

Hope Scholarship Program

Parent/Guardian Portal User Guide

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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 students.

2. Creating a New Account

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

Getting Started

- Navigate to the Hope Scholarship Program platform 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 Hope Scholarship platform.

Select Language ▼
Powered by Google Translate

Sign In Create Account

Sign In

HOPE SCHOLARSHIP
WEST VIRGINIA

Email

Password

Sign In

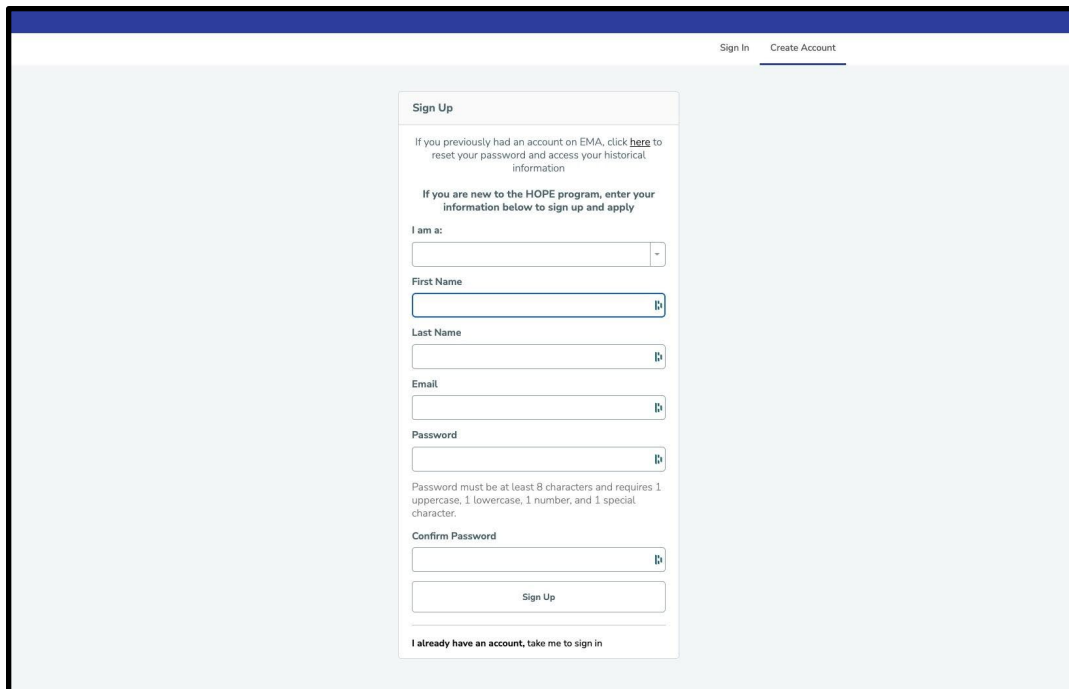
Help! I forgot my password
Or, I need to create a new account

Powered by Theodore™
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- 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.



The screenshot shows a web page with a dark blue header. In the top right corner of the header, there are two links: "Sign In" and "Create Account", with "Create Account" being the active link. The main content area is light blue and contains a white "Sign Up" form. The form has the following elements: a title "Sign Up", a paragraph for previous users with a link to reset their password, a paragraph for new users, a dropdown menu for "I am a:", input fields for "First Name", "Last Name", "Email", "Password", and "Confirm Password", a password requirement note, a "Sign Up" button, and a link at the bottom for existing users.

Sign In Create Account

Sign Up

If you previously had an account on EMA, click [here](#) to reset your password and access your historical information

If you are new to the HOPE program, enter your information below to sign up and apply

I am a:

First Name

Last Name

Email

Password

Password must be at least 8 characters and requires 1 uppercase, 1 lowercase, 1 number, and 1 special character.

Confirm Password

[I already have an account, take me to sign in](#)

Important Information for Previous EMA Platform Users

Before proceeding with the sign-up form, please review the following important information:

- **If you previously participated in the Hope Scholarship Program prior to the 2024-2025 school year**, this means you had an account on EMA, the previous scholarship management platform.
- **For previous EMA users:** Click on the password link provided on the Sign Up page to connect your historical information to your new Hope Scholarship Account.
 - Enter the email address that was associated with your EMA platform account.

Sign In Create Account

Sign Up

If you previously had an account on EMA, click [here](#) to reset your password and access your historical information

If you are new to the HOPE program, enter your information below to sign up and apply

I am a:

First Name

Last Name

Email

Password

Confirm Password

Sign Up

[I already have an account, take me to sign in](#)

- All historical information from your previous participation will be automatically added to your renewed Hope Scholarship Account.
- This ensures continuity of your program participation and maintains your historical records.

Creating a New Account (New Participants)

If you did not previously participate in the Hope Scholarship Program or did not have an EMA platform account, 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.

The screenshot shows the 'Sign Up' form for the HOPE Scholarship. At the top, there are links for 'Sign In' and 'Create Account'. The form is titled 'Sign Up' and includes instructions for existing and new users. It contains input fields for 'First Name', 'Last Name', 'Email', 'Password', and 'Confirm Password'. A password requirement note states: 'Password must be at least 8 characters and requires 1 uppercase, 1 lowercase, 1 number, and 1 special character.' A 'Sign Up' button is at the bottom of the form, and a link 'I already have an account, take me to sign in' is at the very bottom.

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.

Sign In Create Account

Sign Up

If you previously had an account on EMA, click [here](#) to reset your password and access your historical information

If you are new to the HOPE program, enter your information below to sign up and apply

I am a:

First Name

Last Name

Email

Password

Password must be at least 8 characters and requires 1 uppercase, 1 lowercase, 1 number, and 1 special character.

Confirm Password

[Sign Up](#)

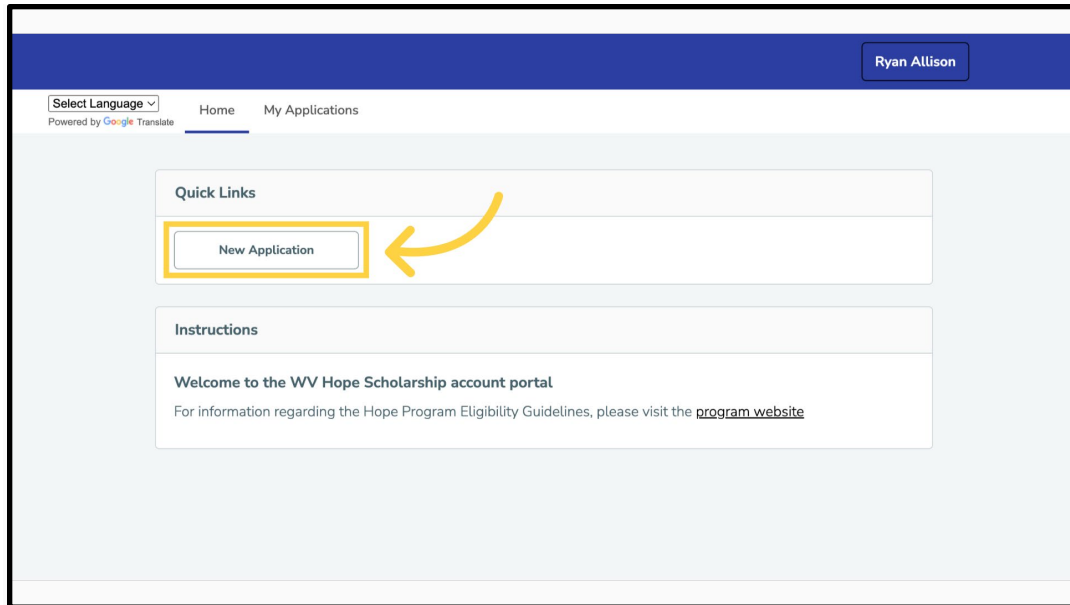
[I already have an account, take me to sign in](#)

- 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.

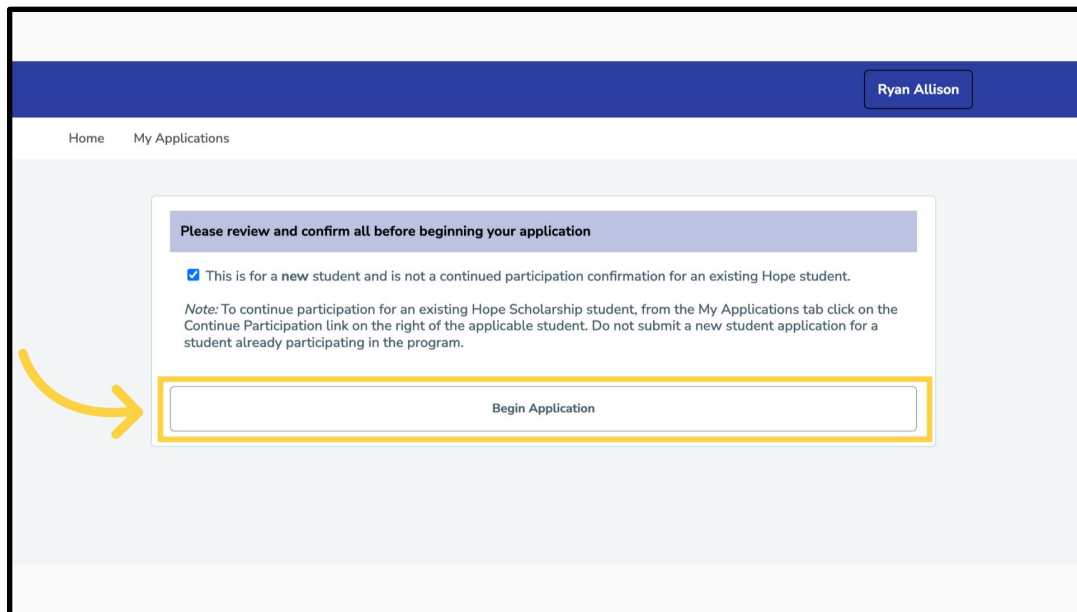
3. Submitting a New Application

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



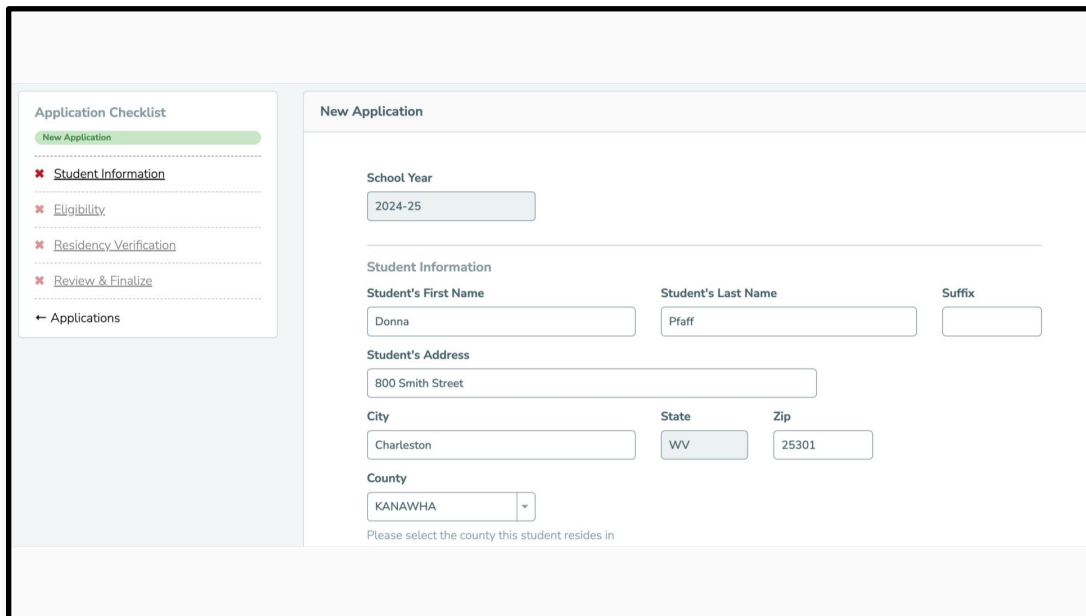
- Review and confirm your intent to apply:
 - Check the "Confirm New Application" box
 - This feature ensures you're intentionally starting a new application
 - Click "Begin Application" to proceed



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.



The screenshot displays the 'New Application' form. On the left is an 'Application Checklist' with the following items: 'New Application' (highlighted in green), 'Student Information' (marked with a red X), 'Eligibility' (marked with a red X), 'Residency Verification' (marked with a red X), and 'Review & Finalize' (marked with a red X). Below the checklist is a link for 'Applications'. The main form area is titled 'New Application' and contains the following fields:

- School Year:** A dropdown menu showing '2024-25'.
- Student Information:**
 - Student's First Name:** Text input with 'Donna'.
 - Student's Last Name:** Text input with 'Pfaff'.
 - Suffix:** Empty text input.
- Student's Address:** Text input with '800 Smith Street'.
- City:** Text input with 'Charleston'.
- State:** Dropdown menu showing 'WV'.
- Zip:** Text input with '25301'.
- County:** Dropdown menu showing 'KANAWHA'.

Below the County dropdown is a note: 'Please select the county this student resides in'.

Student Information Section

- Enter your student's demographic information:
 - Full name
 - Date of birth
 - County of residence
 - WVEIS number (typically found on your child's report cards or school lunch bills)
 - Click "Check" to verify eligibility

Student's Birthday

October

10

2016

Race

White

Ethnicity

Non-Hispanic or Latino

Gender

Female

Student Demographic Information

What is your student's WVEIS #?

74561654

Check

Primary Parent or Guardian

First Name

Ryan

Last Name

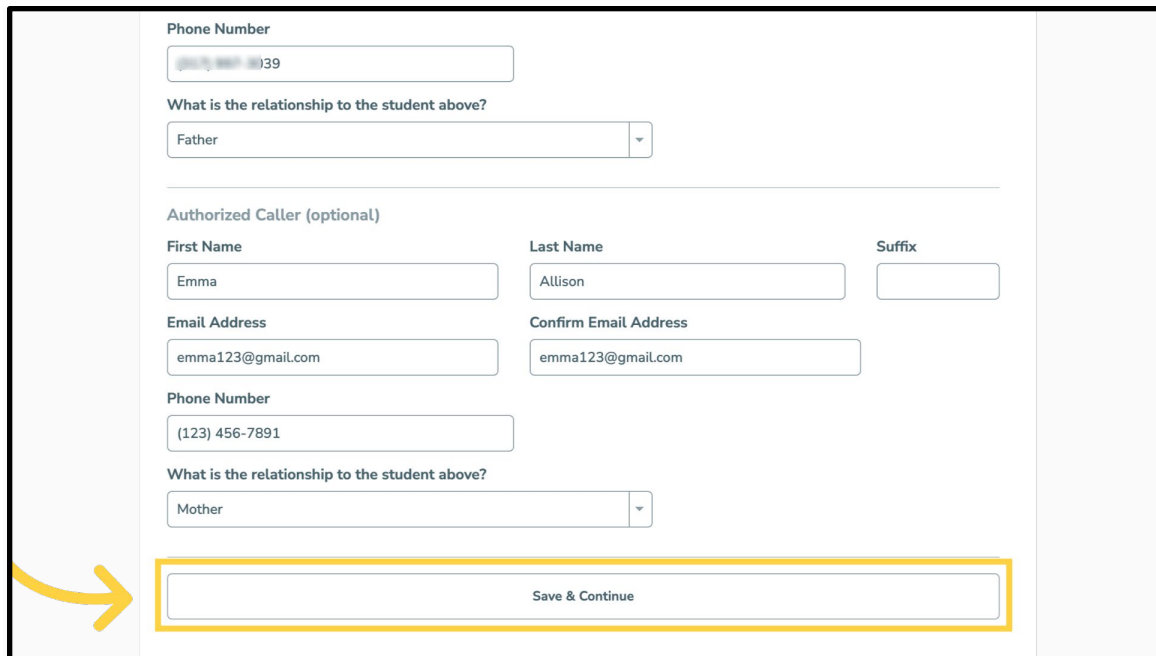
Allison

Suffix

Email Address

ryan+testparent6@studentfirsttech.com

- 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
 - Click "Save and Continue"



Phone Number
[Redacted] 39

What is the relationship to the student above?
Father

Authorized Caller (optional)

First Name
Emma

Last Name
Allison

Suffix
[Empty]

Email Address
emma123@gmail.com

Confirm Email Address
emma123@gmail.com

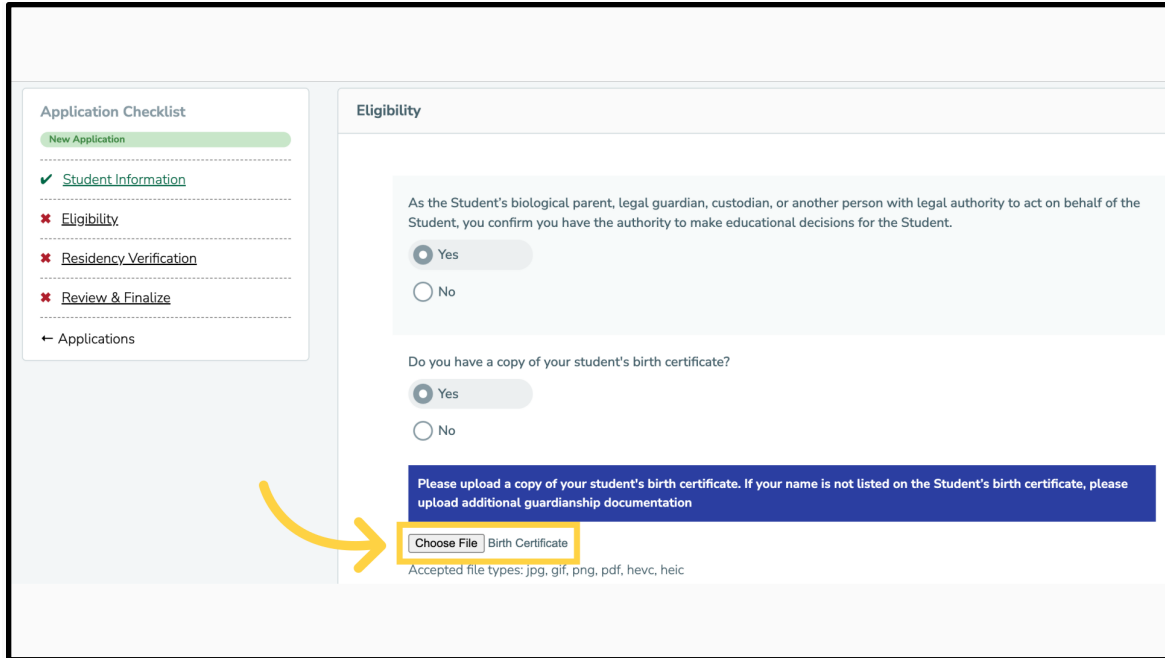
Phone Number
(123) 456-7891

What is the relationship to the student above?
Mother

Save & Continue

Eligibility Section

- Verify your legal authorization to apply on behalf of the student
- Upload student's birth certificate (ensure it's in one of the supported file formats for clear visibility)



Application Checklist

- New Application
- ✓ [Student Information](#)
- ✗ [Eligibility](#)
- ✗ [Residency Verification](#)
- ✗ [Review & Finalize](#)
- ← Applications

Eligibility

As the Student's biological parent, legal guardian, custodian, or another person with legal authority to act on behalf of the Student, you confirm you have the authority to make educational decisions for the Student.

☒ Yes
☐ No

Do you have a copy of your student's birth certificate?

☒ Yes
☐ No

Please upload a copy of your student's birth certificate. If your name is not listed on the Student's birth certificate, please upload additional guardianship documentation

[Choose File](#) Birth Certificate

Accepted file types: jpg, gif, png, pdf, hevc, heic

- 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"

Is your student classified as a student with special needs? Please note that your response to this question does not impact your student's scholarship amount. This data is being collected to help satisfy legislative reporting requirements at an aggregate level. Special needs include cognitive or psychiatric conditions, physical impairments, chronic illnesses, learning disabilities, etc.

☒ Yes
☐ No

OPTIONAL: If you answered yes above and wish to have documentation of your child's special needs on file to support certain purchases related to their diagnosis, please upload the documentation here. This is NOT required.

[Choose File](#) Special Needs Documentation
Accepted file types: jpg, gif, png, pdf, hevc, heic

[Add Another File +](#)

What is the reason for withdrawing your child from public school?

Wanted a smaller class size

[Save & Continue →](#)

Residency Verification Section

Two options are available to verify West Virginia residency:

1. Plaid verification:
 - Quick and secure verification using your driver's license
2. Document upload:
 - Select document type from dropdown menu
 - Upload qualifying document (e.g., utility bill)
 - Click "Save and Continue"

Application Checklist

- New Application
- ✓ Student Information
- ✓ Eligibility
- ✗ Residency Verification
- ✗ Review & Finalize
- ← Applications

Residency Verification

Select Residency Verification Method

West Virginia Hope Scholarship offers two methods to verify your residency. The first is using a third party service called Plaid. We recommend using Plaid to quickly verify your residency using a state issued ID card (Example: Driver's License, etc.).

You can also upload additional document(s) to verify your residency.

Verify Residency Instantly Using Plaid Upload Residency Document(s)

Upload Proof of Residency Document(s)

Based on your selection above, you must upload proof of residency documentation that reflects an address matching the one listed on your application.

You can view a complete list of acceptable documents [here](#). You may only submit one copy of each document type.

Select Document Type

Utility Bills - Internet (Must be dated within the last 60 days)

Choose File Utility Bill Accepted file types: jpg, gif, png, pdf, hevc, heic

[Add Another Document](#)

Save & 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

Application Checklist

New Application

✓ Student Information

✓ Eligibility

✓ Residency Verification

✗ Review & Finalize

← Applications

Review & Finalize

HOPE SCHOLARSHIP ACCOUNT HOLDER AGREEMENT

This contractual agreement must be executed electronically using the Hope Scholarship portal in order to complete your application to participate in the Hope Scholarship Program.

DEFINITIONS OF TERMS USED IN AGREEMENT

Account means the Student's Hope Scholarship Account. **Account Holder** means the parent or guardian of the Student or other person designated and authorized to administer and manage the Student's Hope Scholarship Account. **Account information** means all information within the Hope Scholarship Portal associated with a Hope Scholarship account, including but not limited to records of account balance, account transactions, account invoices, and account user information. **Act** means the Hope Scholarship Act, contained in *W. Va. Code §§ 18-31-1 et seq.* **Agreement** means the Agreement between Account Holder and the Board contained herein, which includes the terms required by *W. Va. Code § 18-31-5* and *W. Va. Code of State Rules § 112-18-6*. **Annual Continued Participation Confirmations** means the information and forms required for a Student to continue the Student's Account and participation in the Hope Scholarship Program from one school year to the next, as required by *W. Va. Code § 18-31-8* and *W. Va. Code of State Rules § 112-18-4.2*. **Board** means the Hope Scholarship Board, established in *W. Va. Code § 18-31-3*. **County** means the county school district in which the Student resides. **Hope Scholarship Portal or Portal** means the Hope Scholarship Program's portal, or any other portal utilized by the Board, as "online portal" is defined in *W. Va. Code of State Rules § 112-18-2*. **Participating school** means an approved educational service provider that is a participating school, as that term is defined in *W. Va. Code § 18-31-2*. **Program** means the Hope


☒ I agree to the terms above

- Sign the application:
 - Use mouse, trackpad, or touchscreen to sign your name in the designated area
 - 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

account balance, account transactions, account invoices, and account user information. **Act** means the Hope Scholarship Act, contained in *W. Va. Code* §§ 18-31-1 *et seq.* **Agreement** means the Agreement between Account Holder and the Board contained herein, which includes the terms required by *W. Va. Code* § 18-31-5 and *W. Va. Code of State Rules* § 112-18-6. **Annual Continued Participation Confirmations** means the information and forms required for a Student to continue the Student's Account and participation in the Hope Scholarship Program from one school year to the next, as required by *W. Va. Code* §18-31-8 and *W. Va. Code of State Rules* § 112-18-4.2. **Board** means the Hope Scholarship Board, established in *W. Va. Code* § 18-31-3. **County** means the county school district in which the Student resides. **Hope Scholarship Portal or Portal** means the Hope Scholarship Program's portal, or any other portal utilized by the Board, as "online portal" is defined in *W. Va. Code of State Rules* § 112-18-2. **Participating school** means an approved educational service provider that is a participating school, as that term is defined in *W. Va. Code* § 18-31-2. **Program** means the Hope

☒ I agree to the terms above

Please Sign Below



Clear Signature

Finalize & Submit

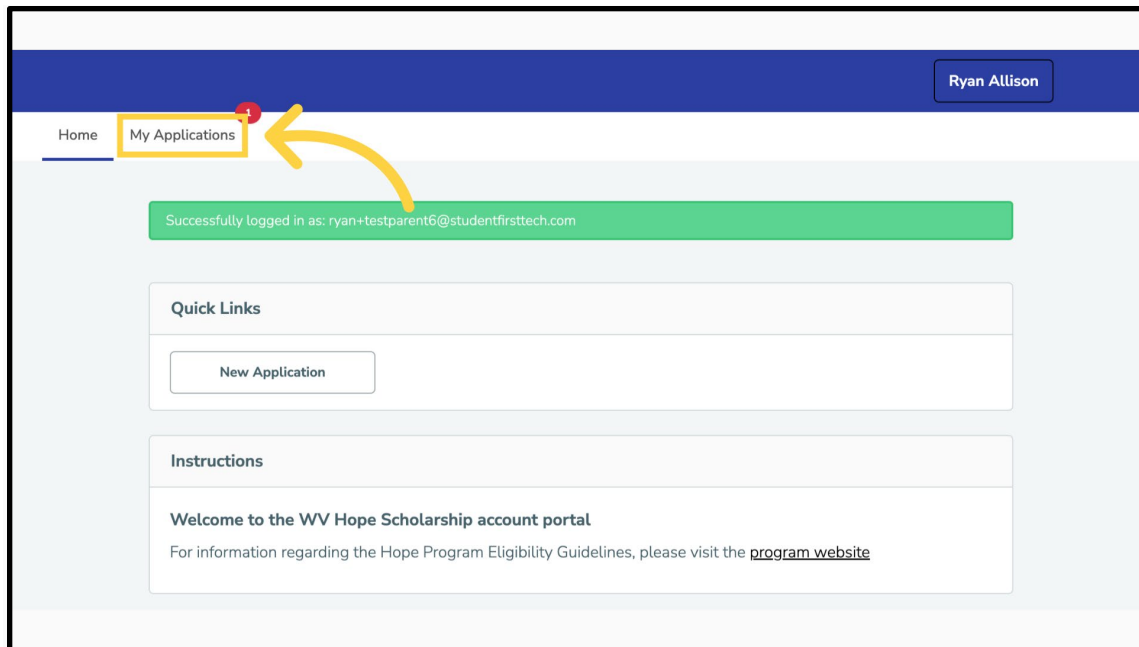
Save for Later

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).

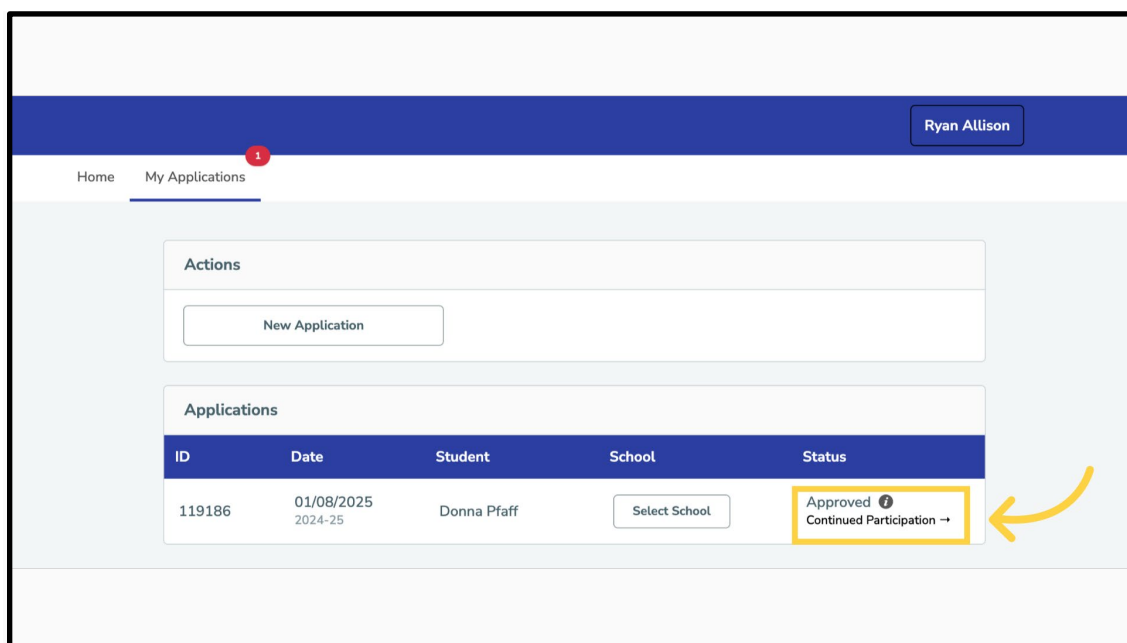
4. Submitting a Continued Participation Confirmation

For students continuing in the Hope Scholarship Program:

- Log into your account at app.hopescholarshipwv.com
- Navigate to the "My Applications" tab at the top of the page



- Note: If you accidentally clicked "New Application," 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.



- Locate your student's previous year application
- Click the "Continued Participation" button to begin updating and confirming your student's Continued Participation Confirmation for the new school year

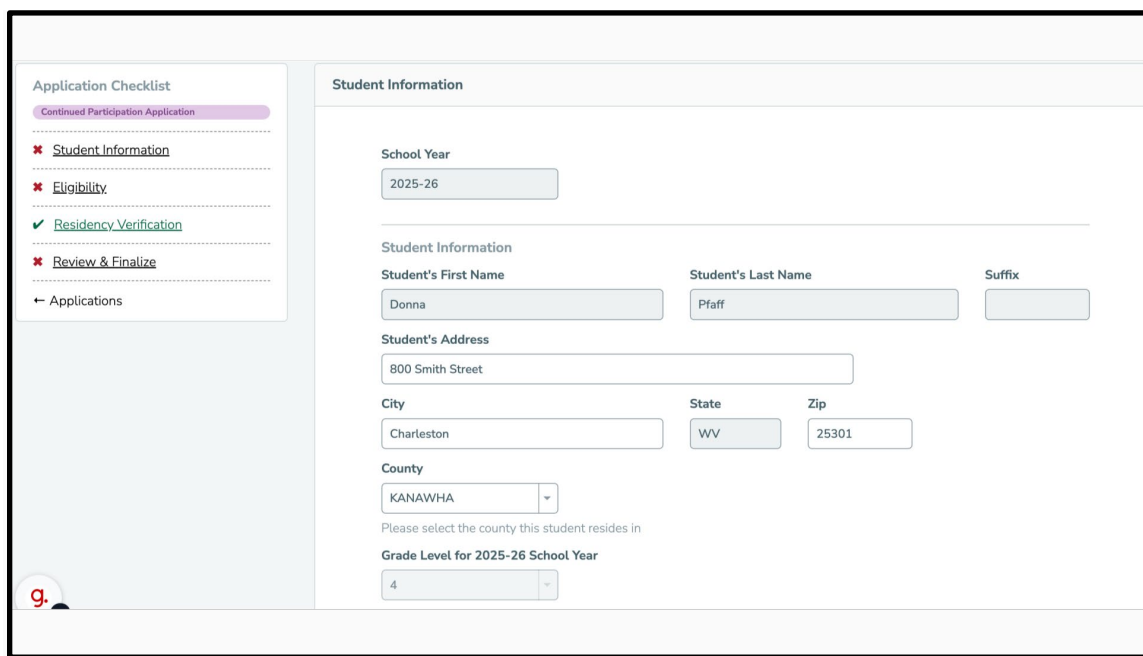
The Continued Participation Confirmation consists of four main sections:

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

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 each section to ensure no data is lost.

Student Information Section

- Verify demographic information and WVEIS number
- Ensure all details remain accurate and current for confirming eligibility



The screenshot shows the 'Student Information' section of the 'Continued Participation Application' form. On the left is an 'Application Checklist' with four items: 'Student Information' (marked with a red X), 'Eligibility' (marked with a red X), 'Residency Verification' (marked with a green checkmark), and 'Review & Finalize' (marked with a red X). Below the checklist is a '← Applications' link. The main form area is titled 'Student Information' and contains the following fields:

- School Year:** A dropdown menu showing '2025-26'.
- Student Information:** A sub-section header.
- Student's First Name:** A text input field containing 'Donna'.
- Student's Last Name:** A text input field containing 'Pfaff'.
- Suffix:** An empty text input field.
- Student's Address:** A text input field containing '800 Smith Street'.
- City:** A text input field containing 'Charleston'.
- State:** A dropdown menu showing 'WV'.
- Zip:** A text input field containing '25301'.
- County:** A dropdown menu showing 'KANAWHA'.
- Grade Level for 2025-26 School Year:** A dropdown menu showing '4'.

Below the 'County' dropdown, there is a note: 'Please select the county this student resides in'.

Student's Birthday

October

10

2016

Race

White

Ethnicity

Non-Hispanic or Latino

Gender

Female

Student Demographic Information

What is your student's WVEIS #?

74561654

Primary Parent or Guardian

First Name

Ryan

Last Name

Allison

Suffix

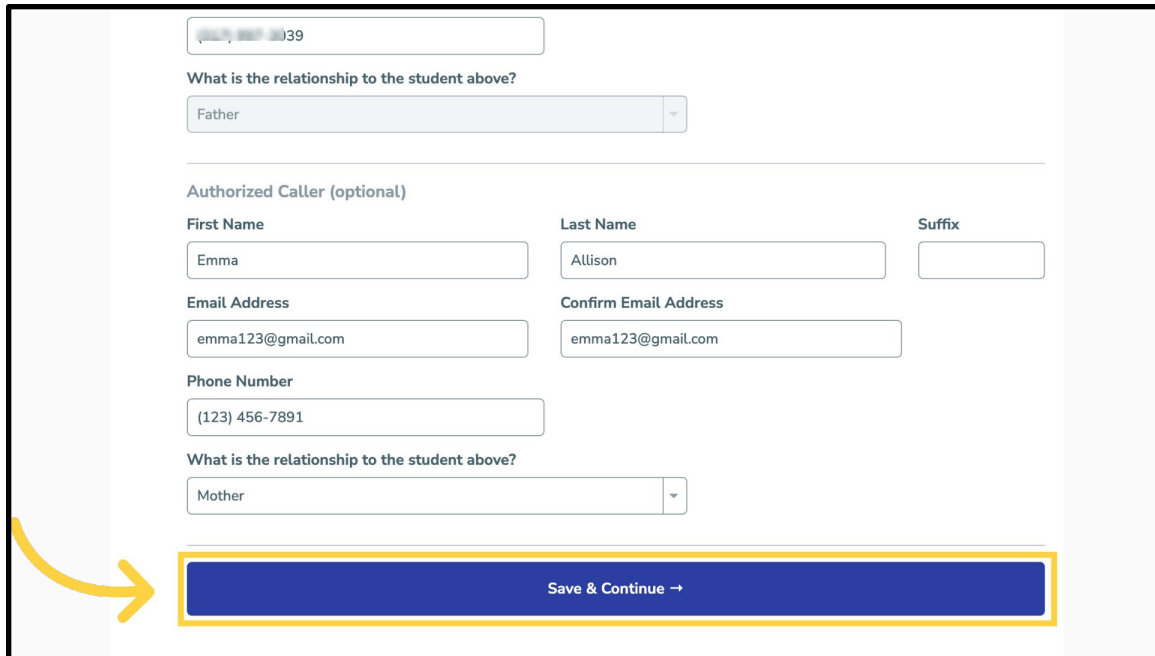
Email Address

ryan+testparent6@studentfirsttech.com

Phone Number

(252) 887-3038

- 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"



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What is the relationship to the student above?

Father

Authorized Caller (optional)

First Name Last Name Suffix

Emma Allison

Email Address Confirm Email Address

emma123@gmail.com emma123@gmail.com

Phone Number

(123) 456-7891

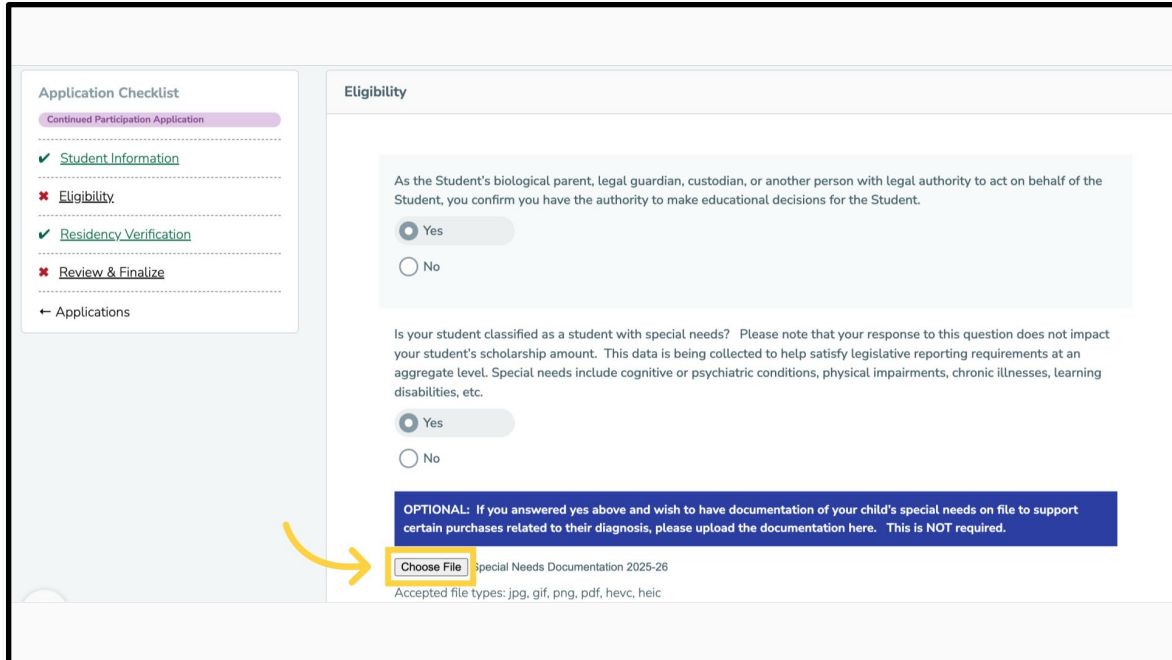
What is the relationship to the student above?

Mother

Save & Continue →

Eligibility Section

- Confirm your legal authority to make educational decisions for your student
- Update special needs information if applicable:
 - Upload new supporting documentation if desired (this is optional but may support future purchases related to their diagnosis)



Application Checklist

- Continued Participation Application
- ✓ Student Information
- ✗ Eligibility
- ✓ Residency Verification
- ✗ Review & Finalize
- ← Applications

Eligibility

As the Student's biological parent, legal guardian, custodian, or another person with legal authority to act on behalf of the Student, you confirm you have the authority to make educational decisions for the Student.

☒ Yes ☐ No

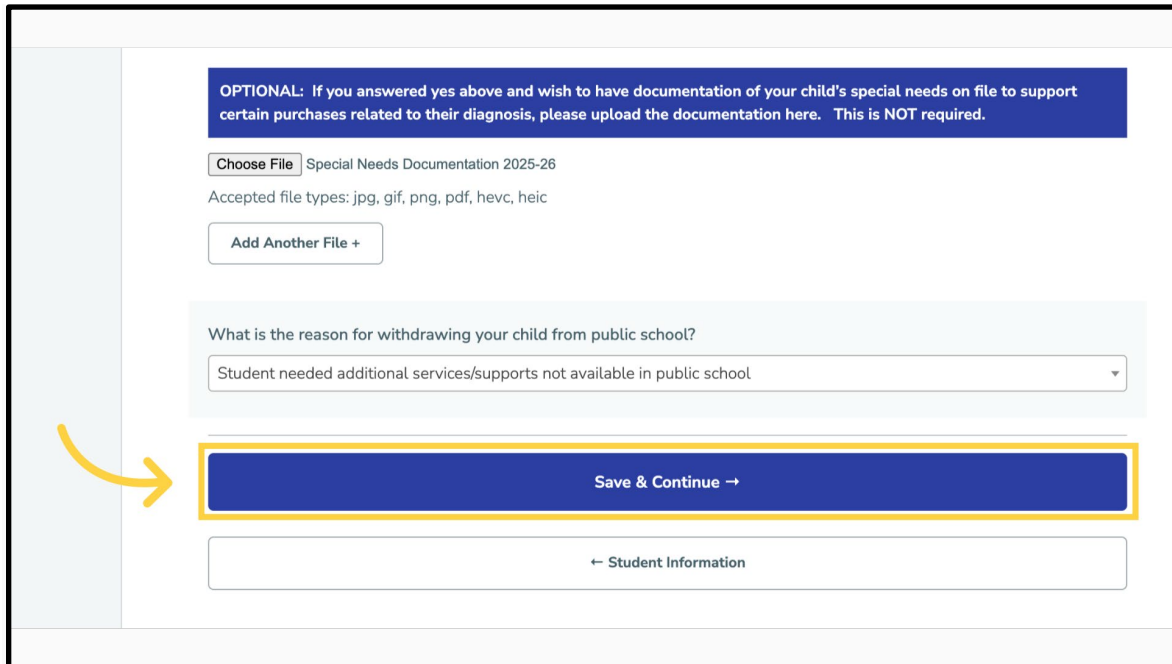
Is your student classified as a student with special needs? Please note that your response to this question does not impact your student's scholarship amount. This data is being collected to help satisfy legislative reporting requirements at an aggregate level. Special needs include cognitive or psychiatric conditions, physical impairments, chronic illnesses, learning disabilities, etc.

☒ Yes ☐ No

OPTIONAL: If you answered yes above and wish to have documentation of your child's special needs on file to support certain purchases related to their diagnosis, please upload the documentation here. This is NOT required.

Choose File Special Needs Documentation 2025-26
Accepted file types: jpg, gif, png, pdf, hevc, heic

- Verify public school withdrawal reason:
 - Select appropriate option from dropdown menu
 - Click "Save and Continue"



OPTIONAL: If you answered yes above and wish to have documentation of your child's special needs on file to support certain purchases related to their diagnosis, please upload the documentation here. This is NOT required.

Choose File Special Needs Documentation 2025-26
Accepted file types: jpg, gif, png, pdf, hevc, heic

Add Another File +

What is the reason for withdrawing your child from public school?

Student needed additional services/supports not available in public school

Save & Continue →

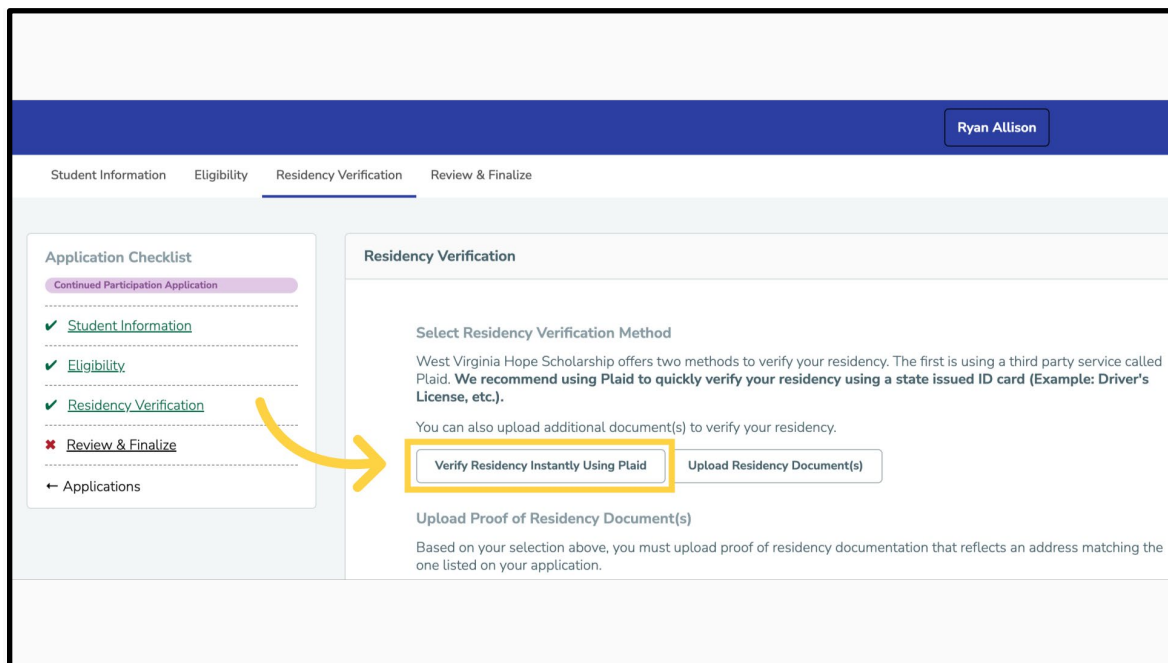
← Student Information

Residency Verification Section

Complete verification using one of two methods:

1. Plaid Instant Verification (Recommended):

- Click "Verify Residency Instantly Using Plaid"
- Enter required information:
 - Primary telephone number
 - Full name
 - Click "Continue"



Ryan Allison

Student Information Eligibility **Residency Verification** Review & Finalize

Application Checklist

Continued Participation Application

- ✓ [Student Information](#)
- ✓ [Eligibility](#)
- ✓ [Residency Verification](#)
- ✗ [Review & Finalize](#)

← Applications

Residency Verification

Select Residency Verification Method

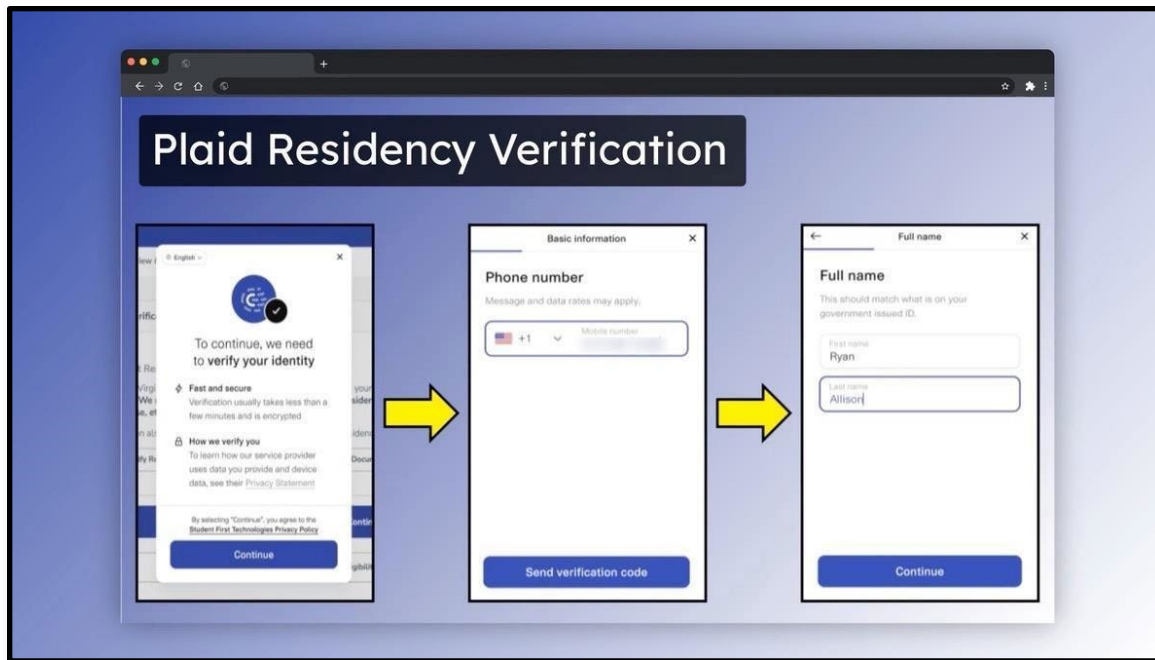
West Virginia Hope Scholarship offers two methods to verify your residency. The first is using a third party service called Plaid. **We recommend using Plaid to quickly verify your residency using a state issued ID card (Example: Driver's License, etc.).**

You can also upload additional document(s) to verify your residency.

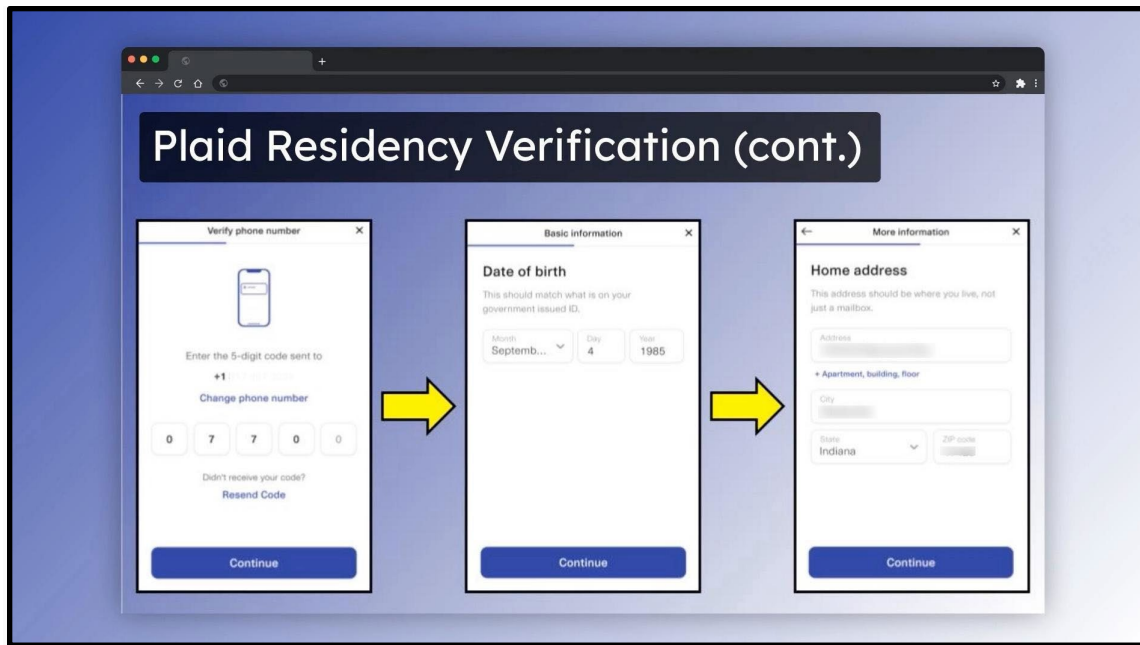
[Verify Residency Instantly Using Plaid](#)
[Upload Residency Document\(s\)](#)

Upload Proof of Residency Document(s)

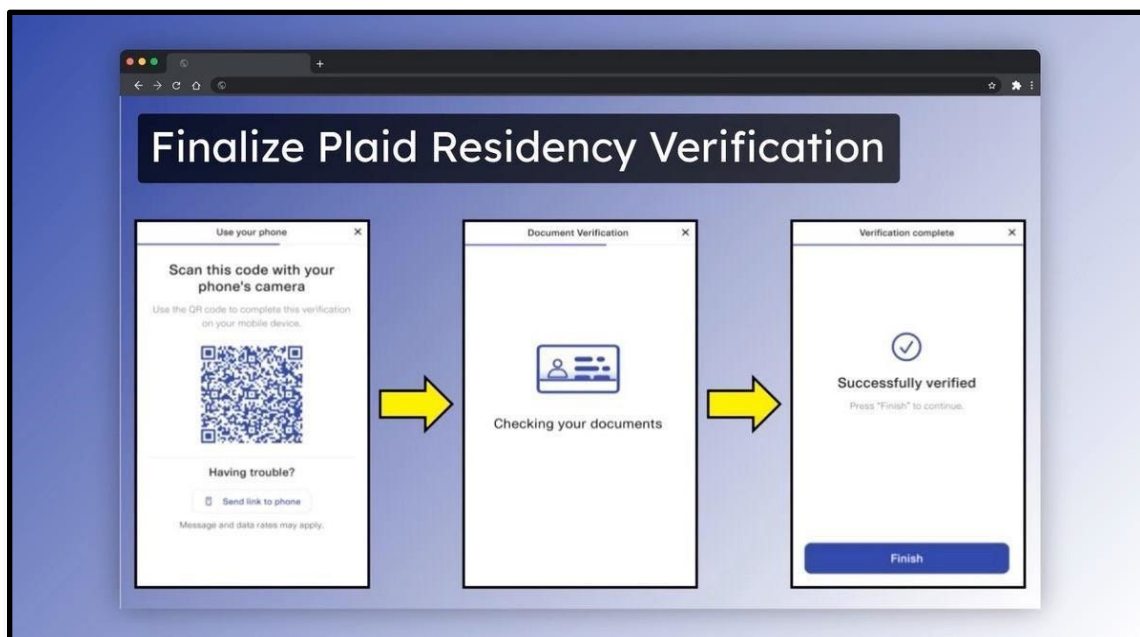
Based on your selection above, you must upload proof of residency documentation that reflects an address matching the one listed on your application.



- Complete phone verification:
 - Enter the five-digit code sent via text message to your phone
 - Provide date of birth and current address
 - Note: P.O. boxes should not be entered - use your real home address
 - Click "Continue"



- Complete ID verification:
 - Scan the QR code with your smartphone camera
 - Follow the prompts to upload front and back images of your driver's license
 - Click "Finish" once you see the "Successfully Verified" screen



- Confirmation screen will appear
- Click "Save and Continue"

The screenshot shows the 'Residency Verification' section of the application. At the top, the user's name 'Ryan Allison' is displayed. Below the navigation tabs 'Verification' and 'Review & Finalize', the 'Residency Verification' title is shown. The instructions state: 'Select Residency Verification Method. West Virginia Hope Scholarship offers two methods to verify your residency. The first is using a third party service called Plaid. We recommend using Plaid to quickly verify your residency using a state issued ID card (Example: Driver's License, etc.). You can also upload additional document(s) to verify your residency.' Two buttons are present: 'Verify Residency Instantly Using Plaid' and 'Upload Residency Document(s)'. A green bar below the first button says 'Identity Information submitted via Plaid'. A yellow arrow points to the 'Save & Continue' button, which is highlighted with a yellow border. At the bottom, there is a '← Eligibility' button.

2. Document Upload Alternative:

- Select qualifying document type from dropdown
- Upload current proof of residency document
- 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 program
- Check box to confirm acceptance of terms

Application Checklist

Continued Participation Application

- ✓ Student Information
- ✓ Eligibility
- ✓ Residency Verification
- ✗ Review & Finalize
- ← Applications

Review & Finalize

HOPE SCHOLARSHIP ACCOUNT HOLDER AGREEMENT

This contractual agreement must be executed electronically using the Hope Scholarship portal in order to complete your application to participate in the Hope Scholarship Program.

DEFINITIONS OF TERMS USED IN AGREEMENT

Account means the Student's Hope Scholarship Account. **Account Holder** means the parent or guardian of the Student or other person designated and authorized to administer and manage the Student's Hope Scholarship Account. **Account information** means all information within the Hope Scholarship Portal associated with a Hope Scholarship account, including but not limited to records of account balance, account transactions, account invoices, and account user information. **Act** means the Hope Scholarship Act, contained in *W. Va. Code §§ 18-31-1 et seq.* **Agreement** means the Agreement between Account Holder and the Board contained herein, which includes the terms required by *W. Va. Code § 18-31-5* and *W. Va. Code of State Rules § 112-18-6*. **Annual Continued Participation Confirmations** means the information and forms required for a Student to continue the Student's Account and participation in the Hope Scholarship Program from one school year to the next, as required by *W. Va. Code § 18-31-8* and *W. Va. Code of State Rules § 112-18-4.2*. **Board** means the Hope Scholarship Board, established in *W. Va. Code § 18-31-3*. **County** means the county school district in which the Student resides. **Hope Scholarship Portal or Portal** means the Hope Scholarship Program's portal, or any other portal utilized by the Board, as "online portal" is defined in *W. Va. Code of State Rules § 112-18-2*. **Participating school** means an approved educational service provider that is a participating school, as that term is defined in *W. Va. Code § 18-31-2*. **Program** means the Hope

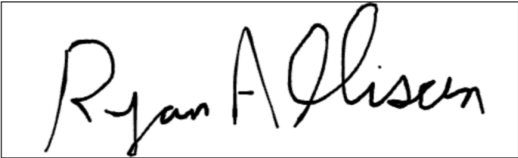
☒ I agree to the terms above

- Sign your name in the space provided:
 - Use mouse, trackpad, or touchscreen to sign your name in the designated area
 - Click "Save for Later" if you need to complete at another time
 - Click "Finalize and Submit" when ready to send your Continued Participation Confirmation for review

account balance, account transactions, account invoices, and account user information. **Act** means the Hope Scholarship Act, contained in *W. Va. Code §§ 18-31-1 et seq.* **Agreement** means the Agreement between Account Holder and the Board contained herein, which includes the terms required by *W. Va. Code § 18-31-5* and *W. Va. Code of State Rules § 112-18-6*. **Annual Continued Participation Confirmations** means the information and forms required for a Student to continue the Student's Account and participation in the Hope Scholarship Program from one school year to the next, as required by *W. Va. Code § 18-31-8* and *W. Va. Code of State Rules § 112-18-4.2*. **Board** means the Hope Scholarship Board, established in *W. Va. Code § 18-31-3*. **County** means the county school district in which the Student resides. **Hope Scholarship Portal or Portal** means the Hope Scholarship Program's portal, or any other portal utilized by the Board, as "online portal" is defined in *W. Va. Code of State Rules § 112-18-2*. **Participating school** means an approved educational service provider that is a participating school, as that term is defined in *W. Va. Code § 18-31-2*. **Program** means the Hope

☒ I agree to the terms above

Please Sign Below



Clear Signature

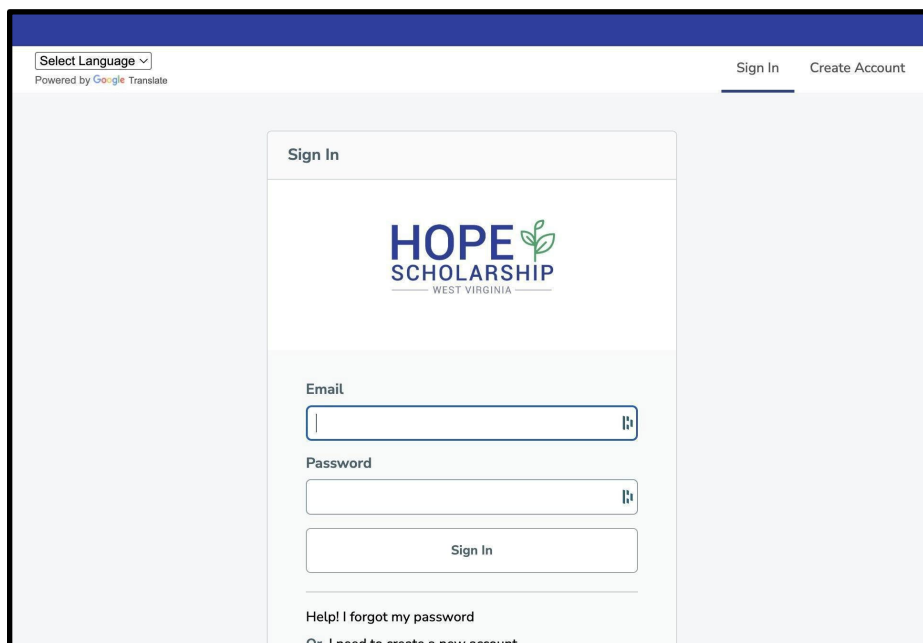
Finalize & Submit

Save for Later

Important: For questions or assistance, contact the Hope Engagement Center at help@hopescholarshipwv.com or (681) 999-HOPE (4673).

5. 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

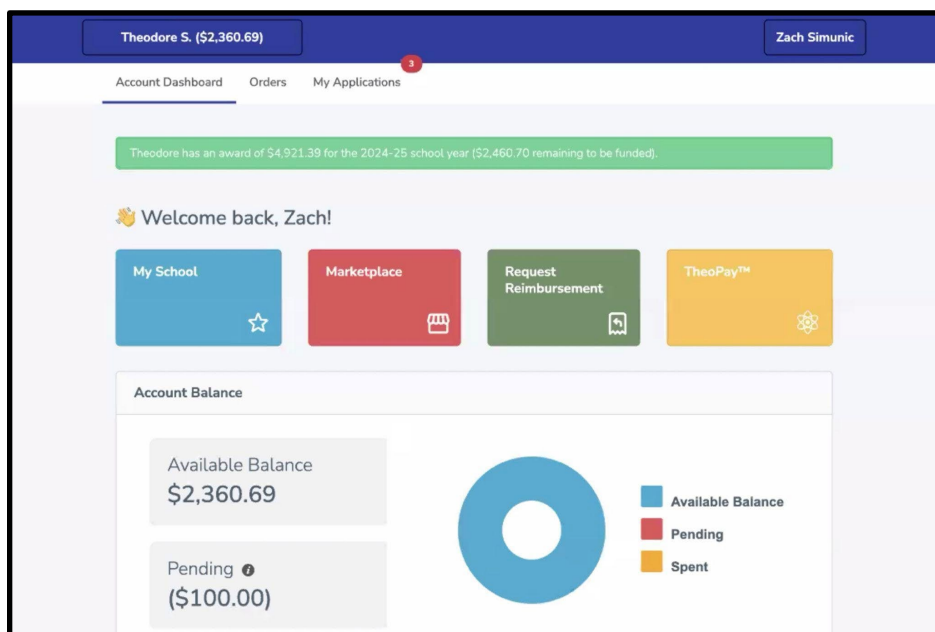
A screenshot of the HOPE SCHOLARSHIP WEST VIRGINIA login page. The page has a dark blue header with a "Select Language" dropdown menu on the left and "Sign In" and "Create Account" links on the right. The main content area is light gray. In the center, there is a white box with the "HOPE SCHOLARSHIP WEST VIRGINIA" logo at the top. Below the logo are two input fields: "Email" and "Password". Each field has a small icon on the right side. Below the password field is a "Sign In" button. At the bottom of the white box, there are two links: "Help! I forgot my password" and "Or, I need to create a new account".

If you forget your password:

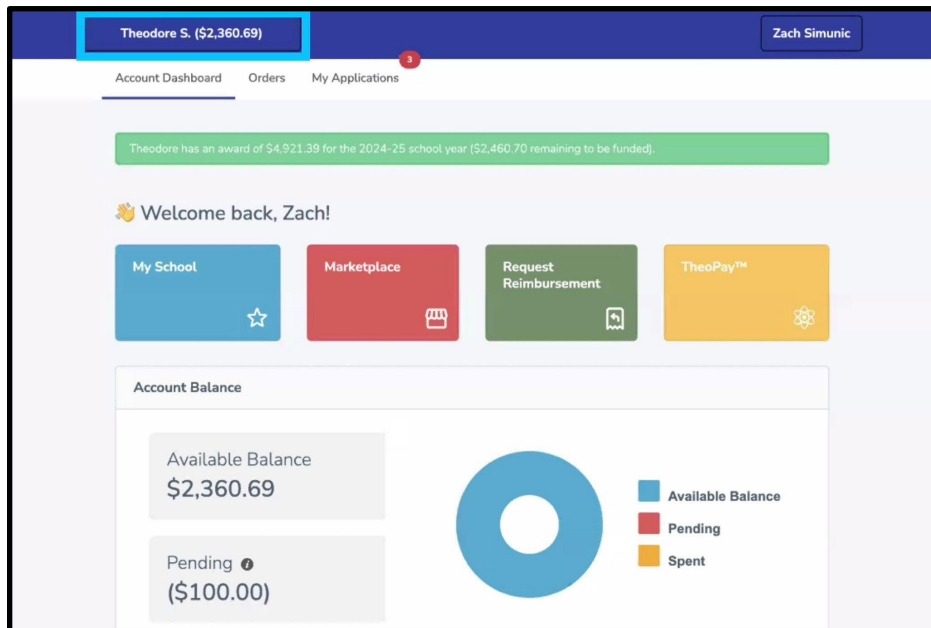
- Click "Help! I forgot my password" on the login screen
- Enter your email address associated with your Hope Scholarship account
- Follow the reset instructions sent to your email
- Create a new password
- Log in with your updated credentials

6. 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

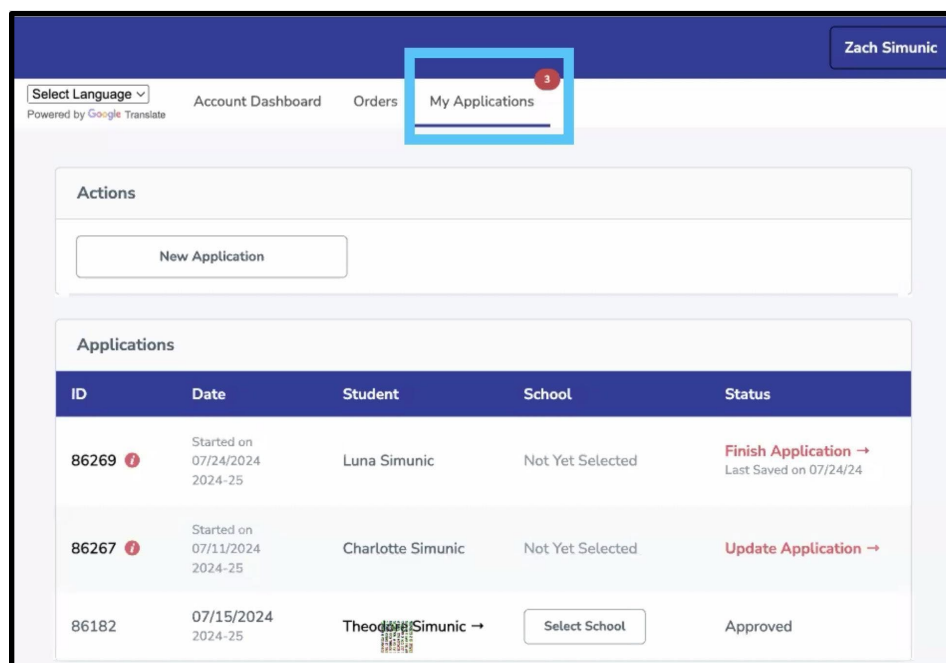


- If you have multiple participating students, you can switch between them by clicking on the student's name in the top left corner of the dashboard.
- This allows you to manage each student's account individually.





7. Managing Your Applications

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

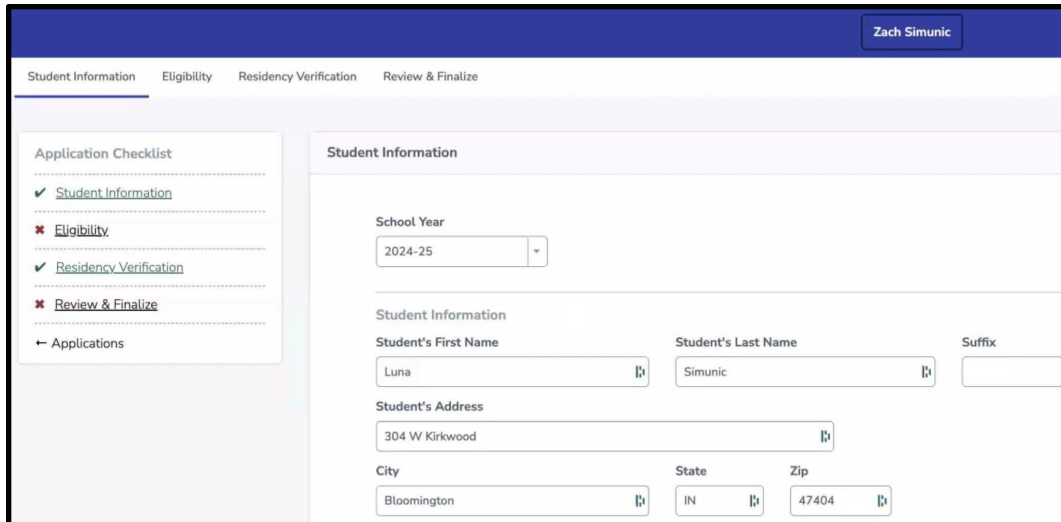


- You may see different statuses for each application:
 - Finish Application:** The application is still being completed and has not been submitted for review. Account Holder still must submit the application to be reviewed and considered for eligibility.
 - Pending Hope:** The application has been submitted in the Hope Scholarship online 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.)
 - Approved:** The submitted application was complete and the Student is eligible to participate in the Hope Scholarship Program. 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. (Please visit the [Parents/Students Forms](#) page on the [Hope Scholarship](#) Program website to access the Eligibility Appeal Form.
- **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.

Applications				
ID	Date	Student	School	Status
86269 	Started on 07/24/2024 2024-25	Luna Simunic	Not Yet Selected	Finish Application → Last Saved on 07/24/24
86267 	Started on 07/11/2024 2024-25	Charlotte Simunic	Not Yet Selected	Update Application →
86182	07/15/2024 2024-25	Theodore Simunic →	<input type="button" value="Select School"/>	Approved

- To finish your Student's application:
 - Click on "Finish Application."
 - Complete any remaining questions and submit supporting documentation if applicable.
 - Submit the application for review.



Student Information

School Year
2024-25

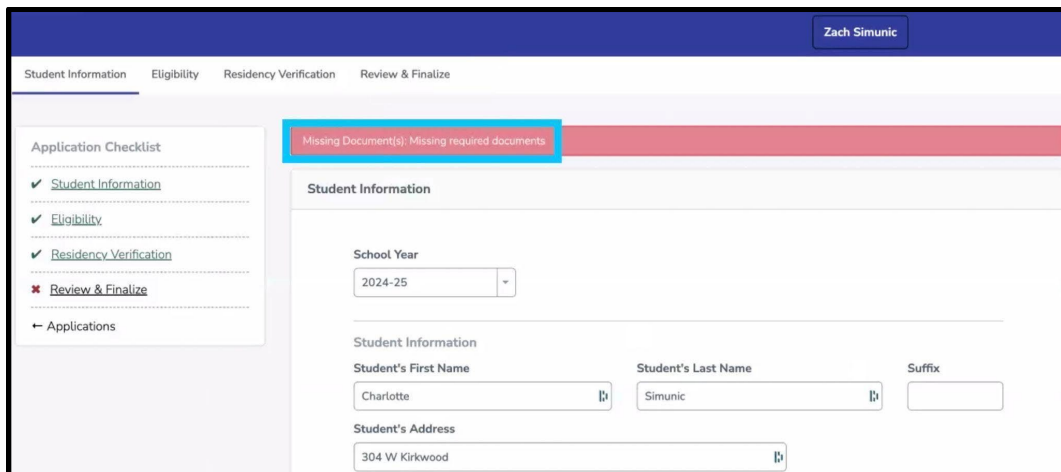
Student Information

Student's First Name: Luna
Student's Last Name: Simunic
Suffix:

Student's Address: 304 W Kirkwood

City: Bloomington
State: IN
Zip: 47404

- 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.



Missing Document(s): Missing required documents

Student Information

School Year
2024-25

Student Information

Student's First Name: Charlotte
Student's Last Name: Simunic
Suffix:

Student's Address: 304 W Kirkwood

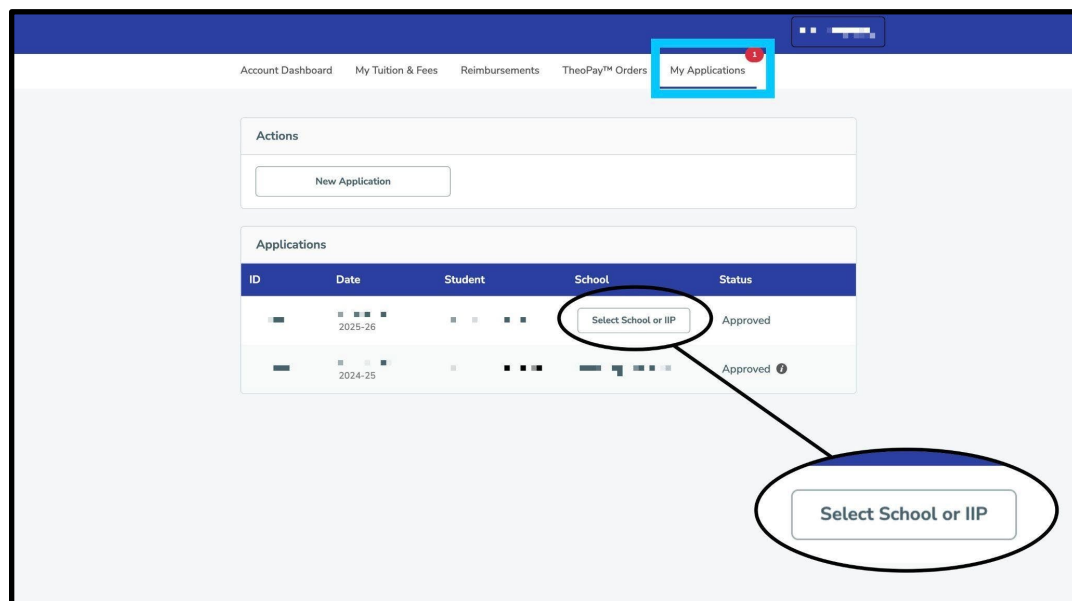
- For "Approved" applications, no further action is needed unless you're selecting a school (see next section).

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.

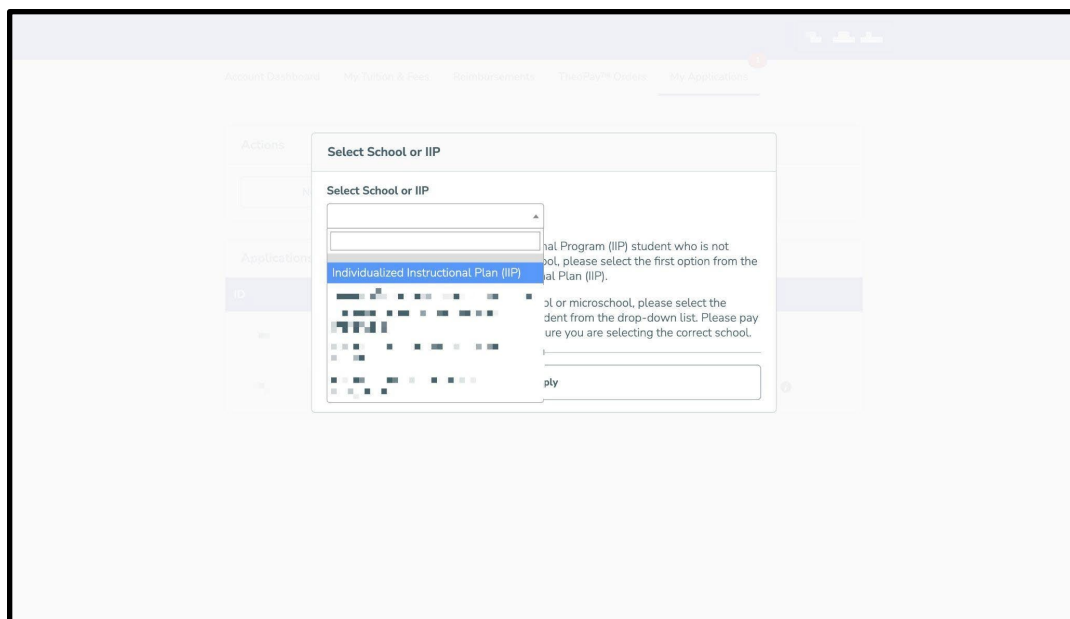
To select a school or IIP for your student:

- **Prerequisites:** You must have an approved application and access to the Hope Family 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 which you want to select a school or IIP option.
- Click the "Select School or IIP" button associated with that application.

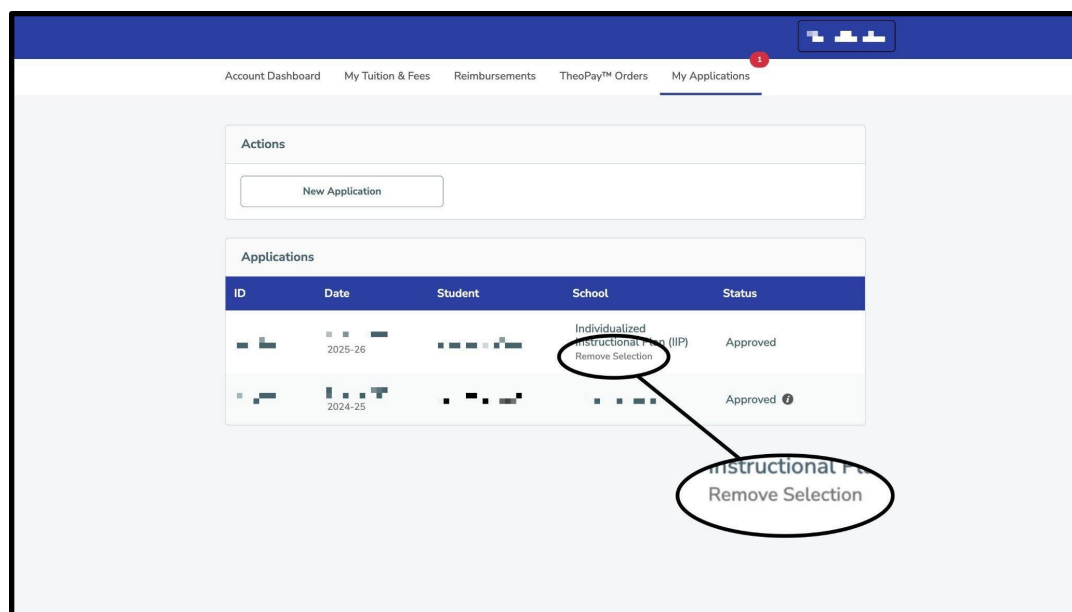
- This will open the school selection interface.



- 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.

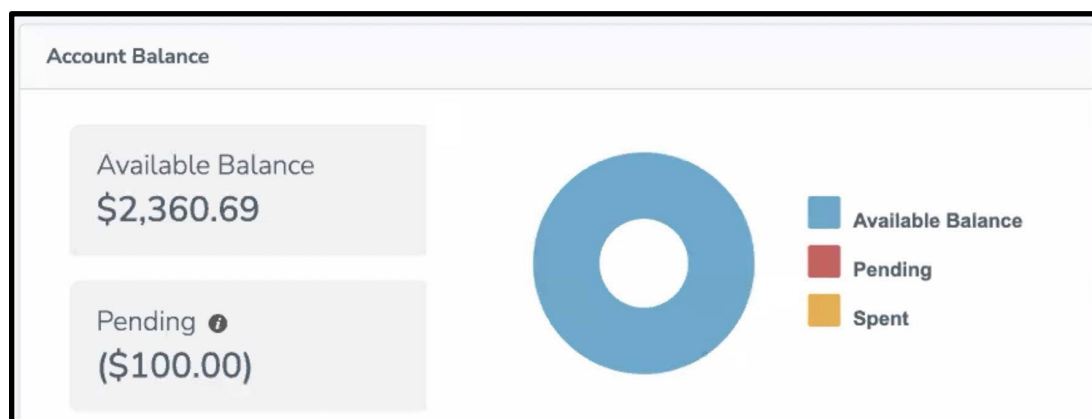
For IIP participants only:

- 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. 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.



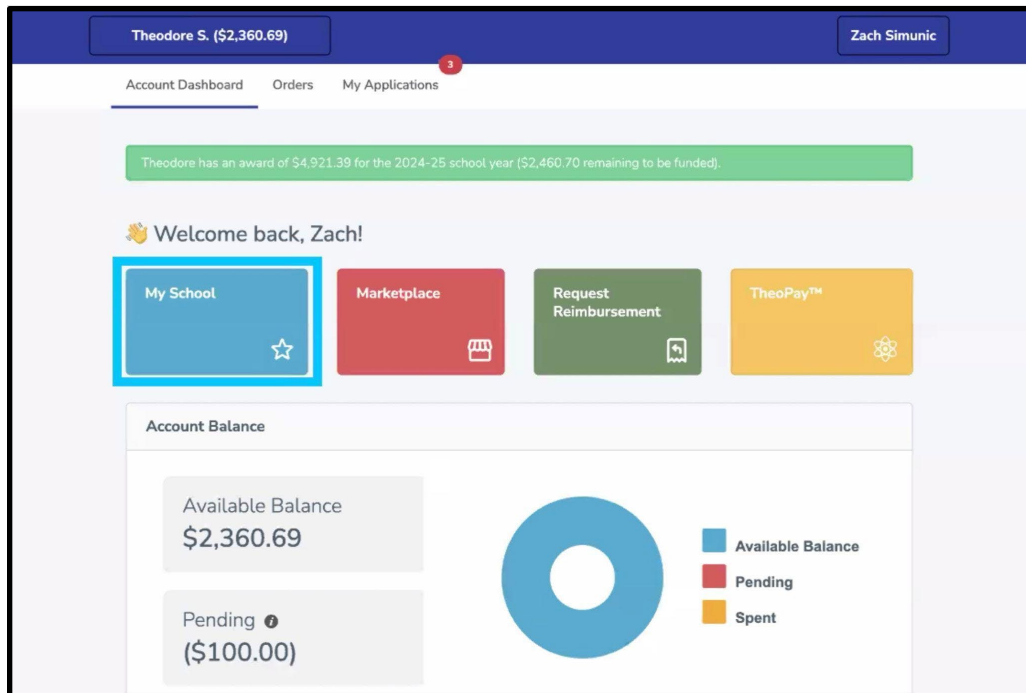
*Please note that this is an example and does not reflect a specific WV Hope Scholarship student's funding amounts.

- 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 and their application has been approved, 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.)

10. 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.

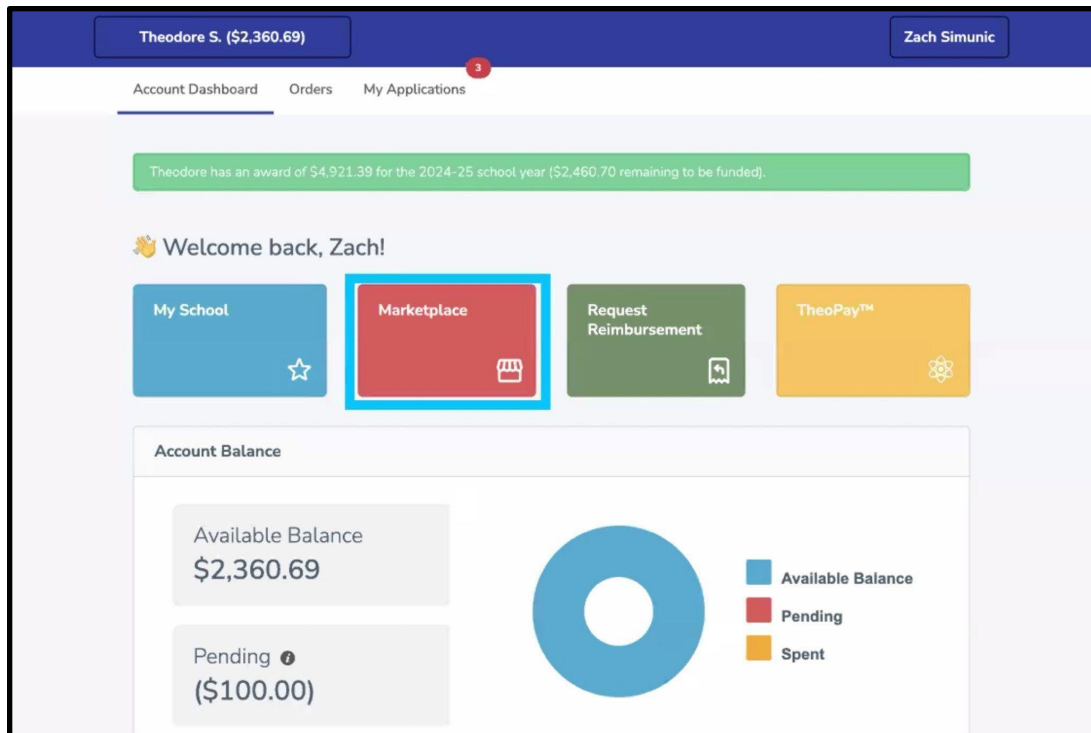
- **Review the amounts listed.**
- If the Tuition and Fees are correct, click "Submit" to process the payment.
- If the Tuition and Fees are incorrect, please email hopescholarshipwv@wvsto.gov.

Important change from previous years:

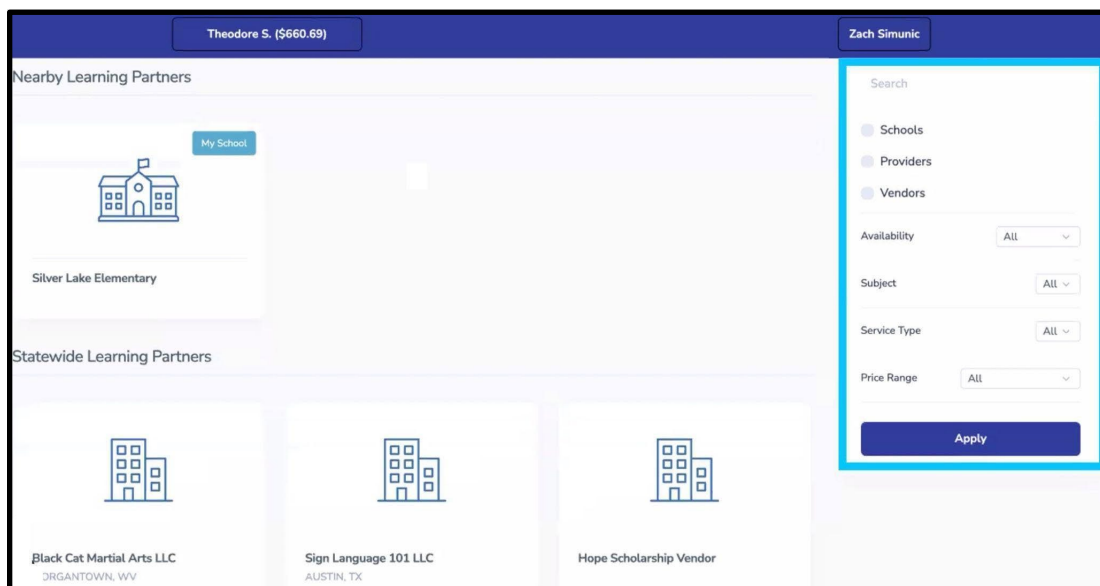
- **This step must be completed by the Account Holder. Payments are not processed automatically.**
- Complete this step promptly after receiving funding on August 15th and January 15th.
- Timely completion ensures your child's school receives tuition and fees quickly, ensuring no delay in the payment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

11. 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.



12. Submitting Reimbursements

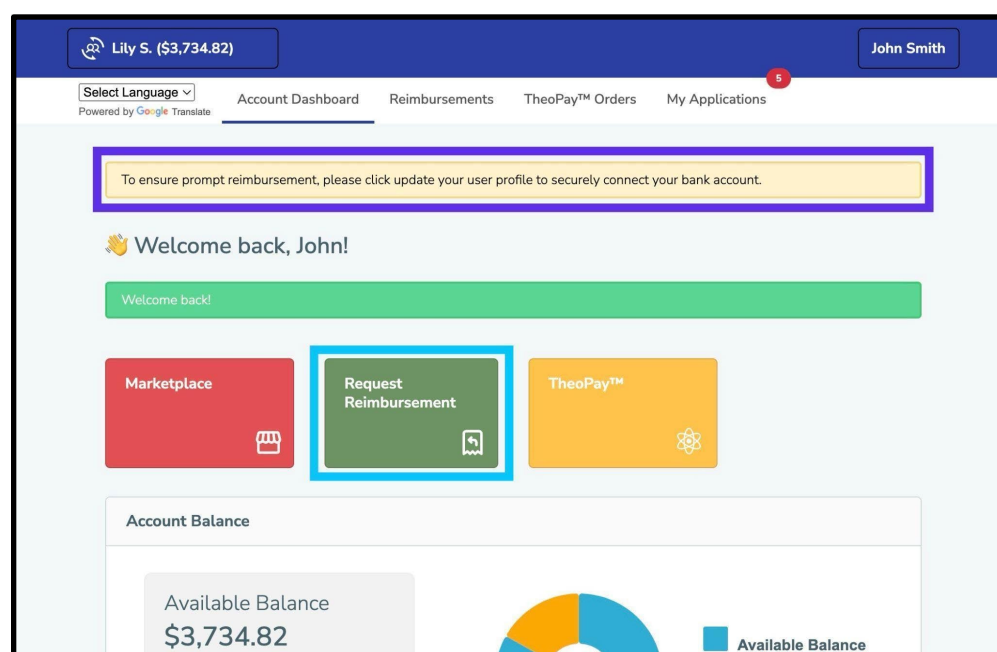
Reimbursements are only allowed for specific expenses as outlined in the [Hope Scholarship Board's Reimbursement Policy](#).

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.

Lily S. (\$3,734.82)

John Smith

[← Back to Account](#)
MONDAY, SEPTEMBER 16

Upload Documentation

Submitting reimbursement for: **Lily Smith**

For more detailed descriptions of the category options, please see the [Hope Scholarship Board's Reimbursement Policy](#).

Enter Amount

Select a Category

If you select Documented Disability or Other Specialized Educational Need or Documented System Malfunction/Procedural Issue or Other Educational Supplies, you must provide a detailed explanation in the Description box below. If you select any other category, please indicate in the Description box that the question is not applicable.

Please upload an itemized invoice clearly reflecting the item being submitted for reimbursement.

No file chosen

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.

4th Grade

Language Arts 4 Video Instruction & Books – Independent Study (unaccredited)

★★★★☆ 3 Reviews [Share](#)

Price

\$640.00

Or Pay \$115.00/month for 6 months [?]

Or Pay \$72.50/month for 10 months [?]

Materials [?]

☒ Video & Books
 ☐ Video Only

Media Type

☒ Video Streaming

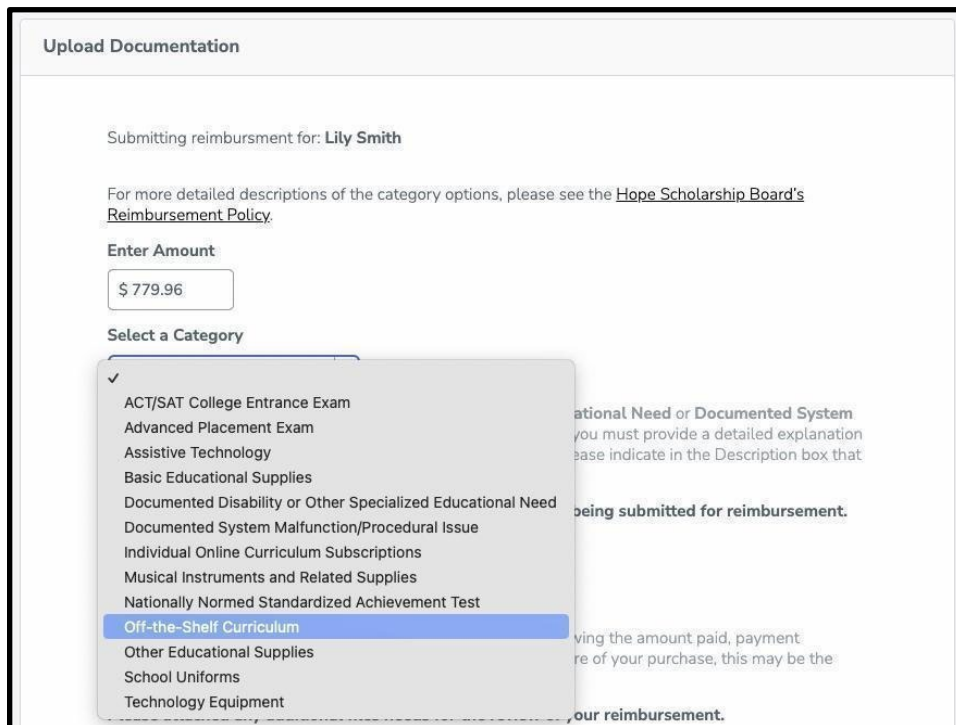
Quantity

[ADD TO CART](#)

♥ [Add to Wishlist](#)

[See full kit contents below.](#)

- 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.



Upload Documentation

Submitting reimbursement for: **Lily Smith**

For more detailed descriptions of the category options, please see the [Hope Scholarship Board's Reimbursement Policy](#).

Enter Amount

\$ 779.96

Select a Category

- ✓ ACT/SAT College Entrance Exam
- Advanced Placement Exam
- Assistive Technology
- Basic Educational Supplies
- Documented Disability or Other Specialized Educational Need
- Documented System Malfunction/Procedural Issue
- Individual Online Curriculum Subscriptions
- Musical Instruments and Related Supplies
- Nationally Normed Standardized Achievement Test
- Off-the-Shelf Curriculum**
- Other Educational Supplies
- School Uniforms
- Technology Equipment

ational Need or Documented System
you must provide a detailed explanation
Please indicate in the Description box that
being submitted for reimbursement.

iving the amount paid, payment
re of your purchase, this may be the
our reimbursement.

- 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, Documented System Malfunction/Procedural Issue, and Other Educational Supplies.** For all other categories, please include N/A in the description box.
- Click "Submit Expense" when complete.

Please upload an itemized invoice clearly reflecting the item being submitted for reimbursement.

Abeka_Itemi... Invoice.jpg

Please upload proof of payment for your purchase.

Abeka_Proo...urchase.jpg

Proof of payment could include documents such as receipts showing the amount paid, payment confirmation emails from the vendor, etc. Depending on the nature of your purchase, this may be the same document as your itemized invoice.

Please attached any additional files needs for the review of your reimbursement.

Educational ...rriculum.jpg

Description

N/A

Please provide a detailed description of your student's documented disability or other specialized educational need or a detailed description of the documented system malfunction/procedural issue or a description of the other educational supply. Be as specific as possible. Be advised that Hope Scholarship program staff may contact you for submission of documentation to support your description if deemed necessary. Please mark this box as not applicable if you picked a category other than the ones indicated.

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

Lily S. (\$2,615.86)

John Smith

Select Language
Powered by Google Translate

Account Dashboard
Reimbursements
TheoPay™ Orders
My Applications

Expense submitted!

Request Reimbursement

Pending Reimbursements

Date & Time	Category	Amount	Actions
09/16/2024	Off-the-Shelf Curriculum ⓘ View Documentation → View Documentation →	\$779.96	<div>Manage</div>

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

Account Balance

Available Balance

\$2,615.86

Pending ⓘ

(\$1,118.96)

Available Balance

Pending

Spent

Has your student withdrawn? Click here to notify West Virginia Hope Scholarship

Account History

Date	Description	Amount	Balance
09/16/2024 2023-24	Off-the-Shelf Curriculum Reimbursement Request ⓘ	- \$779.96	\$2,615.86

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

Account Dashboard
Reimbursements
TheoPay™ Orders
My Applications

Request Reimbursement

Pending Reimbursements

Date & Time	Category	Amount	Actions
09/16/2024	Off-the-Shelf Curriculum ⓘ View Documentation → View Documentation →	\$779.96	Manage

Rejected Reimbursements

Date & Time	Category	Amount	Actions
09/16/2024	Technology Equipment ⓘ View Documentation → View Documentation →	\$339.00	Not Approved

The Hope Scholarship Reimbursement Policy does not allow for the reimbursement of this item.

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 Hope Scholarship platform.
- **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.

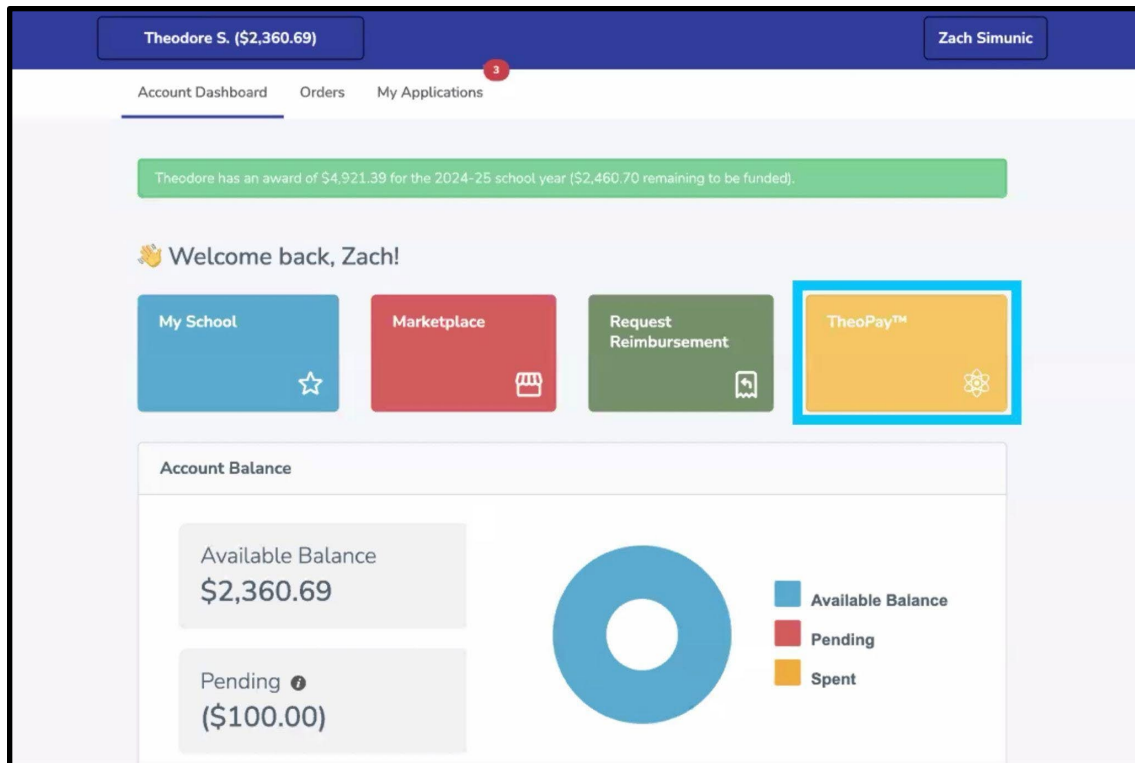
Note: For each reimbursement request you have submitted, you will receive an email that communicates Approved or Not Approved status. In the case of an ineligible decision, the email will contain a specific reason that the request was deemed ineligible.

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.

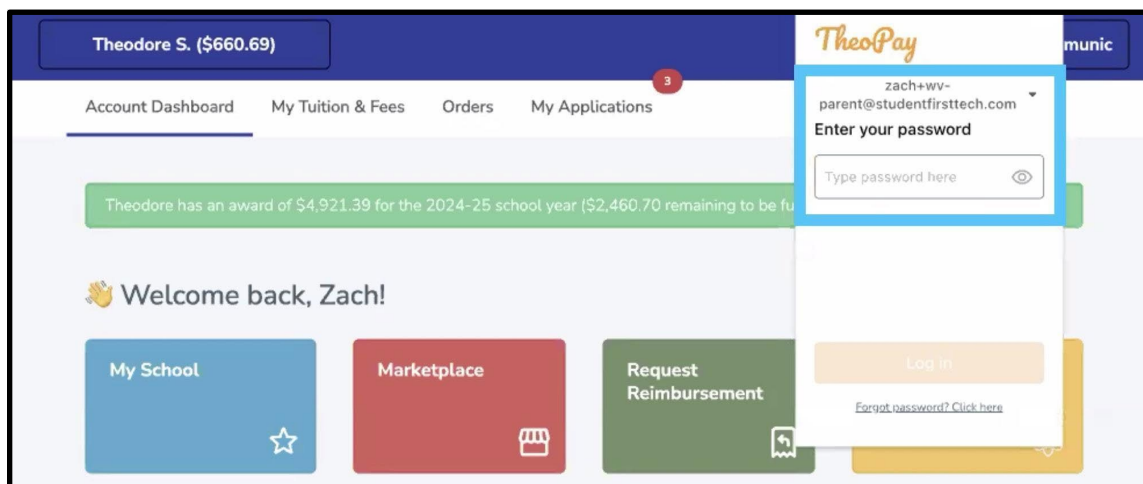
13. Using TheoPay

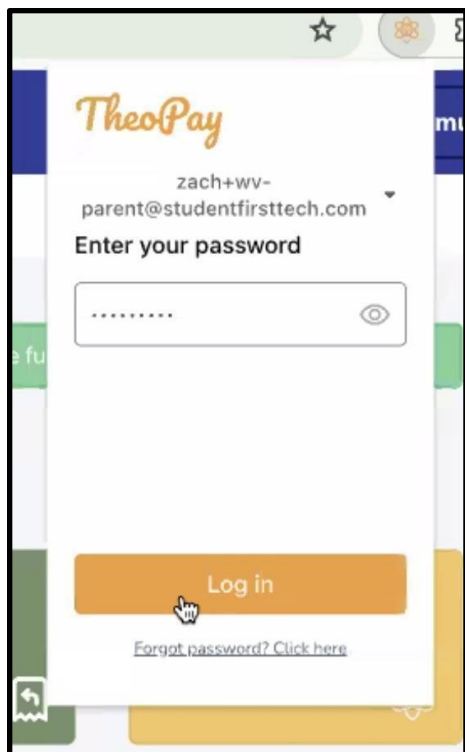
TheoPay allows you to make purchases from approved vendors outside of the Hope Scholarship platform.

- 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.



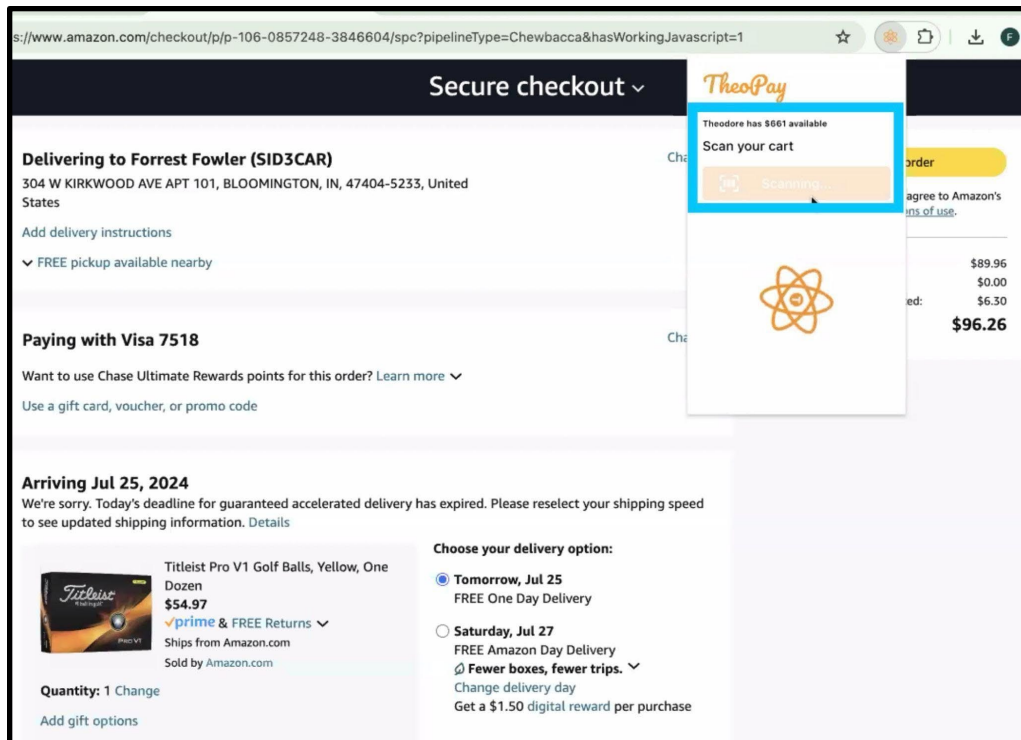


Note for Parents/Guardians with multiple participating students:

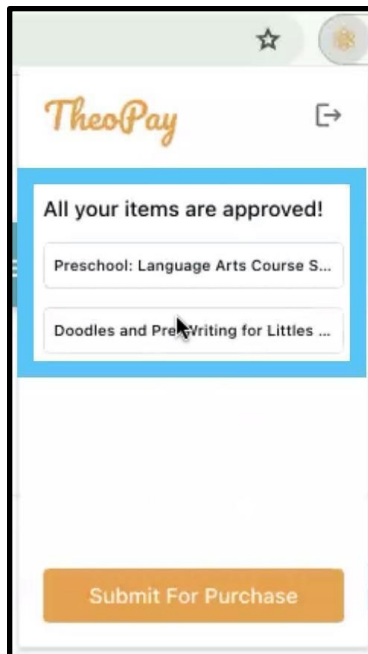
TheoPay corresponds to the Hope Student account currently being viewed in the Parent/Guardian Account Dashboard. Purchases will have to be made for each individual students. Account Holder cannot request TheoPay purchases for more than one participating Hope Scholarship student at a time.

TheoPay Instructions (continued):

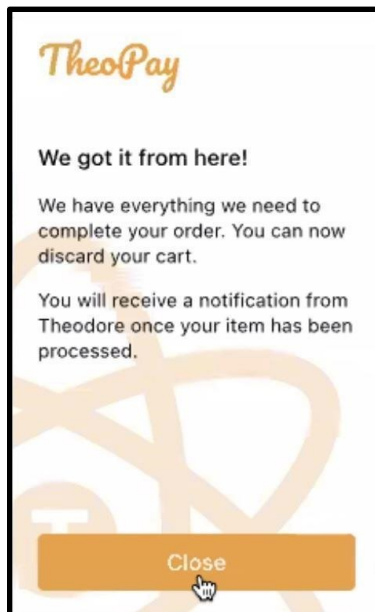
- Navigate to an approved vendor's website.
- Add items to your cart as normal.
- When ready to check out, activate the TheoPay extension.
- Click "Scan Cart" to check item eligibility.



- 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.

14. 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).

15. Manual School Withdrawal & Refund Process

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

Initial Withdrawal Stage

1. 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.com 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 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 schools to calculate the prorated refund due back to the Student's Hope Scholarship account, if any.
- School will issue a refund to Student First Technologies within 30 days of the student's withdrawal from the school.

2. Refund Processing by Hope Scholarship Program

- Student First Technologies receives student's refund check, verifies the amount and student details, and processes the refund total back to student's Hope Scholarship account.

3. System Withdrawal

- Student First Technologies and Hope Scholarship Board staff will manually withdraw the student from the school in the online portal, freeing the student to make a new school selection in the system.

16. Important Dates and Deadlines

- **August 15, 2024:** First semester funding will be available
- **January 3, 2025:** Continued participation confirmations will be available for families who intend to remain in the program for the 2025-2026 school year
- **January 15, 2025:** Second semester funding will be available
- **March 1, 2025:** New applications for the 2025-2026 school year will be available.

- 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.

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!