Hope Scholarship Program

Parent/Guardian Portal User Guide

1. Introduction 2
2. Creating a New Account 2
3. Accessing Your Parent/Guardian Account 6
4. Submitting an Application for a New Student 7
5. Submitting a Continued Participation Confirmation for an Existing Student 16
6. Submitting an Application Appeal 28
7. Managing Your Applications 34
8. Selecting a School or IIP 37
9. Navigating the Dashboard 40
10. Understanding Your Wallet 41
11. Paying Tuition and Fees (if applicable) 42
12. Using the Marketplace 44
13. Submitting Reimbursements 46
14. Using TheoPay 53
15. TheoPay Order Return & Refund Process 57
16. School Withdrawal & Refund Process 58
17. Support and Assistance 60

1. Introduction

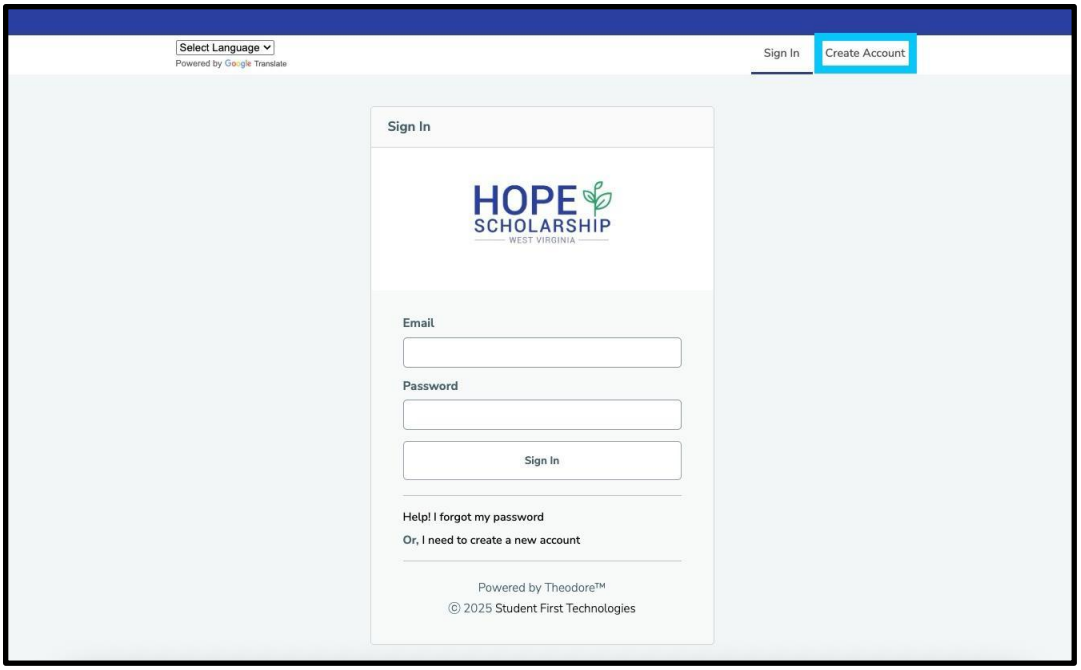
Welcome to the Hope Scholarship Portal for Parents/Guardians. This guide will walk you through the essential steps to set up and manage your account, ensuring a smooth experience for you and your participating student(s).

2. Creating a New Account

To participate in the Hope Scholarship Program, you must first create a Parent/Guardian account on the online Hope Scholarship portal. This section will guide you through the account creation process.

Getting Started

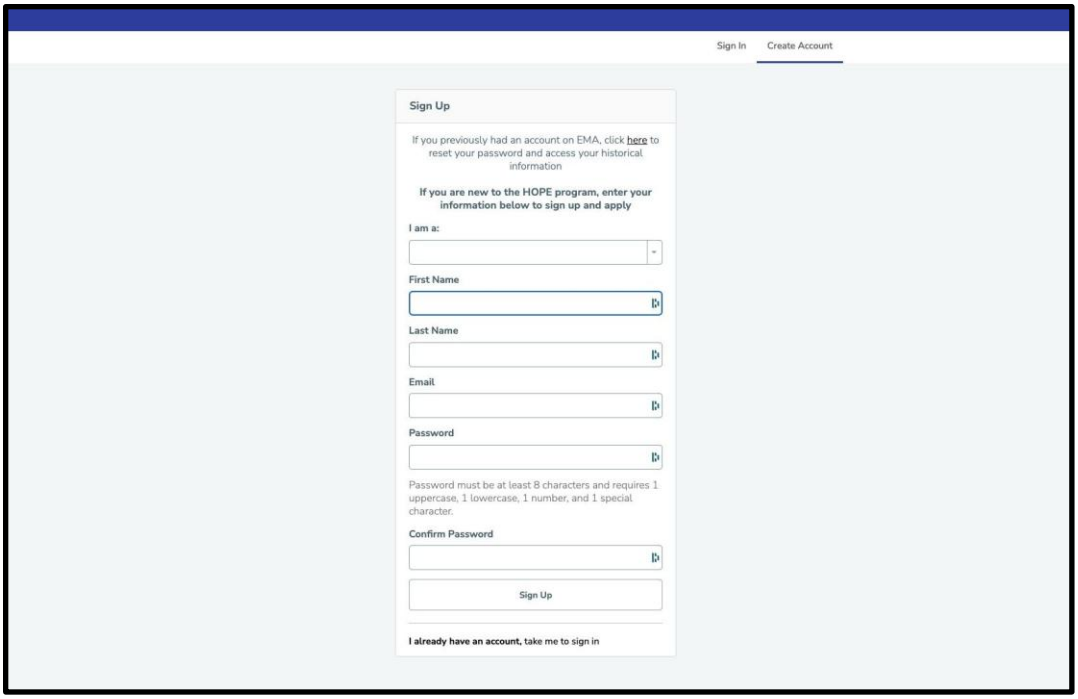
- Navigate to the online Hope Scholarship portal by visiting app.hopescholarshipwv.com in your web browser.
- You will arrive at the Sign-In Page, which serves as the main entry point for the online Hope Scholarship portal.



- To create a new account, click the **"Create Account"** button located in the top right corner of your screen.

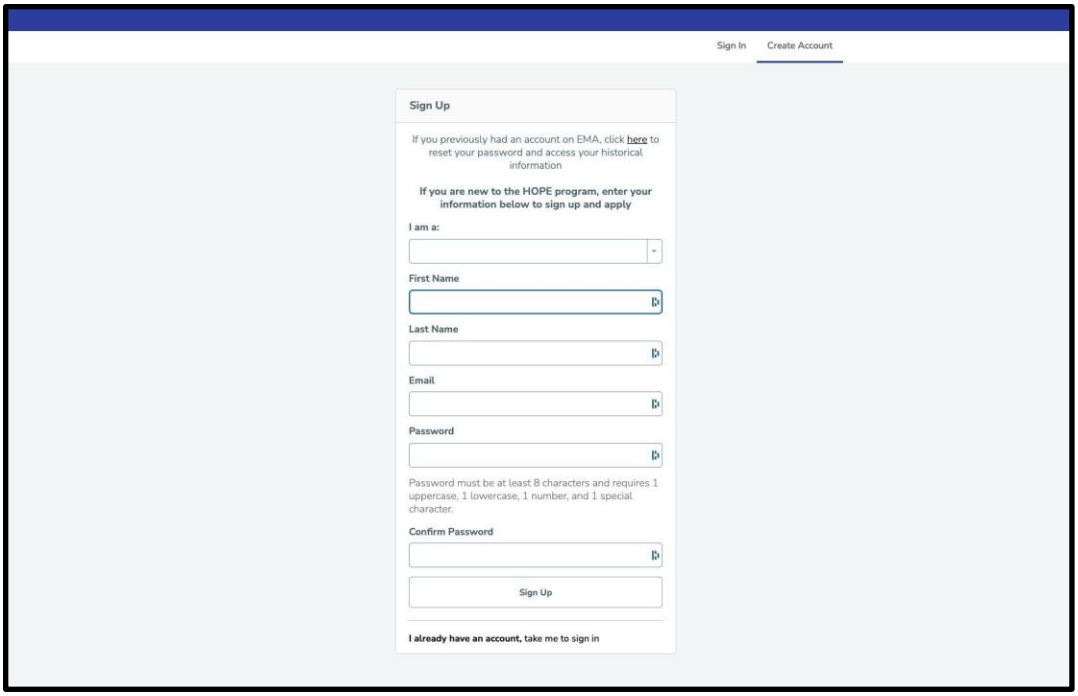
Account Creation Process

- After clicking "Create Account," you will be navigated to the **"Sign Up"** page where you will complete the account creation process.



Complete the following steps to create your new account:

- **Select your role:** Choose **"Parent/Guardian"** from the "I am a..." dropdown menu.
- **Enter your personal information:**
    - **First Name:** Enter your legal first name as it appears on official documents.
    - **Last Name:** Enter your legal last name as it appears on official documents.
- **Provide your email address:**
    - Enter an email address that you have regular access to and plan to use throughout your participation in the Hope Scholarship Program.
    - **Important:** This email address will be used for all program communications, including application updates, funding notifications, and important announcements.
- **Create your password:**
    - Enter a password that meets the security requirements listed on the Sign Up form.
    - **Re-enter your password** in the confirmation field to verify accuracy.
    - **Note:** Password requirements are displayed on the form to ensure account security.



Note: If your student participated in the Hope Scholarship Program during the 2022–2023 or 2023–2024 school years through the previous online portal, EMA, and you use the same email address to set up an account in the new system, you will see an error message stating that you already have an account. If this happens, simply click the link to reset your password for the existing account that was transferred from the EMA portal. Your student's prior participation data should be available once you log in to your account.

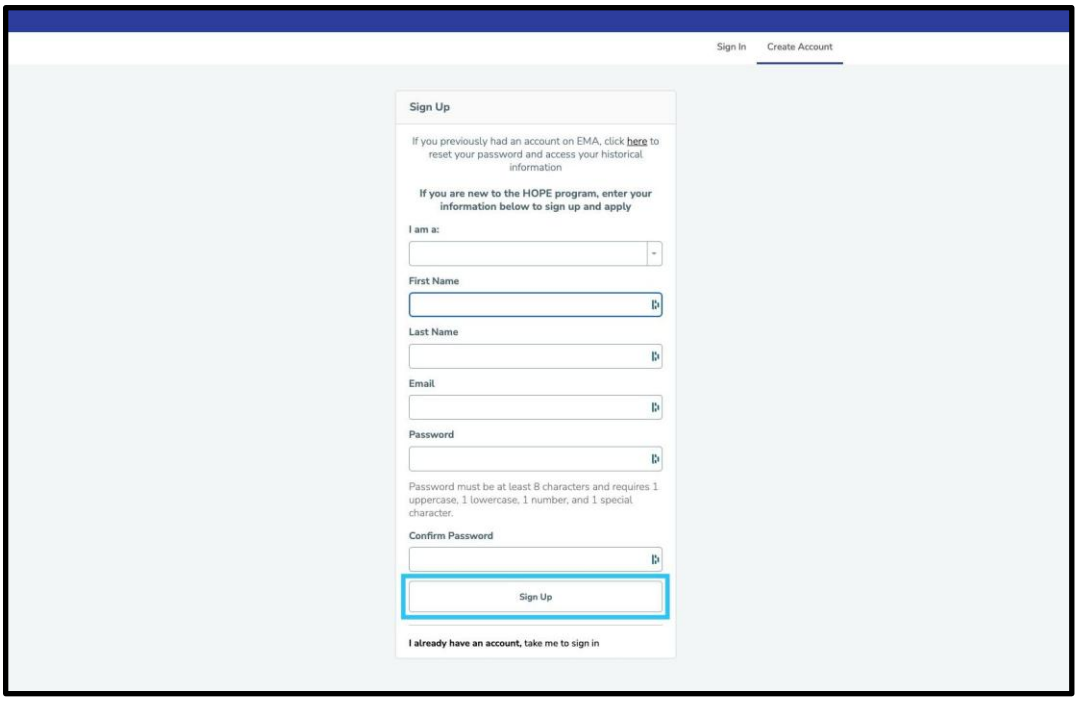
Important Security Reminder

- **Record your login information securely:** Parents/Guardians are strongly encouraged to safely store their Hope Scholarship login credentials (email address and password) in a secure location.
- Consider using a password manager or other secure method to maintain this information for easy access throughout your program participation.

Completing Account Creation

- Once you have completed all required fields in the Sign Up form, review your information for accuracy.

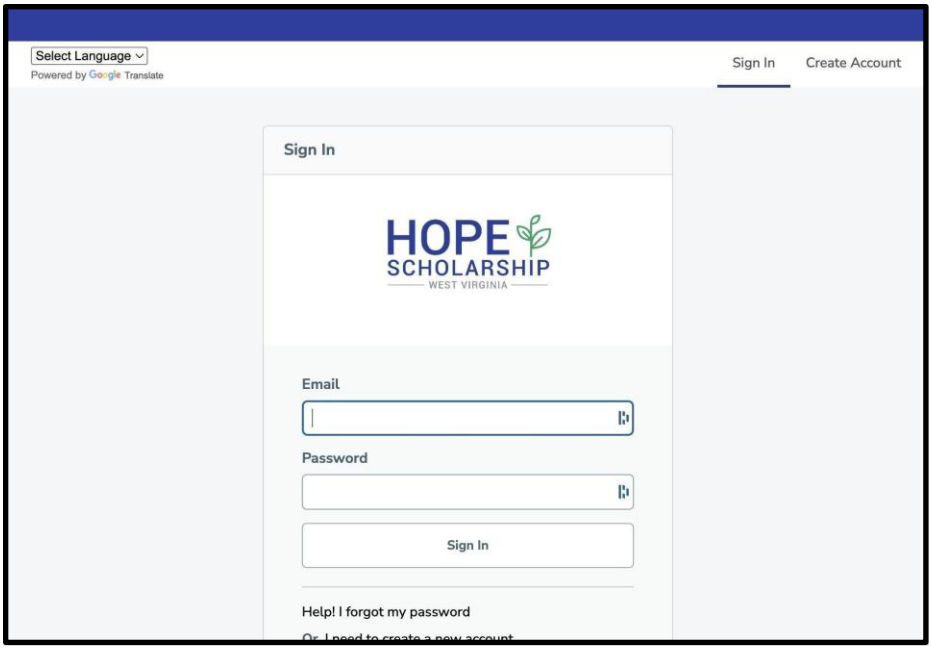
- Click the **"Sign Up"** button to finalize your account creation.



- Upon successful completion of the Sign Up process, you will be automatically directed to your Family profile within the Hope Scholarship platform for the 2025-2026 school year.

3. Accessing Your Parent/Guardian Account

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



If you forget your password:

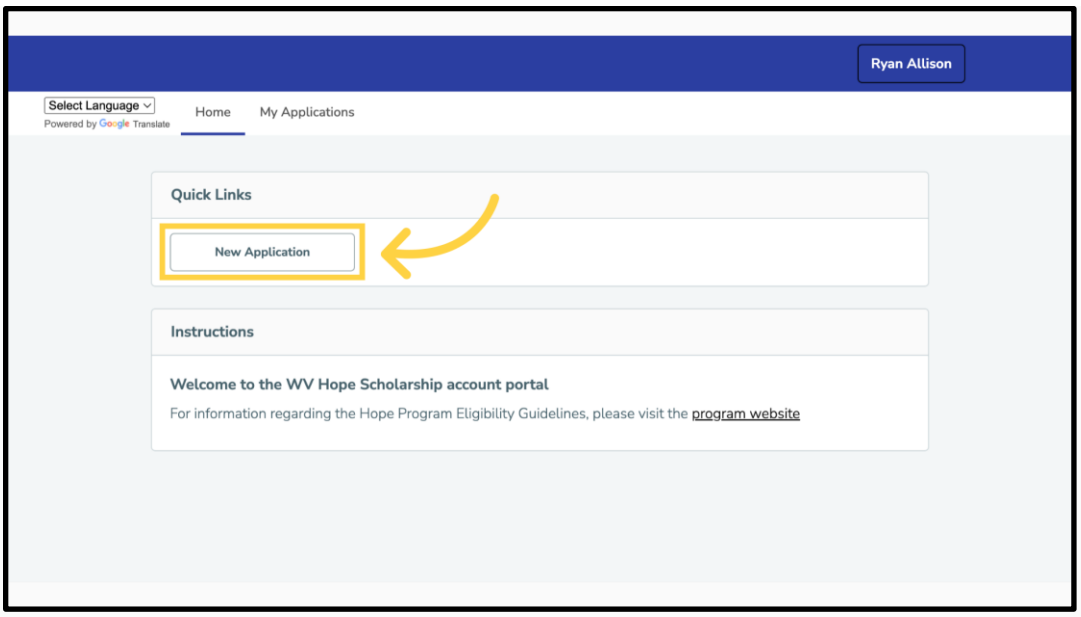
- Click "Help! I forgot my password" on the login screen
- Enter your email address associated with your Hope Scholarship account
- Follow the reset instructions sent to your email
- Create a new password

Log in with your updated credentials

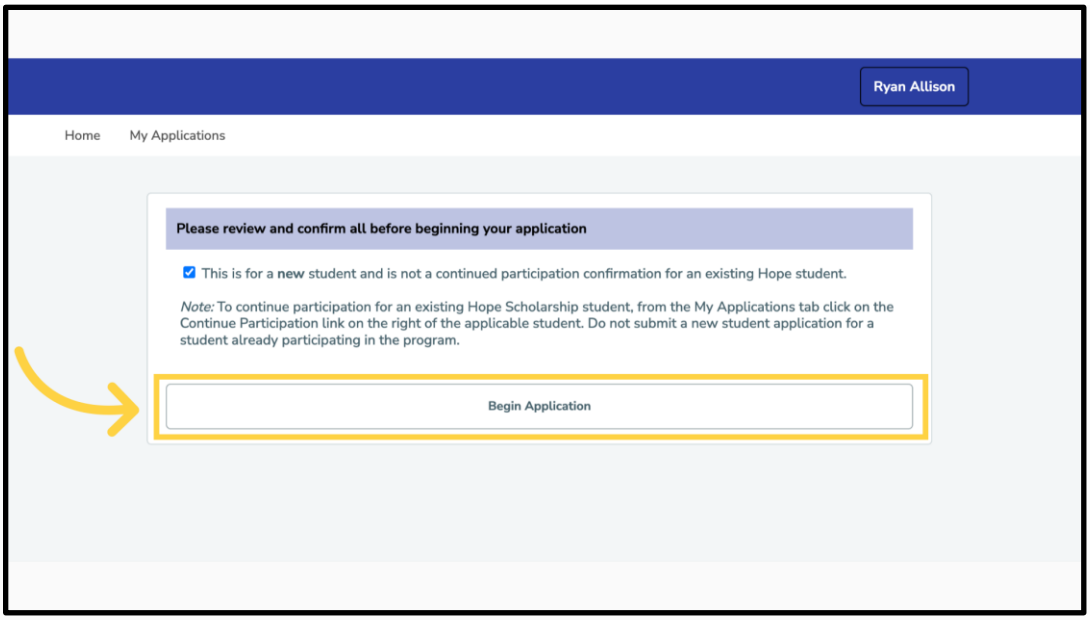
4. Submitting an Application for a New Student

To begin the application process for the Hope Scholarship Program:

- Navigate to app.hopescholarshipwv.com in your web browser and log in to your account
- Once logged in, you'll see your Application Dashboard
    - This serves as your central hub for managing applications
    - Click "New Application" to begin the process



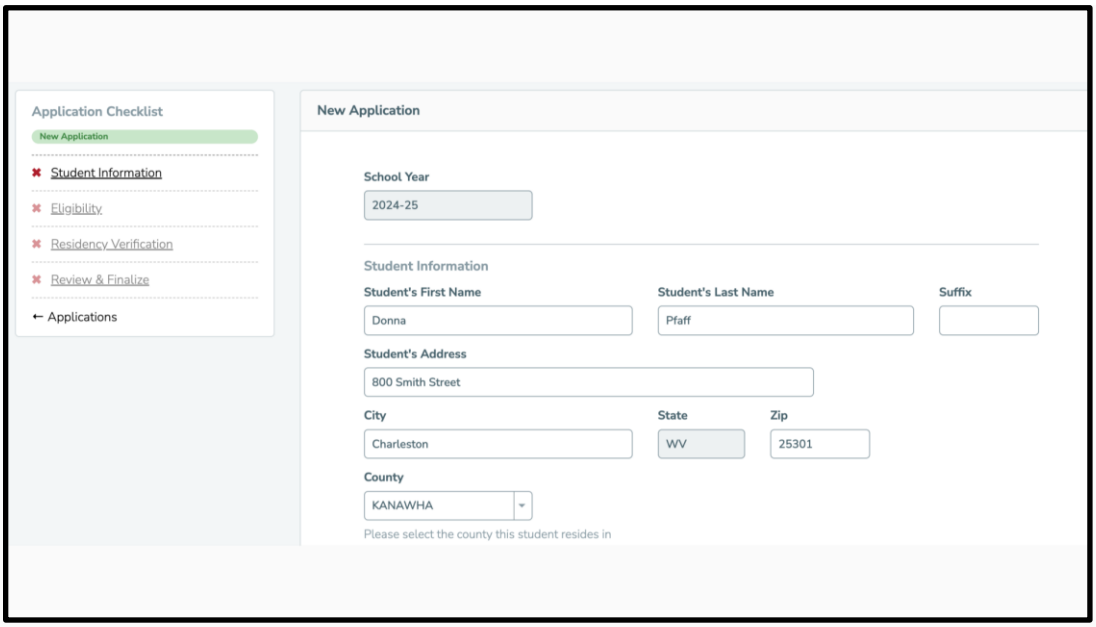
- Review and confirm your intent to apply:
    - Check the "Confirm New Application" box
        - This feature ensures you're intentionally starting a new application
    - Click "Begin Application" to proceed



The application consists of four main sections:

1. Student Information
2. Eligibility
3. Residency Verification
4. Review & Finalize

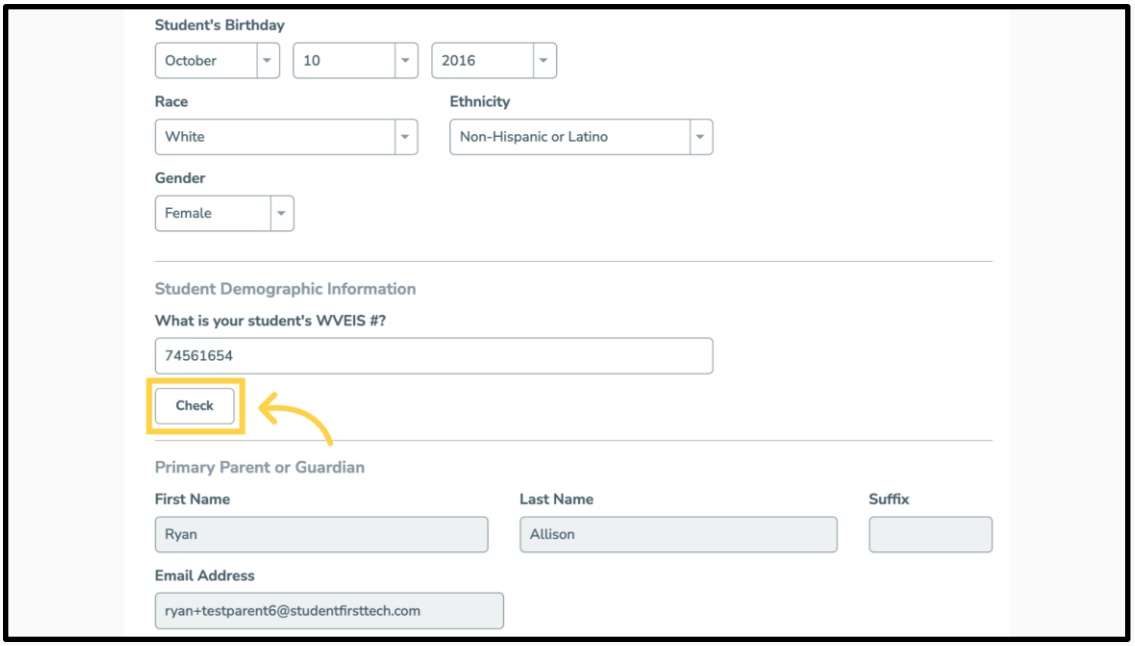
Use the Application Checklist on the left side of your screen to track your progress through each section. Remember to click "Save and Continue" after completing each section to ensure no data is lost.



Student Information Section

- Enter your student's demographic information:
    - Full legal name
    - Date of birth
    - Address
    - County of residence
    - WVEIS number (typically found on your child's report cards or school lunch bills)

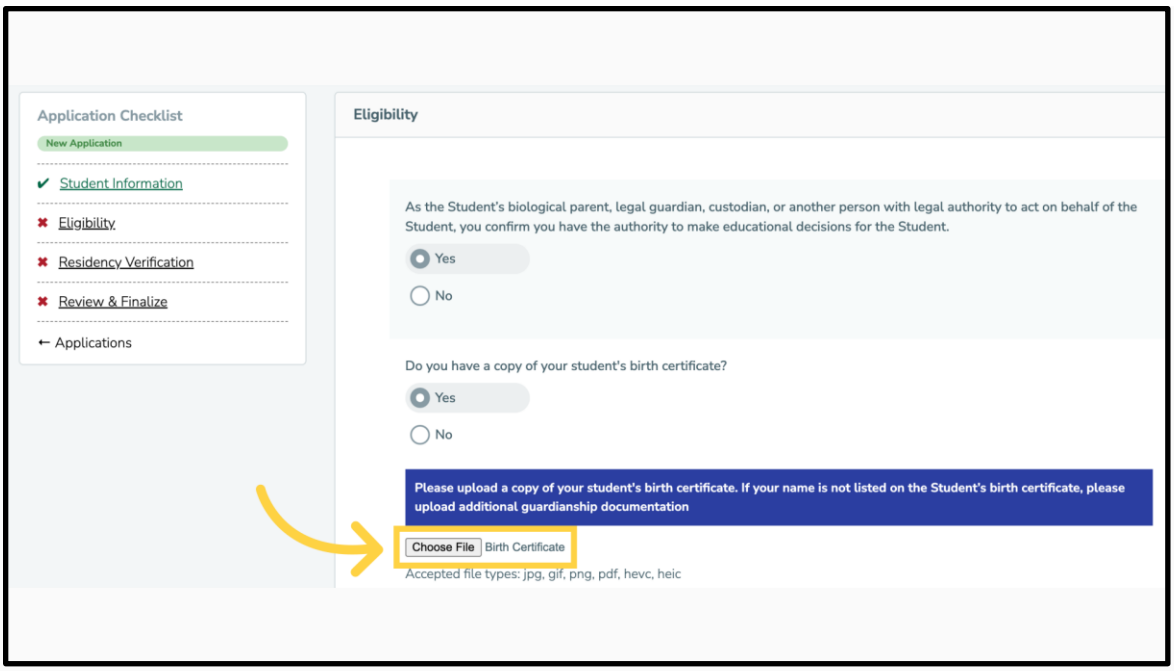
- Grade level for the year for which you are applying for the scholarship
- Click "Check" to verify that you are using the correct WVEIS number



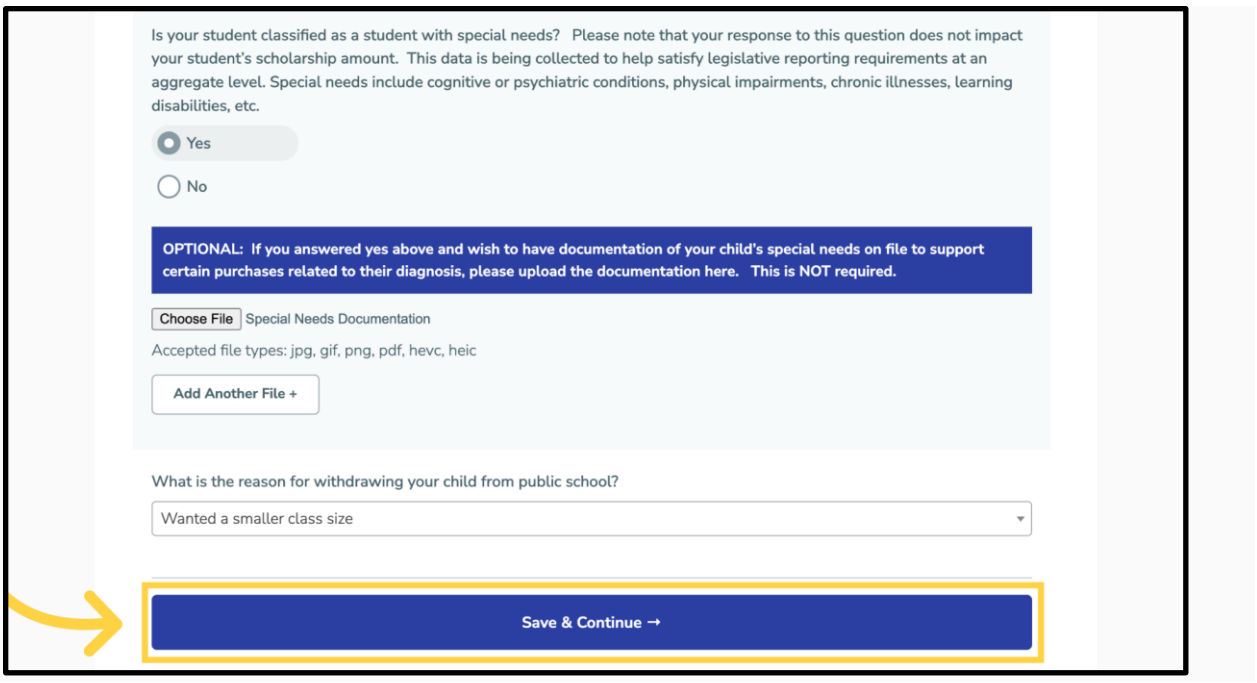
- Optional: Add Authorized Callers
  - Include other individuals, such as grandparents, who may need to speak on behalf of the student
    - This step is optional but important if other stakeholders are involved in the student's education
  - Provide their contact information and relationship to the student
  - Click "Save and Continue"

Eligibility Section

- Verify your legal authorization to apply on behalf of the student
- Upload student's government-issued birth certificate (ensure it's in one of the supported file formats for clear visibility and is not one issued by your hospital)
- If your name does not appear on the birth certificate, please also upload documentation establishing your legal authority to act on the student's behalf. Please refer to the FAQs on our website, Hope Scholarship > Home > About > FAQ, for common questions about guardianship issues.



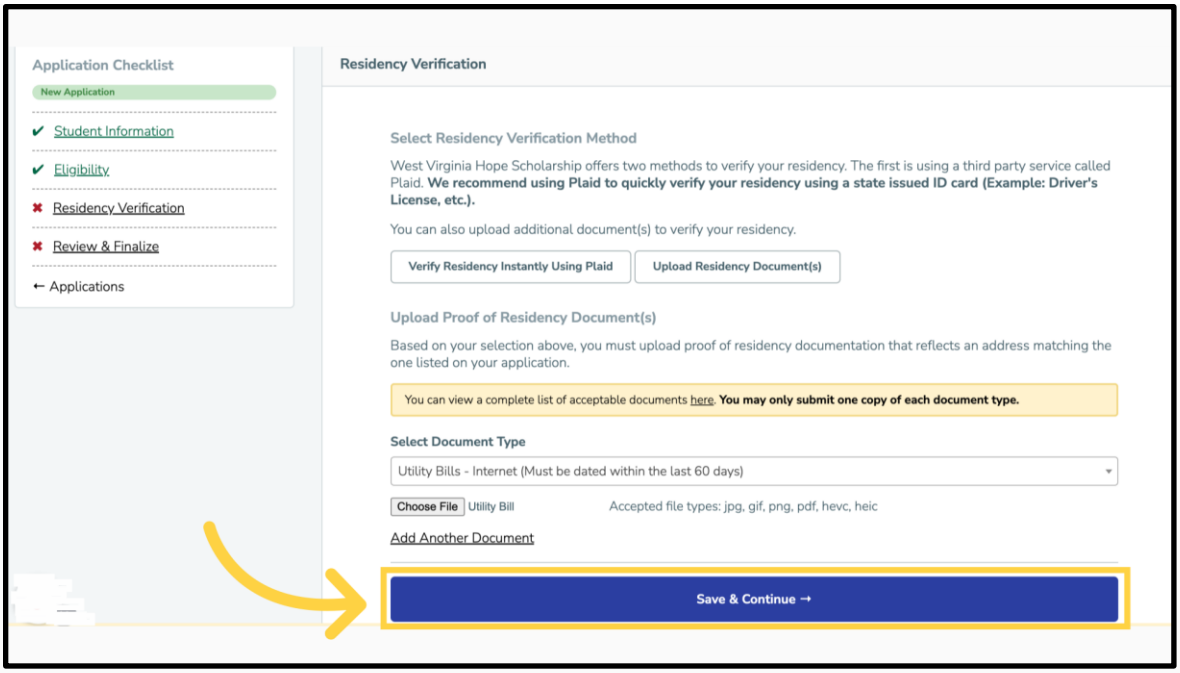
- Indicate any special needs (optional):
    - Select appropriate options from dropdown menu
    - Upload supporting documentation if applicable (this is optional but may support future purchases related to their diagnosis)
    - Specify reason for public school withdrawal from the dropdown menu
- Click "Save and Continue"



Residency Verification Section

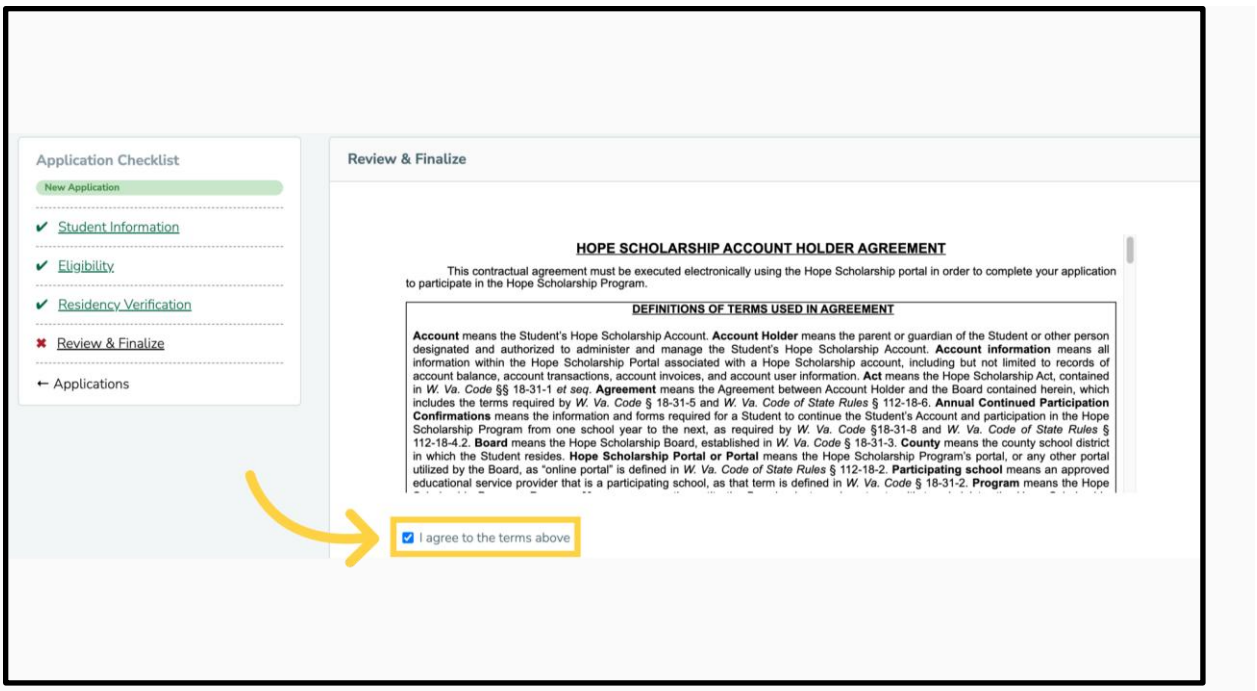
Complete verification using one of two methods.:

1. Plaid verification:
    - Quick and secure verification using your driver's license or state issued ID.
    - PLAID instructions are included beginning on pg. 22 of this document
2. Document upload:
    - Select document type from dropdown menu
    - Upload qualifying document (e.g., vehicle registration)
    - Click "Save and Continue"

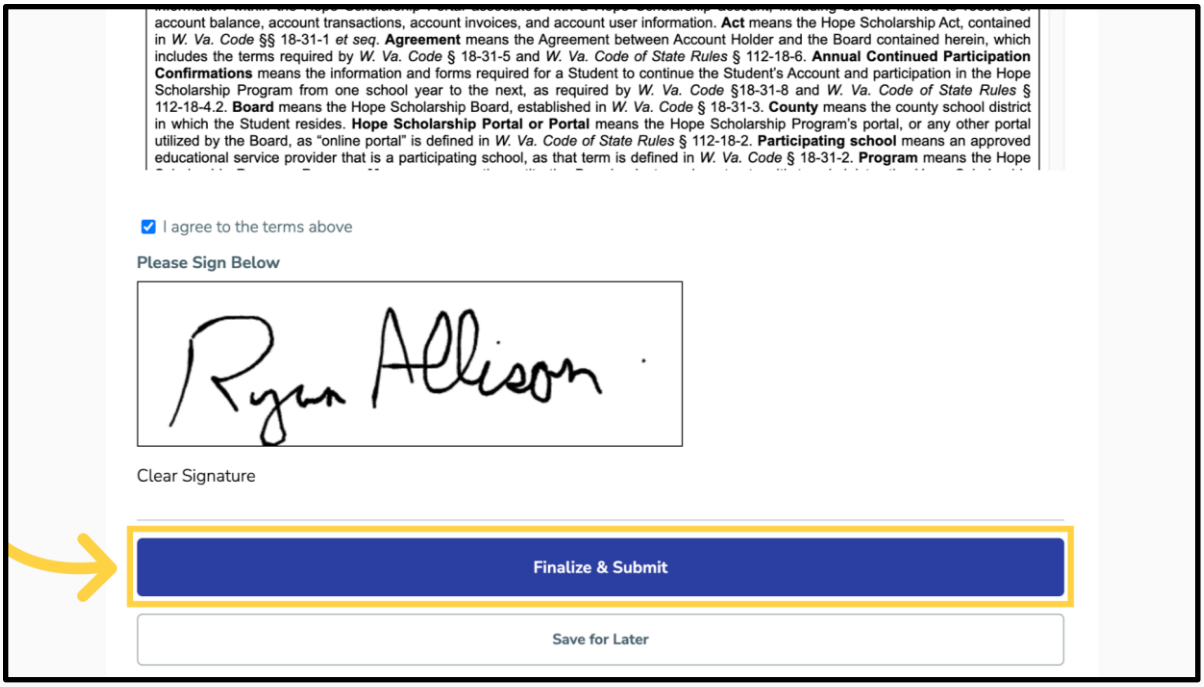


Review & Finalize Section

- Review the Hope Scholarship Account Holder Agreement thoroughly
    - It is crucial that you understand these terms as they govern your participation in the Hope Scholarship Program
- Check the box to indicate your acceptance of terms



- Sign the application:
    - Use mouse, trackpad, or touchscreen to sign your name in the designated area
        - The Hope Scholarship Program requires a legible signature from the Account Holder. Signatures that are illegible or are the signature of an individual other than the Account Holder the application may be placed on hold for a new signature which may delay application processing.
    - Click "Save for Later" if you need to complete the application at another time
    - Click "Finalize and Submit" when ready to send your application for review

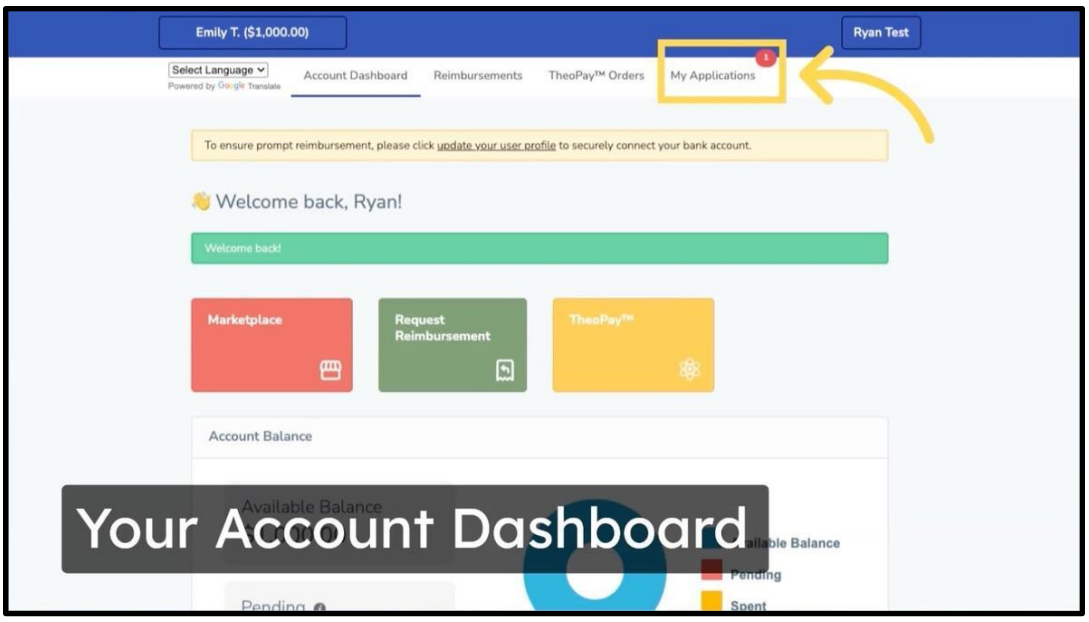


Important: After submitting your application, you will receive confirmation of its receipt. For questions or assistance, contact the Hope Engagement Center at help@hopescholarshipwv.com or (681) 999-HOPE (4673).

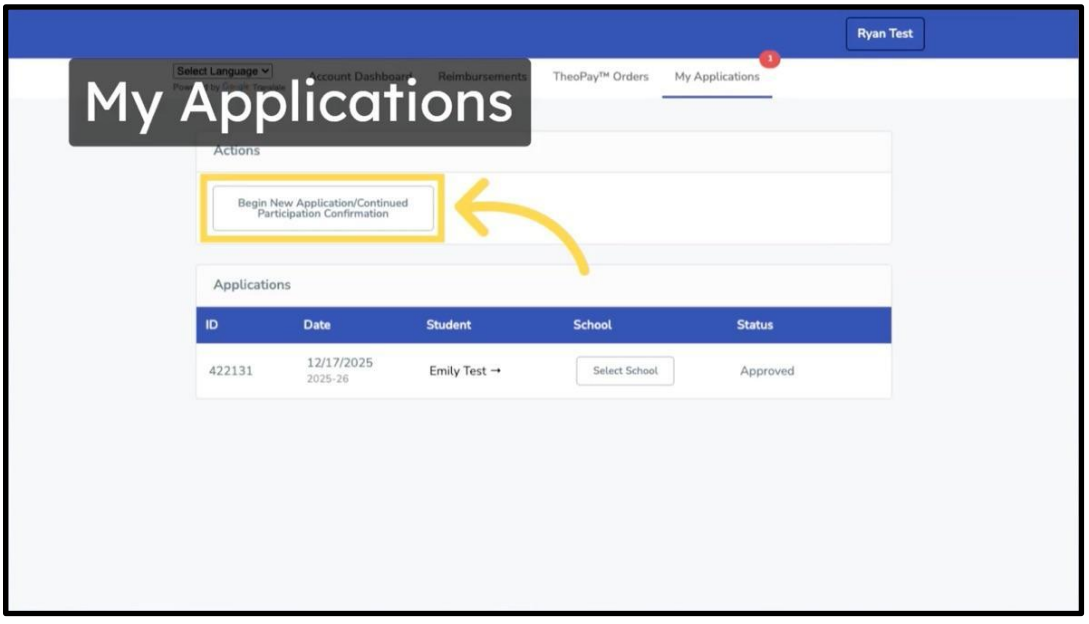
5. Submitting a Continued Participation Confirmation for an Existing Student

For students continuing in the Hope Scholarship Program for the 2026–2027 school year:

- Log into your account at app.hopescholarshipwv.com
- Once logged in, you will see your Account Dashboard.
- Navigate to the **"My Applications"** tab at the top of the page to view your previous applications.

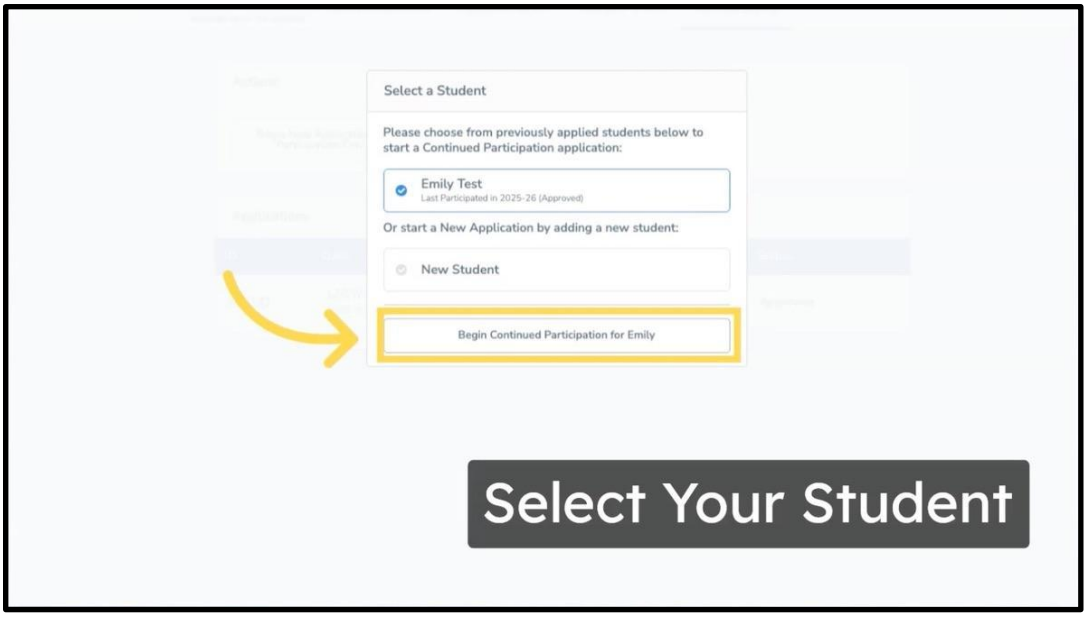


- Click the **"Begin New Application/Continued Participation Confirmation"** button.



- A pop-up window will appear inviting you to either select a previously applied student to start a Continued Participation Confirmation or add a new student to begin a New Application.

- To continue with the Continued Participation Confirmation, select the name of your child who you wish to continue in the Hope Scholarship Program.

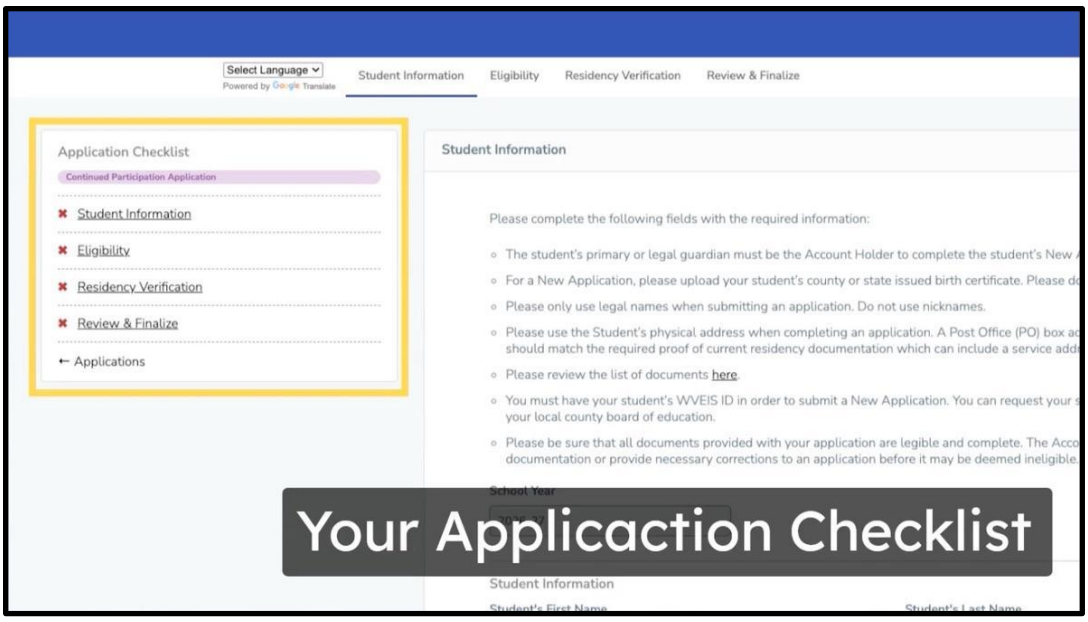


Note: If you accidentally clicked "New Application" previously, a feature will appear requesting confirmation that you intend to begin a new application. If this happens, click on the "My Applications" tab instead to complete your student's Continued Participation Confirmation.

The Continued Participation Confirmation consists of four main sections:

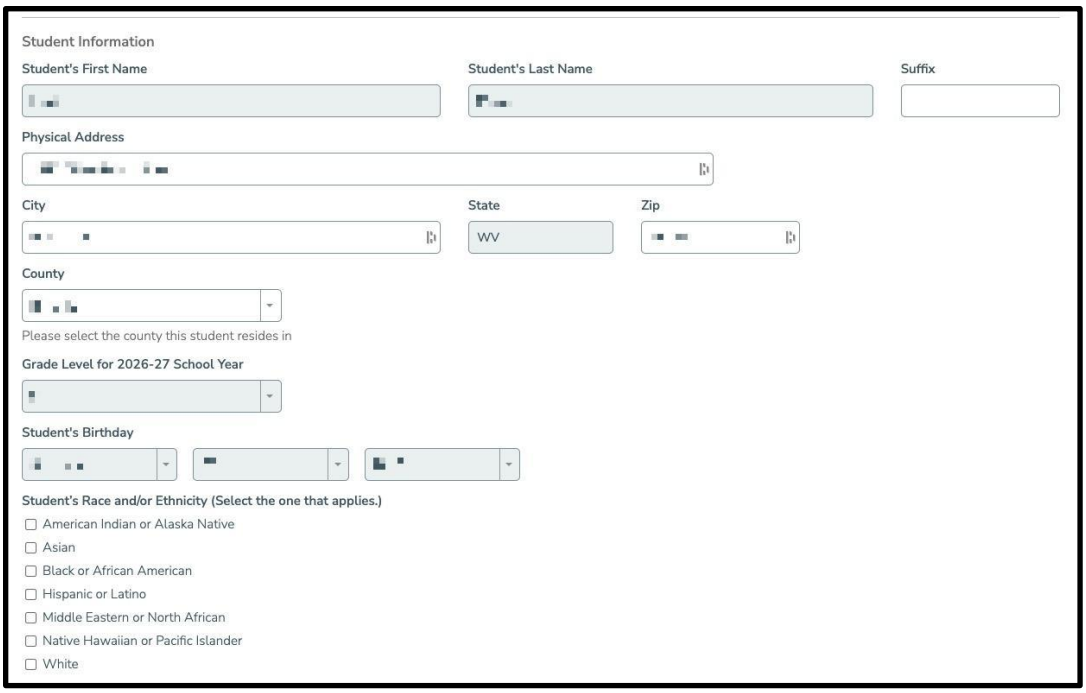
1. Student Information
2. Eligibility
3. Residency Verification
4. Review & Finalize

Use the Application Checklist on the left side of your screen to guide your progress through each section. Most information will be pre-filled from the previous year. Review each section carefully, update any changes as needed, and click **"Save and Continue"** after completing each section to ensure no data is lost.



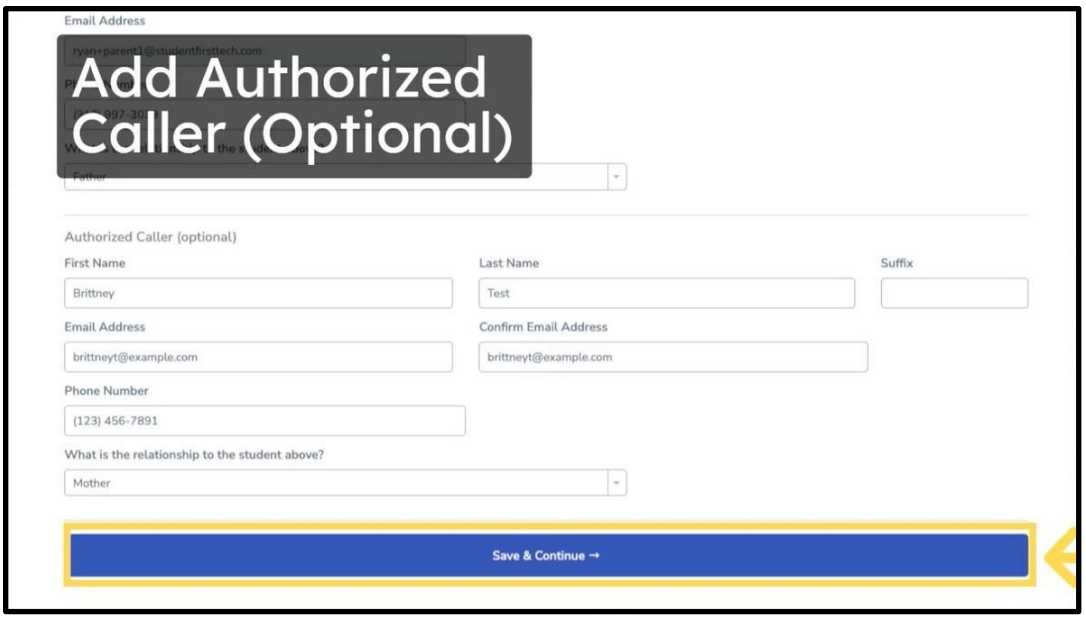
Student Information Section

- Review your student's information to ensure everything is accurate and up-to-date. This information is used to confirm your child's eligibility for continued participation.
- You will notice that several fields contain data but are grayed out. This information has been carried over from your child's original application and cannot be changed directly.
- Fields that are not grayed out can be updated as needed.
- Important: Please take special care to ensure your student's Physical Address is current and accurate.



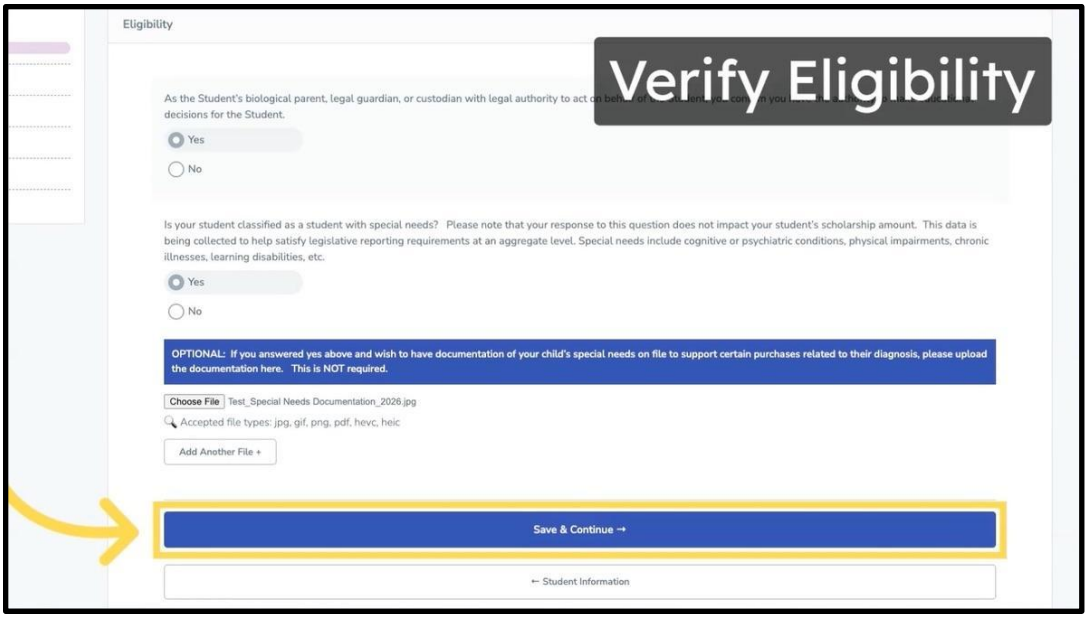
- Verify your child's WVEIS number. This field is grayed out and cannot be updated; however, please confirm that the WVEIS number shown matches your own records.
- Your Primary Parent or Guardian information has been carried over into this Continued Participation Confirmation, including your name and email address.
    - If your name or email address has changed, please save your application progress and contact the Hope Engagement Center by phone at (681) 999-HOPE or by email at help@hopescholarshipwv.com to request an update.
    - You are able to update your primary phone number directly in this section.
- Once you have verified this information, click **"Save and Continue"** to proceed.

- Optional: Review or update Authorized Callers
    - Add or modify individuals, such as grandparents, who may need to speak on behalf of the student.
    - This step is optional but important if other stakeholders are involved in the student's education.
    - Update contact information as needed.
- Click **"Save and Continue"**



Eligibility Section

- Confirm your legal authority to make educational decisions for your student.
- Update special needs information if applicable:
    - If your student has special needs, please indicate this and consider providing any relevant documentation.
    - Upload new supporting documentation if desired (this is optional but may support future purchases related to their diagnosis).

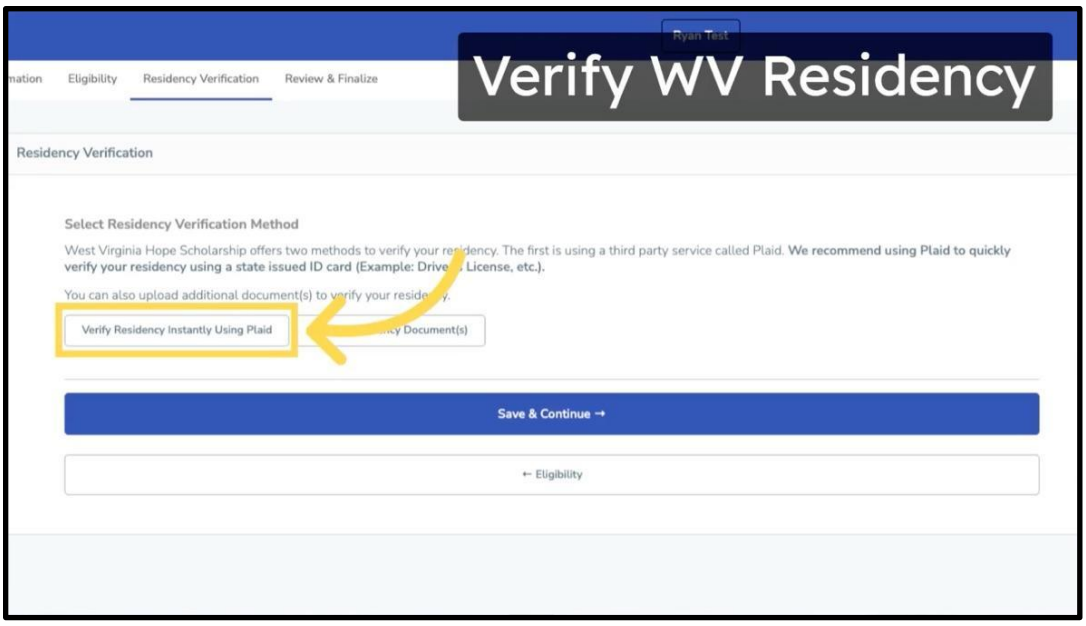


Click **"Save and Continue"**

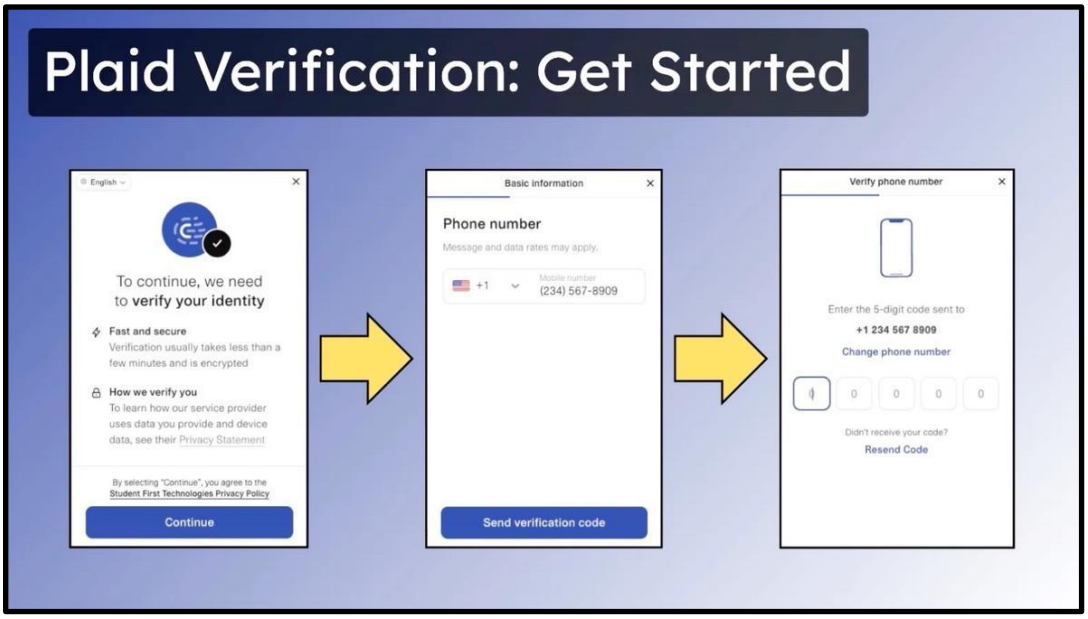
Residency Verification Section

Complete verification using one of two methods:

- **Plaid Verification (Recommended):**
- Click **"Verify Residency Using Plaid"**
    - **Important:** The account holder must complete Plaid verification with their own credentials and name. If completed in someone else's name, Plaid will not be able to verify residency.

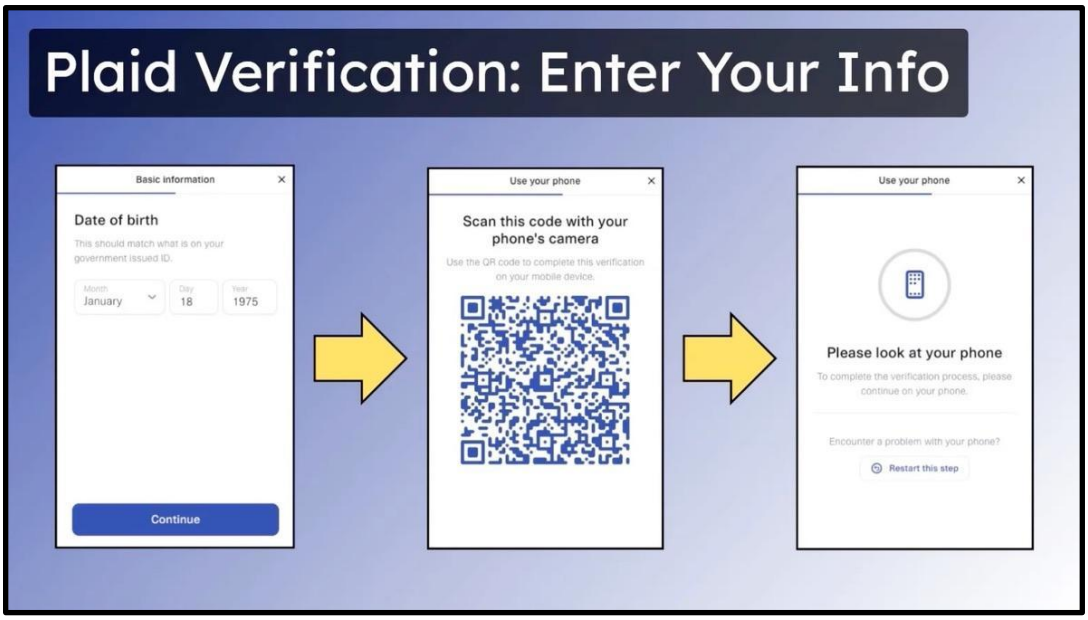


- Enter required information:
    - Primary telephone number
    - Click **"Send Verification Code"**
    - Enter the five-digit code sent via text message to your phone.

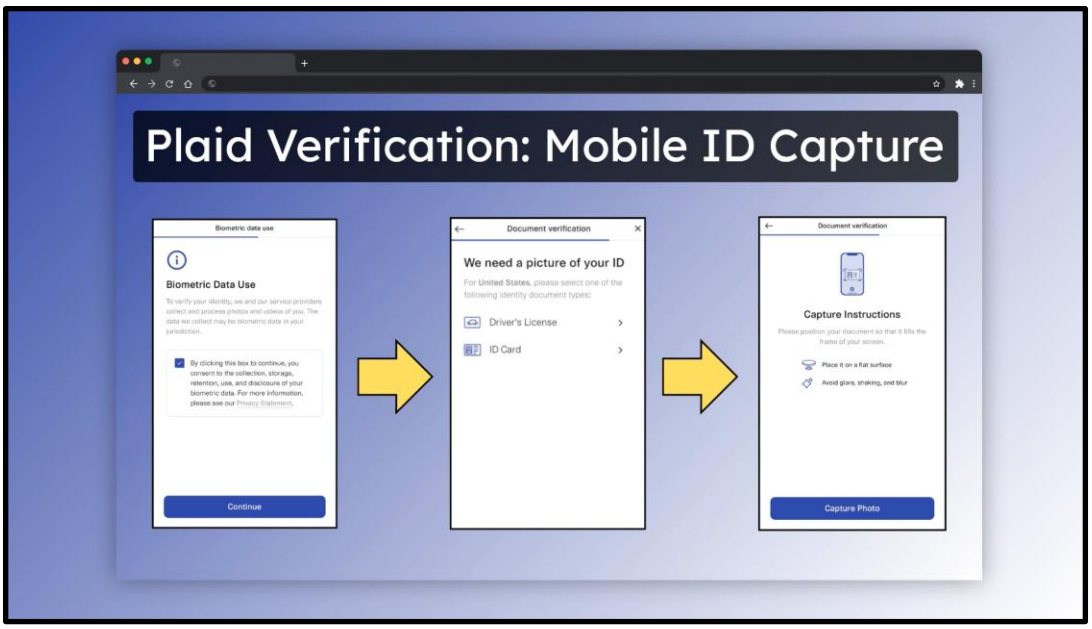


- Provide date of birth

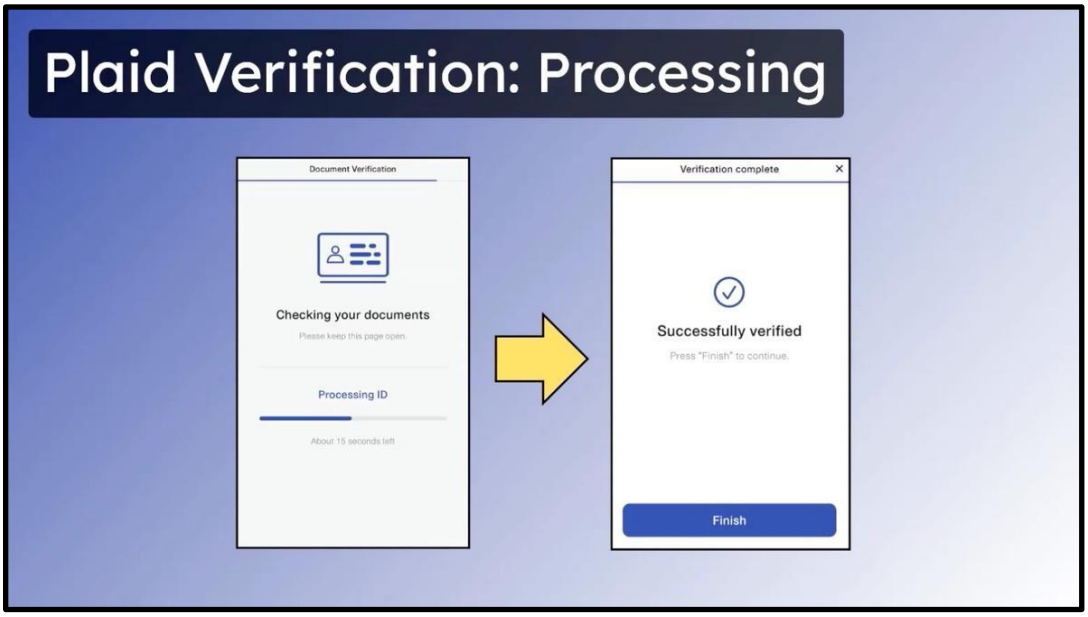
- A QR code will appear on your screen. Use your phone's camera to scan this QR code.



- Complete ID verification on your mobile device:
    - On your mobile device, you will be asked to consent to biometric data use. Check the checkbox and tap **"Continue"** to proceed.
    - Select the type of ID you would like to use for verification (e.g., driver's license or state-issued ID).
    - Follow the on-screen instructions to take a clear photo of your ID.
    - Tap **"Capture Photo"** to complete the ID verification process.



- Once your photo is captured, Plaid will process your information. A confirmation screen will indicate that your residency verification has been submitted for review.
- Click **"Finish"**

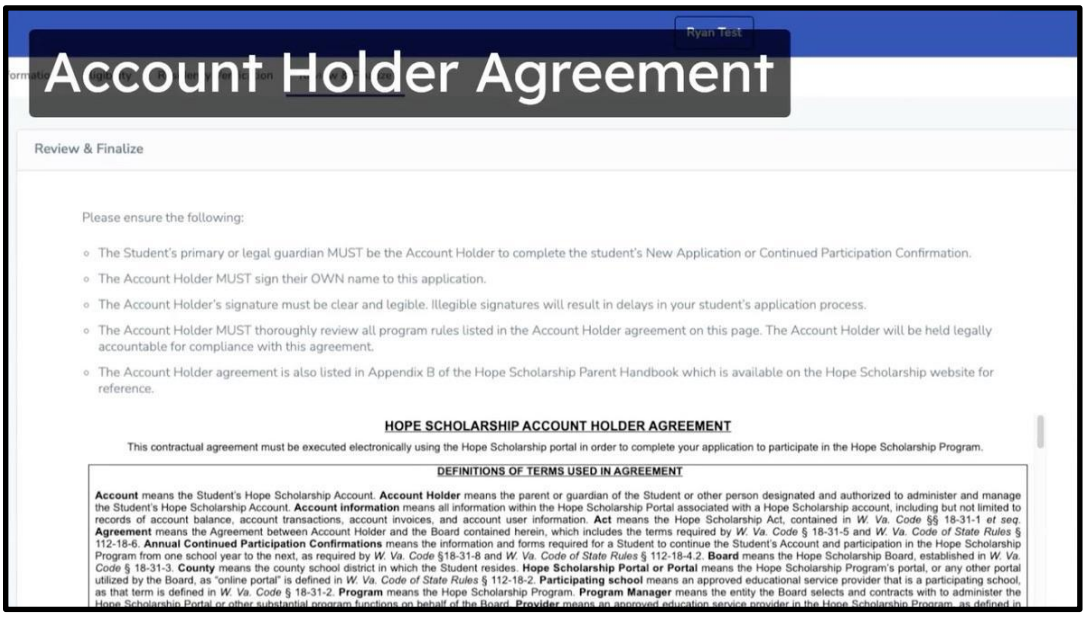


Important: Residency verification is completed after the application is submitted. "Successfully verified" means that you have successfully completed the Plaid process. This does not necessarily mean that residency has been verified by the Hope Scholarship Program.

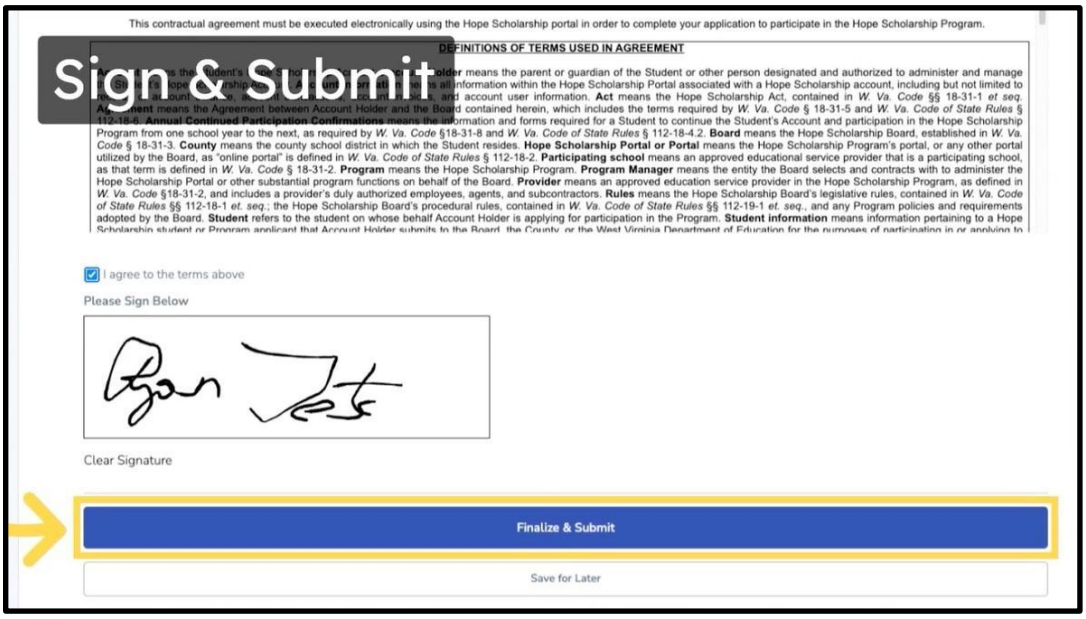
- Return to your student's Continued Participation Confirmation in the Hope Scholarship portal.
    - The message, "Identity Information submitted via Plaid" indicates you have completed the residency verification step.
- **Document Upload Alternative:**
    - Select qualifying document type from dropdown.
    - Upload current proof of residency document.
        - **Note:** Be sure to upload documents directly in the portal—please do not send documents by email.
- Click **"Save and Continue"**

Review & Finalize Section

- Take time to thoroughly review the Hope Scholarship Account Holder Agreement.
    - It is crucial that you understand these terms as they govern your participation in the Hope Scholarship Program.



- Sign your name in the designated area:
- Use mouse, trackpad, or touchscreen to sign your name in the designated area.
    - The Hope Scholarship Program requires a legible signature from the Account Holder. Signatures that are illegible or are the signature of an individual other than the Account Holder may place the application on hold for a new signature, which may delay application processing.
- Click **"Save for Later"** if you need to complete the confirmation at another time.
- Click **"Finalize and Submit"** when ready to send your Continued Participation Confirmation for review.



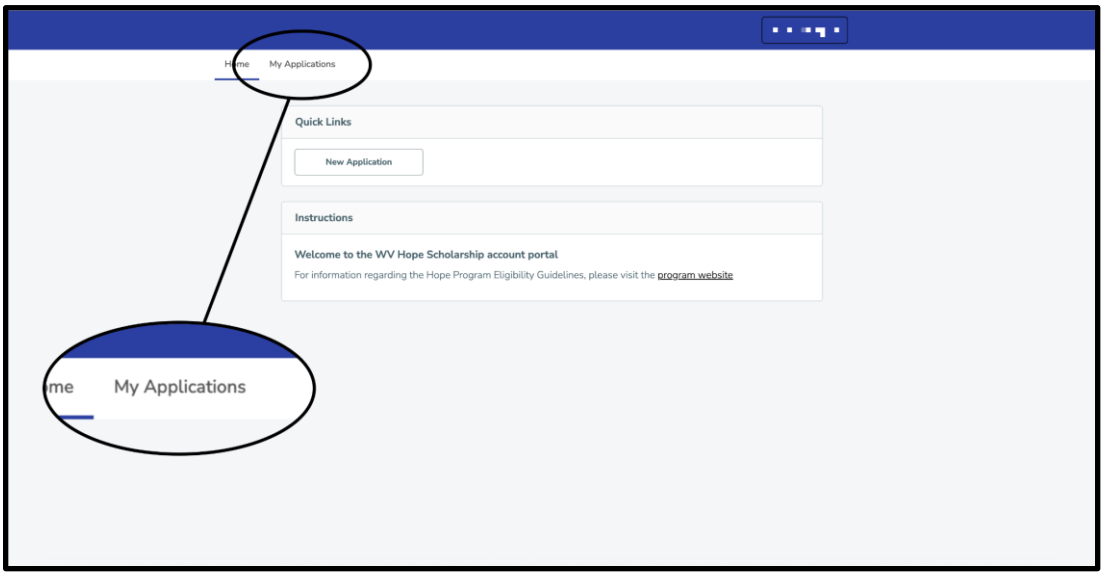
6. Submitting an Application Appeal

If a student is found ineligible for the Hope Scholarship Program but the Account Holder believes the determination is erroneous, the Account Holder may appeal the eligibility determination within forty-five (45) days of the student being found ineligible for the program. The Hope Scholarship Board's three-member Committee on Appeals will review and make a determination on the appeal within forty-five (45) days after the appeal is submitted by the Account Holder. Effective August 1, 2025, application eligibility appeals will be submitted directly in the online Hope Scholarship portal. This guide will walk you through the process of

submitting an appeal in the online Hope Scholarship portal for your student's ineligible application.

Getting Started with Your Appeal:

- From your dashboard, click on the "My Applications" tab at the top of your screen.
    - Review your student's application status to locate any ineligible applications.



Understanding Application Statuses:

Your application may display one of these appeal-related statuses:

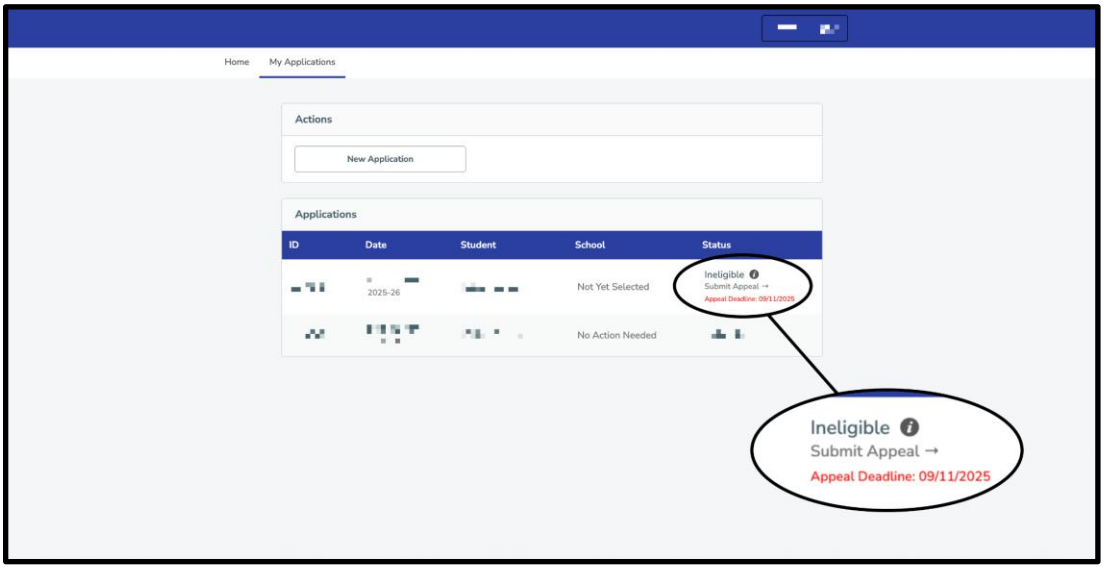
- **Ineligible:** The student has been found ineligible to participate in the Hope Scholarship Program.
    - A "Submit Appeal" button will appear when an application is initially found ineligible.
    - An Appeal Deadline will be displayed in red font.
    - You must submit your appeal before this deadline.
- **Appealed:** An application that was originally deemed ineligible has been resubmitted to the Hope Scholarship Board's Committee on Appeals for eligibility review.
    - No additional action is needed while the application is in this status.

- Continue to monitor the online portal for updates and a determination on your student's appeal.

- **Appeal Incomplete:** The submitted appeal did not have enough support/context to be presented to the Committee on Appeals or the Committee on Appeals is requesting additional documentation after their initial consideration of the appeal.
  - An "Update Appeal" button will appear.
  - The Appeal Deadline will be extended.
  - The Administrator notes will explain the additional information that is needed to complete the appeal.

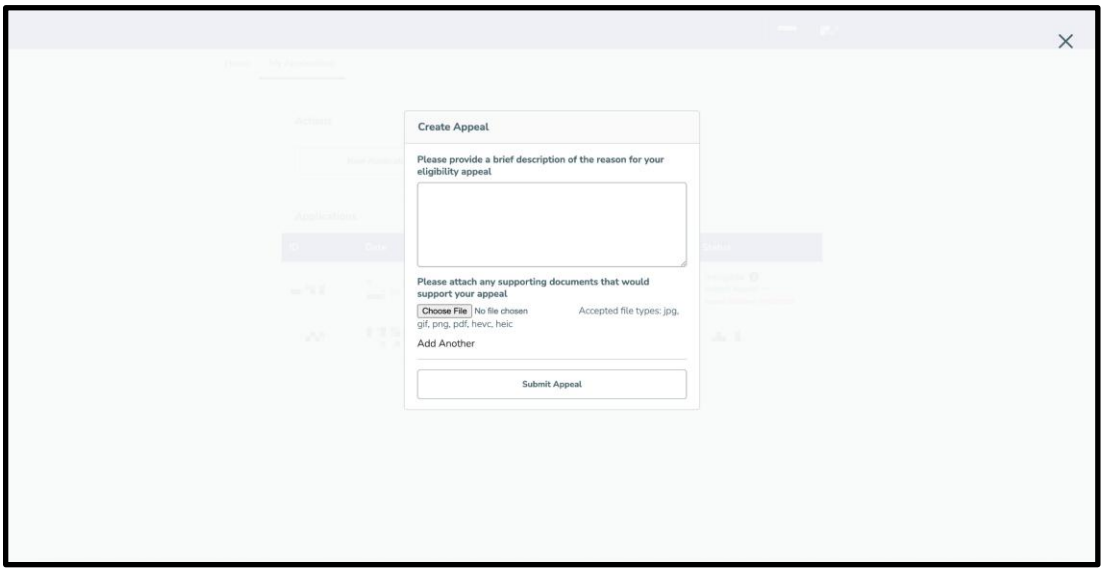
Submitting Your Initial Appeal:

- Navigate to your student's ineligible application in the "My Applications" tab.
- Click the "Submit Appeal" button.



- A "Create Appeal" pop-up window will appear.
- In the appeal window:
  - Provide a clear, brief description of your reason for appealing.
    - *Note: If you have a longer, detailed narrative that you wish to submit with your appeal, please create a PDF document that you can upload using the process below. Word documents aren't accepted, but those can be converted to PDF format.*

- Click "Choose File" to upload any supporting documentation. Only the file types of jpg, gif, png, pdf, hevc, and/or heic will be accepted.
- Review your information for accuracy.
- Click "Submit Appeal" to officially send your appeal to the Hope Scholarship Board Appeal Committee on Appeals for review.



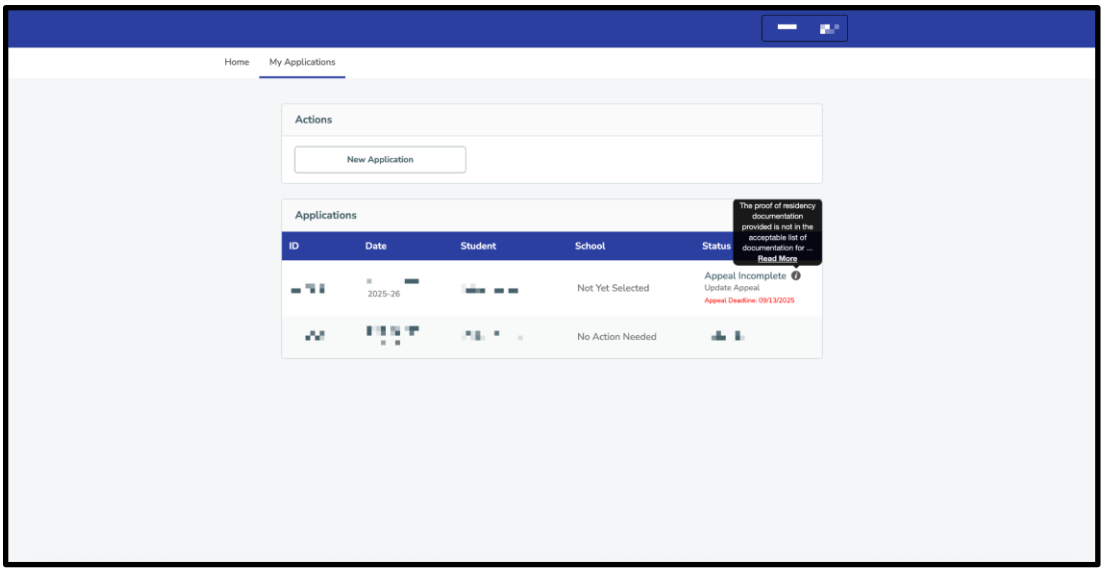
- After submission, you will return to the "My Applications" screen where the status will show "Appealed."

Note: The "Submit Appeal" button only appears for applications with "Ineligible" status. If your application is in Expired status and you wish to submit an eligibility appeal, please contact Hope Scholarship Board staff at hopescholarshipwv@wvsto.gov to discuss your student's situation.

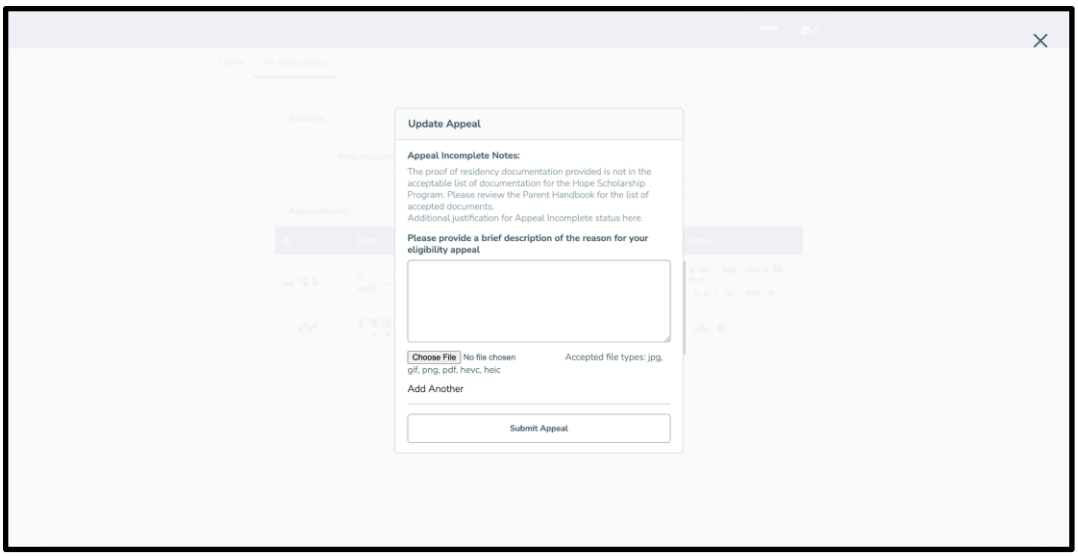
Updating an Incomplete Appeal:

- There may be situations where either Board staff completing an initial review of your appeal to present it to the Hope Scholarship Committee on Appeals or the Committee on Appeals itself will request additional information and support for the appeal.
    - The status will change to "Appeal Incomplete."
    - Hover over the small "i" information bubble to view administrator notes.

- Click "Read More" to view the complete message.



- Click the "Update Appeal" button.
- An "Update Appeal" pop-up will display which includes the following:
  - Appeal Incomplete Notes which will explain the additional information needed for the appeal.
  - Text field for an additional explanation (if needed).
  - File upload area for any additional documentation requested. Files will only be accepted in the following file formats: jpg, gif, png, pdf, hevc, and/or heic.



- Based on the Appeal Incomplete Notes provided, the Account Holder should:
    - Upload the requested documentation.
    - Add any additional explanation requested.
    - Click "Submit Appeal" to resubmit the Appeal for consideration.

After Submitting Your Appeal:

- Monitor the "My Applications" tab regularly for status updates.
- Hope Scholarship Board staff will review your appeal, request any additional documentation needed to present your appeal to the Committee on Appeals, present your appeal documentation to the Committee on Appeals, and update the status of the appeal with the determination made by the Committee on Appeals.
    - If your appeal is denied by the Committee on Appeals, your student's application will return to Ineligible status.
    - If your appeal is approved by the Committee on Appeals, your student's application will be updated to Conditionally Eligible, Eligible or Approved status depending on the specific situation for the student.

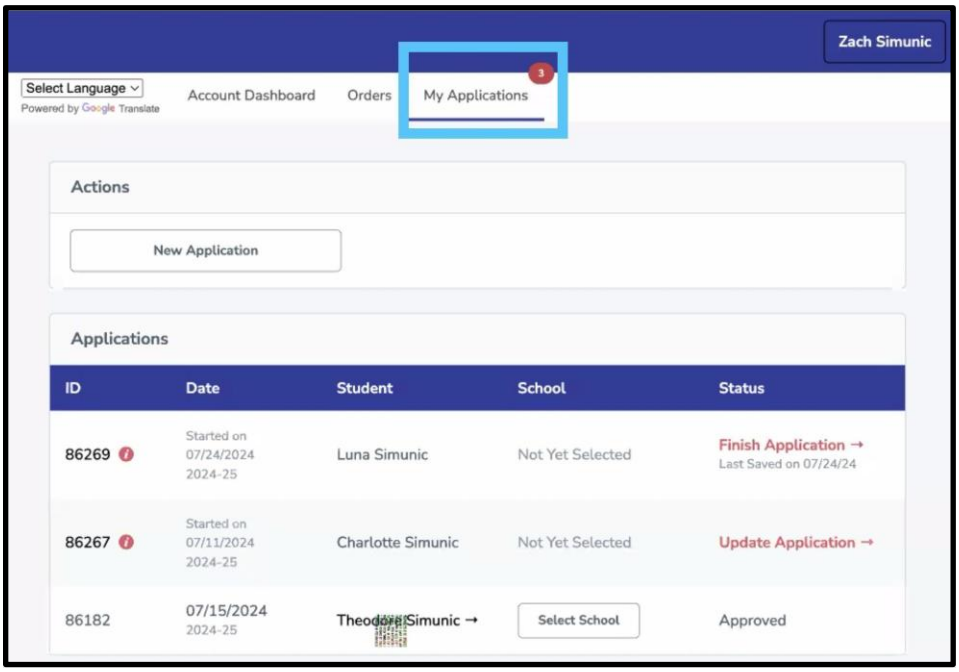
Important Reminders:

- **Always submit appeals before the deadline shown in red on your student's application.**

- Keep copies of all documentation submitted with your appeal.
- Refer to the Parent Handbook for general information related to eligibility appeals.

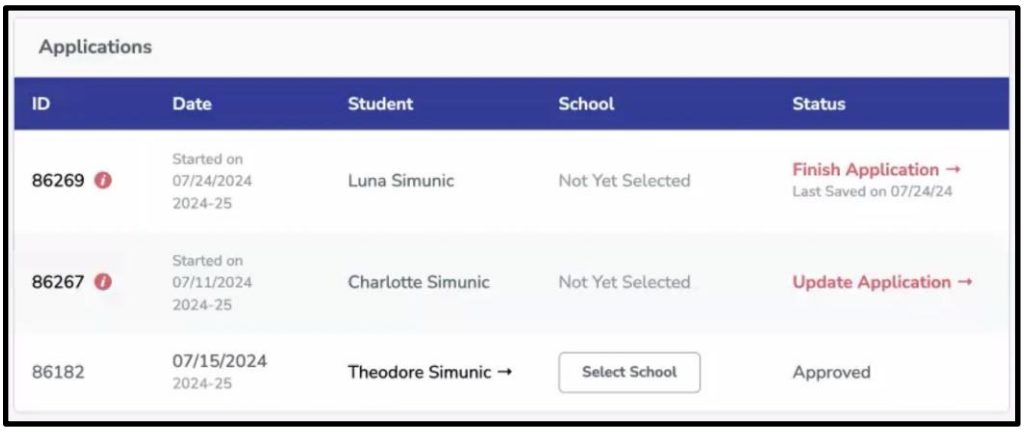
7. Managing Your Applications

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



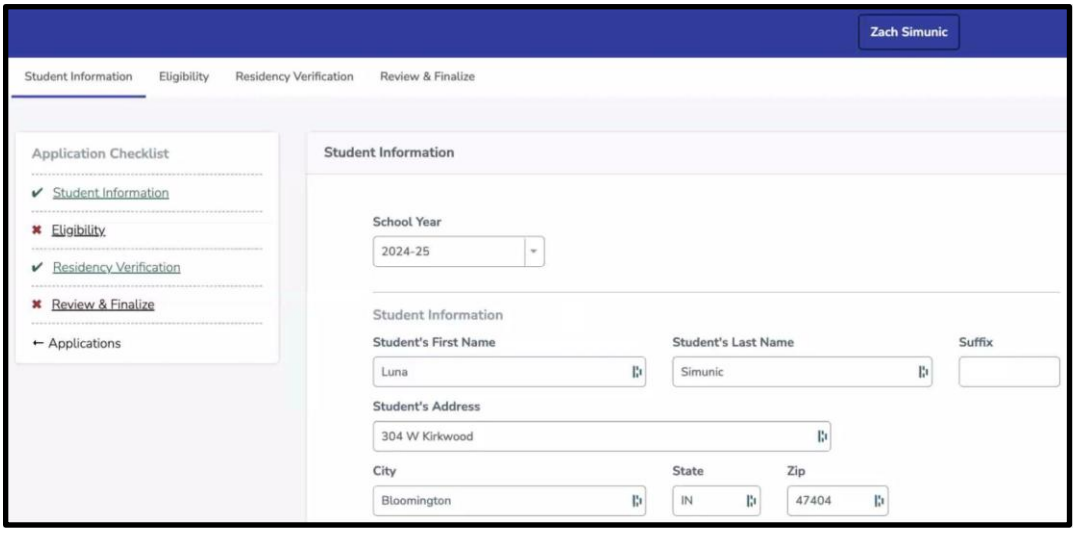
- You may see different statuses for each application:
    - **Finish Application:** The application is still being completed and has not been submitted for review. Account Holder still must submit the application to be reviewed and considered for eligibility.
    - **Pending Hope:** The application has been submitted in the online Hope Scholarship portal and is waiting to be reviewed by the Hope Scholarship Program.
    - **Update Application:** The application has missing documentation or other issues which require clarification and edits before an eligibility determination can be made. Applications that are waiting on updates are not complete and will not be reviewed until requested information is uploaded on the application and resubmitted. (An “Updated Application” will be marked ineligible after 30 days of no activity.)

- **Eligible:** The submitted application was complete and the Student is eligible to participate in the Hope Scholarship Program. The application will remain in this status until the Student's Notice of Intent is verified as being on file with the county board of education in advance of the upcoming school year.
- **Approved:** The submitted application was complete and the eligible Student has complied with other applicable statutory requirements. This does not signify that the approved student has been funded.
- **Conditionally Eligible:** The application is conditionally eligible for the upcoming school year until the Student's compliance with Year-End Academic/Attendance Reporting requirements are verified by the WV Department of Education.
- **Pending School Review:** A requested school needs to verify Student's enrollment.
- **Ineligible:** The application does not meet eligibility for the Hope Scholarship Program.
- **Appealed:** An application that was originally deemed ineligible has been resubmitted to the Hope Scholarship Board's Committee on Appeals for eligibility review.
- **Appeal Incomplete:** Submitted appeal did not have enough support/context to be presented to the Committee on Appeals.
- **Expired:** No further action can be taken on this application.

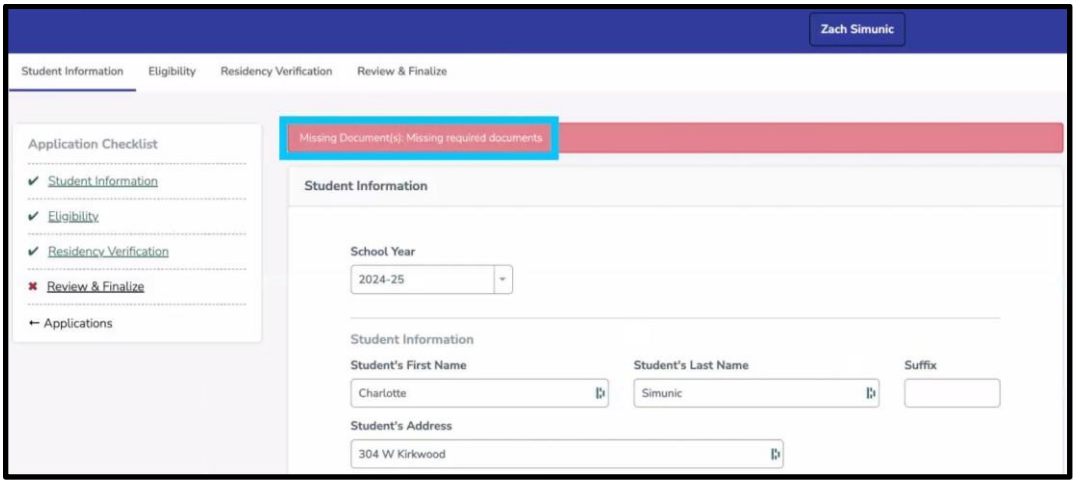


- To finish and submit your Student's application:
  - Click on "Finish Application."

- Complete any remaining questions and submit supporting documentation if applicable.
- Submit the application for review.



- To update your Student's application:
  - Click on "Update Application."
  - Read the instructions in the red box at the top of the page.
  - Navigate to the specific question that needs attention.
  - Provide the required information or documentation.
  - Resubmit the application for review.



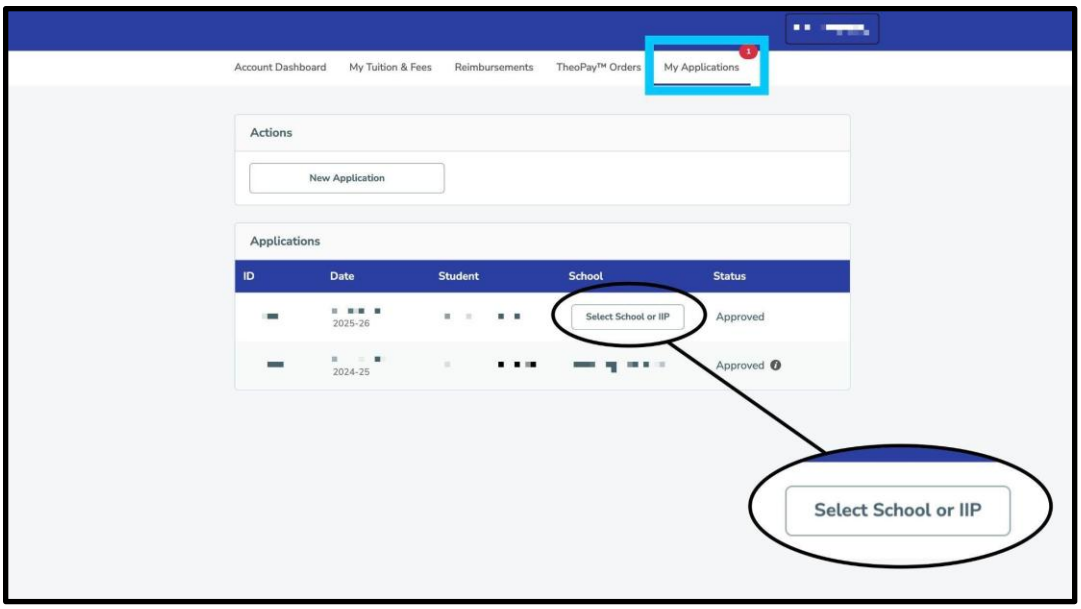
- For "Approved" applications, no further action is needed unless you're selecting a school (see next section).

8. Selecting a School or IIP

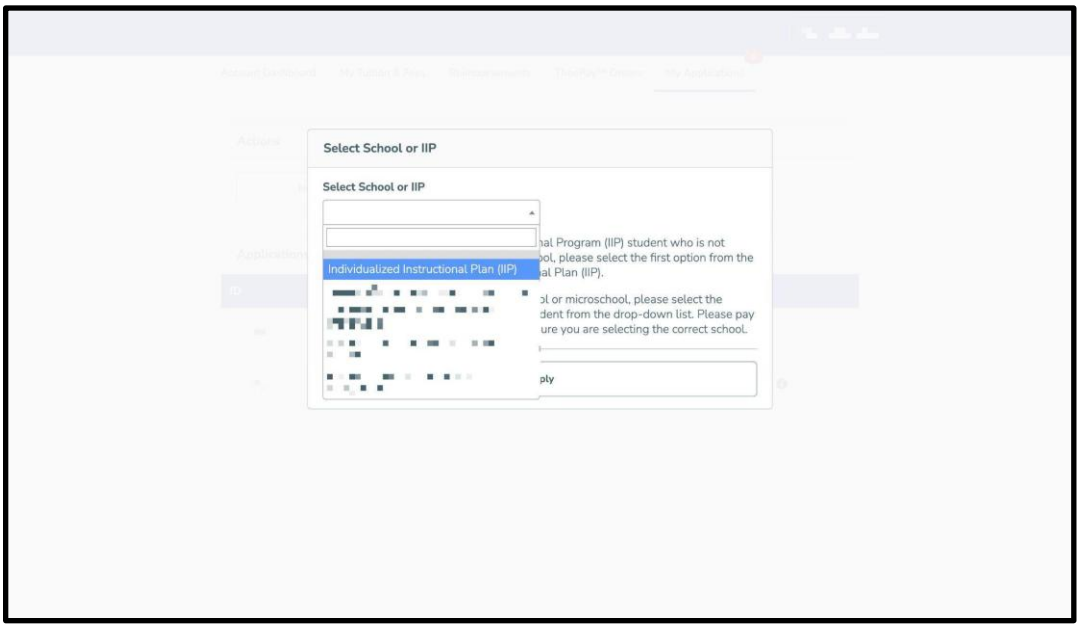
- **Important: This step is mandatory for all participating Hope Scholarship students annually, regardless of whether they are an Individualized Instructional Plan (IIP) student or will be attending a participating nonpublic school or microschool.**
- If your child is an IIP student who is **not** attending a nonpublic school or microschool, please select the first option from the drop-down list: Individual Instructional Plan (IIP).
- If your child is attending a nonpublic school or microschool, please select the school that has already accepted your student from the drop-down list. Please pay attention to both the name and city to ensure you are selecting the correct school.

To select a school or IIP for your student:

- **Prerequisites:** You must have an approved application and access to the online Hope Scholarship Portal.
- Navigate to the "My Applications" tab at the top of the page.
    - This tab is found in the main navigation menu.
    - Once clicked, you will see a display of all your current applications, including their statuses and available actions.



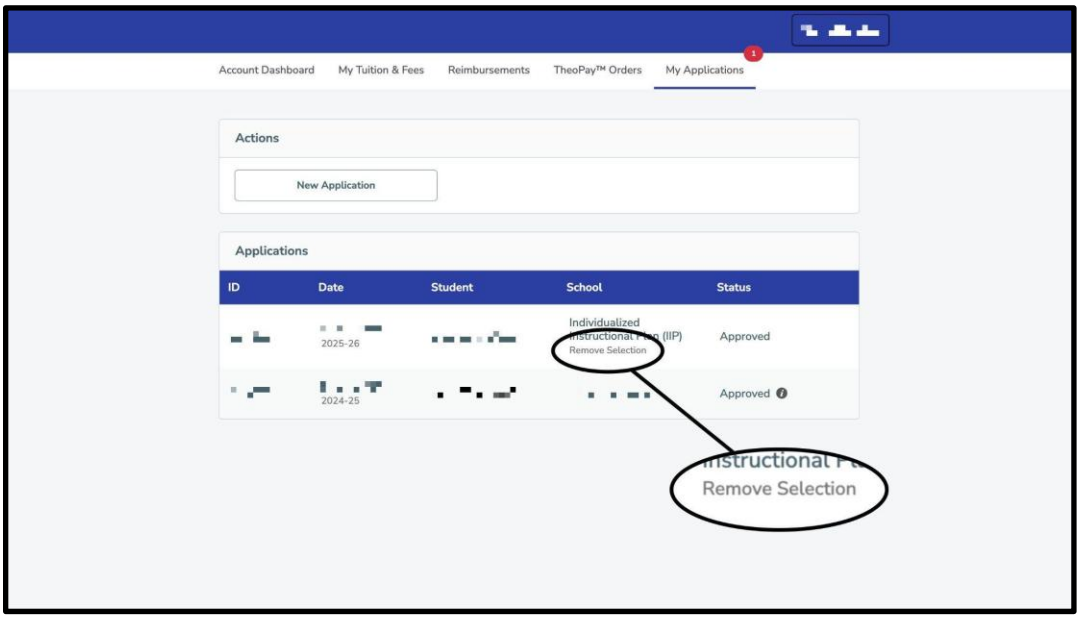
- Locate the approved application for the current school year which you want to select a school or IIP option.
- Click the "Select School or IIP" button associated with that application.
- This will open the school selection interface.



- In the selection interface, you will see a dropdown box containing enrollment options that include:
    - Individualized Instructional Plan (IIP)
    - All participating schools and microschools in the Hope Scholarship Program
        - **Tip:** You can scroll through the options or use the search bar to type in the name of your desired enrollment option.
        - **Please pay close attention to the school's name and city, as there are multiple instances of schools with the same name in different locations.**
- Once you've made your selection, click the "Apply" button to complete the process.
- After submitting your selection, you will return to the "My Applications" page, where you can see the selection you have just submitted.

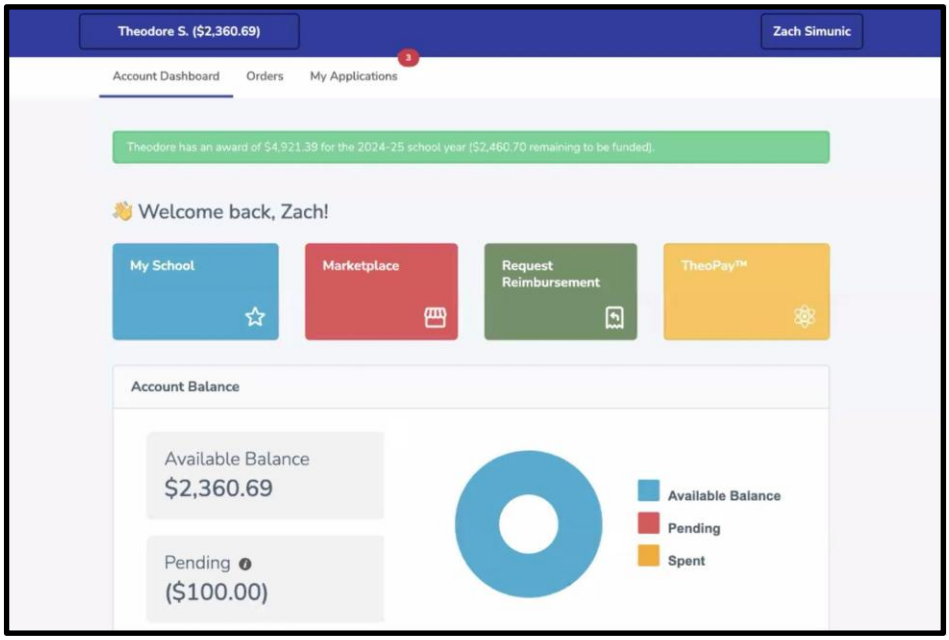
For IIP participants only:

- If you selected Individualized Instructional Plan (IIP) and change your mind, you can click the "Remove Selection" button on the "My Applications" screen.
    - This clears the IIP as your enrollment option and allows you to select a participating school or microschool instead.

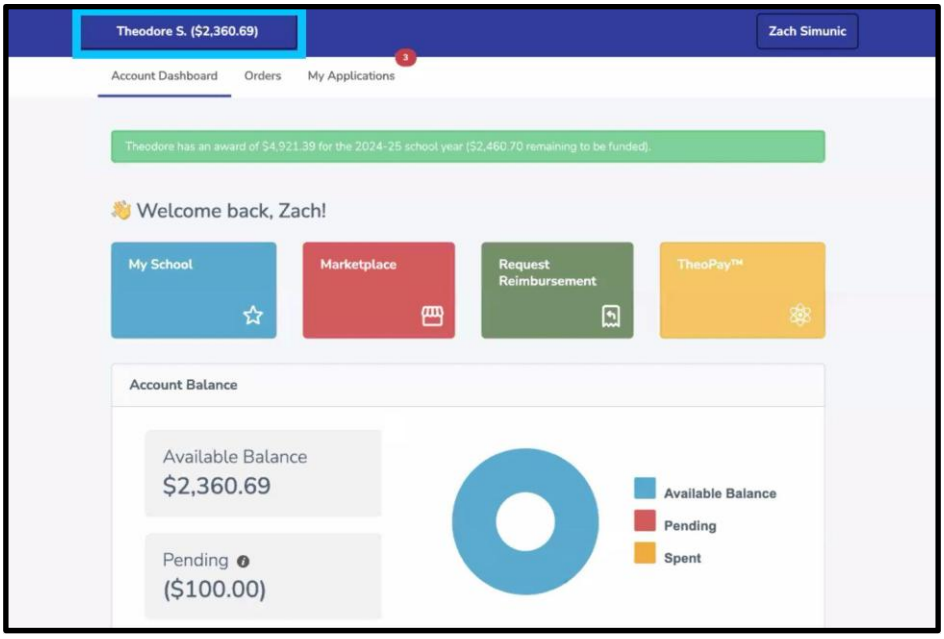


9. Navigating the Dashboard

- Upon logging in, you'll see your Account Dashboard, which is your central hub for managing Hope Scholarship information for your students.
- **Note: Account holders will NOT see the Account Dashboard for approved Hope Scholarship students until the account(s) are funded for the first time.**
- Key areas of the Dashboard include:
    - My Applications (provides access to your student(s) Hope Scholarship Application(s)
    - My School (if applicable)
    - Marketplace
    - Reimbursements
    - TheoPay

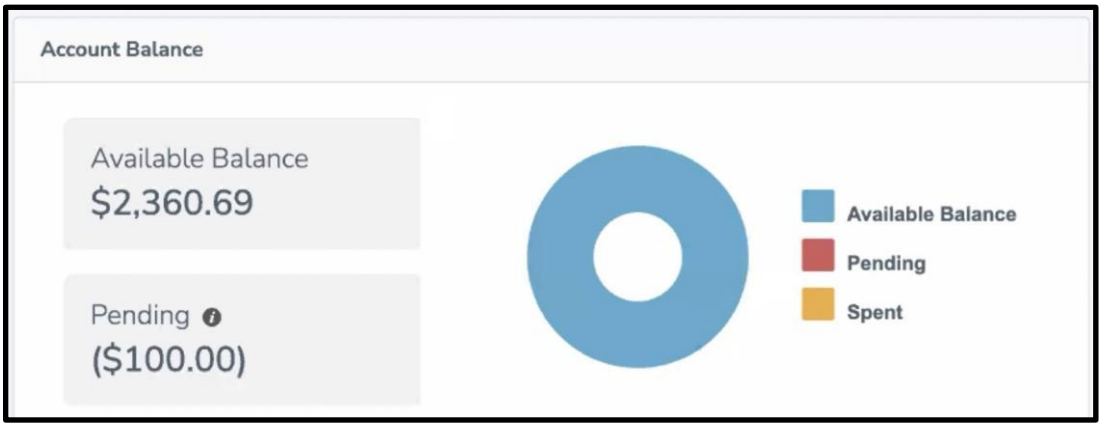


- **If you have multiple participating students, you can switch between them by clicking on the student's name in the top left corner of the dashboard.**
- This allows you to manage each student's account individually.



10. Understanding Your Wallet

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



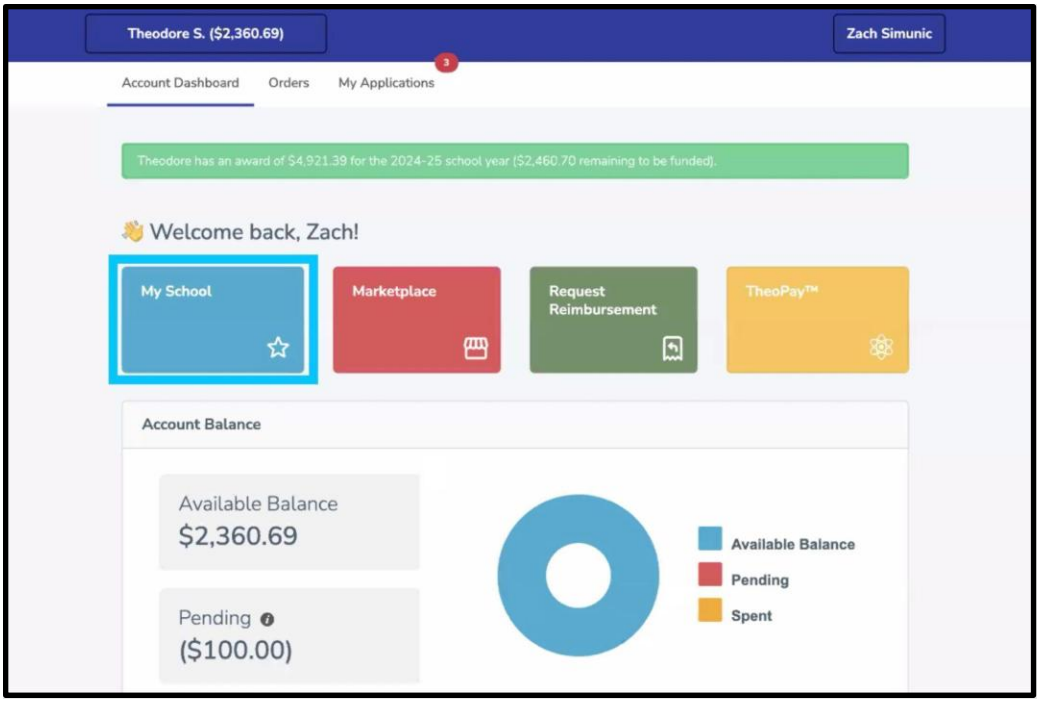
*Please note that this is an example and does not reflect a specific WV Hope Scholarship student's funding amounts.

- Hope Scholarship Funding Timeline:
    - First semester funding will be available on August 15th.
    - Second semester funding will be available by January 15th.
    - Students participating in the Program for less than a full year will receive their prorated funds as soon as feasible after being awarded Program participation. The Board generally deposits prorated funds to awarded students on a monthly basis to allow time for the various state processes needed to make the transfer after an application is approved and the Student is awarded.
    - Once the Student has been found eligible, the Account Holder must provide a Hope Scholarship Notice of Intent (NOI) to the Student's local county superintendent. Failure to submit a Notice of Intent will jeopardize a Student's ability to participate in the Hope Scholarship Program, as the Notice of Intent is a state law requirement for Program participation. The Board may withhold or delay funding to a Hope Scholarship student's account if a Notice of Intent has not been submitted. (Please reference the The Hope Scholarship Parent Handbook for more information.) Once The Board receives confirmation that a Hope Scholarship Notice of Intent has been reported by the student's local board of education, the student's application will be updated to Approved to communicate that the student can be funded on the next funding cycle.

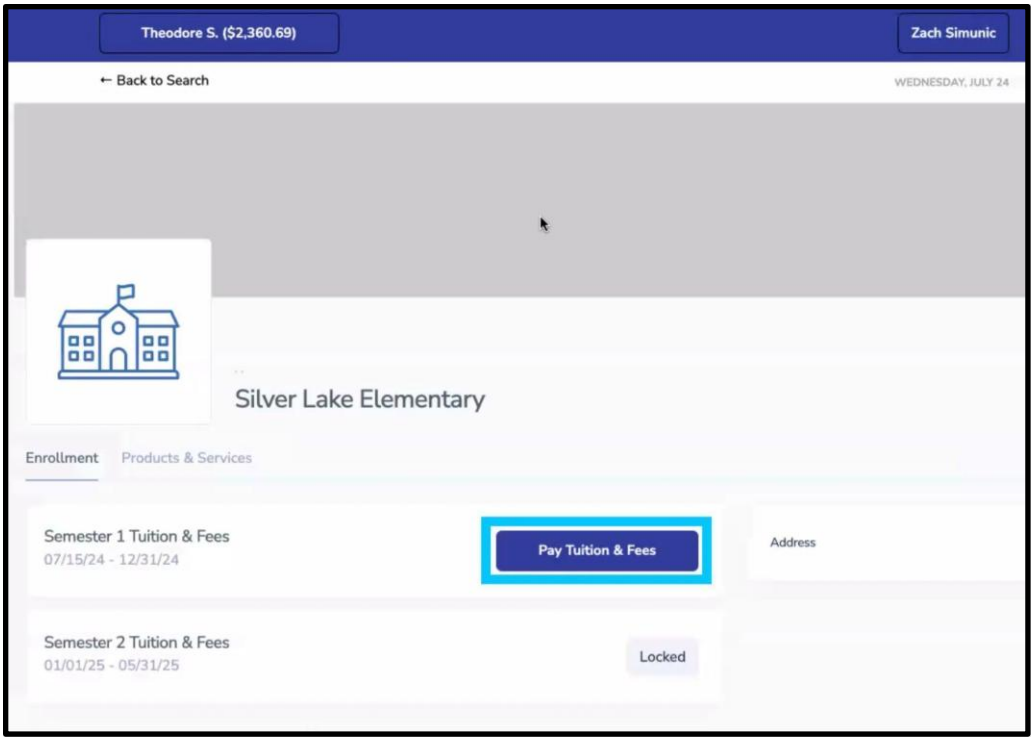
11. Paying Tuition and Fees (if applicable)

If your student is attending a non-public school or microschool:

- From your account dashboard, click on the blue "My School" tile.



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



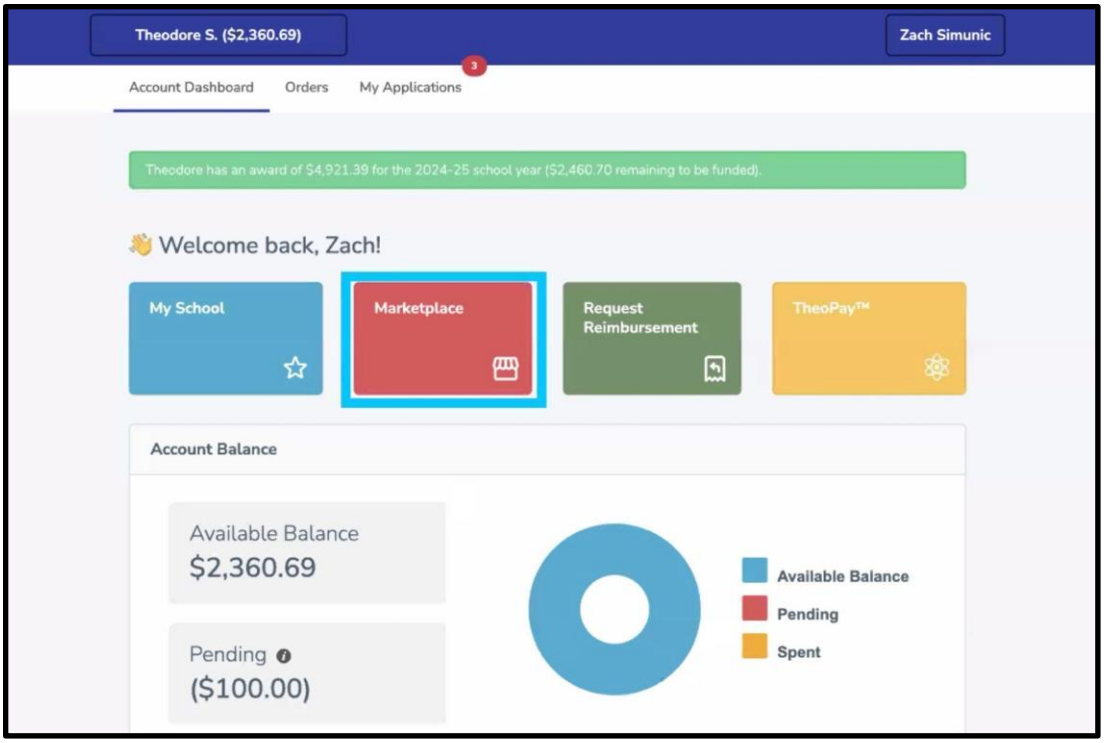
- **Review the amounts listed.**
- If the Tuition and Fees are correct, click "Submit" to process the payment.
- If the Tuition and Fees are incorrect, please email hopescholarshipwv@wvsto.gov.

Important reminders:

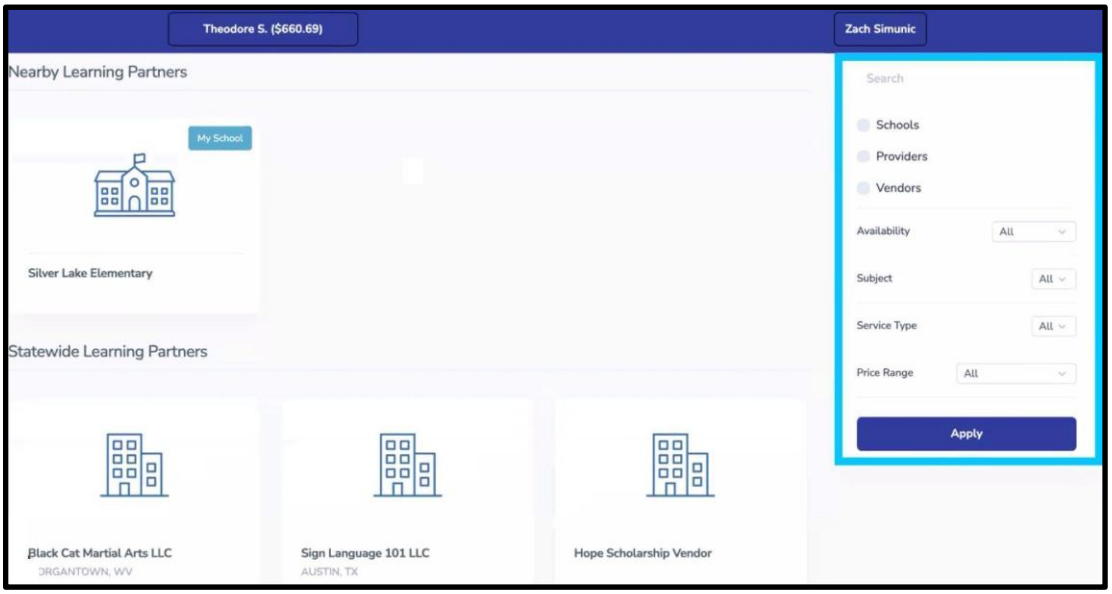
- **This step must be completed by the Account Holder. Payments are not processed automatically.**
- Complete this step promptly after receiving funding on August 15th and January 15th.
- Timely completion ensures your child's school receives tuition and fees quickly, ensuring no delay in the payment process.

12. Using the Marketplace

- The Marketplace is primarily for service-based items (e.g., tutoring, music lessons).
    - From your dashboard, click on the red "Marketplace" tile.



- Browse or search for approved products and services.
- Select the item you wish to purchase.
- Follow the prompts to complete the transaction.



13. Submitting Reimbursements

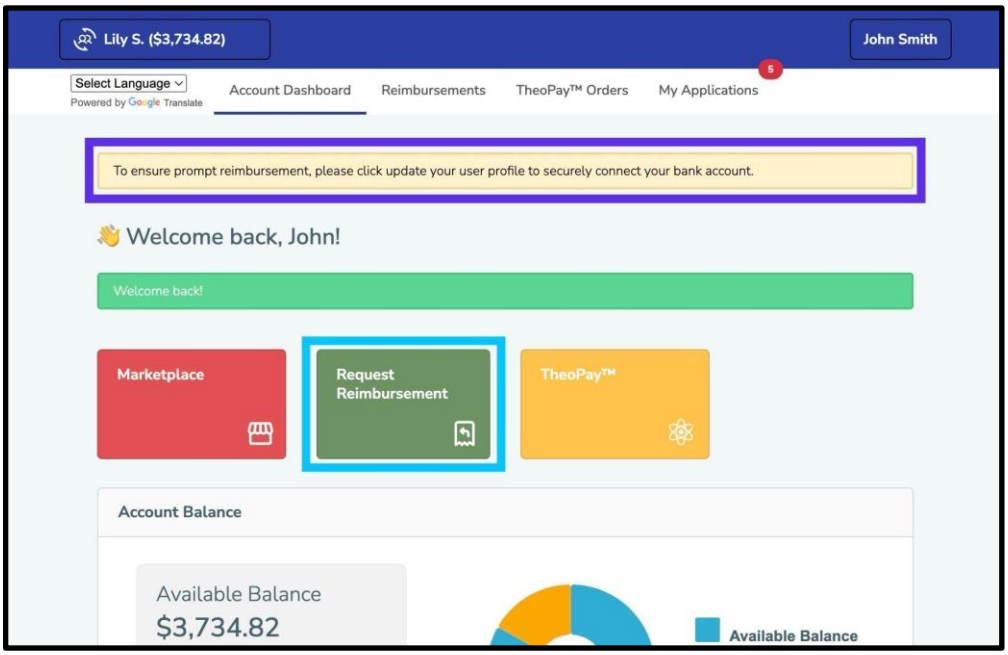
Reimbursements are only allowed for specific expenses as outlined in the Hope Scholarship Board's Reimbursement Policy.

To submit a reimbursement request:

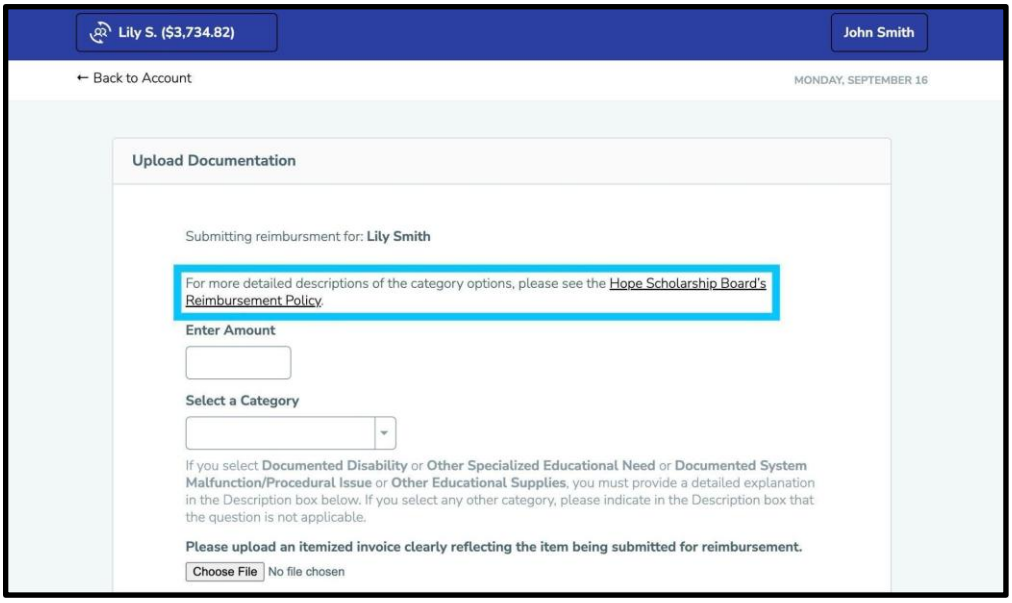
- Connect your bank account to the platform (see announcement at the top of your dashboard).
- Account Holders will not be able to submit a reimbursement request until you have successfully connected your bank account. If needing further assistance with this step, please contact the Hope Engagement Center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

Note: If you do not plan to submit a reimbursement request, you do not need to connect your bank account to the online platform.

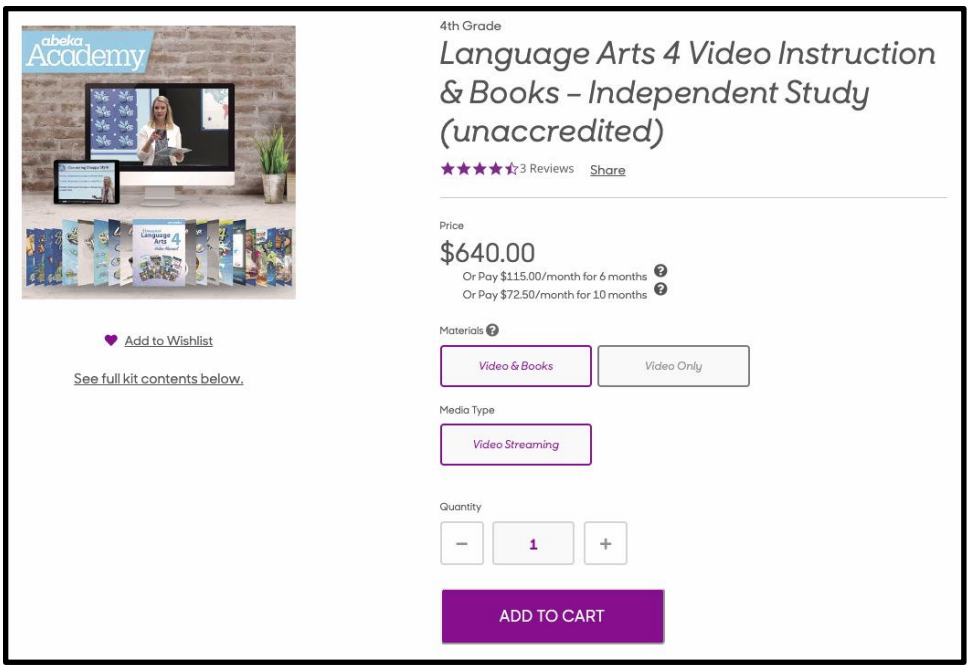
- Click on the "Request Reimbursements" tile in your dashboard. If you have multiple students, make sure that you are completing the reimbursement request for the correct student. Please ensure the correct student's account is displayed in the top left corner as you continue to place the reimbursement request.



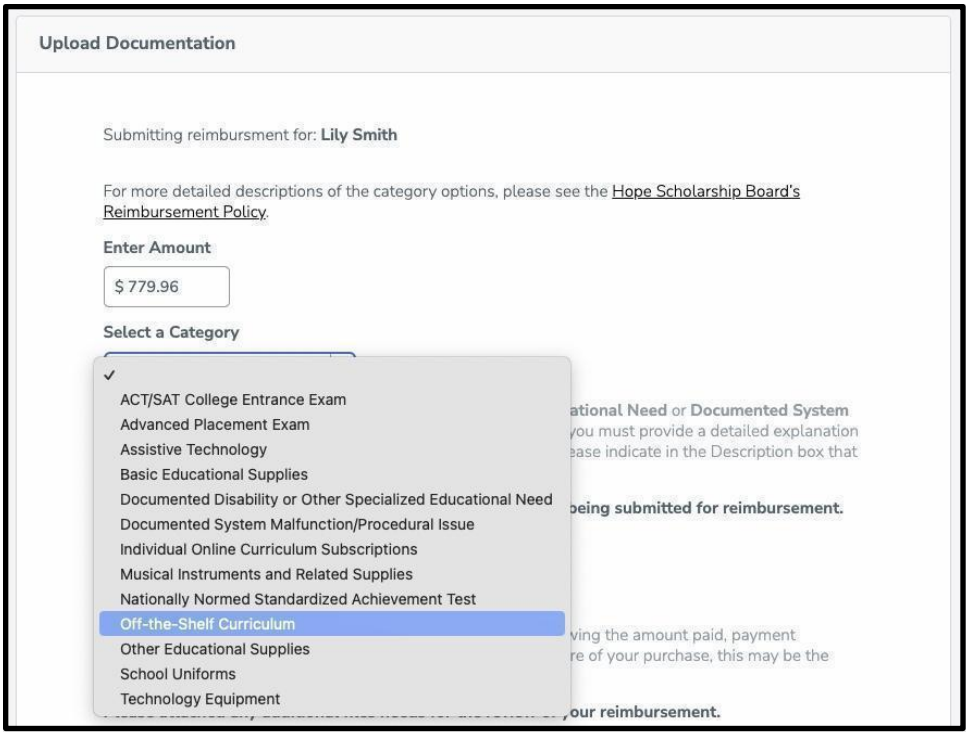
- Familiarize yourself with the Hope Scholarship Board's Reimbursement Policy before submitting a request. This document provides a clear understanding of what is eligible for reimbursement of Hope Scholarship funds.



As an illustrative example: Reimbursement for Language Arts 4 Video Instruction from Abeka. In this case, we have selected the Video & Books as well as Video Streaming options.



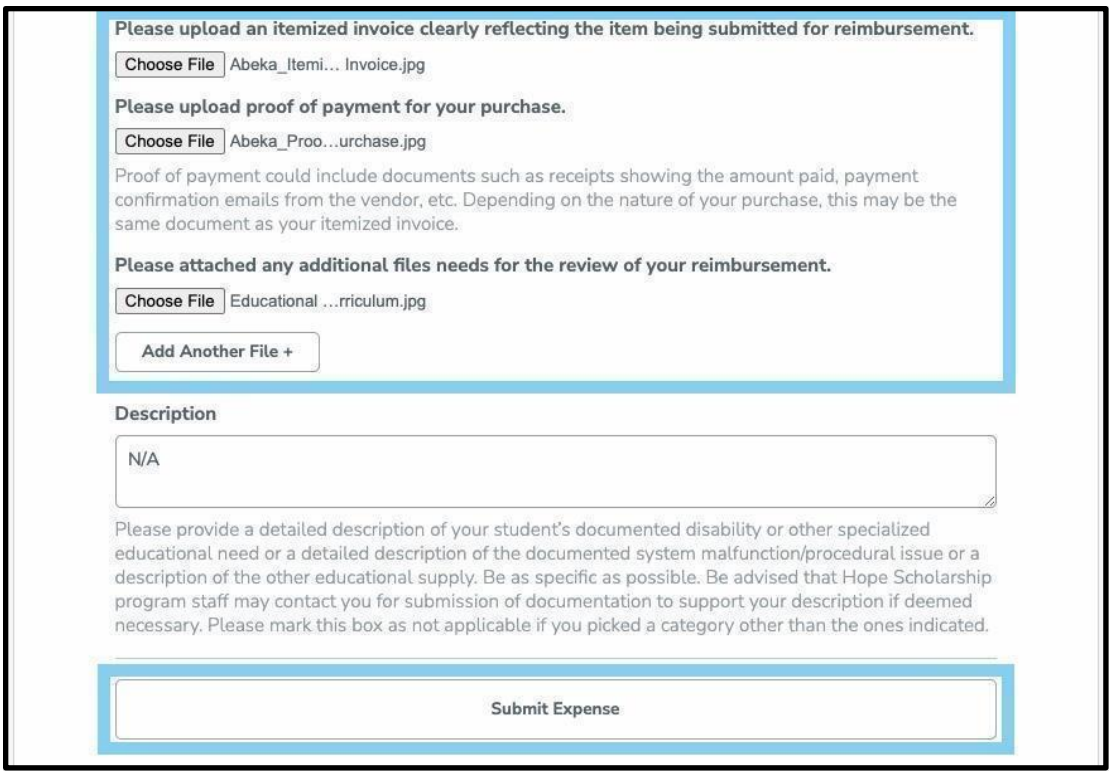
- In the reimbursement request screen, select the appropriate category and enter the total amount you paid for which you would like to be reimbursed.
    - **Important:** Enter the total amount you paid to the vendor, including any relevant tax, shipping, and/or handling fees.



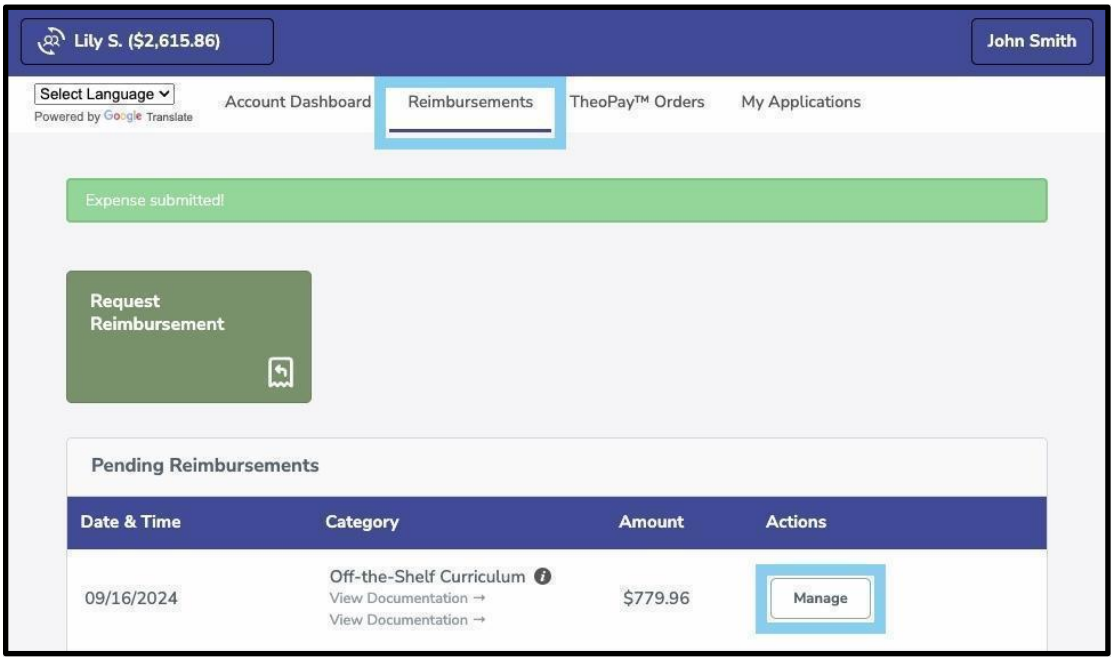
- Attach required documentation:
    - Itemized Receipt/Proof of Purchase
    - Proof of Payment (including the purchase date)
    - Other Supporting Documentation (Optional)
    - Supporting documentation submitted with a reimbursement request should be in a PDF, JPEG, or PNG format.

Note: The itemized receipt and proof of payment screen upload areas will only allow one file to be attached in each section. If you have multiple screenshots or documents to satisfy those requirements, please include them in the Other Supporting Documentation section.

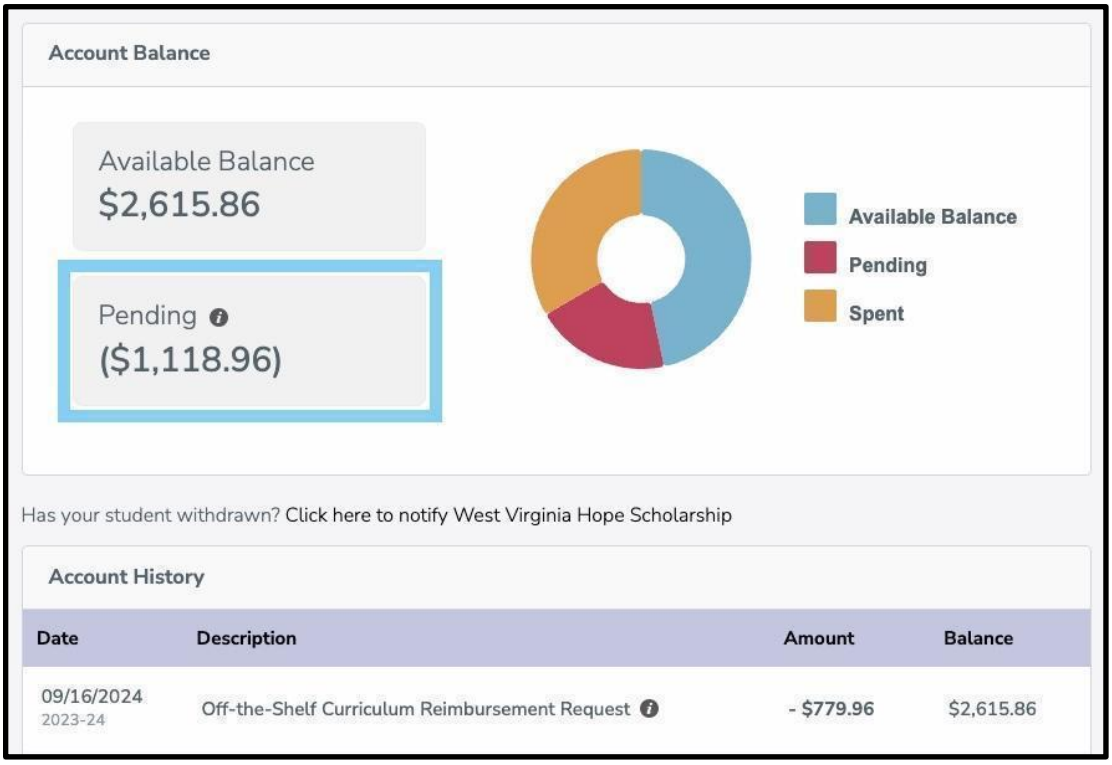
- Provide a product description and usage explanation for the following specific categories: **Documented Disability, Other Specialized Educational Need, or Documented System Malfunction/Procedural Issue**. For all other categories, please include N/A in the description box.
- Click "Submit Expense" when complete.



- Review pending reimbursements in the Reimbursements tab.
- Use the "Manage" button to edit or cancel requests.



- Your student's Account Dashboard will update to show the reimbursement amount in pending status.

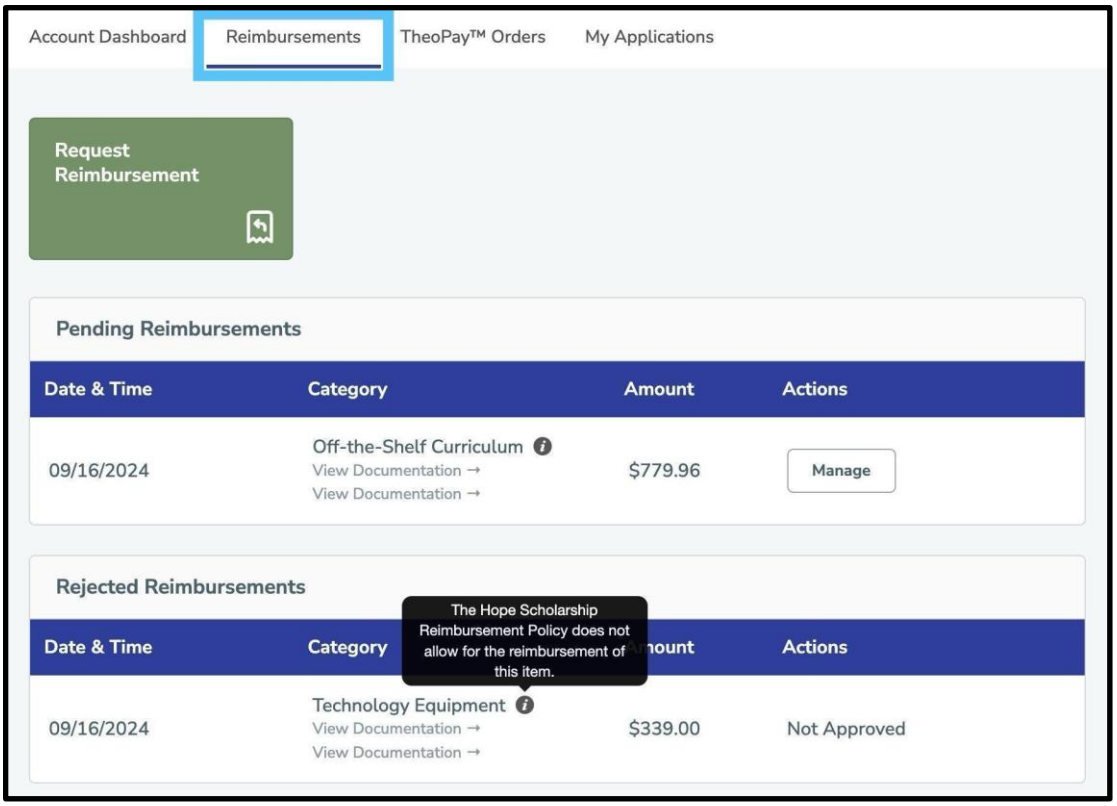


Note: Submit separate reimbursement requests for each participating student in your family from their individual accounts. Ideally purchases would be made separately out-of-pocket for each student to allow for clean documentation for reimbursement requests, but we understand that may not always be possible. If an itemized invoice contains purchases for multiple participating students, the invoice must be clearly marked by the Account Holder to indicate which items belong to each student on the invoice.

To review the status of your reimbursement request(s), click on the Reimbursements tab at the top of your screen. On the Reimbursements screen, you can review:

- Individual reimbursement requests in your Account History, including:
    - Date of Request
    - Category (including links to Documentation)
    - Amount

- Actions



As reimbursement requests are reviewed, the status of the request will appear in the "Actions" column and show either an "Approved" or "Not Approved" status. These statuses are defined as follows:

- **Approved:** Your reimbursement request has been approved and the total expense, including applicable tax, shipping, and handling fees, will be reimbursed to the bank account you have on file within the online Hope Scholarship portal.
- **Not Approved:** Your reimbursement request has been denied because it was judged ineligible according to the specific terms outlined in the Hope Scholarship Board's Reimbursement Policy.
- **Processed:** Payment has been processed for the reimbursement request and paid to the linked bank account.

Note: If your reimbursement request was not approved for missing documentation, the family notes section will describe what documentation is needed for review. Account Holders will

need to re-submit a new reimbursement request if previously denied for missing documentation.

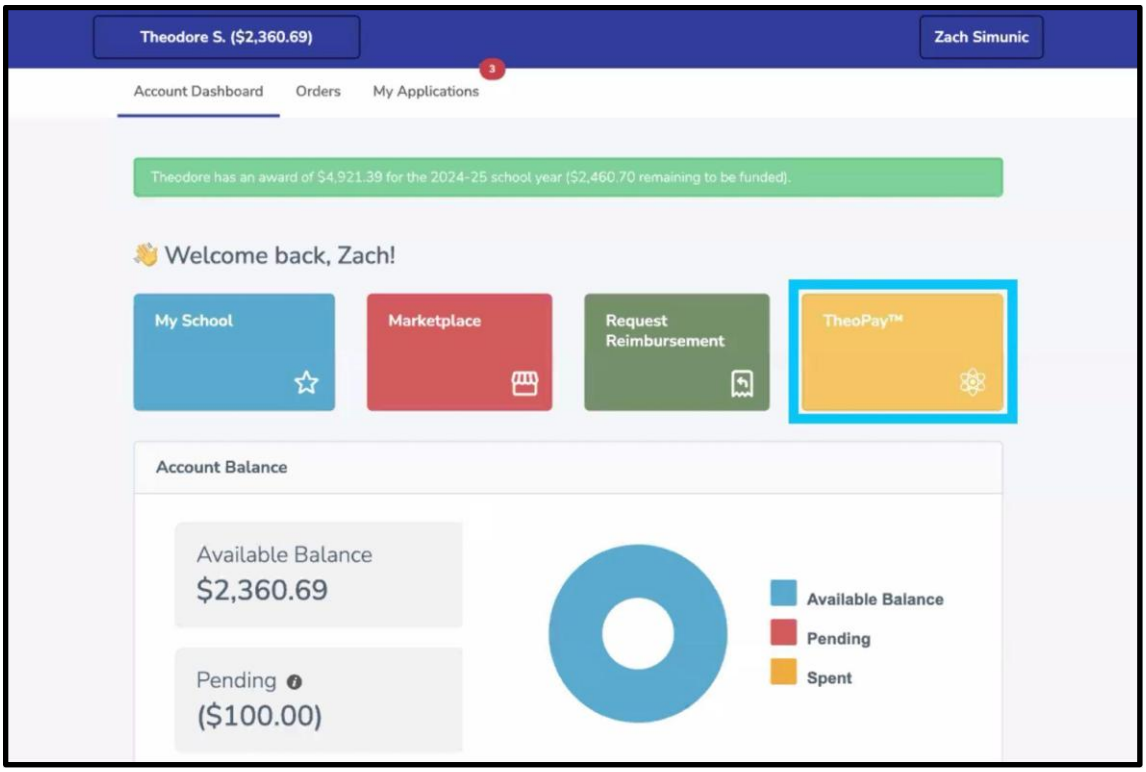
Note: For each reimbursement request you have submitted, you will receive an email that communicates Approved or Not Approved status. In the case of an ineligible decision, the email will contain a specific reason that the request was deemed ineligible.

Appeal Rights: You have the right to appeal a denied reimbursement request. To do so, please visit the Hope Scholarship Parent and Student Forms page on the Hope Scholarship Program website to access the Reimbursement Appeal Form.

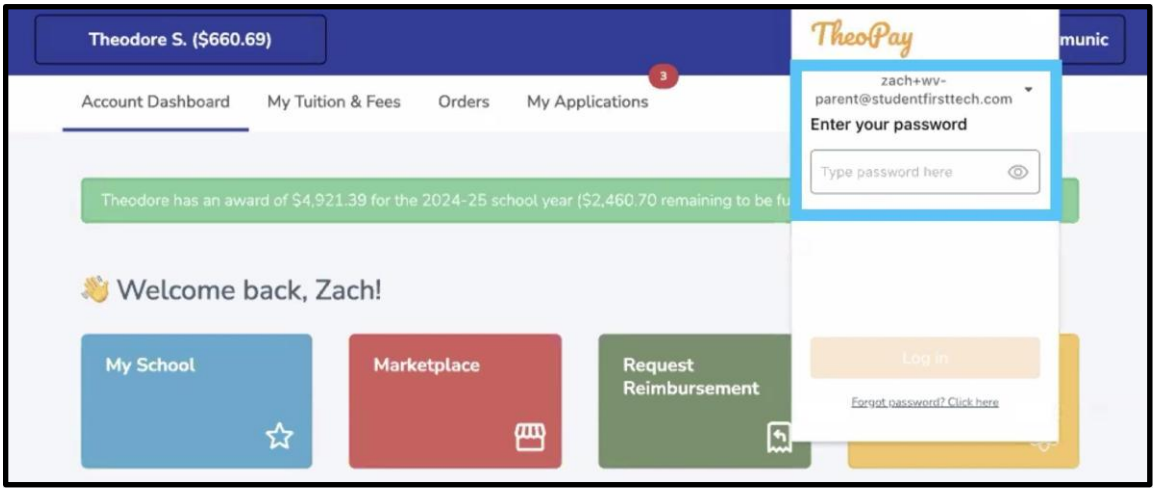
14. Using TheoPay

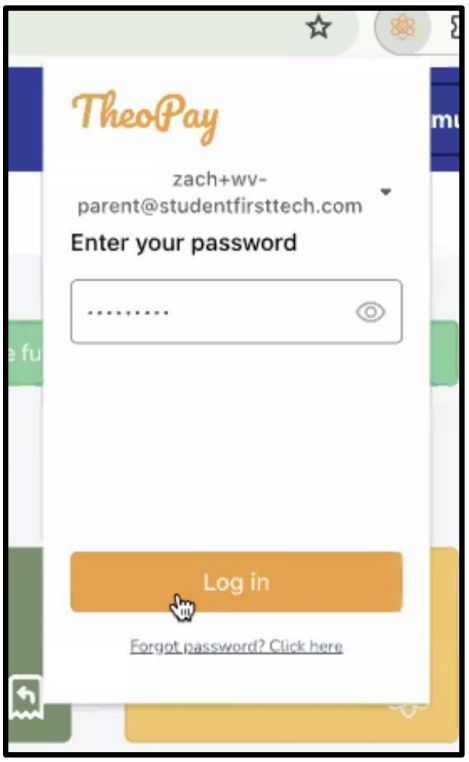
TheoPay allows you to make purchases from approved vendors outside of the online Hope Scholarship portal.

- From your dashboard, click on the yellow "TheoPay" tile.



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



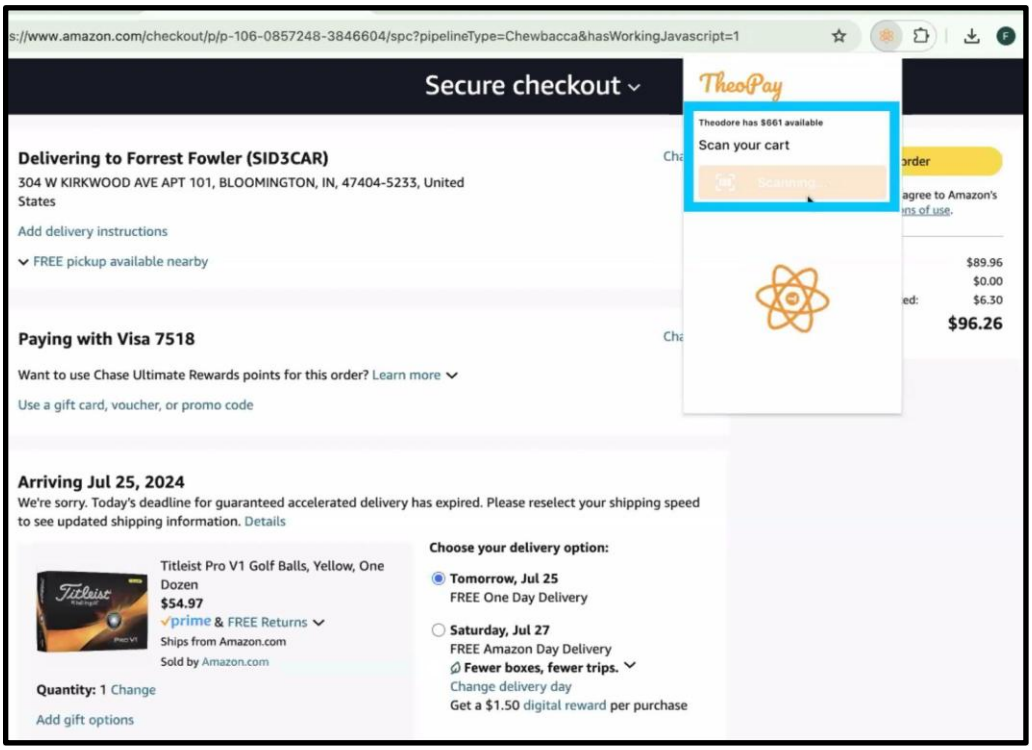


Note for Parents/Guardians with multiple participating students:

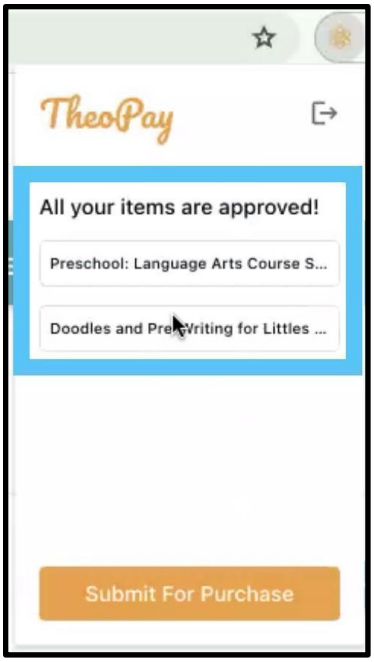
TheoPay corresponds to the Hope Student account currently being viewed in the Parent/Guardian Account Dashboard. Purchases will have to be made for each individual students. Account Holder cannot request TheoPay purchases for more than one participating Hope Scholarship student at a time.

TheoPay Instructions (continued):

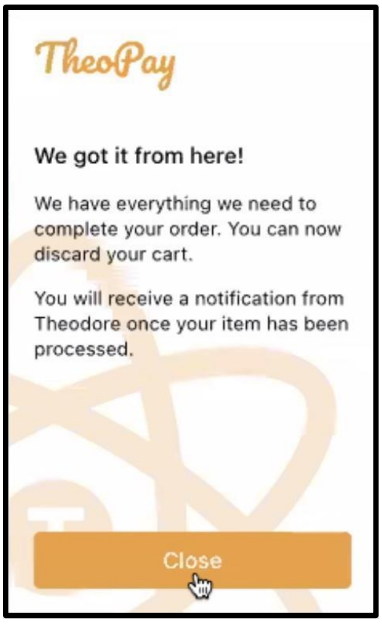
- Navigate to an approved vendor's website.
- Add items to your cart as normal.
- When ready to check out, activate the TheoPay extension.
- Click "Scan Cart" to check item eligibility.



- Review the results and remove any ineligible items if necessary.
- Once all items display as approved by the Hope Scholarship Program, click "Submit" to process the order. **DO NOT CHECK OUT ON THE WEBSITE USING YOUR OWN PAYMENT INFORMATION**.



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



Notes:

- **Do not complete the checkout on the vendor's website. If you check out on the vendor's website using your own payment information, you may not be able to be reimbursed for your purchase.** TheoPay will process the order for you.
- For families with multiple students:
    - Submit TheoPay requests individually for each student participating in the Hope Scholarship Program.
    - The fulfillment team will combine orders when possible to optimize shipping.
- Taking advantage of sales or discounts:
    - Student First Technologies cannot guarantee that orders will be fulfilled in time to secure sales prices or discounts available at the time the parents places the order, but will make every attempt to secure the favorable pricing when fulfilling the order.
- If an item is initially denied:
    - Within the TheoPay App, families can submit the product for reconsideration, which results in product eligibility review.
    - The initial denial may be overturned if the item is determined to be allowable.
- TheoPay purchases must be made through a web browser, not through vendor-specific apps.

15. TheoPay Order Return & Refund Process

Initial Return Request

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

Note: All returns under the Hope Scholarship Program are subject to the return policies of the vendor from which the returned item was originally purchased. This includes the timeframe to complete a return as well as any restocking fees or other charges for returns processed after

the eligible period. If the vendor will not permit the return of a specific TheoPay item under the vendor's return policy, the Hope Scholarship student will not be able to receive a refund for the item.

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

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

16. School Withdrawal & Refund Process

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

Initial Withdrawal Stage

Before Starting Withdrawal

- Please review your current non-public school's withdrawal policy. Hope Scholarship funds cannot be used to pay for services not rendered to a student. Families may be responsible for expenses non-refundable by a specific school's withdrawal policy.

- Determine new educational path:
  - Different Hope participating school
  - IIP (learning at home) program
  - Return to public school
  - Other

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

Withdrawal Refund Processing Stage

1. **School Refund Process**
   - Hope Scholarship Board Staff will work with the school to initiate a withdrawal in the Hope Scholarship online portal, which will remove the student from the school, freeing the student to make a new school selection in the system.
   - The withdrawal process also calculates whether the school owes a refund for the student based on the number of instructional days the student attended the school and the school's annual tuition rate. If a refund is due for the student, the system will generate a negative invoice for the school.
   - The school will issue a refund to Student First Technologies to pay the negative invoice for the student within 30 days of the student's withdrawal from the school.
2. **Refund Processing by Hope Scholarship Program**
   - Student First Technologies receives the student's refund check from the school, verifies the amount and student details, and processes the refund total back to the student's Hope Scholarship account.

17. Support and Assistance

If you encounter any issues, the Hope Engagement Center is available to assist you by contacting help@hopescholarshipwv.com or 681-999-HOPE (4673). Thank you for your participation in the West Virginia Hope Scholarship Program!