

Hope Scholarship Program

School Administrator Portal Guide

1. Introduction	1
2. Account Sign Up	1
3. Navigating the Dashboard	2
4. Editing Organization Information	2
5. Connecting Your Bank Account	4
6. Managing Tuition and Fees	4
7. Student Enrollment Verification	5
8. Roster Management & Generating Invoices	8
9. Adjusting Erroneous Invoices	13
10. Hope Student Withdrawal Process	13
11. Closed Marketplace Module for Schools	18
12. Managing Users	23
13. Support and Assistance	25



1. Introduction

Welcome to the Hope Scholarship Program Portal for school administrators. This guide will walk you through the essential steps to set up and manage your account, ensuring a smooth experience for both you and the families you serve.

2. Account Sign Up

- Check your email for an invitation from the Hope Scholarship Program.
- Click the unique link provided in the email.
- Please DO NOT share or forward this link. It is assigned to claim your account.
- On the account creation page:
 - $\circ \quad \text{Enter your full name} \\$
 - Confirm your email address
 - Create a strong password
 - Click the "Sign Up" button

This area is for administrators only. Only those to manage information on behalf of Silver Lake Elementary should proceed. First Name Last Name Email zach+invite@studentfirsttech.com	authorized
First Name Last Name Email zach+invite@studentfirsttech.com	
Last Name Email zach+invite@studentfirsttech.com	
Last Name Email zach+invite@studentfirsttech.com	
Email zach+invite@studentfirsttech.com	
zach+invite@studentfirsttech.com	
Password	
Confirm Password	



3. Navigating the Dashboard

- Welcome to your Admin Dashboard, your central hub for managing Hope Scholarship information for your school.
- Dashboard Locations:
 - Editing Organization Information
 - Setting Tuition and Fees
 - Verifying Enrollment in Families & Students tab
 - Generating Invoices
 - Managing Products (if applicable)
- We'll guide you through each section for a seamless experience.

					Zach Simunic
Home	Enrollment Periods	Products	Invoices & Payments	Families & Students	Edit Organization
То	ensure prompt payment	of funds, pleas	e add your banking informa	ation from the <u>Edit Organization</u> (tab.
100		Zashl			
~	vvelcome back	, Zach!			
Р	rogram Checklist				
~	Complete Application	n			
*	Add Tuition & Fees	<u></u>			
~	Create an Enrollmer	<u>nt Period →</u>			
*	Generate an Invoice	<u>→</u>			

4. Editing Organization Information

• Click on "Edit Organization" in the top right corner of your dashboard.



	Enrollment Periods	Products	Invoices & Payments	Families & Students	Edit Organization
То	ensure prompt payment	of funds, pleas	e add your banking informa	tion from the <u>Edit Organization</u> tab	<
2	Welcome back	, Zach!			
Р	rogram Checklist				
	Complete Applicatio	n			
	Add Tuitien & Fees	<u></u>			
	Add Tultion & Fees	-			
~	Create an Enrollmer	<u>nt Period →</u>			
	Generate an Invoice	<u>→</u>			
*					
*					

- Update or confirm the following information:
 - School's legal business name
 - Physical address
 - Website (if applicable)
 - Logo (highly recommended for easier identification by families)
- Ensure your city is correctly listed, as this helps families distinguish between schools with similar names.

Organization Profile	Last upda	tea 07/17/24
Organization or Business Name		
Silver Lake Elementary		
Physical Address		
	lb.	
City	State Zip	
	B) B)	R)
Website		
	1:1	
Logo		
Choose File No file chosen		
	View Marketp	lace Listing →
Banking Information		



5. Connecting Your Bank Account

- While in the "Edit Organization" section, scroll down to find the "Connect Bank Account" button.
- To complete the process of connecting your Bank Account in the Hope Platform, please reference this Support Article: <u>Hope Scholarship Program | Connecting Your Bank</u> <u>Account</u>
- Please email <u>help@hopescholarshipwv.com</u> if you are unable to connect your banking institution.
- Note: This step is crucial for receiving payments and must be completed before you can submit invoices. If your banking account changes after establishing your Hope account, please notify help@hopescholarshipwv.com for assistance.

6. Managing Tuition and Fees

• From your Program Checklist, click on "Add Tuition and Fees".

					Zach Simunic
Home	Enrollment Periods	Products	Invoices & Payments	Families & Students	Edit Organization
Тс	o ensure prompt payment	of funds, pleas	e add your banking informa	ition from the <u>Edit Organization</u>	tab.
<u></u>	Welcome back	Zach			
	Wetterne buck	4 Zuen.			
P	Program Checklist				
	 <u>Complete Application</u> 	<u>on</u>			
3	Add Tuition & Fees	 ≠			
	Create an Enrollmer	nt Period →			
	Generate an Invoice	<u>→</u>			

- On the Tuition and Fees page, perform the following user actions:
 - Ensure that the Academic Year is set to the correct school year at the top, right of the screen.
 - Check the boxes next to each grade level your school serves. This indicates which grade levels your school accepts for enrollment.



- Enter the maximum tuition amount for the entire school year, for each grade level. Do not include any discounts, scholarships, or financial aid at this time.
- Fill in the amounts for any additional fees (e.g., textbooks, technology, uniforms) that apply to your school.
- Tuition and Fees
 2024-25 •

 Add the maximum per-student annual amount by grade in the list below. Please reach out to West Virginia Hope Scholarship to address any changes to tuition and school fees.

 Grade Offered? Tuition
 Uniform Fee O
 Textbook Fee
 Technology Fee

 kindergarter
 Value
 0.00
 Value
 Value
 Value

 1
 •
 Value
 0.00
 Value
 Value
 Value

 2
 •
 Value
 0.00
 Value
 Value
 Value
 Value

 3
 •
 Value
 0.00
 Value
 Value
 Value
 Value

 4
 •
 Value
 0.00
 Value
 Value
 Value
 Value

 5
 •
 Value
 0.00
 Value
 Value
 Value
 Value

 6
 •
 \$ 6,000.00
 \$ 0.00
 \$ 100.00
 \$ 150
 \$ 100.00
 \$ 150
- If a fee doesn't apply, leave it blank or enter zero.

• Carefully review all entered information before submitting, as it can only be edited once per academic year. Click "Save and Continue" when finished. Please do not enter Tuition and Fees for the 2025-26 school year until after July 1, 2025.

7. Student Enrollment Verification

This section will guide you through confirming family enrollment requests at your school or microschool. Students that have an "Approved" status application will be able to select a school. Students in "Conditionally Eligible" or "Eligible" status will not be able to select a school until that status is updated to "Approved." After families select your school in the platform, you'll see pending enrollments in the "Families and Students" tab.

• To begin the enrollment verification process for approved students, click on the "Families & Students" tab on your dashboard.



				\frown		
Home	Enrollment Periods	Products & Services	Invoices & Payment	Families & Students Repor	ts Edit Organization	
8 1	Welcome back, "	1.a.				
P	rogram Checklist					
	Complete Application					Eamilies & Students
~	Complete Organization	Profile →				l'annues d'Studients
~	Add Tuition & Fees →					
·	Generate an Invoice →					

• To confirm or reject a requested enrollment, click the "Verify" button for each student who has submitted an enrollment request.

Home Enrollment Periods Products & Services Invoices & Payments Families & Students Re	ports Edit Organization
Overview Applications Submitted Pending School Review	2025-26 -
Applications ID Date - Applicant Status Action	Search & Filter
Approved View Tutton and Fees	λ
View Tation and Free Approved	\checkmark
Pending School Review	tity

- A pop-up window will appear that guides you to enter the student's enrollment information:
 - Enter the student's enrollment date (typically the first day of school or their state date if enrolling mid-year)
 - The grand total annual tuition and fees for each student will be prepopulated based on the maximum amount for the student's grade level, which will include the tuition and all fees associated with that grade.



- You can reduce the total amount due to remove any fees that may not be applicable for the specific student and include any other discounts such as multi-students, employee, religious membership, etc.
- If you need to reject a student's enrollment request, select "No" to the question "Is this Student enrolled in your School?"
 - If the enrollment request does NOT have the correct grade level, please email <u>hopescholarshipwv@wvsto.gov</u> and do not complete the student enrollment.
 - Otherwise, select "Yes" to the question "Is this Student enrolled in your School?"
- Once you have reviewed and confirmed that all information is correct, click the "Submit" button to complete the verification.

N 16 1000044	
Verity #236911	
School Official First Name Last Name	
Student Information Name:	
Grade: Confirm Enrollment Is this student enrolled in your school?	
Yes + Enrollment Date	
Please enter the date the student starts school (i.e. the first day of instruction) Annual Tuition and Fees for Student Student	
Please enter the total tuition the family is responsible for AFTER any school-determined financial aid or discounts. 2 I attest that the information above is correct and accurate Submit	

- After submission, you will return to the Families & Students page where you will see a **green update banner** at the top of the screen, confirming that you've successfully updated the application.
- The family will be automatically notified of your enrollment decision, and your requested enrollment roster will be updated to reflect the changes.



• **Repeat this process** for each student enrollment request to ensure all families receive timely responses.

						-
Home Enr	ollment Periods	Products & Services Inv	voices & Payments	Families & Students	Reports Edit Organizatio	on
Applicat	on updated!					
Overv	iew				2025-26 👻	
Applic Pendin	ations Submitted g School Review	-				
Appli	ations				Search & Filter	
ID	Date •	Applicant	Status	Act	tions	
210	8.635	View Tuition and Fees →	Approved			
	-	View Tuition and Fees →	Approved			
1998	1. Back	View Tuition and Fees →	Approved	5		

8. Roster Management & Generating Invoices

Accessing the Enrollment Management Screen

- After guardians have funded their student's Hope account and allocated funds to your school, you will need to verify enrollment before processing payments.
- Navigate to the "Enrollment Periods" tab on your dashboard to begin the verification process.



Home	Enrollment Periods	Products & Services	Invoices & Payments	Families & Students	Edit Organizatio
	Welcome back	k, Arabesk!			
F	Program Checklist				
	Complete Application	on			
	Complete Organizat	tion Profile →			
	Add Tuition & Fees	≟			

• Click the "Manage Roster" button to access your current student roster for the active enrollment period.

	4		
e Enrollment Periods	Products & Services Invoic	es & Payments Families &	Students Edit Or
Current Enrollment	Periods	# nf Students	Actions
Date	Name	e en students	ACTIONS
07/21/24 - 01/14/25 2024-25	Semester 1 Tuition & Fe	ees 117/9999	Manage Roster
01/15/25 - 05/31/25 2024-25	Semester 2 Tuition & F	ees 108/9999	Manage Roster
			View Public Schedule

Preparation for Generating Invoices

- **Critical Step:** Always verify student enrollment and tuition information before generating invoices. Inaccurate information must be addressed by removing affected students from the roster first.
- To remove a student with incorrect information:
 - \circ $\;$ Select the checkbox next to the student's name.



- Click the "Remove From Roster" button at the bottom of the page.
- Look for the green "Roster Updated" confirmation banner at the top of your screen.

						Arabesk Miccolis
- Bad	k to S	Schedule				MONDAY, MARCH
	A	tions				
		Generate Invoice				
	Se	mester 2 Tuition & Fee	15			01/15/25 - 05/31/25
		Student	Parent/Guardian	DOB	Grade	Amount
	2	Davino Eikenaar	Kornelia Lazarakis 8f992f52830@ups.com	05/27/2017	3	\$2,460.69 Tuition
		Brunette Legal	Dmc Koreimann 1905b950@yaolan.com	09/14/2017	1	\$2,460.69 Tuition
		Mantziou Schillings	Kornelia Lazarakis 8f992f52830@ups.com	01/26/2017	1	\$2,460.69 Tuition
		J Pablo Tsvyatkov	Dmc Koreimann 1905b950@yaolan.com	02/13/2017	5	\$2,460.69 Tuition
	C	Remove From Roster				

Why Proper Roster Management Matters

When you remove students with incorrect information from your roster:

- You create an opportunity to work with families and program administrators to correct the information.
- You maintain your ability to process invoices for other students without delays.
- You ensure accurate and timely fund disbursement to your school.



					Philippiak Miles
Back to So	chedule				MONDAY, MAI
Rost	er updated.				
Act	tions				
	Generate Invoice				
Ser	mester 2 Tuition & Fee	25			01/15/25 - 05/31/25
	Student	Parent/Guardian	DOB	Grade	Amount
	Brunette Legal	Dmc Koreimann 1905b950@yaolan.com	09/14/2017	1	\$2,460.69 Tuition
•	Mantziou Schillings	Kornelia Lazarakis 8f992f52830@ups.com	01/26/2017	1	\$2,460.69 Tuition
	J Pablo Tsvyatkov	Dmc Koreimann 1905b950@yaolan.com	02/13/2017	5	\$2,460.69 Tuition
	Remove From Roster				

Generating Invoices

• Once your roster is verified, click the "Generate Invoice" button to create an invoice for all students on your roster.

				Zach Simu
← Back to Schedule				WEDNESDAY, JU
Actions Generate Invol	**			
Semester 1 Tuition & F	Fees			07/15/24 - 12/31/24
Student	Parent/Guardian	DOB	Grade	Amount
Theodore Simunic	Zach Simunic zach+wv- parent@studentfirsttech.com	01/01/2018	6	\$1,500.00 Tuition
Remove From Roster				

• Review the generated invoice details for accuracy:



- Student names and information
- Tuition and fee amounts
- Total invoice amount
- Flexibility Note: You can submit multiple invoices throughout each semester as needed.
- **Documentation Note:** No additional supporting documentation is required for standard invoice submission.

Create New Invoice		
Enrollment Details		
Description	Dates	
Semester 1 Tuition & Fees Tuition &	07/15/24 - 12/31/24	
Student(s)		
Student Name	Expenditure Type	Total
Theodore Simunic	Tuition	\$ 1,500.00
Supporting Documentation		
Please upload supporting documentat would include an attendance record ,	ion to verify the enrollment of the stud student/family attestation sheet , or o	dents listed. Valid supporting documents ther document confirming enrollment.
Choose File No file chosen		
Agent Information		
Requested By	Submitted Date	
Zach Simunic	07/17/2024	
	Create Invoice	

Payment Processing Timeline

- Submitted invoices follow this processing schedule:
 - Review period: Up to seven (7) days
 - Payment processing: Within one (1) business day after approval

Pro Tips for Successful Invoice Management

- Verification First: Always verify your entire roster before clicking "Generate Invoice"
- **Plan Ahead:** Remember that the approval process takes up to 7 days when planning your school's cash flow



• Need Corrections? If you discover errors after submission, refer to Section 9: Adjusting Erroneous Invoices

9. Adjusting Erroneous Invoices

- If you need to correct an invoice that contains errors, locate the invoice in your "Invoices" tab.
 - Find the invoice marked as "Rejected" that shows a "Resubmit" option.

Rejected Invoices			
Date & Time	Description	Reason	Actions
01/15/25 - 05/31/25	Semester 2 Tuition & Fees	This is for first semester funding. STO has communicated with the school.	Resubmit

- Click the "Resubmit" button to begin making corrections to the invoice.
- Once in edit mode:
 - Review all line items carefully.
 - Click "Remove" next to any incorrect expenses that need to be deleted.
 - Verify with the student's guardian that funds have been released back to the student's account.
- After removing incorrect items:
 - Please email <u>hopescholarshipwv@wvsto.gov</u> for the Tuition and Fee Correction template. Once the template has been completed, please return the template to the email address above.
 - Hope Scholarship Board staff will work with STO to update the student's enrollment and notify the guardian to resubmit payment for Tuition and Fees.
- Note: It's important to verify all enrollments before proceeding, as this ensures timely scholarship payments for your school and students.

10. Hope Student Withdrawal Process

• To begin the withdrawal process for a Hope Scholarship student, navigate to the **"Families & Students" tab**.



• Locate the student who is withdrawing and click the **"Withdraw" button** next to their name.

Home	Enrollment	Periods	Products & Services	Invoices & Payments	Families & Students	Edit Organizatio
	Overview					2024-25 👻
	Applications S	Submitted	201			
	Pending Schoo	ol Review	0			
	Applications					Search & Filter
Ţ	<u>D Da</u>	<u>nte</u> 🔻	Applicant	Status	A	ctions
	10)/22/24	View Tuition and Fee	$\begin{array}{c} \text{Approved} \\ _{\text{S}} \rightarrow \end{array}$		Withdraw
	10)/04/24	View Tuition and Fee	Approved $s \rightarrow$		Withdraw
	10)/02/24	View Tuition and Fee	$Approved_{S} \rightarrow$		Withdraw

- On the withdrawal form, you will need to complete the following fields:
 - Enrollment Date
 - Withdrawal Date
 - Edit the Number # of instructional days the student was enrolled in your
 - school the number that populates is calendar days
 - Number # of instructional days in the school year
- Please review the following pre-populated fields below for accuracy:
 - **Total Annual Tuition and Fees for Student in Current School Year:** This is the sum of all tuition and fees that you previously set for this student.
 - **Tuition and Fee Amount School may Retain:** This amount is calculated by multiplying the total annual tuition and fees for the student by the ratio of number of instructional days enrolled divided by the number of instructional days in the school year.



- Amount of Tuition and Fees Funding Received YTD for Student: This is the amount of Hope Scholarship funds that your school has received for tuition and fees for the current school year. This number should not include any payments for products for items like school lunches, tutoring, after-school care, etc.
- **Refund Amount Due to WV Hope Scholarship for Student Account:** This is calculated by subtracting the Tuition and Fee Amount School may Retain from the Amount of Tuition and Fees Funding Received YTD for Student. If this is a positive number, the school will owe a refund of Hope Scholarship funds back to the student's Hope Scholarship account. If this calculation is zero or a negative number, the refund amount due will be listed as zero.
- Please add any additional comments if needed. These comments will be available to Hope Scholarship Program administrators as they review the student withdrawal in the online platform.
- Carefully review all entered information before clicking "Submit."



Enrollment Date	
08/19/2024	
Withdrawal Date	
03/13/2025	
# of Instructional Days Enrolled in School	
206	
This will be the number of days the student attended classes. It does holidays or weekends.	not include
For reference, there were 149 weekdays between the enrollment dates above	and withdrawal
# of Instructional days in the school year	
180	
This will be the total number instructional days available in an entire	school year.
Percentage of Total Days 114.44% Total Annual Tuition and Fees for Student in Current School Year:	\$6,804.00
Tuition and Fee Amount School may Retain: \$6,804.00	
Amount of Tuition and Fees Funding Received YTD for Student: $\$$	1,230.35
Refund Amount Due to West Virginia Hope Scholarship for Stude	nt Account:
These amounts are subject to change by the Program Admin at re	view.
□ I attest that this information is true and accurate.	

- Hope Scholarship Program administrators will review the information.
- Once the withdrawal is approved by the program administrators, a collection invoice will be automatically generated in your "Invoices" tab if you owe a refund to the withdrawing student's Hope account.



- To process the refund payment:
 - Navigate to the "Invoices" tab in your dashboard.
 - Locate the **negative invoice** for the withdrawn student.
 - Click on "View Invoice" to review details.
 - Select "Pay Invoice" to initiate the refund process.

Hom	e Enrollment Periods	Products & Services	Invoices & Payments	Families & Students	Edit Organi	zation
	Outstanding Paymer	its				
	ID #	Created	Total	Status	Actions	
	View Invoice →	03/13/25	-\$995.15	Requires Payment 03/13/25	Pay	

- Follow the instructions on-screen or below to process your refund payment.
- Ensure that refund payments are processed within 30 days to maintain compliance with program requirements.





11. Closed Marketplace Module for Schools

Adding Products & Services

- From your Home page, click on the "Products & Services" tab, then select "Products & Services" from the dropdown menu.
 - This will direct you to your School's Products and Services dashboard.
- Click the "Add Products & Services" button to create a new offering.

					Arabesk Miccoli
lome	Enrollment Periods	Products & Services	Invoices & Payments	Families & Students	Edit Organizatio
A	Actions				
	Add Products & Service	es			
c	Overview				
	intel Des dunte & Com in	PS 0			
т	otal Products & Service				

- Complete the product submission form with the following information:
 - Product name
 - Category (select from available options)
 - Price
 - Product images (if applicable)
 - Detailed description outlining exactly what students will receive
 - Note: Be specific about age or grade level limits, time units, and any other relevant details
- Review all entered information carefully, then click "Submit".



Name	
Math Tuto	ring Service - 10 Sessions
Category	
Tutoring	•
Please sele	ct the category this item most closely matches
Unit Price	
\$ 300.00	
ltern langer	
Choose File	No file chosen
Description	
	·
File Edit	view insert Format
€ ∂	Paragraph \vee B $I \ $ $\checkmark $
Example session. professi	e: This tutoring service is a package of ten (10) sessions offered at \$30 per Each session provides a student with sixty (60) minutes of uninterupted onal tutoring in mathematics. Note that this service is applicable for students in ugh 6th grade and will take place in the school library.
1st throu	POWERED BT LINT
1st throu P	
1st throu P	

- **Important:** Your products and services will be reviewed by Hope Scholarship Program administrators before becoming available to families.
- To check the approval status of your submissions, return to the "Products & Services" section:



						Arabesk Miccol
me	Enroll	lment Periods	Products & Services	Invoices & Payment	ts Families & Students	Edit Organizat
А	ctions					
	Add P	roducts & Servic	es			
0	vervie	w				
Тс	otal Pro	ducts & Servic	e s 1			
Pe	ending .	Approval	0			
P	roduct	s & Services				Search & Filter
ID		Name		Price	Status	Actions
42	237	Math Tutorin Sessions Tutoring	g Service - <mark>1</mark> 0	\$300.00	Approved	

Note: Approved products will be visible to all Hope Scholarship families, not just those enrolled in your school.

Managing Orders

- When families purchase your products or services, you'll receive order notifications in the "Purchases" screen.
 - Access this by clicking the "Products & Services" tab and selecting "Purchases".
- New purchase requests will appear in the main section of this page.

Ρ	roducts & Services
	Products &
	Furchases



Best Practice: Process orders promptly to enhance the family experience and receive faster fund disbursement.

Generating Invoices for Products & Services

- To receive payment for purchased products and services:
 - Navigate to the "Purchases" drop-down selection under the "Products & Services" tab

						Arabesk Miccoli
Home	Enrollment Pe	eriods Products & S	ervices Ir	voices & Payments	Families & Students	Edit Organizatio
	ctions					
	Generate F	leport				
c	Overview					
Р	ending Purchas	es	1			
s	hipped Purchas	es	0			
Р	urchases					
Re	quest Date	Ship To:	De	tails	Subtotal	Status
03	8/20/25	Geers Regin 119@discuss.com.hk ,, WV.	M: Se Se	ath Tutoring rvice - 10 essions toring	\$300.00 (1 × \$300.00)	Requested Cancel Request

 \circ $\;$ Click "Generate Report" to begin the invoicing process

- Use the filter options to locate specific orders:
 - Select the "Requested" status to view new purchase requests
 - Click "Search" to display matching orders



	Arabesk Miccolis
Back to Purchases	THURSDAY, MARCH 20
Select Status	
Status	
Search	

- Select the checkbox next to each purchase you wish to include in your invoice
- Click the "Generate Invoice" button at the bottom of the page

Canceling a Product & Service Request

- Provider can cancel a submitted product or service request if an Account Holder has selected the wrong item or has requested to cancel.
- Navigate to the Purchases and scroll through the full list of items. Any requested item can be canceled before it's invoiced.

10/11/24	After School Care After-School Programs	\$12.00 (2 × \$6.00)	Paid
10/30/24	Athletic Fee - Student Physical Education/Athletics	\$100.00 (1 × \$100.00)	Requested Cancel Request
07/15/25	Retaining 24-25 Tuition and Fee Balance Specialized Services/Other	\$2,625.00 (1 × \$2,625.00)	Requested Cancel Request

Submitting Product & Service Invoices

- Review the invoice details carefully, confirming:
 - Student information
 - Order details
 - Total amount



- Add any necessary notes regarding order fulfillment in the comments section
- Click "Create Invoice" when ready

Create New Invoice Create New Invoice Invoice Details Ship To: Geers Regin , WV, Agent Information	Qty Unit Price	Subtotal	Shipping	THURSDAY, M
Create New Invoice Invoice Details Ship To: Geers Regin ,, WV. Agent Information	Qty Unit Price	Subtotal	Shipping	Taxes
Create New Invoice Invoice Details Ship To: Geers Regin ,, WV, Agent Information	Qty Unit Price	Subtotal	Shipping	Taxes
Invoice Details Ship To: Geers Regin ,, WV, Agent Information	Qty Unit Price	Subtotal	Shipping	Taxes
Ship To: Geers Regin ,, WV, Agent Information	Qty Unit Price	Subtotal	Shipping	Taxes
Geers Regin ,, WV, Agent Information				
Agent Information	1 \$ 300.00	\$300.00	\$ 0.00	\$ 0.00
Requested By	Submitted Date	2		
Arabesk Miccolis	03/20/2025			
]
	Creat	te Invoice]

- Once submitted, your invoice will be:
- Reviewed within seven (7) business days
- Payment processed within one (1) business day of approval

Important: Product and service invoices follow a different process than tuition and fee invoices. Always use the "Purchases" tab specifically for marketplace items.



						Arabesk Micco
ne Eni	rollment Periods	Product	ts & Services	Invoices & Payments	Families & Students	Edit Organiza
Invoice :	submitted					
Pendi	ng Invoices					Search & Filter
Pendi ID #	ng Invoices Submit	ted	Date(s)	Total	# of Students	Search & Filter
Pendi ID # 87111 View Inv	ing Invoices Submit _{roice →} 08/28/	ted 24	Date(s) 07/21/24 - 01/14/25	Total \$4,921.40	# of Students 2	Search & Filter Status Submitted 08/28/24

• A green banner with the message "Invoice Submitted!" will appear at the top of your screen, confirming your invoice has been successfully submitted.

12. Managing Users

- To access the Manage Users feature:
 - Click on your name in the top right corner
 - Select "Manage Users" from the drop down

					Zach ^e Simun
lome	Enrollment Periods	Products	Invoices & Payments	Families & Students	Edit Profile Manage Users
То	ensure prompt payment	of funds, pleas	e add your banking informa	tion from the <u>Edit Organization</u> f	tab. Sign Out
P	rogram Checklist	n			
*	Add Tuition & Fees -	→ nt Period →			
*	Generate an Invoice	<u>→</u>			



- To add additional administrators for your school:
 - On the Manage Users page, click "Invite New Admin"

					Zach Simunic
Home	Enrollment Periods	Products	Invoices & Payments	Families & Students	Edit Organization
A	Actions				
	Invite New Admin		nvite New Instructor		

- When the pop-up appears, enter the new admin's email address and click "Send Invitation."
- The new admin will receive a personalized invitation to the Hope Platform via email. The new admin will have to follow the steps in the invitation email to create their Hope Scholarship online account.

- Ba	ick to Users	
	Invite New Admin	
	Email	
	[B]	
	Send Invitation	

• Note: Each administrator should have their own account for security and tracking purposes.



13. Support and Assistance

If you encounter any issues, the Hope Scholarship Program team is available to assist you. You can reach them by email at <u>help@hopescholarshipwv.com</u> You can also reach the Hope Scholarship Engagement Center by phone at (681)-999-HOPE (4673).