

Hope Scholarship Program

Parent/Guardian User FAQs

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Hope Scholarship Program: Parent/Guardian User FAQs

I. Account Setup and Management

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

Answer:

- Check for an email from invitations@theolearning.com with the subject "Please claim your ESA account"
- Click the provided link to set up your password

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

Answer:

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

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

Answer:

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

4. Do I need to reapply for the upcoming 2024-25 school year if I previously completed and submitted an application in the EMA System?

Answer:

- No, your application(s) from the EMA system will transition automatically
- Your student(s) existing application(s) will be visible upon your first time accessing the new Hope Scholarship Platform.
- Note that all application drafts in EMA were deleted; an application draft is an application that was started but never completed.

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

Answer:

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

6. How do I update my contact information?

Answer:

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

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

Answer:

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

II. Funding and Payments

8. When will funds be available in my account?

Answer:

- New funds for 2024-25 will be available by August 15th
- Returning participants should be able to access rollover funds July 31st
- Hope Scholarship funds are deposited in two installments: August 15th and January 15th
- Students participating in the Program for less than a full year will receive their prorated funds as soon as feasible after being awarded Program participation. The Board generally deposits prorated funds to awarded students on a monthly basis, to allow time for the various state processes needed to make the transfer after an application is approved and the Student is awarded.

9. How do I direct my student(s) funds or make payments once funding is available?

Answer:

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

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

Answer:

- After you have selected the school and initiated the enrollment request, the school will assign tuition and fees and apply any discounts if applicable for your student
- After the school has completed the enrollment request, you must review and pay your student's tuition and fees under the "My School" tile. Click the "Pay Tuition & Fees" button and follow the prompts to complete the payment for your student's associated non-public school
- This step is mandatory and not automated
- For step by step guidance on this process please also review the Parent/Guardian Portal User Guide or contact the Hope Scholarship Engagement Center at 681-999-HOPE (4673) or help@hopescholarshipwv.com

11. When will funds be available in my account?

Answer:

- Carryover funds will not be initially visible in the digital wallet
- Carryover funds from the previous year may be available on July 31st at the earliest

12. If a student has a remaining balance in their Hope Scholarship Account at the end of the year, and the student enrolls into public school full time, what happens to those funds?

Answer:

- If a student enrolls back into public school full time, the affected family's Hope Scholarship account will be immediately frozen
- Any unspent funds at the time your student returns to public school will be returned to the state of West Virginia.

13. Is the Hope Scholarship tax-free or is there a 1099 issued?

Answer:

- Funds deposited into a Student's Hope Scholarship account, other than those expended on fee-for-service transportation services, do not count as West Virginia taxable income for the Account Holder of a Hope Scholarship Student or for the Student themselves.

III. School Enrollment and Tuition

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

Answer:

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

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

Answer:

- Once you've selected a school, the school will input your tuition and fee amounts.
- Once the school completes the tuition and fee amounts for your student the information will populate the "Pay Tuition & Fees" step in the "My School" section
- Navigate to the "My School" section by clicking on the corresponding tile in your account dashboard

IV. TheoPay and Marketplace

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

Answer:

- TheoPay is a tool for purchasing products from approved vendors with your student's Hope Scholarship funds outside of the Hope Scholarship platform
- TheoPay transactions will only be approved if the purchase is an approved qualifying expense for the Hope Scholarship Program.
- To use TheoPay, download the TheoPay browser extension
- Follow the installation instructions provided in your account

- For step by step guidance on TheoPay, please review in the Parent/Guardian Portal User Guide available on the Hope Scholarship website www.hopescholarshipwv.com

17. What can I purchase with TheoPay?

Answer:

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

18. How does the purchase process work with TheoPay?

Answer:

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

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

Answer:

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

20. Can I use TheoPay for multiple students?

Answer:

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

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

Answer:

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

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

Answer:

- You can submit the item for consideration
- The Hope Scholarship team will review and may overturn the decision if the item is allowable

23. How will the TheoPay system improve over time?

Answer:

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

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

Answer:

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

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

Answer:

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

26. Will there be a charge for shipping costs when using TheoPay?

Answer:

- If shipping costs are included in the cart, they'll be included in the final price submitted for fulfillment
- If shipping hasn't been calculated yet, it will be calculated and assessed at fulfillment
 - The final price might vary slightly if shipping is not included in the original submission
- For multiple students participating in the Hope Scholarship Program, TheoPay requests must be submitted individually, but the fulfillment team will combine orders when possible to optimize shipping

27. Can you give examples of vendors that might be available through TheoPay?

Answer:

- Some examples include, but are not limited too: Amazon, Best Buy, and Walmart
- The Hope Scholarship Program is working to make all vendors from last year's MyScholarShop whitelisted for TheoPay participation

- Any vendor with an individualized online shopping cart could potentially work with TheoPay, subject to Hope Scholarship approval
- Parents/Guardians can request new vendors to be added/whitelisted throughout the year

28. What's the advantage of using TheoPay over Marketplace?

Answer:

- Services are generally found in “Marketplace”
- TheoPay allows for purchases from a wider range of online stores with shopping carts
- Each offers access to different types of educational services and products

29. How does TheoPay communicate with our account? Is it an app or do we find it in a browser?

Answer:

- TheoPay is a browser-based app
- To access TheoPay in a browser, you will need to re-enter your Hope Scholarship account password to create a secure connection
- As you make purchases through TheoPay, it updates your purchase request list in real-time inside your Hope Scholarship account
- For families with multiple students, you can switch between students within the TheoPay app
- For step-by-step instructions on how to navigate TheoPay, please review the Hope Scholarship Parent/Guardian Portal User Guide available on the Hope Scholarship website www.hopescholarshipwv.com

30. Can we use TheoPay for school supplies?

Answer:

- Yes, TheoPay can be used for purchasing school supplies for your participating Hope Scholarship student(s).

31. Will we be able to take advantage of West Virginia tax-free week with TheoPay?

Answer:

- Yes, provided vendors are approved by the Hope Scholarship Program and participate in WV’s tax-free week on their website
- Submit orders early in the sale period for time-sensitive discounts

IV. Reimbursements

32. How do I submit a reimbursement request?

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

33. What if my reimbursement request is denied?

Answer

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

V. Academic Progress and Eligibility

34. What does "Conditionally Eligible" status mean?

Answer:

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

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

Answer:

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

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

Answer:

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

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

Answer:

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

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

Answer:

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

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

Answer:

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

40. Will "Conditionally Eligible" accounts be funded?

Answer:

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

VI. Hope Customer Service

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

Answer:

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

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

Answer:

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

VII. Important Dates and Deadlines

43. When is the deadline for claiming my account?

Answer:

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

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

Answer:

- Schools can start seeing student enrollments starting July 29, 2024
- This is contingent on Parents/Guardians claiming accounts and selecting schools for their participating student(s)

45. When will the updated parent handbook be available?

Answer:

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

VIII. Additional Information

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

Answer:

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

IX. Final Notes

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

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



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