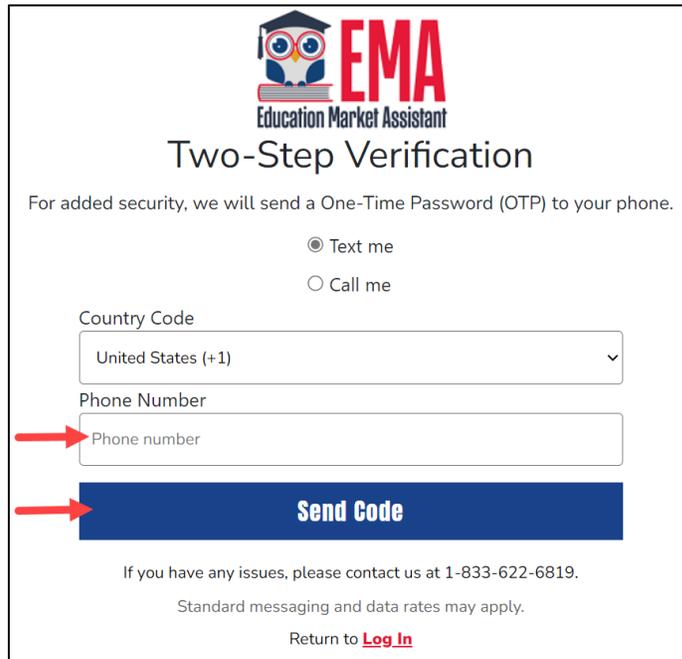
Security Question  
Security Question

Answer

**CONTINUE**

10. Set up your three security questions and answers and then select **CONTINUE.** The **Terms & Conditions** screen displays.

11. Complete the **Two-Step Verification** process by entering your phone number and selecting **Send Code.**



  
**EMA**  
 Education Market Assistant

## Two-Step Verification

For added security, we will send a One-Time Password (OTP) to your phone.

Text me  
 Call me

Country Code

United States (+1) ▾

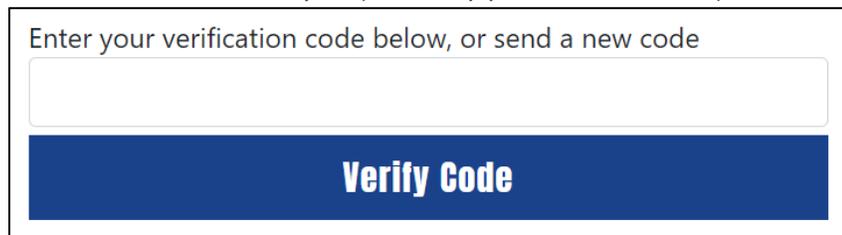
Phone Number

Phone number

**Send Code**

If you have any issues, please contact us at 1-833-622-6819.  
 Standard messaging and data rates may apply.  
 Return to [Log In](#)

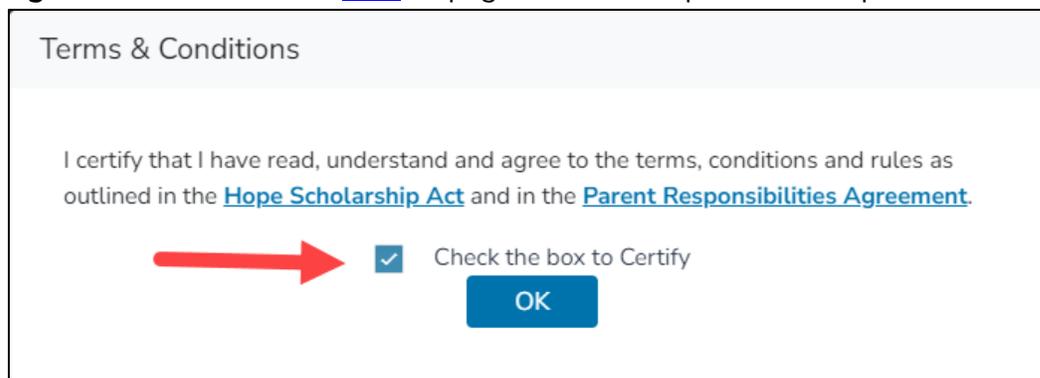
- a. Enter the code sent to you (either by phone call or text) and select **Verify Code**.



Enter your verification code below, or send a new code

**Verify Code**

12. The **Terms & Conditions** screen displays. Check the box to certify you have read the [terms, conditions and rules as outlined in the Hope Scholarship Act](#) and agree to the terms and conditions and rules, and then select **OK**. The **Parent/Guardian Responsibilities Agreement** can be found [here](#) on page 27 of the Hope Scholarship Parent Handbook.



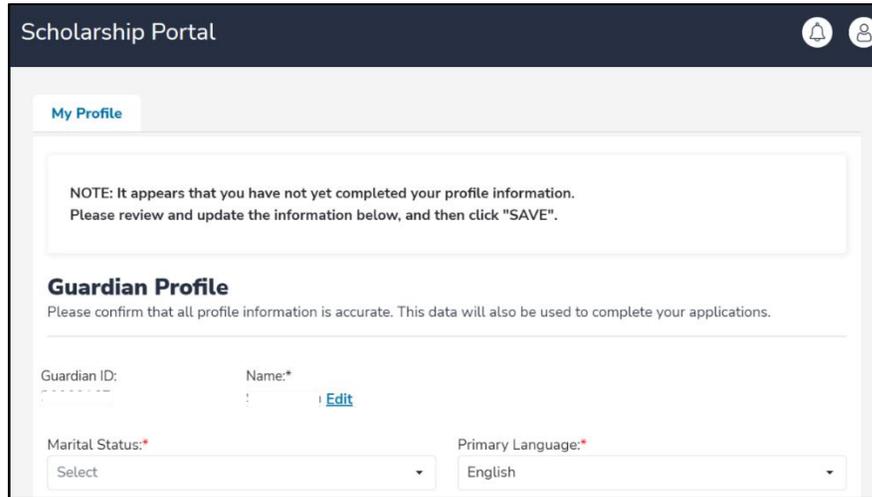
Terms & Conditions

I certify that I have read, understand and agree to the terms, conditions and rules as outlined in the [Hope Scholarship Act](#) and in the [Parent Responsibilities Agreement](#).

Check the box to Certify

**OK**

13. The **My Profile** screen displays.

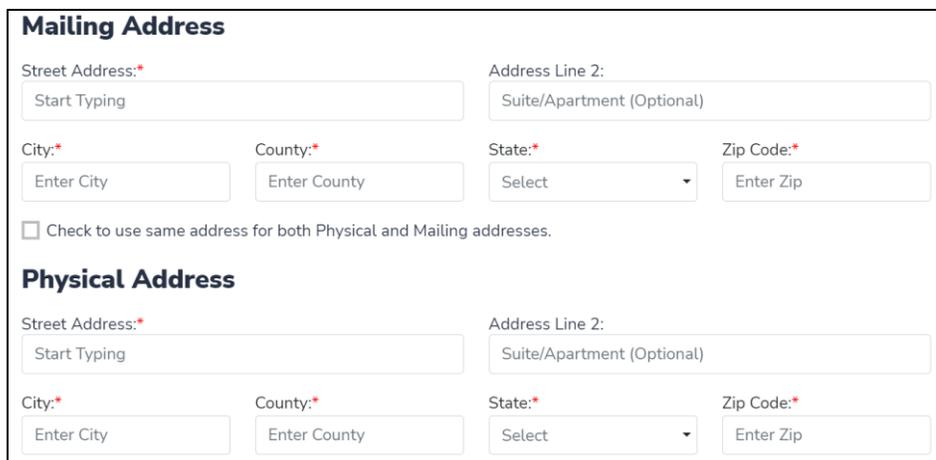


14. Complete the **Guardian Profile**: (Required Items \*)

- i. **Guardian ID** (prefilled for you)
- ii. **Legal Name\*** (Do Not Use Nicknames or Abbreviations.)
- iii. **Marital Status\***
- iv. **Primary Language\*** (use dropdown menu)  
**Note:** Use the [Edit](#) tool to make any corrections.)

15. Complete the Mailing Address and Physical Address fields:

- **Mailing Address** For those families who have an Individualized Instructional Program (IIP) to educate their child at home, we strongly encourage you to use an address that is not a Post Office (PO) Box, since this may lead to challenges receiving items you purchase on MyScholarShop in the mail.
- **Physical Address** is the geographical location of primary residence, which must be located in West Virginia. **Note:** This address will be reviewed for proof of residency and cannot be a PO Box



- i. Street Address\*
- ii. Address Line 2
- iii. City\*
- iv. County\*
- v. State\* (use drop-down menu, must be WV)
- vi. Zip Code\*

**Note:** Check the box to use the same address for both Mailing and Physical addresses.

16. Complete the **Contact Information** fields.

<b>Contact Information</b>			
Primary Phone:*	Phone Type - Primary:*	Secondary Phone:	Phone Type - Secondary
<input type="text" value="(000) 000-0000"/>	<input type="text" value="Select type of phone"/>	<input type="text" value="(000) 000-0000"/>	<input type="text" value="Select type of phone"/>
Primary Email:*		Secondary Email:	
<input type="text"/>		<input type="text" value="Secondary Email"/>	

- i. Primary Phone\*
- ii. Phone Type – Primary\*
- iii. Secondary Phone
- iv. Phone Type – Secondary
- v. Primary Email\*
- vi. Secondary Email

**Important!** If at any point you have a change of address, telephone, cell phone or E-mail address, you should immediately update your information by logging into your account. Name changes must be made by the EMA service center. All Hope Scholarship communications, including official legal notices, will be directed to the primary email address provided in EMA. It is the account holder's responsibility to maintain and regularly monitor the primary email address for important communications from the Hope Scholarship team.

17. Select **ADD A CALLER** to add an **Authorized Caller**. Adding a second authorized caller is optional.

### Authorized Caller

18. Complete the **Authorized Caller** fields:

### Authorized Caller ✕

Setup a 4-digit PIN for your Authorized Caller ⓘ

4-DIGIT PIN \*

First Name \*  Last Name \*

Email \*

Primary Phone \*  Phone Type - Primary \*

- i. 4-DIGIT PIN\*
- ii. First Name\*
- iii. Last Name\*
- iv. Primary Phone\*
- v. Phone Type – Primary\* (use drop-down menu)

19. When all fields are completed, select **ADD**.

**Note:** Check the blue pencil box to edit the fields or check the red **X** to delete the authorized caller. You can delete an authorized caller on your account at any time.

Authorized Caller					
4-DIGIT PIN	NAME	EMAIL	PHONE NUMBER	PHONE TYPE	ACTIONS
		@gmail.com		Mobile	<input style="border: 2px solid red;" type="button" value="✎"/> <input style="border: 2px solid red;" type="button" value="✕"/>

20. Complete the **Manage Consents** section by selecting Yes or No for each consent.

### Manage Consents

By providing an email address, I consent to receive updates about my scholarship application status as well as other emails necessary for scholarship processing and management.

**Messages**  
 I authorize Step Up For Students, and its affiliates, to use the information I have provided to deliver messages to me, including, but not limited to, prerecorded messages or e-mail messages, and further authorize Step Up For Students to deliver such messages to the telephone numbers I provide. Such messages may include, but are not limited to, general information regarding status updates, programs offered by Step Up For Students, updates to the offered programs, and other information that may be relevant to me or my child. Message and data rates may apply. My consent or lack of consent will have no effect on my child's scholarship eligibility.

Yes  
 No

**Marketing Purposes**  
 I authorize Step Up For Students, and its affiliates, to use the information I have provided for general marketing purposes and driving awareness. This may help Step Up find families like mine who could benefit from the programs Step Up offers. My consent or lack of consent will have no effect on my child's scholarship eligibility.

Yes  
 No

- i. Messages
- ii. Marketing Purposes
- iii. Parental Empowerment
- iv. Share Contact Information

## v. Text/SMS Information

## 21. Complete Contact Preferences.

**Note:** Some options are pre-selected because they are required.

**Manage Contact Preferences**

For critical updates on my account, I prefer to be notified by...

Email (Required)

Text

Personal phone call

Pre-recorded phone message

For transactions I make on the platform, I prefer to be notified by...

Email (Required)

Text

Pre-recorded phone message

For new features & promotional announcements, I want to be notified by...

Email

Text

Pre-recorded phone message

 22. Select **SAVE**.

For new features & promotional announcements, I want to be notified by...

Email

Text

Pre-recorded phone message

SAVE

## 23. Congratulations! Your guardian profile is complete.

 24. You are automatically taken to **My Students** where you will first add your students.

MY STUDENTS

+ ADD A STUDENT

**My Students**

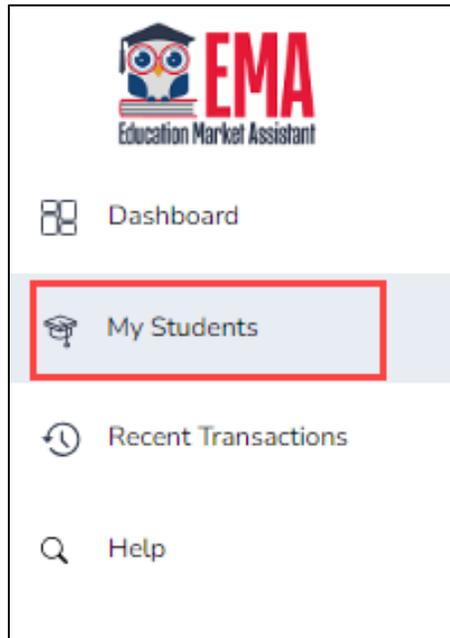
No students were found, please add a student by clicking on the add students button.

**Active Students**

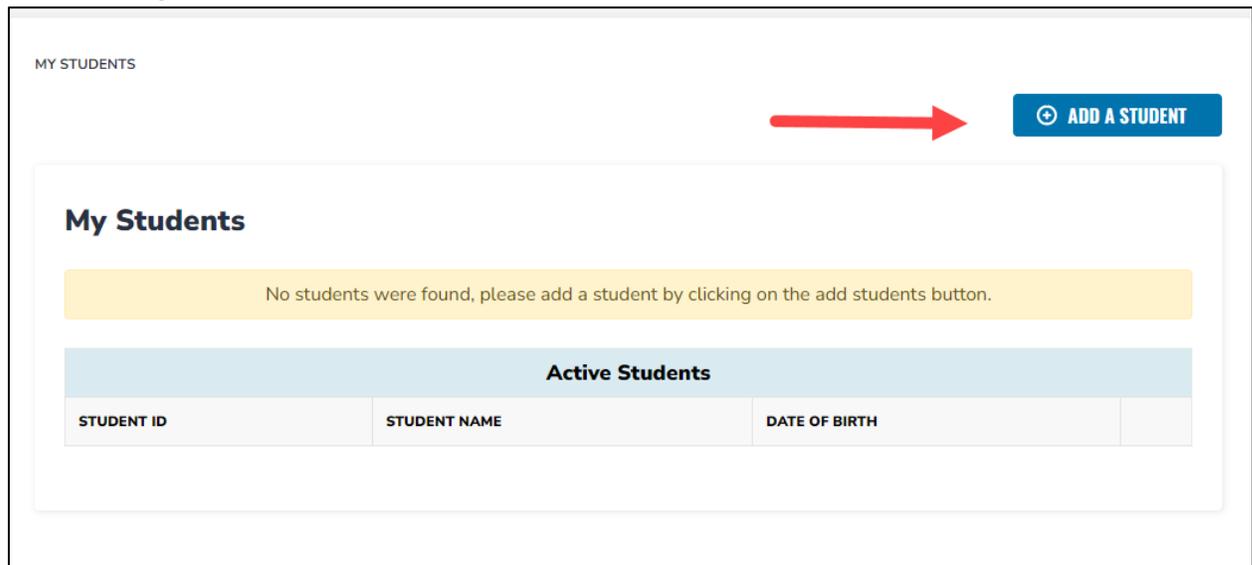
STUDENT ID	STUDENT NAME	DATE OF BIRTH	

## 2-Add Student(s) to Your Profile

1. If you are not automatically directed to the **My Students** screen, then from the Dashboard select My Students found on the menu on the left-hand side of the page.



2. From the **My Students** screen, select **ADD A STUDENT**.



3. After selecting **ADD A STUDENT**, the blank **Student Details** screen displays for adding the student.

MY STUDENTS > STUDENT DETAILS

### Student Details

**CANCEL** **SAVE**

**Student ID:**

Please NOTE: all information supplied must exactly match your student's birth certificate. You cannot manually change this information once you click **SAVE**.

Legal First Name\*      Legal Middle Name      Legal Last Name\*      Suffix

Enter Legal First Name      Enter Legal Middle Name      Enter Legal Last Name      Select

Student WVEIS ID number①\*      Date of Birth\*      Gender\*      Student's Relationship to You

...      mm/dd/yyyy      Select      Select

Ethnicity\*

Select

4. Complete the fields:
  - a. Legal First Name\* (Use the student's Legal Name - do not use a nickname.)
  - b. Legal Middle Name
  - c. Legal Last Name\*
  - d. Student WVEIS ID number\*
  - e. Date of Birth\*
  - f. Gender\*
  - g. Ethnicity\*
  - h. Race (Select all that apply)
  - i. Student's Relationship to You (use drop-down menu)

(Note: \* means required information.)

**CANCEL** **SAVE**

5. Select **SAVE**.
6. You are automatically returned to the **My Students** screen. Select [View](#) to review the details for the student you have added.

MY STUDENTS

**APPLY FOR SCHOLARSHIPS** **ADD A STUDENT**

### My Students

Below, you will find a list of your active students. Please make sure that the information for each student is accurate and up-to-date. Keeping this information current will help streamline the process when applying for scholarships. Only active students can be added to an application and considered for funding.

Active Students			
STUDENT ID	STUDENT NAME	DATE OF BIRTH	
			<a href="#">View</a>

7. If all information is correct, you are ready to apply for a scholarship for your student. Select **APPLY FOR SCHOLARSHIPS** to begin the application process.

MY STUDENTS

**APPLY FOR SCHOLARSHIPS** **ADD A STUDENT**

### My Students

Below, you will find a list of your active students. Please make sure that the information for each student is accurate and up-to-date. Keeping this information current will help streamline the process when applying for scholarships. Only active students can be added to an application and considered for funding.

**Active Students**

### 3-Apply for Scholarship

After your EMA account is set up, and you have added the student(s) you need to add, you may apply for their scholarship(s).

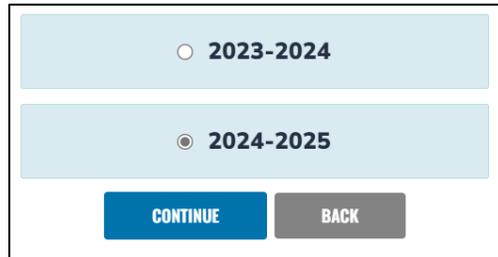
1. To begin, from the Dashboard, select **Apply**.

**Available Scholarships**

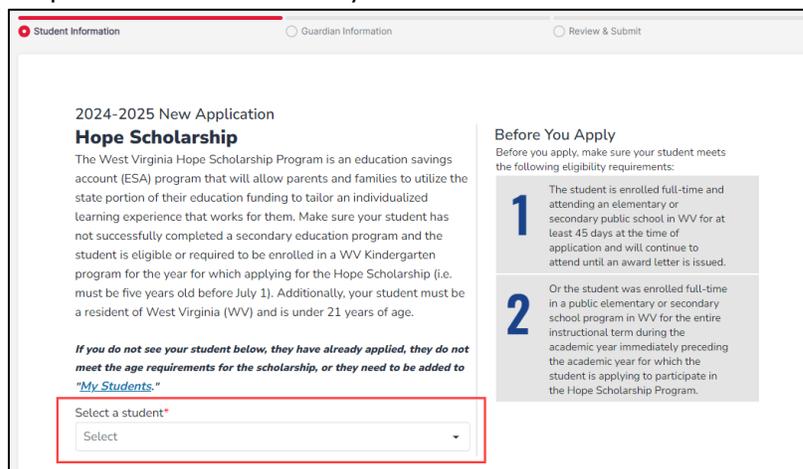
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Hope Scholarship  
 Are you interested in applying for the West Virginia Hope Scholarship Program, our education savings account (ESA) program, to tailor an individualized learning experience for your child? If so, apply now. **APPLY**

2. The **Which Year Are You Applying For?** screen displays. Select the school year you are applying for:
- 2024-2025
    - a. Select **CONTINUE**.



3. The **Student Information** screen displays for a **New** (shown below) or **Renewal** application. Review the Hope Scholarship information and the requirements your student must meet under **Before You Apply**. If your student meets the requirements, use the dropdown menu to select your student.



4. You will be asked to review the auto-filled student information:
- i. First Name
  - ii. Last Name (must be letters or the following characters: ' . -)  
**Note:** Do not use any nicknames for the student. Legal names must match birth certificates and proof of residency.
  - iii. Date of Birth (must be at least 5 years old by July 1)
  - iv. Gender
  - v. Ethnicity
  - vi. Race (will only be available if “Non-Hispanic” is chosen under Ethnicity)
  - vii. Student WVEIS Number (must be 10-digit numeric field)
  - viii. Grade Level your student will be in for the year you are applying for the scholarship. **Use the dropdown menu to choose the appropriate grade level for your student.**

**Student Information**

If you do not see your student below, they have already applied, they do not meet the age requirements for the scholarship, or they need to be added to [My Students](#).

Legal First Name	Legal Middle Name	Legal Last Name	Suffix
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date Of Birth	Gender	Ethnicity	Race
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Student WVEIS ID number	Grade Level 2024-2025 *		
<input type="text"/>	<input type="text" value="Select"/>		

5. The following documentation showing that the student is eligible to participate in the Hope Scholarship Program must be uploaded to the portal.
- i. A copy of the student's birth certificate with current legal name.
  - ii. Proof of West Virginia Residency as demonstrated by Account Holder's name on one of the following criteria:
    - Current tax records with a West Virginia address matching the address on the application.
    - Proof of West Virginia home ownership, such as a mortgage document or current homeowner's insurance document.
    - A valid West Virginia vehicle registration card.
    - Current residential rental or lease agreement.
    - Proof of current public assistance through the West Virginia Department of Health and Human Resources.
    - Two West Virginia utility bills not more than 60 days old from two different companies, not including termination notices
- \*Any application submitted without valid supporting documentation will be placed on hold.**

**Required Documentation**

As approved by the Hope Scholarship Board on April 18th, 2022, the following documentation demonstrating student eligibility for participation in the Hope Scholarship are now required.

**Proof of the student's age:**

- A copy of the student's state or county birth certificate. (Hospital issued certificates are not valid.)
  - The student's birth certificate is used to establish age and is also used to help determine the guardianship of the student. If the primary guardian applying on the EHA portal is not listed on the birth certificate, please also submit guardianship documentation. You may complete and submit one of the Affidavit of Custody templates available in the [Parents/Students Forms at Parents/Students Forms](#) ([hopescholarshipwv.com](#)).

**Proof of West Virginia residency (Pick one from the list below):**

- Current tax records with a West Virginia address matching the address on the application
- Current proof of West Virginia home ownership, such as a mortgage document or homeowner's insurance document
- A current valid West Virginia vehicle registration card
- Current residential rental or lease agreement
- Current proof of public assistance through the West Virginia Department of Health and Human Resources
- Two West Virginia utility bills not more than 60 days old from two different companies, not including termination notices

**Any application submitted without valid supporting documentation will be placed on hold.**

⚠ Please ensure that any files you are uploading are not password protected. Uploading a password protected file may cause delays in your application being processed.



Drag and drop files here or  
Browse to select files

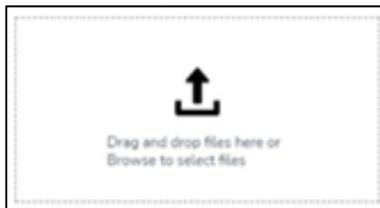
Delete test\_pic.pdf.pdf

SAVE AS DRAFT
CONTINUE

**Note:** The following are considered utilities for purposes of proof of West Virginia residency: water, gas, electric, telephone, cellular phone, garbage, internet, and cable. The utility bills must match the address on the application.

6. To upload the required documentation:

i. Select the upload arrow  box.



ii. Choose the file you want to upload and select **Open**. Up to five files may be uploaded. Only the following file types are supported: PDF (.PDF) and image files (.JPG or .PNG).

7. Select CONTINUE. (You can also select SAVE AS DRAFT to save your progress and finish the application later.

8. The **Guardian Information** screen opens. Review the information (use [Edit Profile](#) to update any details) and, if all information is accurate, select **CONTINUE**.

### Guardian Information

If you would like to update the information below, please visit the page [Edit Profile](#)

---

**Identity**

Name  Marital Status

Email  Phone  Phone Type\*

**Location**

Street Address  Address Line 2

City  County  State  Zip Code

---

9. Next, the **Review Your Application** screen displays. In addition to the Student Information and Guardian Information, review the **Hope Scholarship Account Holder Agreement** and the **TERMS AND CONDITIONS, A through D.**

**Hope Scholarship Account Holder Agreement**

This contractual agreement must be executed electronically using the Education Market Assistant platform in order to become an approved education provider in the Hope Scholarship Program and prior to receiving Hope Scholarship Funds as payment from Hope Scholarship students for education services.

**DEFINITIONS OF TERMS USED IN AGREEMENT**

**Account** means the Student's Hope Scholarship Account. **Account Holder** means the parent of the Student or other person designated and authorized to administer and manage the Student's Hope Scholarship Account. **Account information** means all information within EMA associated with a Hope Scholarship account, including but not limited to records of account balance, account transactions, account invoices, and account user information. **Act** means the Hope Scholarship Act, contained in W. Va. Code §§ 18-31-1 et seq. **Agreement** means the Agreement between Account Holder and the Board contained herein, which includes the terms required by W. Va. Code § 18-31-5 and W. Va. Code of State Rules § 112-18-11.3. **Board** means the Hope Scholarship Board, established in W. Va. Code § 18-31-3. **County** means the county school district in which the Student resides. **EMA** means the Hope Scholarship Program's Education Market Assistant ("EMA") portal, or any other portal utilized by the Board, as "portal" is defined in W. Va. Code of State Rules § 112-18-2. **Participating school** means an approved educational service provider that is a participating school, as that term is defined in W. Va. Code § 18-31-2. **Program** means the Hope Scholarship Program. **Program Manager** means the entity the board selects and contracts with to administer the EMA portal or other substantial program functions on behalf of the Board. **Provider** means an approved education service provider in the Hope Scholarship Program, as defined in W. Va. Code §18-31-2, and includes a provider's duly authorized employees, agents, and subcontractors. **Rules** means the Hope Scholarship Board's legislative rules, contained in W. Va. Code of State Rules §§ 112-18-1 et. seq.; the Hope Scholarship Board's procedural rules, contained in W. Va. Code of State Rules §§ 112-19-1 et. seq., and any Program policies and requirements adopted by the Board. **Student** refers to the student on whose behalf Account Holder is applying for participation in the Program. **Student information** means information pertaining to a Hope Scholarship student or Program applicant that Account Holder submits to the Board, the County, or the West Virginia Department of Education for the purposes of participating in or applying to participate in the Program. **WVSTO** means the West Virginia State Treasurer's Office under the supervision of the West Virginia State Treasurer, acting as Chairman to the Board and entering into this Agreement pursuant to W. Va. Code of State Rules § 112-19-9.2.

### TERMS AND CONDITIONS

I, the Account Holder, hereby understand and agree to the following requirements, terms, and conditions:

#### A. General Provisions

- Account Holder hereby submits an application on behalf of a student who is eligible to participate in the Program, according to the requirements of the Act and the Rules.
- Account Holder is the Student's biological parent, legal guardian, or custodian, or is another person with legal authority to act on behalf of the Student.
- Failure to sign this Agreement is grounds for denial of the Student's application for the Program.
- Account Holder and the Student will comply with the Act and the Rules at all times.
- Account Holder has carefully reviewed and understands all information contained in the Hope Scholarship Parent Handbook located at <https://hopescholarshipwv.com/> .
- If the Student returns to public school, the Student is no longer eligible for the Program and the Account Holder must provide notice by email to [hopescholarshipwv@wvsto.com](mailto:hopescholarshipwv@wvsto.com)  within 5 business days of the Student's return to public school.
- If the Student is no longer a resident of West Virginia, the Student is no longer eligible for the Program and the Account Holder must provide notice by email to [hopescholarshipwv@wvsto.com](mailto:hopescholarshipwv@wvsto.com)  within 5 business days of the Student moving out of state.
- If the Student graduates from a secondary school program, the Student is no longer eligible for the Program and the Account Holder must provide notice by email to [hopescholarshipwv@wvsto.com](mailto:hopescholarshipwv@wvsto.com)  within 5 business days of the Student's graduation.
- The Board and the WVSTO will direct all communications, including communications required by the Act or the Rules, by electronic mail (email) to the email address for Account Holder that Account Holder uses to create an Account in EMA, and all emails successfully delivered to said email address are deemed received by Account Holder. It is Account Holder's responsibility to maintain and regularly monitor Account Holder's email address listed in EMA for communications from the Board, and Account Holder will immediately update Account Holder's email address in EMA if the Account Holder's email address changes during the Student's Program participation.
- Failure to comply with this Agreement, the Act, or the Rules may result in termination of participation in the Program for Account Holder, the Student, or both Account Holder and the Student. If the Student's Account is terminated due to failure to comply with the terms of this Agreement, the Act, or the Rules, all funds remaining in the Student's Account will be returned to the State.
- Failure to comply with the Act, the Rules, or this Agreement, or commission of any crime involving Hope Scholarship funds, may result in permanent disqualification from Program participation for Account Holder, the Student, or both Account Holder and the Student.
- The Student's participation in the Program is a parental placement under 20 U.S.C. §1412 of the Individuals with Disabilities Education Act (IDEA) and participation in the Program releases the public school system of the County from its obligation to provide the student with a free appropriate public education (FAPE). For more information about the rights of parentally placed students under IDEA and applicable state laws and regulations, please refer to the information contained in West Virginia Board of Education Policy 2419: Regulations for the Education of Students with Exceptionalities and the corresponding Procedural Safeguards Brochure found at [Policy 2419 - West Virginia Department of Education \(wvde.us\)](#) .
- Account Holder will neither share in nor permit the Student to share in Hope Scholarship funds in any manner, as strictly prohibited by W. Va. Code § 18-31-7 and W. Va. Code of State Rules § 112-18-11.3.
- Neither the Board nor the WVSTO is responsible or liable for any action or failure to act by a Provider. Account Holder will hold the Board and the WVSTO harmless for any injury or damage caused to Account Holder or the Student by the action or inaction of a Provider.

#### B. Educational Requirements

- Account Holder will provide an education for the Student in at least the subjects of reading, language, mathematics, science, and social studies.
- Account Holder will afford the Student opportunities for educational enrichment such as organized athletics, art, music, or literature.
- Account Holder will provide a Notice of Intent to participate in the Hope Scholarship Program to the County superintendent.
- If the Student is enrolled in a participating school, Account Holder will ensure that the Student remains in good standing with the participating school in order to continue participation in the Program.
- If the Student is enrolled in an individualized instructional program, Parent will ensure that the Student is academically evaluated annually using one of the methods below, and provide documentation of the evaluation to the County superintendent by no later than June 8th each year, in order to continue participation in the program:

**Evaluation method 1:** The student may take a nationally normed standardized achievement test of academic achievement. The mean of the child's test results in the subject areas of reading, language, mathematics, science, and social studies for any single year is above the fourth stanine, or if below the fourth stanine, must show improvement from the previous year's results.

**Evaluation method 2:** A certified teacher conducts a review of the student's academic work annually and determines the student is making academic progress commensurate with his or her age and ability.

#### C. Use of Hope Scholarship Funds

- Account Holder will only use Hope Scholarship funds for qualifying expenses to provide the Student with an education.
- Account Holder will not receive a payment, refund, or rebate of Hope Scholarship funds from any Provider whatsoever, including but not limited to a refund, rebate, gift card, or credit for any goods or services paid for with Hope Scholarship funds then later returned to the Provider.
- Account Holder is responsible for the payment of all educational expenses in excess of the amount of Hope Scholarship funds in the Student's Account, according to any agreement between Account Holder and a Provider.
- Account Holder must not take possession of Hope Scholarship funds in any manner; provided, that Account Holder may receive reimbursements for qualified expenses when authorized by the Hope Scholarship Board.
- Account Holder may not resell items purchased with Hope Scholarship funds to other parties.
- If the Student receives services provided by a public school system, tuition will be charged by the County board of education proportionate to the percentage of total instruction provided to the student by the public school system.

#### D. Renewal of Program Participation

- Participation in the Program must be renewed annually in accordance with the Act and the Rules, and the Student must meet all Program eligibility requirements for the duration of Program participation.
- Renewal applications are required for continued participation in the Program from one school year to the next and must be submitted to the Board by the date established and communicated to Account Holders by the Board. If Account Holder does not submit a renewal application for the Student but the Student desires to participate in the Program, Account Holder must reapply for the Program and the Student must meet eligibility requirements to apply for the Program at the time the application is submitted.

#### E. Sharing of Student and Account Information

- The Board, the WVSTO, and the Program Manager will have unlimited access to view any and all account information and student information associated with the Student's application and Account.
- Providers, including any authorized employee, subcontractor, agent, or volunteer that a Provider authorizes to access EMA on the provider's behalf, may search for and view account information and student information through EMA for the purposes of account invoicing and identification of Provider's students.
- Account Holder hereby consents to the sharing of student information and account information among the following parties for the purpose of Program administration: The Hope Scholarship Board, the WVSTO, Providers, the Program Manager, the County, and the Department of Education.

10. After reviewing the application details, agreement, and terms and conditions, select the checkbox to agree to the **Consent Statement**.

Under penalties of perjury, I certify that the information presented is true and accurate; the information on this application is accurate to the best of my knowledge and belief. I understand that providing false representations constitutes an act of fraud. False, misleading or incomplete information may result in the denial of the scholarship application or revocation of a scholarship award.

Please sign here

Guardian Signature\*

Your Signature\*



KEEP
CLEAR

SAVE AS DRAFT

11. Next, type your signature under **Guardian Signature** then sign your name in the **Your Signature** box. If both are accurate, select **KEEP**.
12. Select **SUBMIT APPLICATION** (or **SAVE AS DRAFT** to save your progress and complete the application later.).



13. Congratulations! Your Hope Scholarship application has been submitted.

### My Applications

---

HOPE SCHOLARSHIP
[VIEW ALL](#)

School Year	Student Name	Application Status
2023-2024		<a href="#">Submitted</a>

**Note:** Your application will appear under **My Applications** on your Dashboard. Select [VIEW ALL](#) to view the details of the application. The Application Status will initially be [Submitted](#).

**Note:** The process to submit an annual RENEWAL application is generally the same as the new application process outlined above. The Account Holder is not required to submit the birth certificate but must submit continued proof of West Virginia residency for each renewal student. As a reminder, all Hope Scholarship students who wish to continue participation in the program must submit a RENEWAL application by no later than June 15<sup>th</sup> annually.

### On Hold Status Applications

If the application processor reviewing the application identifies missing documentation or other problems with the application submission, the application will be placed On Hold in the EMA system. To review and remedy the problems with your On Hold application, follow the steps below:

1. Under **My Applications** (on the right side of the screen displayed), select [On Hold](#) for the student who corresponds with your search.

School Year	Student Name	Application Status
2023-2024		<a href="#">Awarded</a>
2023-2024		<a href="#">On Hold</a>

2. The Review Your Application screen displays. Select **Student Information** at the top left.

**2023-2024 New Application**

**Hope Scholarship**  
 The West Virginia Hope Scholarship Program is an education savings account (ESA) program that will allow parents and families to utilize the state portion of their education funding to tailor an individualized learning experience that works for them. Make sure your student has not successfully completed a secondary education program and the student is eligible or required to be enrolled in a WV Kindergarten program for the year for which applying for the Hope Scholarship (i.e. must be five years old before July 1). Additionally, your student must be a resident of West Virginia (WV) and is under 21 years of age.

**Before You Apply**  
 Before you apply, make sure your student meets the following eligibility requirements:

- 1 The student is enrolled full-time and attending an elementary or secondary public school in WV for at least 45 days at the time of application and will continue to attend until an award letter is issued.
- 2 Or the student was enrolled full-time in a public elementary or secondary school program in WV for the entire instructional term during the academic year immediately preceding the academic year for which the student is applying to participate in the Hope Scholarship Program.

**Student Information**

If you would like to update the information below, please visit the page [My Students](#).

3. Scroll down to the **Required Documentation** section at the bottom of the screen.

**Required Documentation**

As approved by the Hope Scholarship Board on April 18th, 2022, the following documentation demonstrating student eligibility for participation in the Hope Scholarship are now required.

**Proof of the student's age:**

- Birth certificate

**Proof of West Virginia residency:**

- Two West Virginia utility bills not more than 60 days old from two different companies, not including termination notices
- Tax records with a West Virginia address matching the address on the application
- Proof of West Virginia home ownership, such as a mortgage document or homeowner's insurance document
- A valid West Virginia vehicle registration card
- A West Virginia Voter's Registration Card
- Residential rental or lease agreement
- Proof of public assistance through the West Virginia Department of Health and Human Resources

**Any application submitted without valid supporting documentation will be placed on hold.**



Drag and drop files here or  
Browse to select files

SAVE AS DRAFT
CONTINUE

4. Drag and drop the document(s) you wish to add to your application in the upload box here or select the upload arrow  to upload document(s) from your desktop.

5. When uploaded, your document title will appear below the upload box.

**Note:** You can remove the document by selecting **Delete**.

6. Select SAVE AS DRAFT to save for later or select CONTINUE to continue adding your new document(s) to your application.



Drag and drop files here or  
Browse to select files

Delete birth certificate.png

SAVE AS DRAFT
CONTINUE

7. The **Guardian Information** screen displays. If no edits are needed, select  .  
**Note:** If edits are needed, select [Edit Profile](#) to make your changes.

8. The **Review & Submit** screen displays. If both **Student Information** and **Guardian Information** are correct, scroll down and read the **Parent/Guardian Responsibilities Agreement**, then check the box directly under the agreement.

Under penalties of perjury, I certify that the information presented is true and accurate; the information on this application is accurate to the best of my knowledge and belief. I understand that providing false representations constitutes an act of fraud. False, misleading or incomplete information may result in the denial of the scholarship application or revocation of a scholarship award.

9. Next, type your name in the **Guardian Signature** box and then select  .
10. Select  finish adding your document(s) to your application.

**Note:** Select  to save your application for later. Select **OK** in the dialogue box that opens for **Application Saved as Draft**.

**Application Saved as Draft**

You can access your saved draft application under "My Applications" on your Dashboard. Click OK below to navigate to the Dashboard now.

**OK**

11. Congratulations! You have submitted the document(s) needed to address your student's On Hold status for their application.

**Application Submitted**

Congratulations! Your application was successfully submitted.



You will be redirected momentarily...

## Application Status Definitions

- **Draft** – Application has been saved and is still being drafted by Account Holder. A draft application has not been submitted to the Hope Scholarship team and is not in the queue for review. You still must submit the application in order for it to be reviewed and considered for eligibility.
- **Awarded** – Indicates a student was found eligible, the submitted application was deemed complete, and the Hope Scholarship team has approved the Student to participate in the Hope Scholarship Program.
- **Submitted** – Application has been submitted to the Hope Scholarship team for review.
- **In Review** – The application is being reviewed for eligibility by the Hope Scholarship team.

## Student/Scholarship Status Definitions

- **Eligible** – Satisfied the appropriate eligibility requirements.
- **Ineligible** – Has not satisfied the eligibility requirements.
- **On Hold** – Supporting documentation is missing, information is missing, or clarification of information is needed. Applications that are “On Hold” are not completed and will not be reviewed until requested information is uploaded on the application and resubmitted. Comments regarding the reason for an “On Hold” status can be reviewed by opening the application in the EMA dashboard.
- **Awarded** – Indicates a student was found eligible, the submitted application was deemed complete, and the Hope Scholarship team has approved the Student to participate in the Hope Scholarship Program.
- **Funded** – Indicates a student was awarded the Hope Scholarship and funding is available and placed in the student educational savings account within EMA.

## [4-Accept/Decline School Enrollment Tuition Request](#)

If your Hope Student will be attending a nonpublic school, the nonpublic school will submit an enrollment request in the EMA system which will be sent to the Account Holder

for approval. This enrollment request will include the school year, the school start date, and the annual tuition rate for the school year. As Account Holder, you will be given the option to Accept or Decline the request. Please review the request carefully before accepting it to ensure the annual tuition rate is accurate. If the tuition rate is incorrect, please discuss directly with the nonpublic school and decline the request so the school can send you a corrected enrollment request with an updated tuition rate.

**Note:** If your Student enrolls in a school mid-year, the tuition rate will still be an annualized tuition rate that your child would have paid had they attended the full year. For example, if your child enrolls in a nonpublic school in January and the tuition you owe the school for the remainder of the year is \$3,000, the enrollment request in EMA should be for \$6,000. The system will adjust the tuition rate for actual invoicing of your Student's Hope Scholarship funds based on the start date entered for your student.

1. The **Enrollment Requests** will populate at the top of your dashboard when a school has submitted a tuition request using a School Enrollment Form.

SCHOOL YEAR	STUDENT NAME	SCHOOL NAME	REQUEST DATE	SCHOOL START DATE	TOTAL TUITION	ACCEPT	DECLINE
						<input checked="" type="checkbox"/>	<input type="checkbox"/>

2. From the **Enrollment Requests** screen, select **ACCEPT** to approve the school's tuition request. You will only be able to accept one request per student unless the student is withdrawn from a school roster by the school.

SCHOOL YEAR	STUDENT NAME	SCHOOL NAME	REQUEST DATE	SCHOOL START DATE	TOTAL TUITION	ACCEPT	DECLINE
						<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Note:** Select  to reject the tuition request. If you think the **Total Tuition** amount shown is incorrect, contact your school to discuss the amount.

3. The **Are you sure you want to enroll?** screen opens. Select  to complete the tuition acceptance.

SCHOOL YEAR	STUDENT NAME	SCHOOL NAME	REQUEST DATE	TOTAL AMOUNT

**Note:** You can select  to decline the enrollment.

4. Congratulations! You have submitted your enrollment and tuition approval.

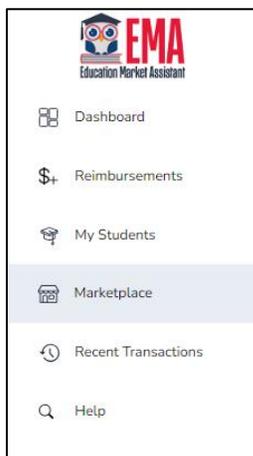
**Note:** When you accept the enrollment request, you are approving the use of funds from your student's Hope Scholarship Account to pay the school directly for the amount of the tuition and fees or the available balance in your student's account, whichever is less. Payments to the school will be made when funds are deposited to your student's account.

**IMPORTANT:** Please be sure the Student WVEIS ID number is accurate. This is how EMA confirms eligibility for the scholarship. If your student is an incoming kindergarten student and does not have a WVEIS ID number, please contact your local county board of education to be assigned one prior to the submission of your Hope Scholarship application.

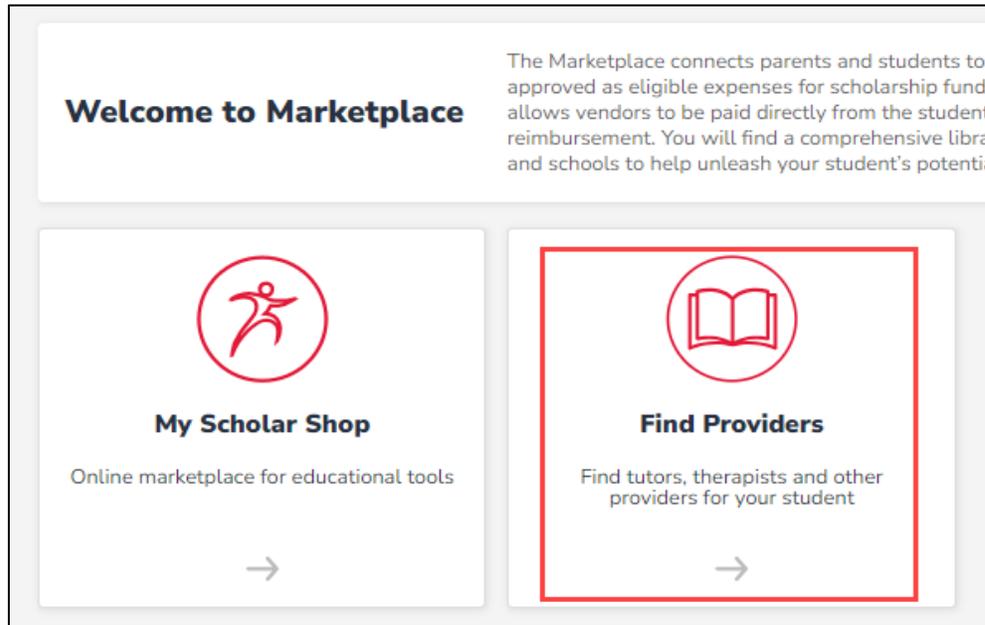
## 5-Find Education Service Providers and Place Orders

To access the EMA Marketplace and search for direct pay service providers, you will need to login to your scholarship portal by clicking [here](#). Remember, the marketplace will not be available until your student's scholarship has been awarded and funded. **Note:** Newly awarded students for the 2024-25 school year will receive their initial funding on August 15.

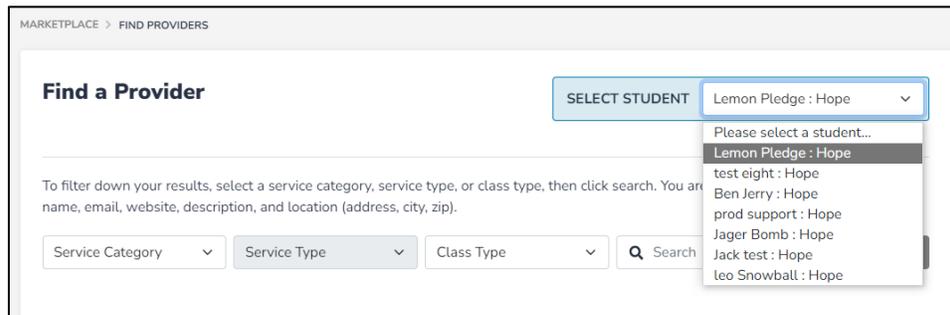
1. Log in and select Marketplace.



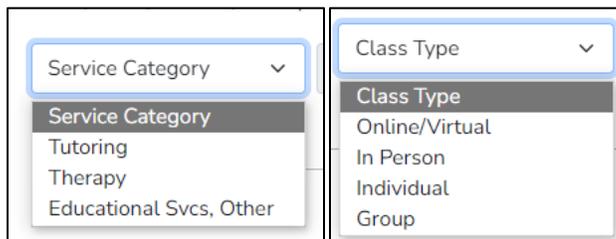
2. Select **Find Providers** (which will only appear in the portal once your student's funds have been deposited in their account).



3. Select your student's name from the dropdown menu.



4. Search for a Provider.
  - a. You are able to search for a provider by business name, email address, website address, and description.
  - b. You may also use the filter option to search by **Service Category** or **Class Type**.



- c. To filter down your results, select a Service Category, **Service Type** (shown below), or Class type, then click search.

- d. You are also able to search by business name, email, website, description, and location (address, city, zip).

5. Select View Locations for any Provider that matched your search criteria.

6. Use the dropdown to select a location.

**Note:** Before selecting, choose the location option, **In Person** or **Virtual**, by selecting the button on the far right of the dropdown.

- a. Next, from the **Location Details** screen, review additional provider information, such as the business address, phone number, hours of operation, services offered, and pricing.

MARKETPLACE > FIND PROVIDERS > PROVIDER DETAILS

School UAT Fourtythree

Select A Location To View Services

In Person Virtual

LOCATION DETAILS	HOURS OF OPERATION	
	Sun: Closed	Thur: Closed
	Mon: 9:00 AM - 10:00 AM	Fri: Closed
	Tue: 11:00 AM - 12:00 PM	Sat: Closed
	Wed: 2:00 PM - 3:00 PM	

Services Offered

SERVICE CATEGORY	SERVICE TYPE	DESCRIPTION	PRICE	QUANTITY

[Continue Shopping](#) **GO TO CART** **ADD TO CART**

- b. You should contact the provider before selecting them to make sure they are a good fit for your student.

**Note:** Provider will not receive your contact information so you must reach out to them to schedule your services.

7. After selecting the desired provider and location for your student, under Services Offered, select the number from the dropdown in the **QUANTITY** column, then select **ADD TO CART**.

**Services Offered**

SERVICE CATEGORY	SERVICE TYPE	DESCRIPTION	PRICE	QUANTITY
Educational Svcs. Other	Contracted Public School Services	...	\$2.00 / Activity	2

[Continue Shopping](#) **GO TO CART** **ADD TO CART**

**Note:** Pricing may be per session, per week, per semester, per activity or activity, or per hour, etc. You should contact the provider before purchasing if you have any questions regarding the pricing structure.

8. Select Continue Shopping if you want to add more services to your cart.

[Continue Shopping](#) **GO TO CART** **ADD TO CART**

9. To complete your transaction, select Reserve Funds in your shopping cart. By placing your order, you agree to reserve scholarship funds for your requested service provider.
10. Select **Confirm** to reserve your funds for the specified service or **Close** to cancel and return to the previous screen.
  - a. If you want to cancel your service request after funds have already been reserved, please contact the service provider, and ask them to cancel the service in EMA by selecting . **Account Holders are unable to cancel the service order directly.** If a refund has not been credited to your account balance within 3 business days of the provider canceling the request, please email us at [hopescholarshipwv@wvsto.com](mailto:hopescholarshipwv@wvsto.com).
  - b. **If you are unable to complete the transaction, it may be the student does not have enough available funds. Service orders cannot be placed for items which exceed the available balance in your student's account in EMA.**

**Note:** You must contact the provider directly after completing your order to schedule service.

## 6-How to Shop on MyScholarShop (MSS)

MyScholarShop (MSS) is an online e-commerce platform utilized to purchase educational goods and commodities directly from suppliers paid directly with the funding in the Student's EMA account. The purchased items are shipped directly to the Student using the address information on file in EMA.

**Note:** It can take 48-72 hours after initial funding has been deposited into your EMA account for MSS to populate in your EMA Portal.

### Getting Started

Follow the steps below to view or edit your MyScholarShop profile and to navigate the site, including making purchases for your student.

Remember, use the search bar at the top of the homepage to find any goods or services your student needs!



**Note:** Please use your desktop or laptop computer on one of the following browsers to shop on MyScholarShop:

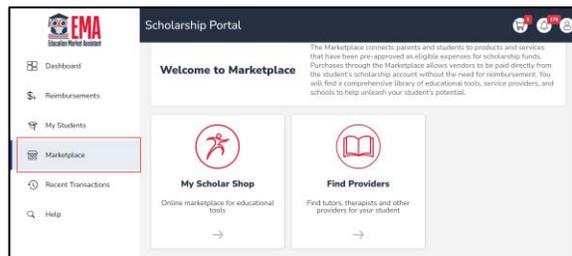
- Apple Safari
- Google Chrome
- Microsoft Edge
- Microsoft Edge Chromium
- Mozilla Firefox

Tablets or mobile devices are not recommended. Functionality may be limited.

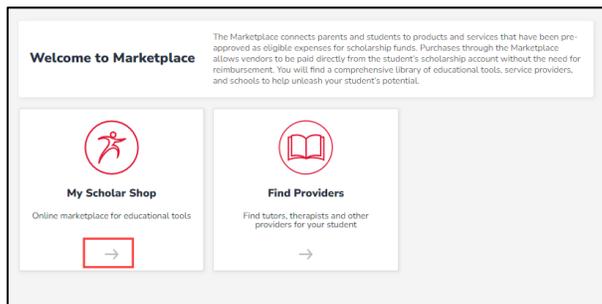
## Let's Begin!

Use your Account Holder login to access [EMA](#).

1. Select **Marketplace** to display the MyScholarShop panel.

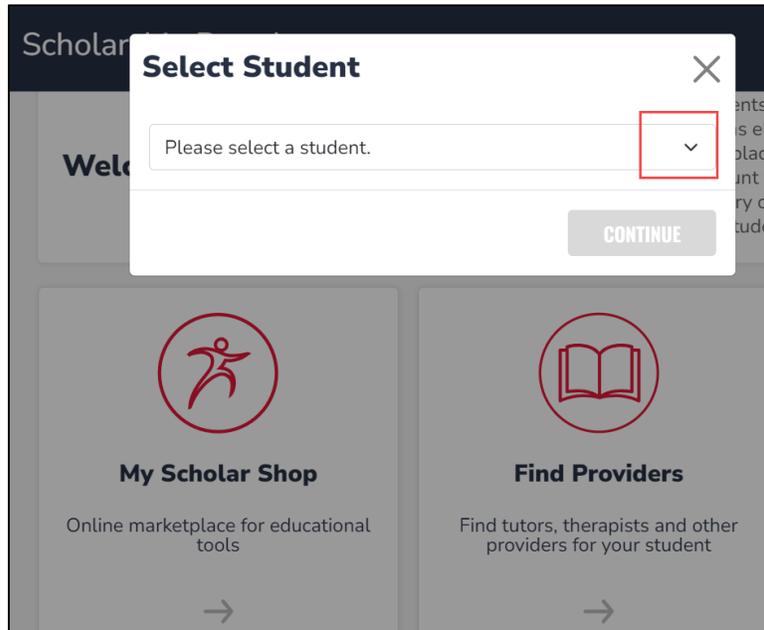


2. Select the **MyScholarShop** arrow

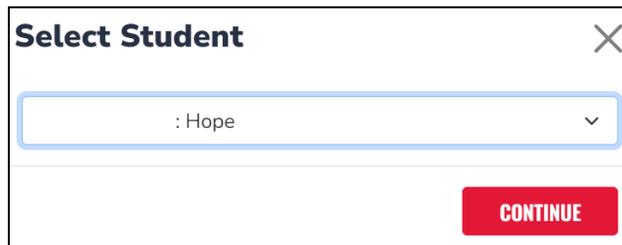


3. Use the dropdown menu to select the student you want to shop for.

**Note:** Ensure you are shopping for the **ONE** student you want to make a purchase for in this transaction. It is very important that you ensure you are shopping for the correct student in MSS. You can only shop for one student at a time.



4. Select **CONTINUE**.



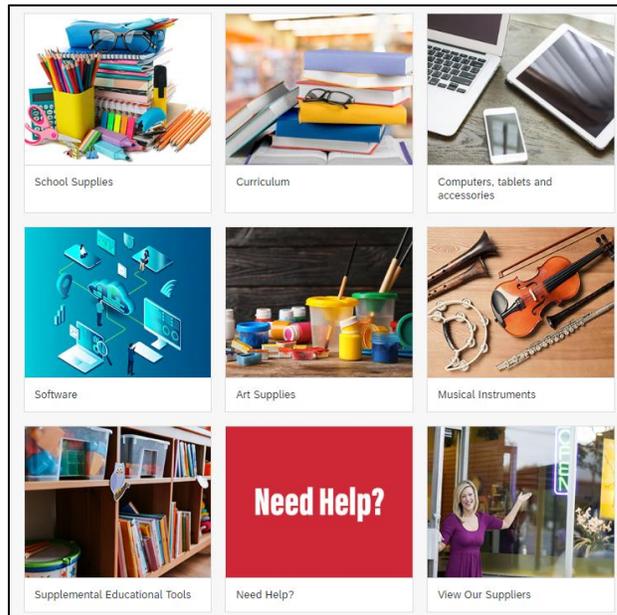
5. The MyScholarShop portal displays.



## Choosing Your Purchase Category

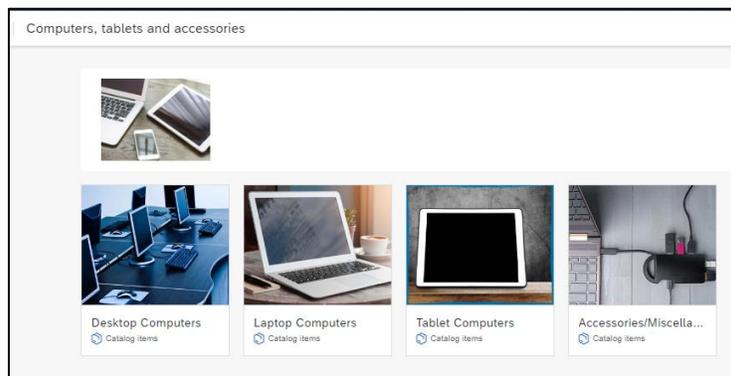
There are seven shopping categories via the panels located on the MyScholarShop portal:

- i. School Supplies
- ii. Curriculum
- iii. Computers, tablets, and accessories
- iv. Software
- v. Art Supplies
- vi. Musical Instruments
- vii. Supplemental Educational Tools

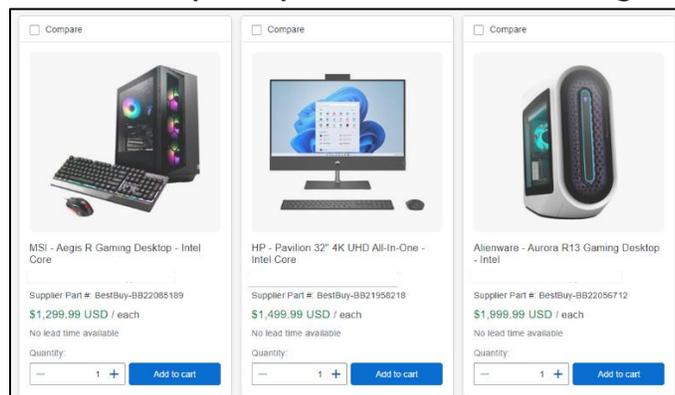


Here's a snapshot of how each category works when selected:

1. Select **Computers, tablets, and accessories**. The panels to shop in display.



- a. Select **Desktop Computers** to view the **Catalog items**.



- b. Select an item and then add it to your cart by selecting **Add to cart**.



MSI - Aegis R Gaming Desktop - Intel Core

MSI - Aegis R Gaming Desktop - Intel Core i7-12700F - 16GB Memory - NVIDIA GeForce RTX 3060 - 1TB SSD || MSI Aegis R Desktop: Get in the game with this MSI Aegis R gaming desktop. The NVIDIA GeForce RTX 3060 graphics card makes visually intensive games come to life in exquisite detail, and the 1TB SSD loads large titles in seconds. This MSI Aegis R gaming desktop has an Intel Core i7 12th gen processor and 16GB of RAM that easily handle multiple applications simultaneously.

**\$1,299.99 USD / each**

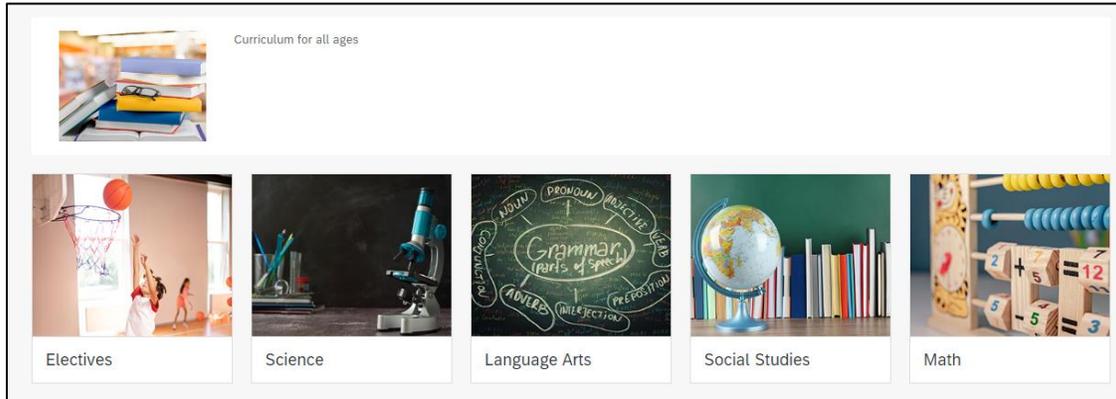
Available immediately

Quantity

- 1 + each

**Add to cart** ☆ Add to favorites

2. Select **Curriculum**. The panels to shop in display.



Curriculum for all ages

Electives

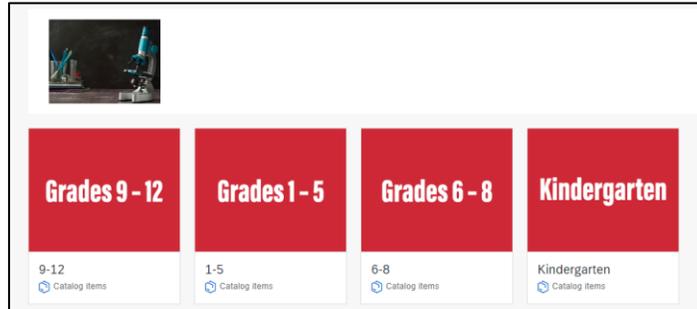
Science

Language Arts

Social Studies

Math

- a. Select Science to view the **Catalog items** by grade grouping.



Grades 9 - 12

Grades 1 - 5

Grades 6 - 8

Kindergarten

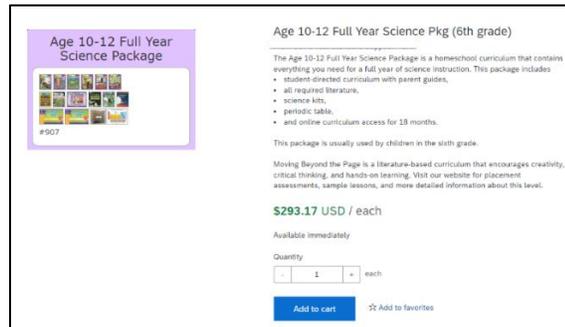
9-12  
Catalog Items

1-5  
Catalog Items

6-8  
Catalog Items

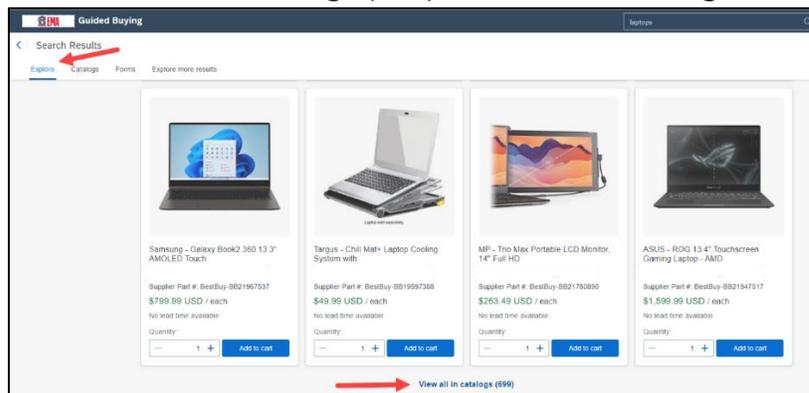
Kindergarten  
Catalog Items

- b. Select an item and then add it to your cart by selecting **Add to cart**.

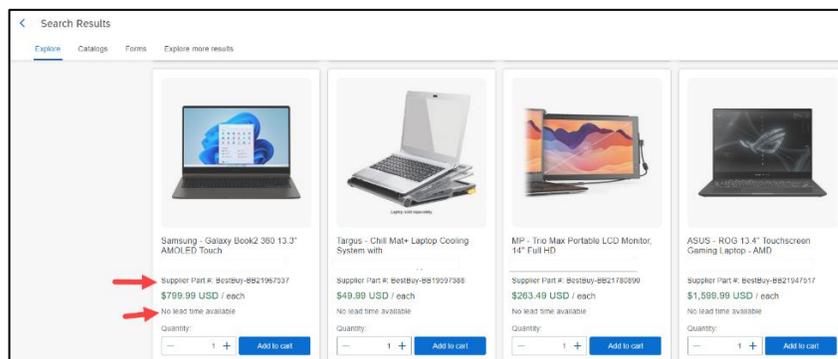


## Browsing Search Results

1. When you search for an item, your search results will display on a tabbed layout, defaulting on the **Explore** tab. Each section on this tab features a limited number of items, select **View all in catalogs (###)** or select the **Catalogs** tab to view more items.

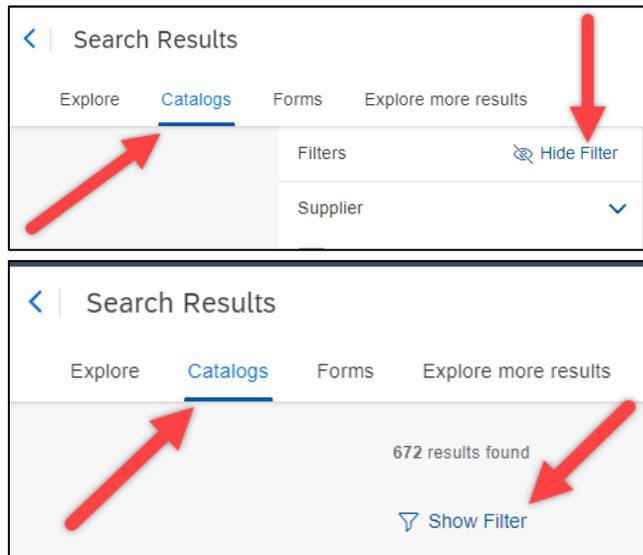


2. Search results now contain more information about the items. For example, if provided by the supplier, you can view the item's expected shipment time as well as the supplier part number.



## Filtering Search Results

- Filters can be found by clicking on the **Catalogs** tab. Filters can be hidden by clicking the **Hide Filter** button and displayed by clicking the **Show Filter** button.

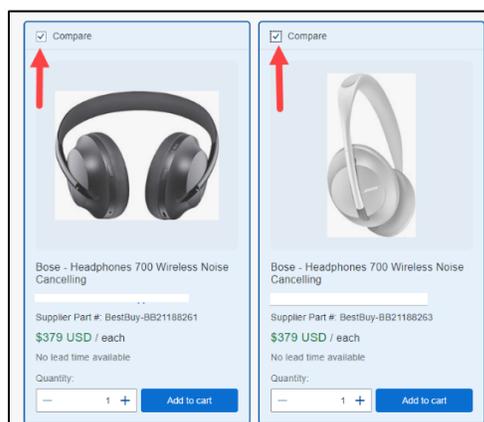


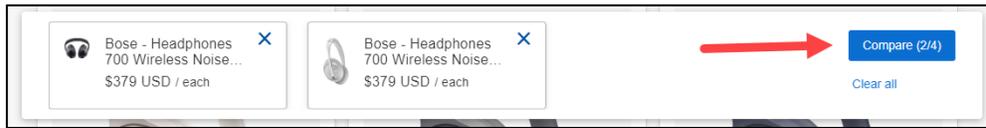
- The **Keyword** filter now has a **Search** bar to be used to eliminate excessive scrolling.



## Comparing Search Results

- Clicking the **Compare** checkbox on 2 to 4 items allows comparison of Price, Availability, Supplier, and more.





## Catalog Views

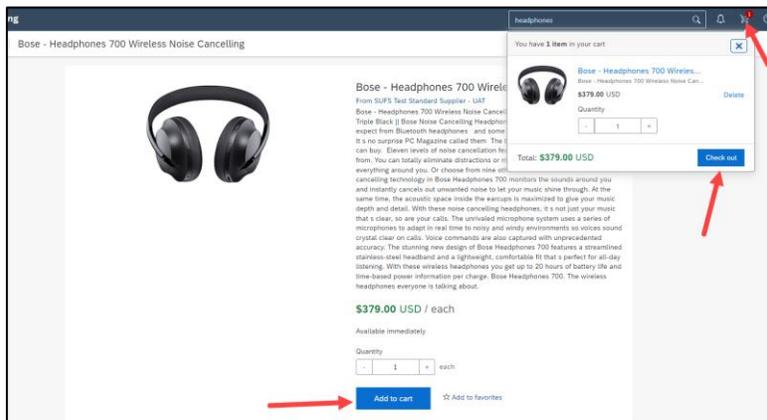
- Two different views are available when searching through catalogs: **Grid** and **List**.



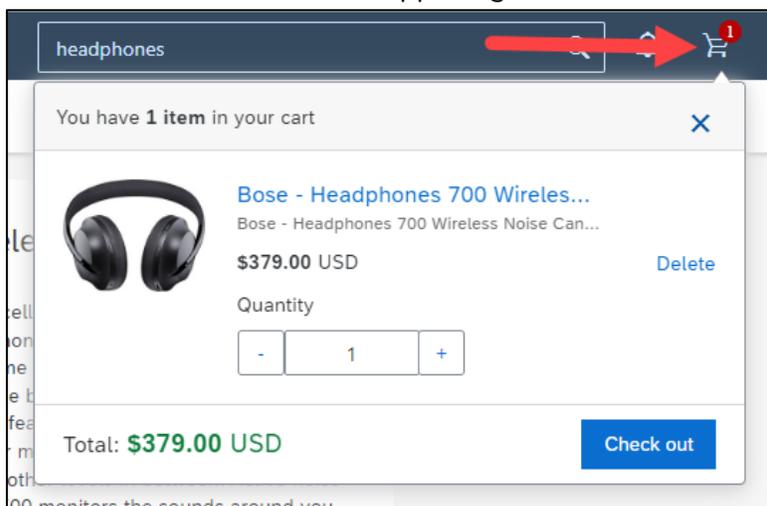
## Completing the Purchase From Your Cart

Follow the steps below to finish your shopping session on MyScholarShop.

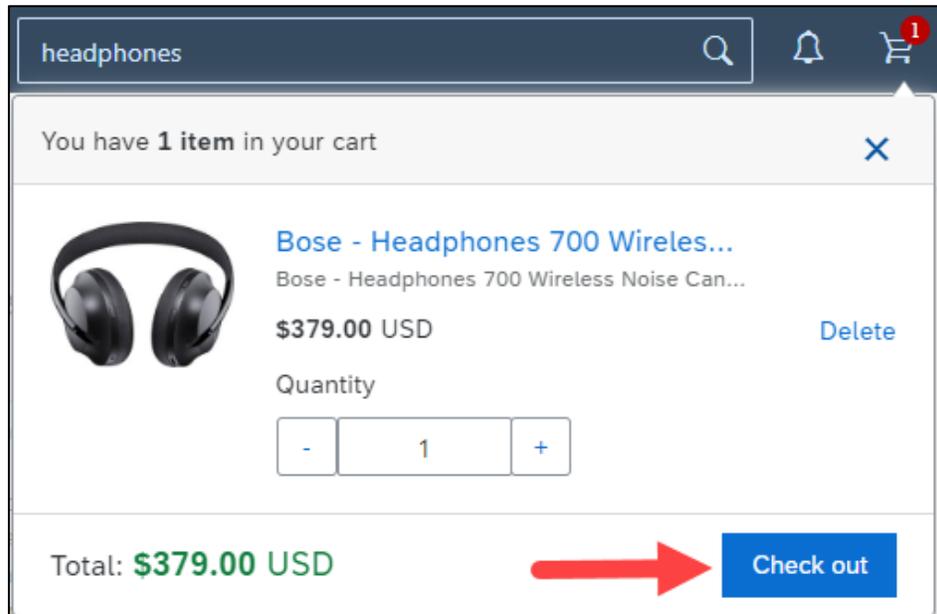
- You can select Check Out immediately after adding the item to your cart.



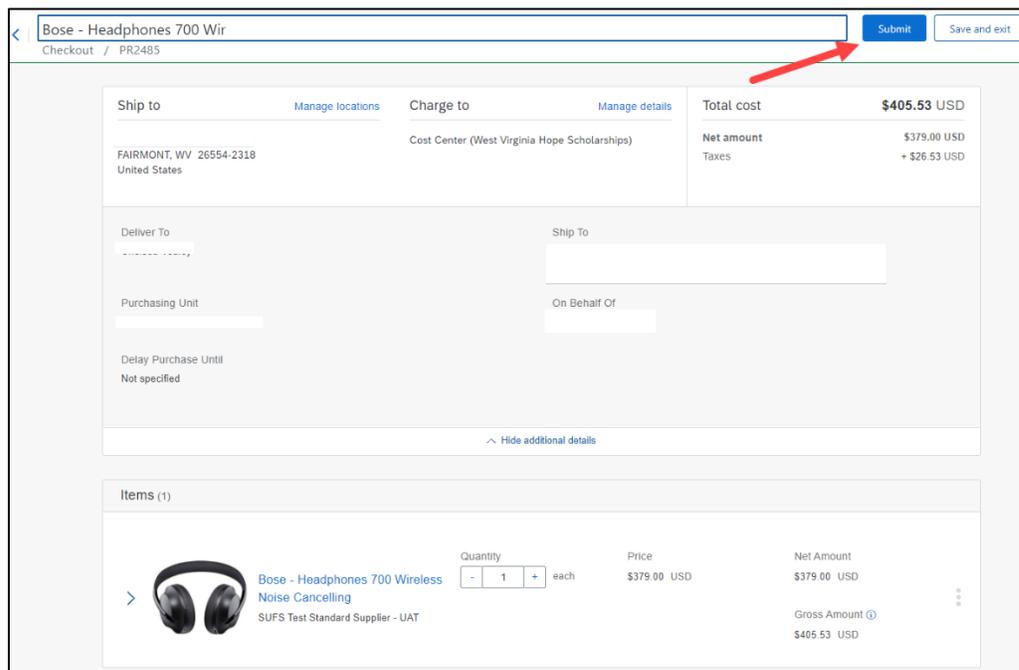
- Or, select the cart icon in the upper-right corner.



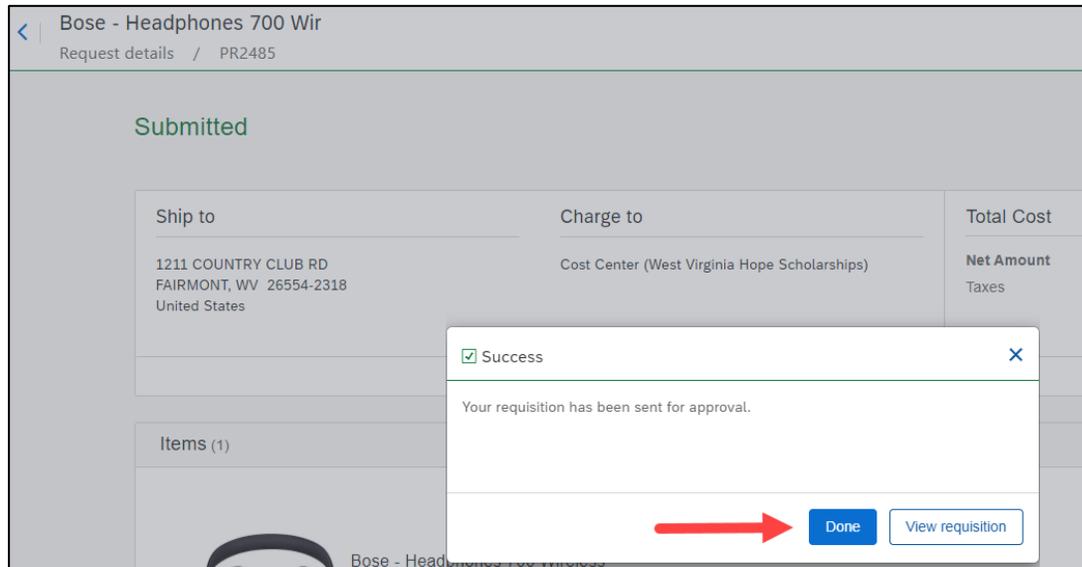
3. Review the details for your item and then select **Check out**.



4. Review the fields, confirm shipping address, and then select **Submit** to complete your purchase. **Note:** Shipping address must be a physical mailing address. If you need to update your address, do so prior to completing your purchase.



5. The order will display as **Submitted** while awaiting approval. Select Done if you are satisfied with your order or you can select View requisition to review your order details.



6. That's it! You have submitted your purchase.

## What if I Cannot Find the Item or Service I Need on MyScholarShop?

The Hope Scholarship may not meet all of your student's needs at this time. Click [here](#) to review the Hope Scholarship Reimbursement Policy.

Let us know if there is something your student needs that you don't see offered on MyScholarShop. Please complete the surveys below to request products or vendors be added to MyScholarShop.

- [Click here](#) to request products
- [Click here](#) to request vendors

## Before and After Placing Your Order

Before placing an order, please make sure the Ship to address indicated on the Checkout screen is up to date. Any costs associated with shipments sent to an incorrect address will be the responsibility of the purchaser. If this is not your address, please update it. When updating your address, please allow time for the information to populate in MyScholarShop. To update your contact information, please log in to [EMA](#).

After placing an order, please keep track of your student's account balance which may be viewed on the main dashboard of your scholarship portal.

**Remember!** For Account Holders with multiple students, remember to always access MyScholarShop using the student's account you are shopping for. **It is very important to make sure you are shopping from the correct student account.**

## How to Do Returns

Returns are completed through the vendor they were purchased from and not through the Hope Scholarship. Items may not be returned to a store.

1. To return an item purchased via MyScholarShop click [here](#).  
**Note:** When you click on the link, it will direct you to a page branded for Florida, as a separate page does not exist for West Virginia.
2. Find the correct vendor, select the **Read More** drop-down arrow to locate the vendor's Return Policy, and follow the instructions. Once the vendor has received the item, it may take up to 14 days for the funds to be credited to the student's scholarship account in EMA. Vendors are not allowed to refund the money directly back to you – it must be returned to the student's EMA account. For more in-depth information on MyScholarShop, click [here](#).

## Statuses for MyScholarShop

- **Composing** – The MyScholarShop request is pending; the cart has not been submitted for purchase.
- **Submitted** – The MyScholarShop request was submitted and is pending review.
- **Approved** – Items requiring review have been approved and sent to the vendor/s for fulfillment.
- **Denied** – Items requiring review have been denied. One appeal is allowed.
- **Ordering** – A fully approved order is in the process of being generated.
- **Ordered** – All items associated with an order or requisition have been sent to the vendor to fulfil.
- **Cancelling** – The order was canceled after it was placed.
- **Cancelled** – An order cancelled after being submitted and approved.
- **Receiving** – Ordered items have been shipped and are in the process of being delivered.
- **Received** – Ordered items have been fully received.

## [7-Submit a Reimbursement Request](#)

Reimbursements for the Hope Scholarship Program are only allowed in accordance with specific circumstances authorized in the Hope Scholarship Board's approved Reimbursement Policy. Please click [here](#) to review the approved Reimbursement Policy.

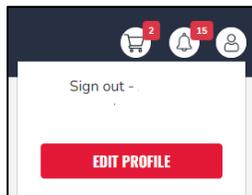
All reimbursement requests must be made directly in EMA and require detailed supporting documentation, proof of payment, and receipts.

To submit a reimbursement request for a West Virginia Hope Scholarship student, follow the instructions below:

1. Log in to [EMA](#).
2. When submitting a reimbursement for the first time, you will need to take the steps below to select your reimbursement payment method.
3. Log in to [EMA](#) to view your dashboard.
  - a. From your EMA dashboard, select the profile icon at the top right corner of the screen.



- b. Select **EDIT PROFILE** from the popup window that displays.



- c. The **Guardian Profile** screen displays (under the My Profile tab). Scroll down to the **Payment Method** section (middle of the page).

3. Read the agreement in the yellow box, select the checkbox to acknowledge you have read it, and then select **MANAGE**.

**Payment Method**

I as Guardian to a student receiving HOPE Scholarship funding, understand that payment processing for this Agreement operates through a third-party software owned and operated by Tipalti Inc. ("Tipalti"). Through acceptance of this Agreement, I will be presented with the terms and conditions of use of Tipalti's platform and services pursuant to its "Payee Agreement." I consent to the jurisdiction of West Virginia courts and when presented with this Payee Agreement, I understand and agree to the modification of the section therein entitled "Contracting Entity, Governing Law, and Venue" to implement following language ("The Addendum"):

**E. CONTRACTING ENTITY, GOVERNING LAW, AND VENUE** - The agreement shall be governed exclusively by the Laws of the State of West Virginia. Any dispute shall take place with venue in the appropriate West Virginia state or federal court. This provision replaces any references to any other State's governing law or any previous choice of venue provisions.

*For the avoidance of doubt, any language purporting to stipulate that California laws will apply to this Addendum or the Payee Agreement, or that any disputes in relation to the same are to take place in California courts, shall be amended to replace "California" with "West Virginia."*

*In the event of conflict between this addendum and the Payee Agreement, the terms of this addendum shall control.*

Families submitting reimbursement requests for students with available funds must select how they would like to receive payment and provide any applicable information. This is done by clicking the "Manage" button below. This information must be kept up to date and can be updated at any time. **Note:** The "Manage" button becomes available once you have at least one funded student. This step should only be completed if you intend to submit reimbursement requests in accordance with the Hope Scholarship Board's Reimbursement Policy.

**MANAGE** ⚠ Payment Method Needs Attention

5. The **Payment Method** popup window displays.
6. On the **Payment Method** screen, your information populates from your EMA profile.

The screenshot shows a 'Payment Method' form with the following fields and values:

Contact Email	
Phone Number	
First Name	
Middle Name	
Last Name	
Street Address	
Address 2	
City	
Country	United States
State	WV
ZIP	26711

At the bottom right, there are two red buttons: 'Edit' and 'Next'. A red arrow points to the 'Next' button.

7. If all your personal information is correct, select **NEXT**.
8. Use the drop-down menu to select one of the two options for payment (ACH or Check):

The screenshot shows the 'Payment Method' screen with a progress indicator at the top. The progress bar has three steps: 1. Address, 2. Payment Method (current step), and 3. Done. The text 'Powered by tpatti' is visible in the top right corner. Below the progress bar, the 'Payment Method' dropdown menu is open, showing 'Direct Deposit / ACH' as the selected option. A red arrow points to the dropdown arrow.

- Direct deposit / ACH

The screenshot shows the 'Payment Method' screen with the following fields and options:

Payment Method:	Direct Deposit / ACH
Name on Account	
Bank Name	
Routing Code	
Account Number	
Account Type	<input type="radio"/> Checking <input type="radio"/> Savings

- o Complete the fields:
  - i. Name on Account
  - ii. Bank Name
  - iii. Routing Code

iv. Account Number

v. Account Type

- Checking or
- Savings

**Note:** To keep your information secure, your banking information is not stored in EMA.

- Check

**Payment Method:**

Checks are sent by post to the address below. Please allow 15 business days for the check to arrive. Checks are for deposit only, and cannot be transferred. The checks' currency will be as displayed above.

**Currency**

**Name on Check**

**Address to Send Check**

- Complete the fields:
  - i. Currency (Please select USD for United States Dollars to receive payment in US currency)
  - ii. Name on Check
  - iii. Address to Send Check

9. Next, select the **checkbox** to agree to the terms of Tipalti's Privacy Policy then select **Next**.

I agree to the Terms of Service and Tipalti's Privacy Policy

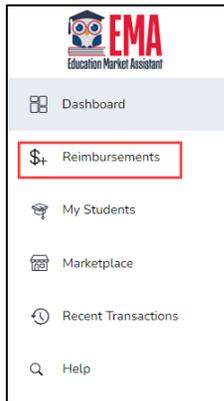
10. You're all set! The green message (above **step 3**) populates when your payment method is complete.

**Payment Method**

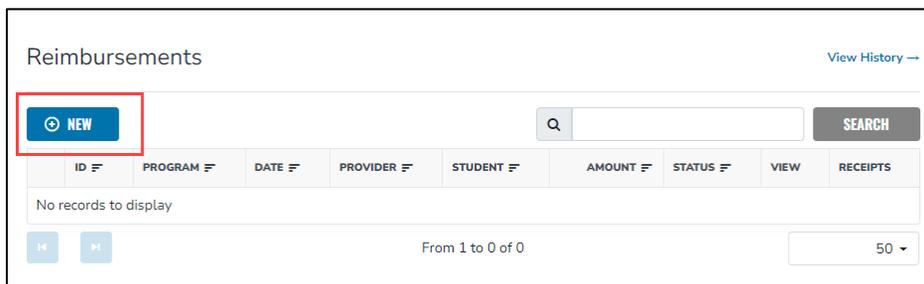
Families submitting reimbursement requests for students with available funds must select how they would like to receive payment and provide any applicable information. This is done by clicking the "Manage" button below. This information must be kept up to date and can be updated at any time. **Note:** The "Manage" button becomes available once you have at least one funded student. This step should only be completed if you intend to submit reimbursement requests.

**Note:** It may take up to 12 hours for this change to be reflected in your EMA account. If you continue to see the "Payment Method Needs Attention" message after updating your payment method, please log out, open a new window, and log back in.

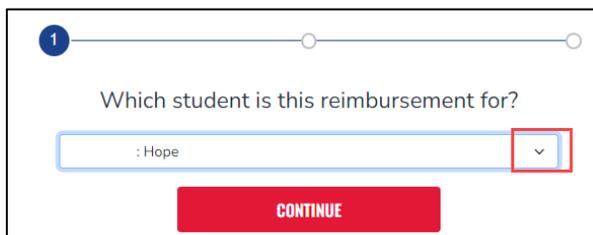
11. To return to your reimbursement request, select **Reimbursements** from the left panel of the Dashboard.



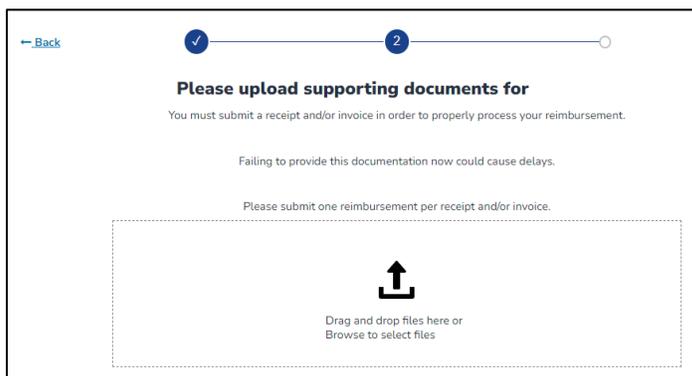
12. From the **Reimbursements** screen, select **NEW**.



13. From the dropdown menu, select a student, and then select **CONTINUE**.



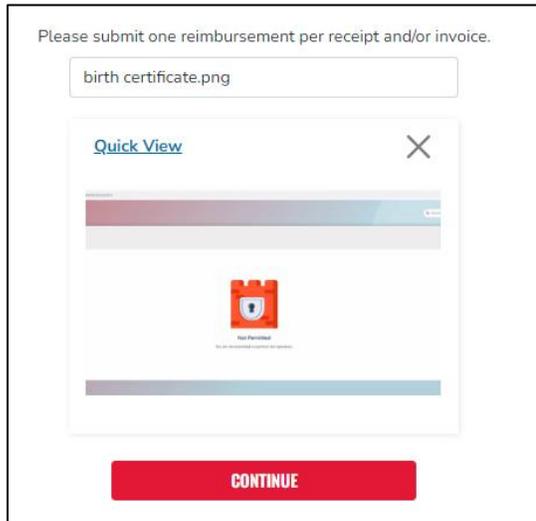
14. Drag-and-drop a file onto the  icon to upload the invoice statement, proof of payment, or receipt for the student selected.



**Note 1:** File must be a png, jpg or PDF.

**Note 2:** Select the  icon to browse for documents, which may be added later (see below).

a. Use **Quick View** to review your document. Select **CONTINUE**.



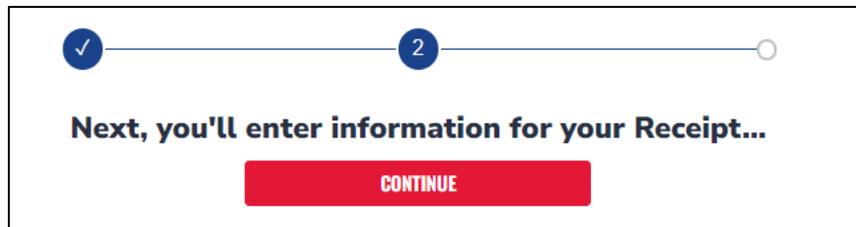
Please submit one reimbursement per receipt and/or invoice.

birth certificate.png

[Quick View](#) ✕

**CONTINUE**

15. Select **CONTINUE** on the **Next, you'll enter information for your Receipt...** screen.

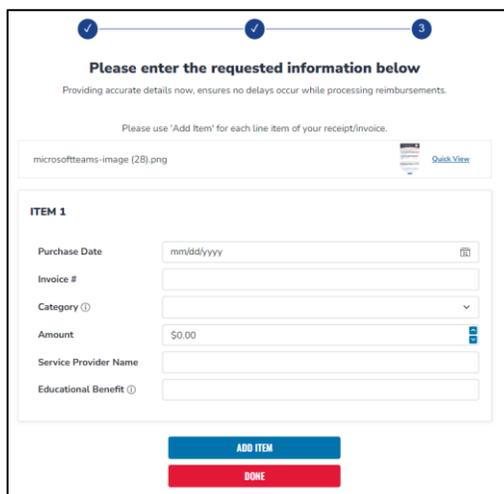


**Next, you'll enter information for your Receipt...**

**CONTINUE**

16. The required information screen displays.

a. Complete the **required fields** for each item.



**Please enter the requested information below**

Providing accurate details now, ensures no delays occur while processing reimbursements.

Please use 'Add Item' for each line item of your receipt/invoice.

microsoftteams-image (28).png Quick View

**ITEM 1**

Purchase Date: mm/dd/yyyy

Invoice #:

Category:

Amount: \$0.00

Service Provider Name:

Educational Benefit:

**ADD ITEM**

**DONE**

- **Purchase Date**
- **Invoice #**
- **Category** (*Scholarship funds can be spent on the categories listed in the dropdown menu, shown below. Please select the appropriate category below. If you are unsure, please reference the Parent Handbook available in the Help section to review the list of qualifying expenses for the Program.*)

Educational Svcs., Other  
 Instructional Material/Curriculum  
 Tutoring  
 Therapy

- **Amount**
- **Service Provider Name**
- **Educational Benefit** (*Please include a brief description of how this item or service is meeting the educational needs of your student.*)

- b. If necessary, add attach additional documents in the space that populates for some category types near the bottom of this screen.

**Attach Additional Documents** ⓘ

You may attach any additional supporting documentation for this reimbursement at this time which includes proof of payment.



Drag and drop files here or  
Browse to select files

**Note:** The Account Holder requesting a reimbursement must provide official documentation/receipts from the educational service provider that clearly shows the Student's name, qualifying educational expenses, and the amount of each expense, along with the amount paid and payment dates. The Account Holder must attach detailed, itemized receipts, or invoices that reflect the educational expenses. A bank statement alone, without any of the other criteria above, is not sufficient support for a reimbursement request.

- c. To add another item to the reimbursement request select **ADD ITEM**. When all items are added and fields are complete, select **DONE**.

**Note 1:** Select **Download** to review the primary document or receipt uploaded to the reimbursement.

**Note 2:** Select **Back** to go back and make any edits necessary.

17. The review screen displays. Select **SUBMIT FOR APPROVAL** to complete the reimbursement request.

Review your purchases for

Tune Into Reading	\$2.00
<b>TOTAL</b>	<b>\$2.00</b>

**SUBMIT FOR APPROVAL**

18. You will see the screen below after submitting your reimbursement request.

**Thank you! We received your reimbursement request.**

One of our team members will review your reimbursement request soon.  
You will receive a notification once your reimbursement has been processed.

**REQUEST ANOTHER REIMBURSEMENT**

[Check the status of your reimbursements](#)

**Note:** If your requested amount exceeds the balance in your student's account, an onscreen error will appear as shown below. The screen will refresh and will go back to the request form so you can adjust the amount. When you adjust the amount, please add a comment explaining the requested amount no longer ties to the attached documentation because the reimbursement was capped at the amount of available funding.

Portal

Error

Requested amount exceeds available balance.

**OK**

Review your purchases for July Wayne

## 8- Helpful Information

### Need More Information?

- Read more about our program in [The Hope Scholarship Parent Handbook](#).
- Find our enrollment checklist [here](#).
- Find your account holder and student forms [here](#).
- Check out helpful videos for account holders [here](#).

### Contact Information

If you have any questions regarding the EMA portal, please contact us at [WVHope@emaportal.org](mailto:WVHope@emaportal.org) or by calling our Service Center at **1-833-622-6819**. Our service center is open Monday through Friday from 8:00 a.m. – 5:00 p.m. ET.

For general questions, you can also reach Hope Scholarship Board staff at **304-340-5058** and [hopescholarshipwv@wvsto.gov](mailto:hopescholarshipwv@wvsto.gov).