

Hope Scholarship Program

School Administrator Portal Guide

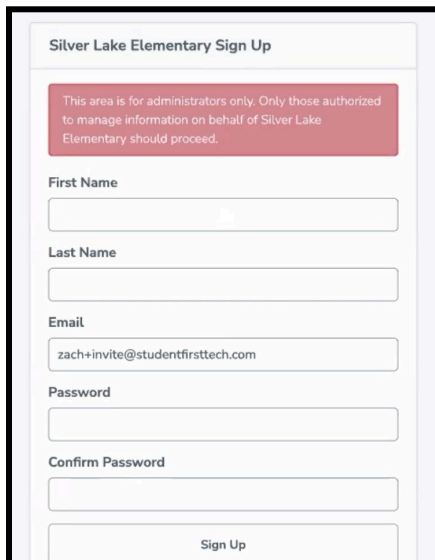
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1. Introduction

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

2. Account Sign Up

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

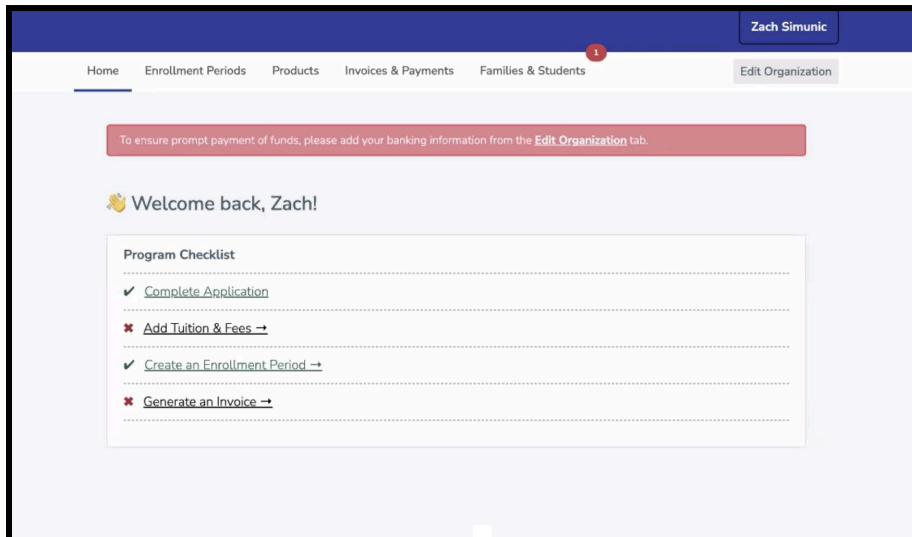


The screenshot shows a web form titled "Silver Lake Elementary Sign Up". At the top, there is a red warning box with the text: "This area is for administrators only. Only those authorized to manage information on behalf of Silver Lake Elementary should proceed." Below this, the form contains several input fields: "First Name", "Last Name", "Email" (with the example "zach+invite@studentfirsttech.com"), "Password", and "Confirm Password". At the bottom of the form is a "Sign Up" button.

3. Navigating the Dashboard

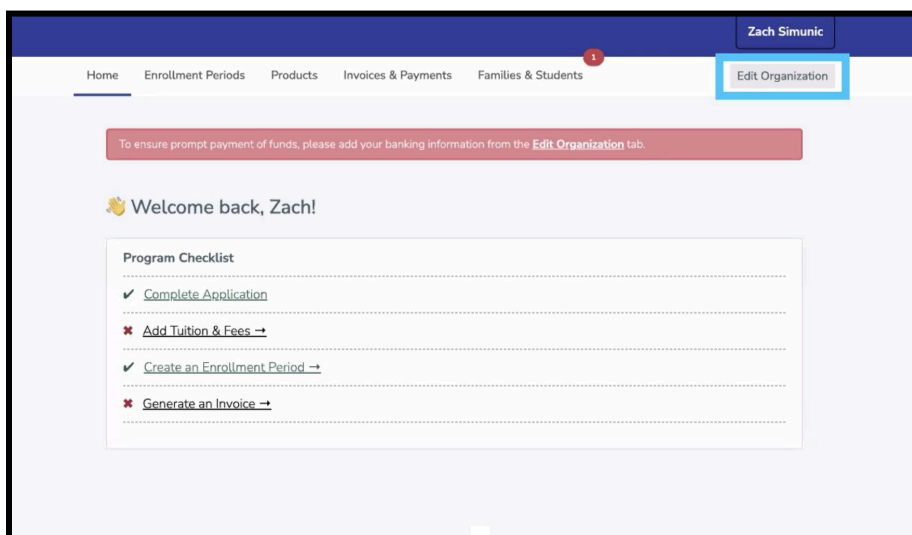
- Welcome to your Admin Dashboard, your central hub for managing Hope Scholarship information for your school.
- Dashboard Locations:
 - Editing Organization Information
 - Setting Tuition and Fees

- Verifying Enrollment in Families & Students tab
- Generating Invoices
- Managing Products (if applicable)
- We'll guide you through each section for a seamless experience.



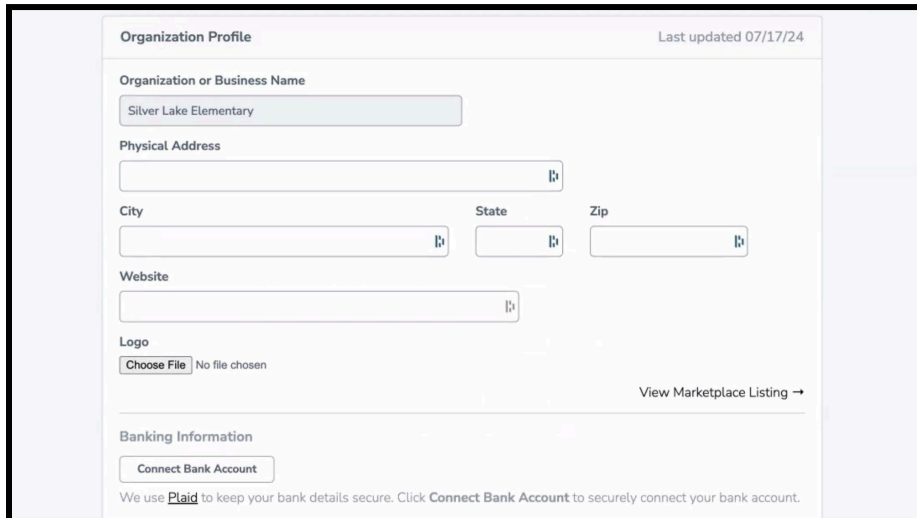
4. Editing Organization Information

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



- Update or confirm the following information:
 - School's legal business name

- Physical address
- Website (if applicable)
- Logo (highly recommended for easier identification by families)
- **Ensure your city is correctly listed, as this helps families distinguish between schools with similar names.**



Organization Profile Last updated 07/17/24

Organization or Business Name

Physical Address

City State Zip

Website

Logo
 No file chosen

[View Marketplace Listing →](#)

Banking Information

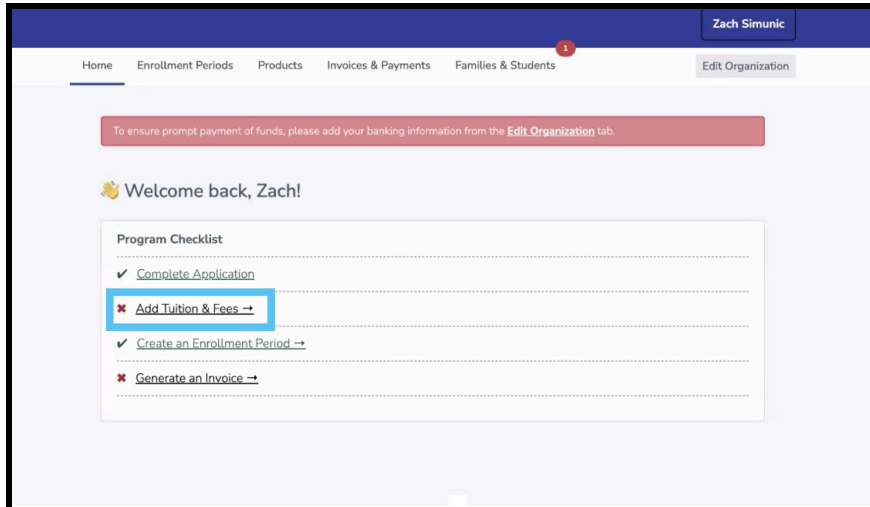
We use [Plaid](#) to keep your bank details secure. Click [Connect Bank Account](#) to securely connect your bank account.

5. Connecting Your Bank Account

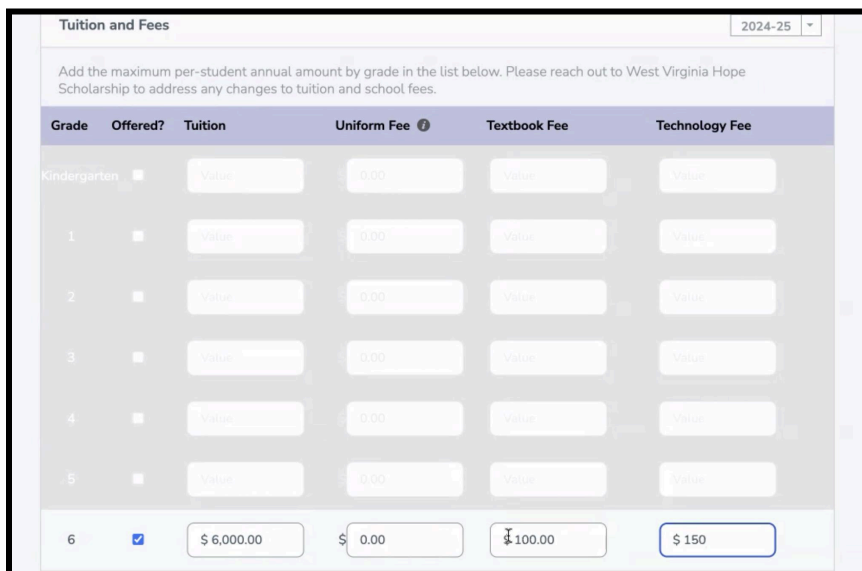
- While in the "Edit Organization" section, scroll down to find the "Connect Bank Account" button.
- To complete the process of connecting your Bank Account in the Hope Platform, please reference this Support Article: [Hope Scholarship Program | Connecting Your Bank Account](#)
- Please email help@hopescholarshipwv.com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

6. Managing Tuition and Fees

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



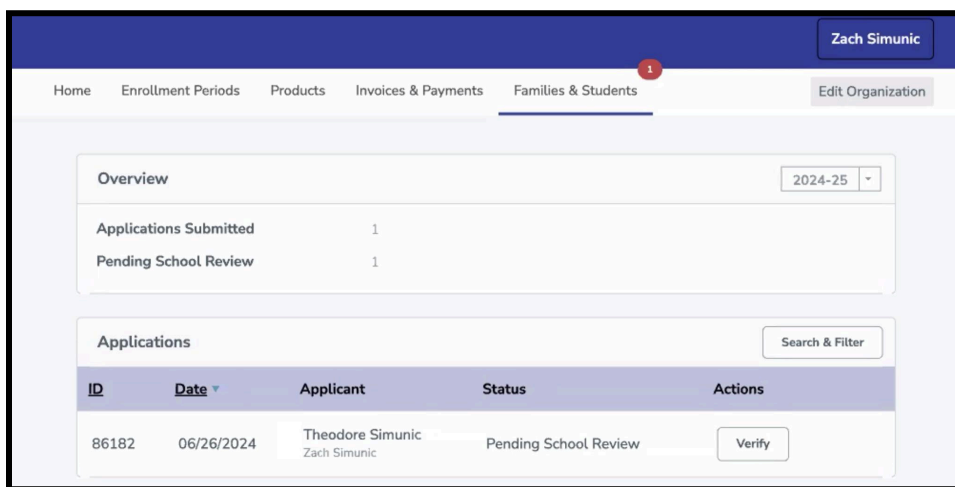
- On the Tuition and Fees page, perform the following user actions:
 - Ensure that the Academic Year is set to the correct school year at the top, right of the screen.
 - Check the boxes next to each grade level your school serves. This indicates which grade levels your school accepts for enrollment.
 - Enter the **maximum tuition amount for the entire school year**, for each grade level. **Do not include any discounts, scholarships, or financial aid at this time.**
 - Fill in the amounts for any additional fees (e.g., textbooks, technology, uniforms) that apply to your school.
 - If a fee doesn't apply, leave it blank or enter zero.



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

7. Student Enrollment Verification

- Students that have an “Approved” status application will be able to select a school. Students in “Conditionally Eligible” or “Eligible” status will not be able to select a school until that status is updated to “Approved.” After families select your school in the platform, you'll see pending enrollments in the "Families and Students" tab.



The screenshot displays the 'Families & Students' tab in the Student First Technologies interface. At the top right, the user's name 'Zach Simunic' is visible. The navigation menu includes 'Home', 'Enrollment Periods', 'Products', 'Invoices & Payments', 'Families & Students' (which is highlighted and has a red notification badge with the number '1'), and 'Edit Organization'. The main content area is divided into two sections: 'Overview' and 'Applications'. The 'Overview' section shows data for the '2024-25' school year, indicating 'Applications Submitted: 1' and 'Pending School Review: 1'. The 'Applications' section features a 'Search & Filter' button and a table with the following data:

ID	Date	Applicant	Status	Actions
86182	06/26/2024	Theodore Simunic Zach Simunic	Pending School Review	Verify

- Once there, select a student and click "Verify" next to each student's name.
 - Confirm the student's information is correct.
 - Enter the student's start date (typically the first day of school or their start date if enrolling mid-year).

School Official

First Name
Zach

Last Name
Simunic

Student Information

Name: Theodore Simunic

Parent Name: Zach Simunic

Address: 304 W Kirkwood, Bloomington, IN, 47404

Date of Birth: 01/01/2018

Confirm Enrollment

Is this student enrolled in your school?

Yes

Enrollment Date
07/28/2024

Tuition for Student
\$ 1,500.00

Please enter the total tuition the family is responsible for AFTER any school-determined financial aid or discounts.

- **Enter the specific tuition and fee amounts due for the school year for this student, including any applicable discounts. Carefully review all information before submitting.**
- These amounts cannot exceed the maximums set in your tuition and fee schedule.
- Click "Submit" to complete the verification process.
- Repeat this process for each requested student enrollment.

Confirm Enrollment

Is this student enrolled in your school?

Yes

Enrollment Date
07/28/2024

Tuition for Student
\$ 1,500.00

Please enter the total tuition the family is responsible for AFTER any school-determined financial aid or discounts.

Uniform Fee \$ 200

+ Add Fee

I attest that the information above is correct and accurate

Submit

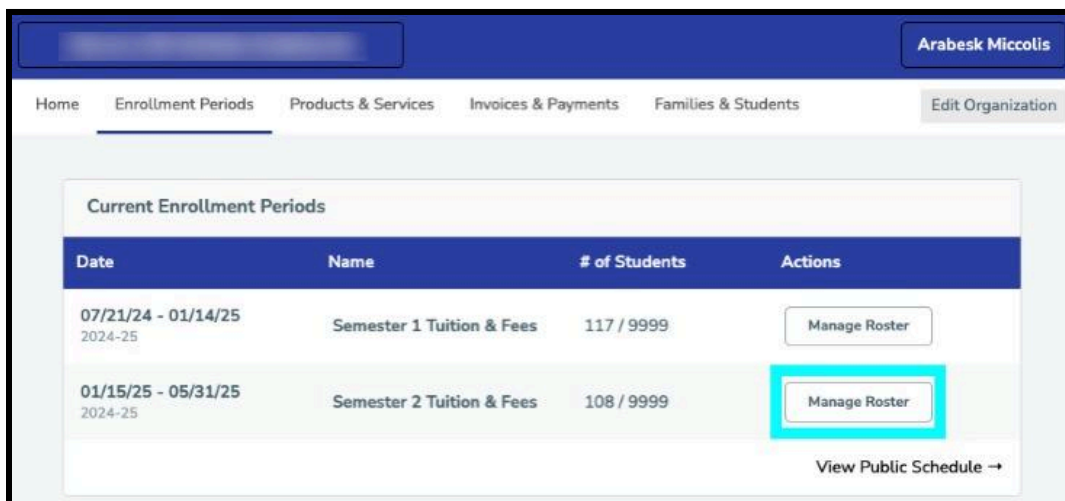
8. Verifying Enrollment & Generating Invoices

Accessing the Enrollment Management Screen

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

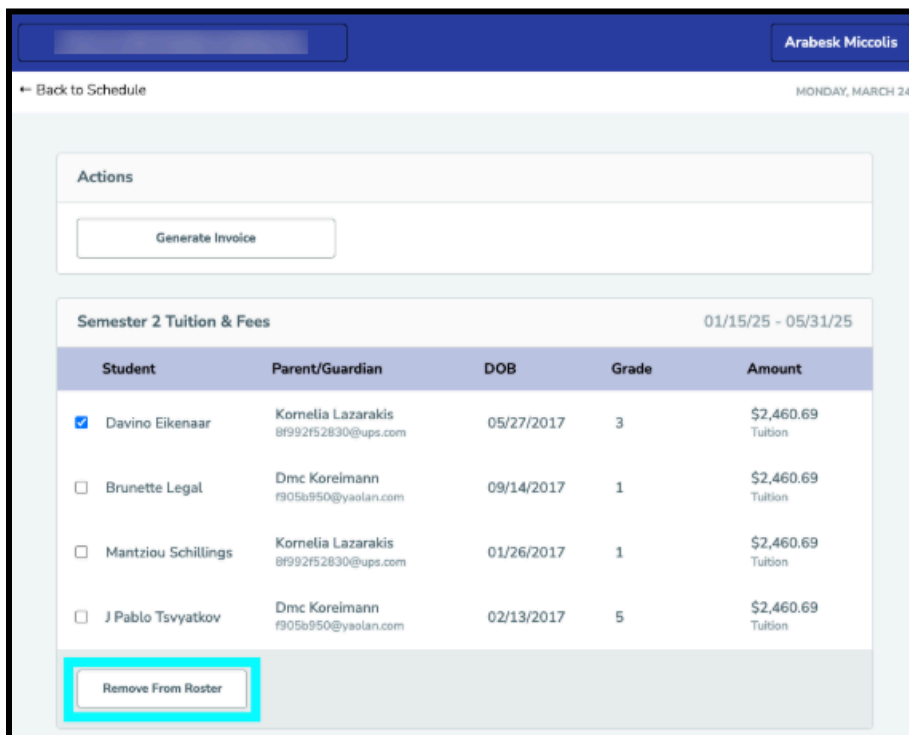


- Click the "Manage Roster" button to access your current student roster for the active enrollment period.



Verifying Student Enrollment

- **Critical Step:** Always verify student enrollment and tuition information before generating invoices. Inaccurate information must be addressed by removing affected students from the roster first.
- **To remove a student with incorrect information:**
 - Select the checkbox next to the student's name.
 - Click the "Remove From Roster" button at the bottom of the page.
 - Look for the green "Roster Updated" confirmation banner at the top of your screen.



Arabesk Miccolis

← Back to Schedule MONDAY, MARCH 24

Actions

Generate Invoice

Semester 2 Tuition & Fees 01/15/25 - 05/31/25

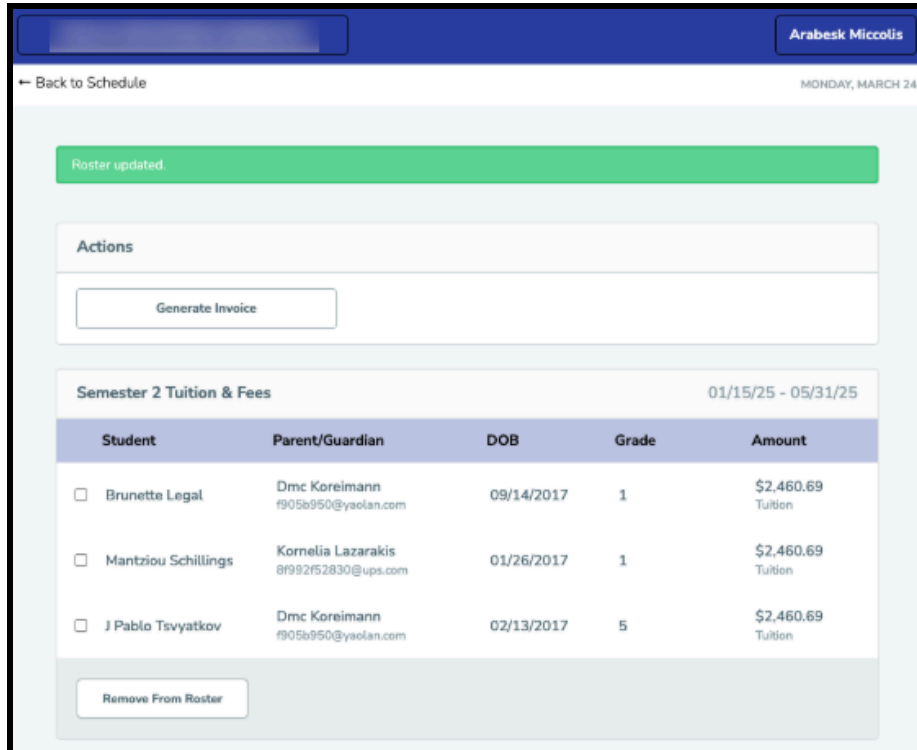
Student	Parent/Guardian	DOB	Grade	Amount
<input checked="" type="checkbox"/> Davino Eikenaar	Kornelia Lazarakis 8f992f52830@ups.com	05/27/2017	3	\$2,460.69 Tuition
<input type="checkbox"/> Brunette Legal	Dmc Koreimann f905b950@yaolan.com	09/14/2017	1	\$2,460.69 Tuition
<input type="checkbox"/> Mantziou Schillings	Kornelia Lazarakis 8f992f52830@ups.com	01/26/2017	1	\$2,460.69 Tuition
<input type="checkbox"/> J Pablo Tsvyatkov	Dmc Koreimann f905b950@yaolan.com	02/13/2017	5	\$2,460.69 Tuition

Remove From Roster

Why Proper Roster Management Matters

When you remove students with incorrect information from your roster:

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



← Back to Schedule MONDAY, MARCH 24

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Roster updated.

Actions

Generate Invoice

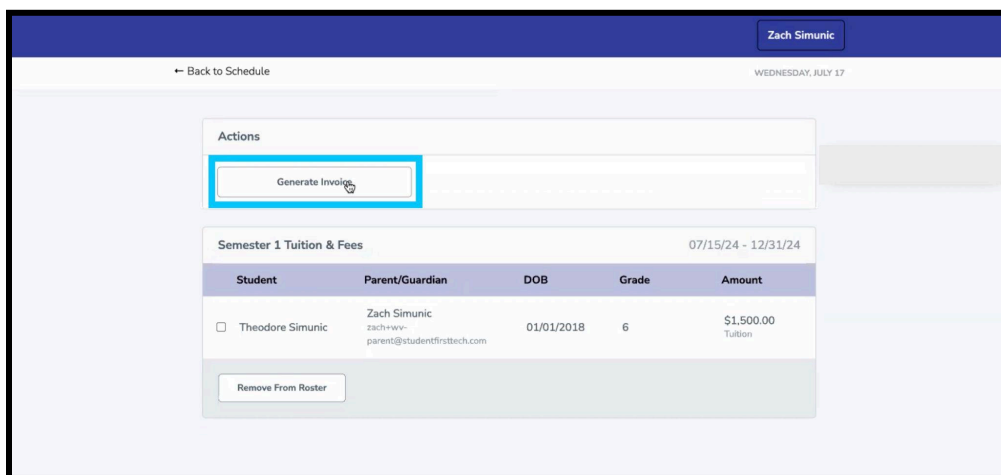
Semester 2 Tuition & Fees 01/15/25 - 05/31/25

Student	Parent/Guardian	DOB	Grade	Amount
<input type="checkbox"/> Brunette Legal	Dmc Koreimann #905b950@yaolan.com	09/14/2017	1	\$2,460.69 Tuition
<input type="checkbox"/> Mantziou Schillings	Kornelia Lazarakis 8f992f52830@ups.com	01/26/2017	1	\$2,460.69 Tuition
<input type="checkbox"/> J Pablo Tsvyatkov	Dmc Koreimann #905b950@yaolan.com	02/13/2017	5	\$2,460.69 Tuition

Remove From Roster

Generating Invoices

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



← Back to Schedule WEDNESDAY, JULY 17

Zach Simunic

Actions

Generate Invoice

Semester 1 Tuition & Fees 07/15/24 - 12/31/24

Student	Parent/Guardian	DOB	Grade	Amount
<input type="checkbox"/> Theodore Simunic	Zach Simunic zach+vw--parent@studentfirsttech.com	01/01/2018	6	\$1,500.00 Tuition

Remove From Roster

- Review the generated invoice details for accuracy:
 - Student names and information
 - Tuition and fee amounts

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

Create New Invoice

Enrollment Details

Description **Dates**

Semester 1 Tuition & Fees Tuition & 07/15/24 - 12/31/24

Student(s)

Student Name	Expenditure Type	Total
Theodore Simunic	Tuition	\$ 1,500.00

Supporting Documentation

Please upload supporting documentation to verify the enrollment of the students listed. Valid supporting documents would include an **attendance record**, student/family **attestation sheet**, or **other document** confirming enrollment.

No file chosen

Agent Information

Requested By **Submitted Date**

Zach Simunic 07/17/2024

Payment Processing Timeline

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

Pro Tips for Successful Invoice Management

- **Verification First:** Always verify your entire roster before clicking "Generate Invoice"
- **Plan Ahead:** Remember that the approval process takes up to 7 days when planning your school's cash flow
- **Need Corrections?** If you discover errors after submission, refer to Section 9: Adjusting Erroneous Invoices

9. Adjusting Erroneous Invoices

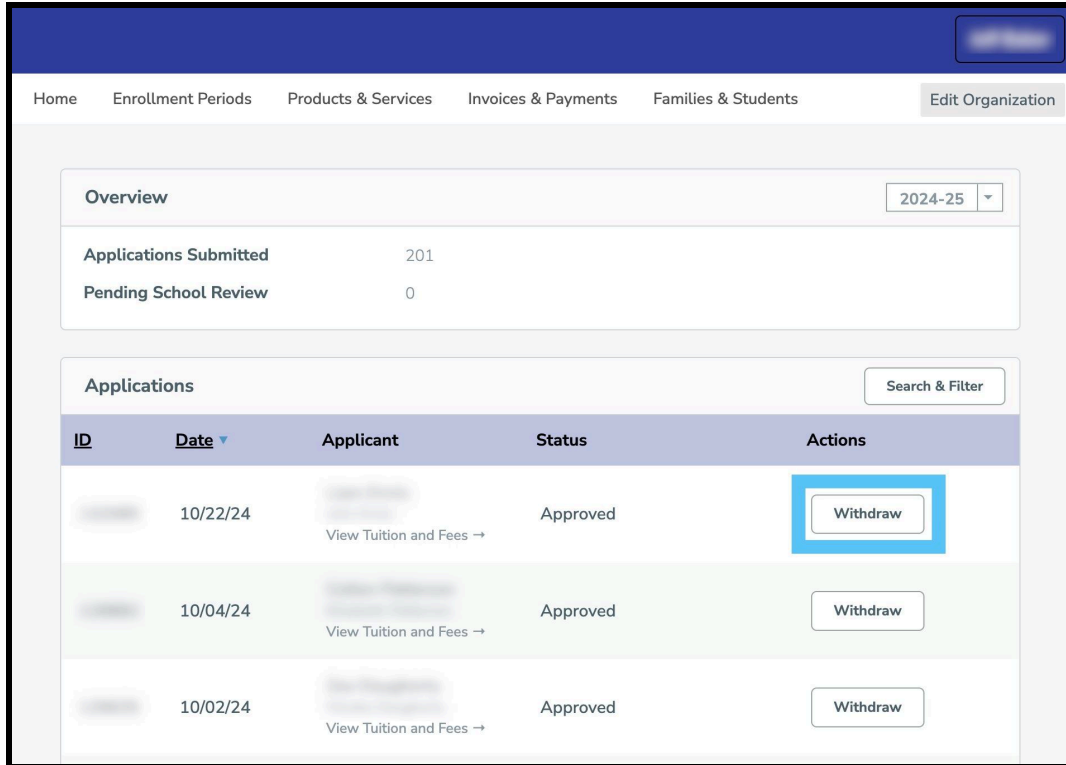
- If you need to correct an invoice that contains errors, locate the invoice in your "Invoices" tab.
 - Find the invoice marked as "Rejected" that shows a "Resubmit" option.

Rejected Invoices			
Date & Time	Description	Reason	Actions
01/15/25 - 05/31/25	Semester 2 Tuition & Fees	<i>This is for first semester funding. STO has communicated with the school.</i>	<input type="button" value="Resubmit"/>

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

10. Hope Student Withdrawal Process

- To begin the withdrawal process for a Hope Scholarship student, navigate to the "Families & Students" tab.
- Locate the student who is withdrawing and click the "Withdraw" button next to their name.



The screenshot shows a web application interface with a navigation bar at the top containing links for Home, Enrollment Periods, Products & Services, Invoices & Payments, Families & Students, and Edit Organization. Below the navigation bar is an 'Overview' section for the 2024-25 school year, showing 201 Applications Submitted and 0 Pending School Review. The main section is titled 'Applications' and contains a table with the following data:

ID	Date	Applicant	Status	Actions
[Redacted]	10/22/24	[Redacted] View Tuition and Fees →	Approved	Withdraw
[Redacted]	10/04/24	[Redacted] View Tuition and Fees →	Approved	Withdraw
[Redacted]	10/02/24	[Redacted] View Tuition and Fees →	Approved	Withdraw

- On the withdrawal form, you will need to complete the following fields:
 - **Enrollment Date**
 - **Withdrawal Date**
 - **Edit the Number # of instructional days the student was enrolled in your school – the number that populates is calendar days**
 - **Number # of instructional days in the school year**
- Please review the following pre-populated fields below for accuracy:
 - **Total Annual Tuition and Fees for Student in Current School Year:** This is the sum of all tuition and fees that you previously set for this student.
 - **Tuition and Fee Amount School may Retain:** This amount is calculated by multiplying the total annual tuition and fees for the student by the ratio of number of instructional days enrolled divided by the number of instructional days in the school year.
 - **Amount of Tuition and Fees Funding Received YTD for Student:** This is the amount of Hope Scholarship funds that your school has received for tuition and fees for the current school year. This number should not include any payments for products for items like school lunches, tutoring, after-school care, etc.
 - **Refund Amount Due to WV Hope Scholarship for Student Account:** This is calculated by subtracting the Tuition and Fee Amount School may Retain from

the Amount of Tuition and Fees Funding Received YTD for Student. If this is a positive number, the school will owe a refund of Hope Scholarship funds back to the student's Hope Scholarship account. If this calculation is zero or a negative number, the refund amount due will be listed as zero.

- Please add any additional comments if needed. These comments will be available to Hope Scholarship Program administrators as they review the student withdrawal in the online platform.
- **Carefully review all entered information before clicking "Submit."**

Submit Withdrawal Request

Enrollment Date
08/19/2024

Withdrawal Date
03/13/2025

of Instructional Days Enrolled in School
206
This will be the number of days the student attended classes. It does not include holidays or weekends.
For reference, there were 149 weekdays between the enrollment and withdrawal dates above

of Instructional days in the school year
180
This will be the total number instructional days available in an entire school year.

Percentage of Total Days 114.44%

Total Annual Tuition and Fees for Student in Current School Year: \$6,804.00

Tuition and Fee Amount School may Retain: \$6,804.00

Amount of Tuition and Fees Funding Received YTD for Student: \$1,230.35

Refund Amount Due to West Virginia Hope Scholarship for Student Account: \$0.00

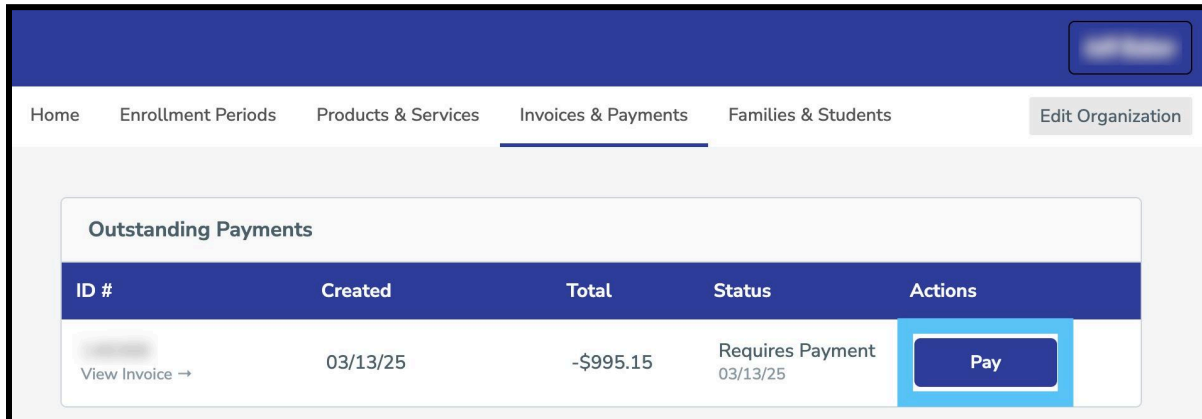
These amounts are subject to change by the Program Admin at review.

Comments (optional)

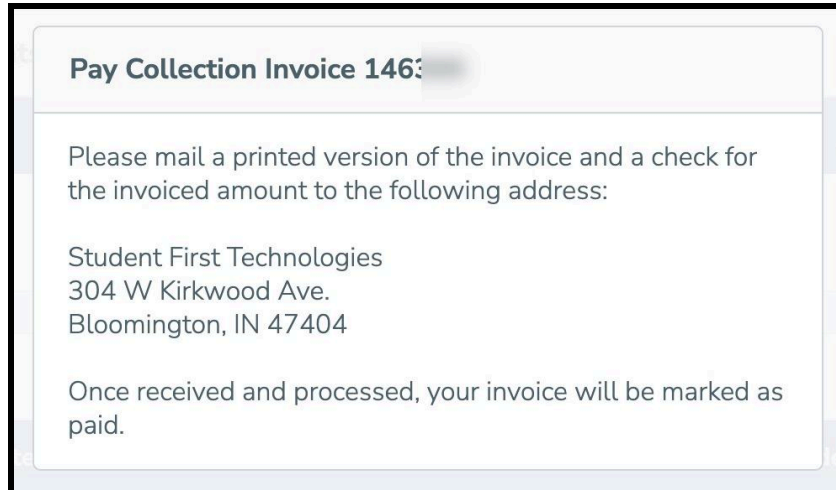
I attest that this information is true and accurate.

Submit Withdrawal

- Hope Scholarship Program administrators will review the information.
- Once the withdrawal is approved by the program administrators, a collection invoice will be automatically generated in your "Invoices" tab if you owe a refund to the withdrawing student's Hope account.
- To process the refund payment:
 - Navigate to the **"Invoices" tab** in your dashboard.
 - Locate the **negative invoice** for the withdrawn student.
 - Click on "View Invoice" to **review details**.
 - Select **"Pay Invoice"** to initiate the refund process.



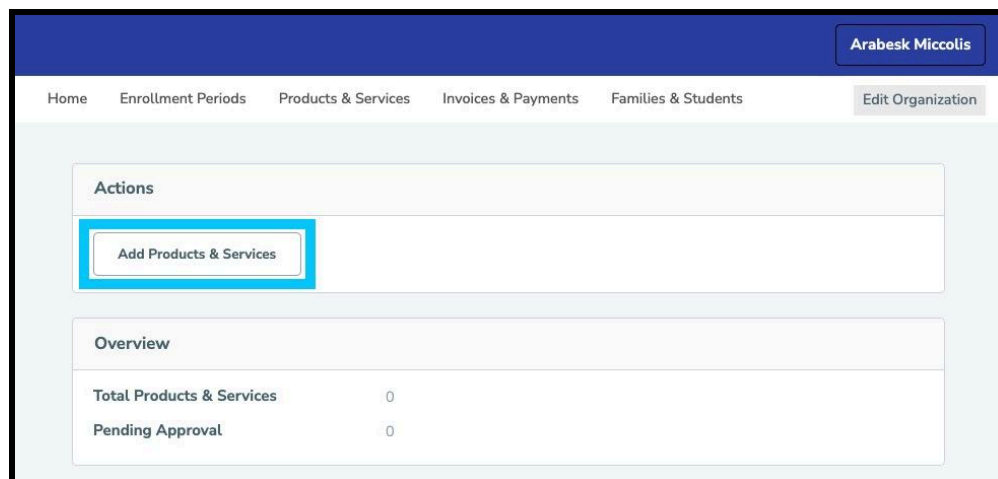
- Follow the instructions on-screen or below to process your refund payment.
- Ensure that refund payments are processed within 30 days to maintain compliance with program requirements.



11. Closed Marketplace Module for Schools

Adding Products & Services

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



- Complete the product submission form with the following information:
 - Product name
 - Category (select from available options)
 - Price

- Product images (if applicable)
- Detailed description outlining exactly what students will receive
 - **Note:** Be specific about age or grade level limits, time units, and any other relevant details
- Review all entered information carefully, then click "Submit".

Edit Products & Services

Name

Category
 ▼
Please select the category this item most closely matches

Unit Price

Item Image
 No file chosen

Description

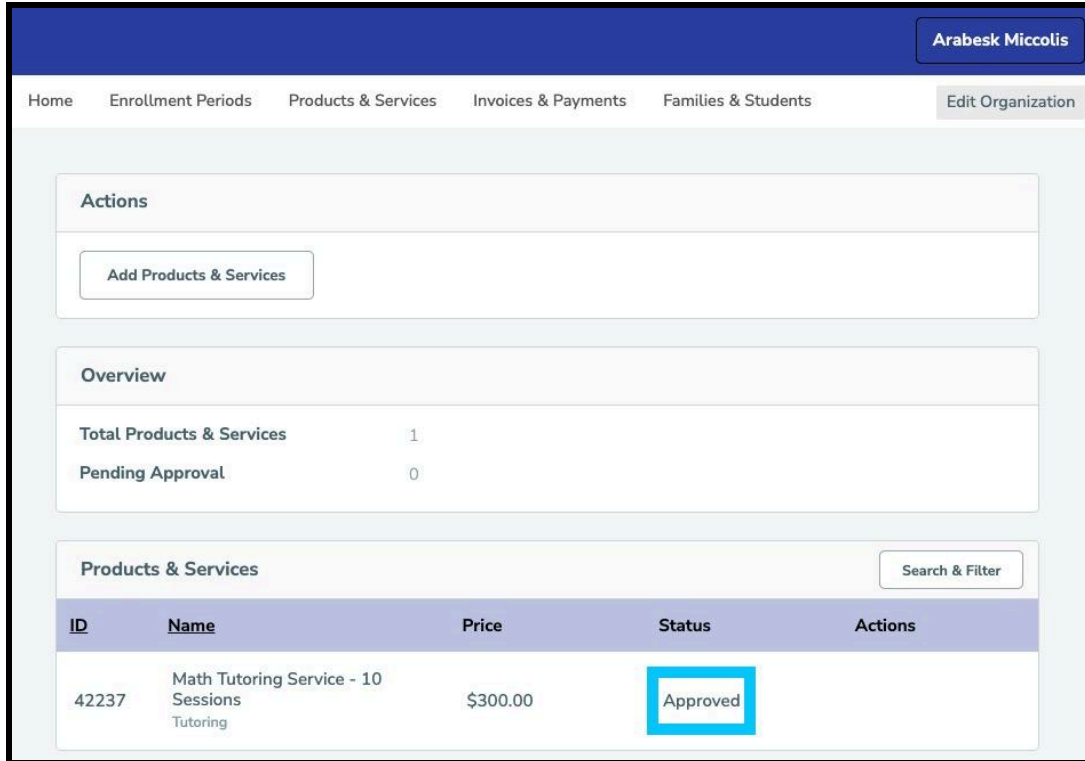
File Edit View Insert Format

↶ ↷ Paragraph ▼ **B** *I* U

Example: This tutoring service is a package of ten (10) sessions offered at \$30 per session. Each session provides a student with sixty (60) minutes of uninterrupted professional tutoring in mathematics. Note that this service is applicable for students in 1st through 6th grade and will take place in the school library.

P POWERED BY TINY

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



Arabesk Miccolis

Home Enrollment Periods Products & Services Invoices & Payments Families & Students Edit Organization

Actions

Add Products & Services

Overview

Total Products & Services 1

Pending Approval 0

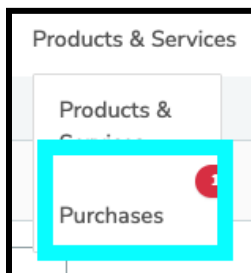
Products & Services Search & Filter

ID	Name	Price	Status	Actions
42237	Math Tutoring Service - 10 Sessions Tutoring	\$300.00	Approved	

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

Managing Orders

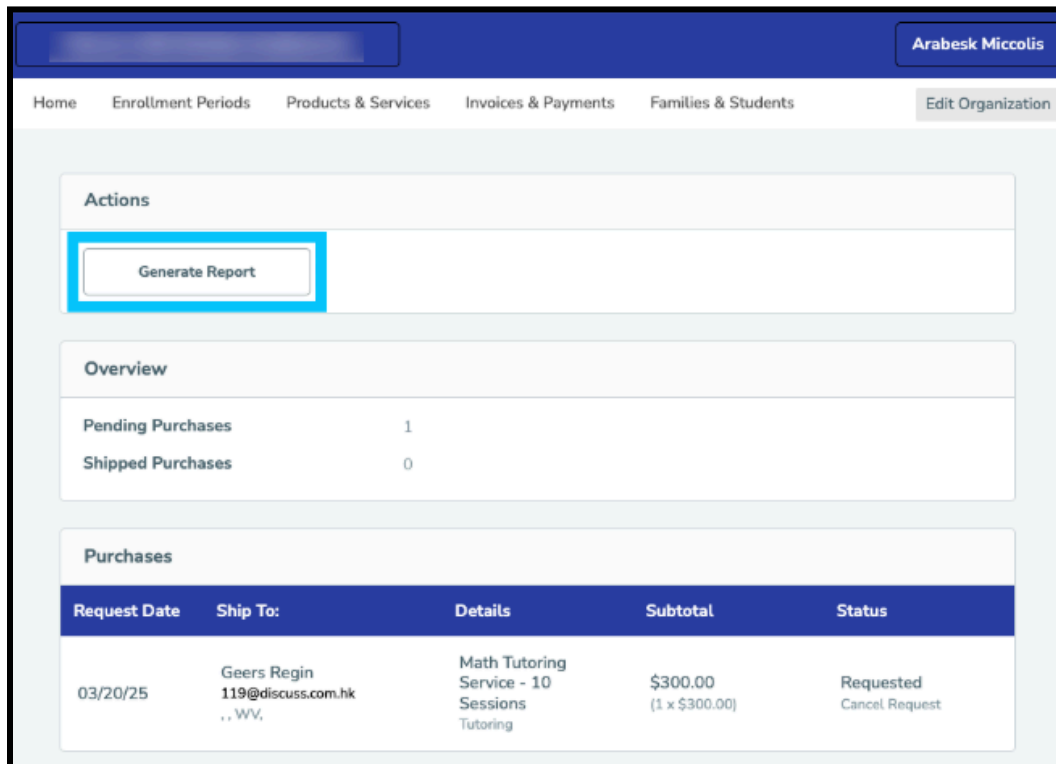
- When families purchase your products or services, you'll receive order notifications in the "Purchases" screen.
 - Access this by clicking the "Products & Services" tab and selecting "Purchases".
- New purchase requests will appear in the main section of this page.



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

Generating Invoices for Products & Services

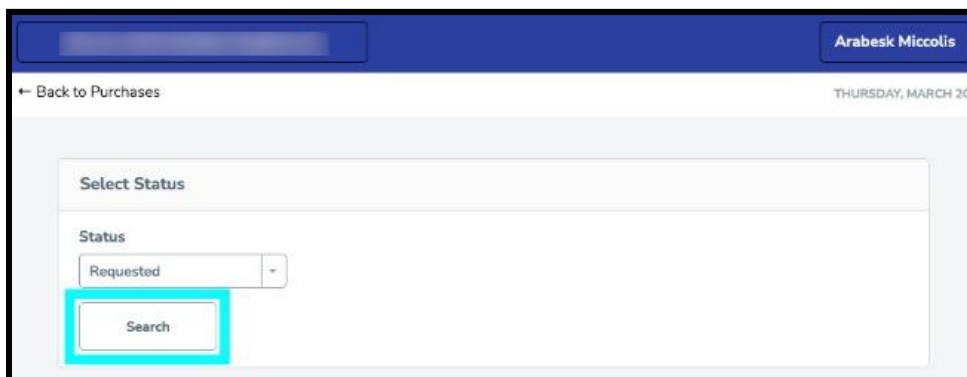
- To receive payment for purchased products and services:
 - Navigate to the "Purchases" drop-down selection under the "Products & Services" tab
 - Click "Generate Report" to begin the invoicing process



The screenshot shows the Arabesk Miccolis dashboard. The top navigation bar includes 'Home', 'Enrollment Periods', 'Products & Services', 'Invoices & Payments', 'Families & Students', and 'Edit Organization'. The 'Products & Services' tab is active. In the 'Actions' section, the 'Generate Report' button is highlighted with a red box. Below this, the 'Overview' section shows 'Pending Purchases: 1' and 'Shipped Purchases: 0'. The 'Purchases' section contains a table with the following data:

Request Date	Ship To:	Details	Subtotal	Status
03/20/25	Geers Regin 119@discuss.com.hk ,, WV,	Math Tutoring Service - 10 Sessions Tutoring	\$300.00 (1 x \$300.00)	Requested Cancel Request

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

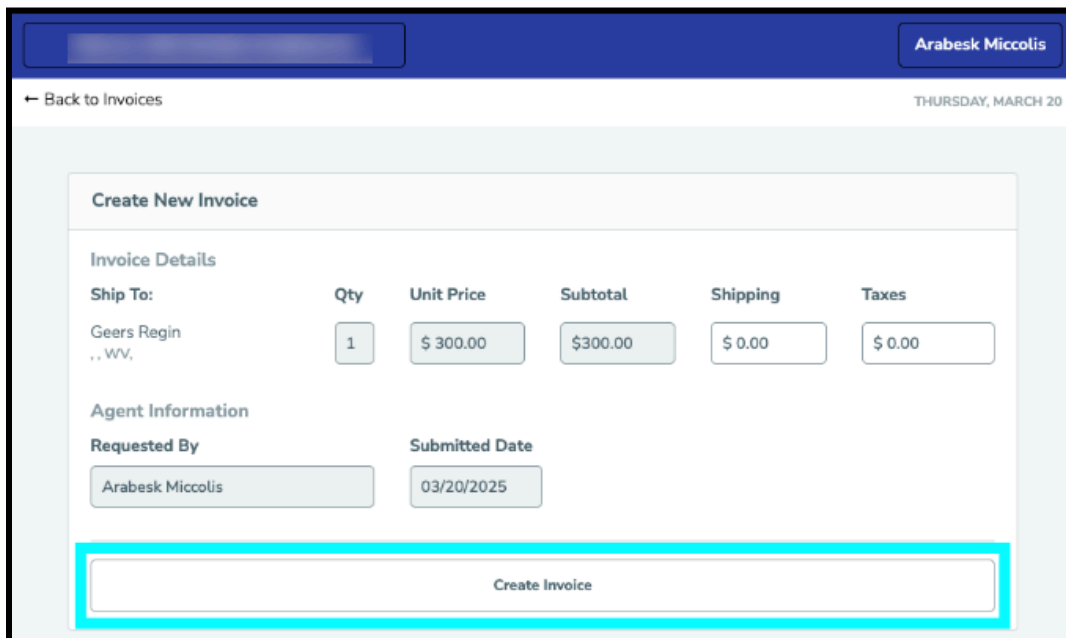


The screenshot shows the Arabesk Miccolis interface with the 'Select Status' dropdown menu open. The 'Requested' status is selected. The 'Search' button is highlighted with a red box. The interface also shows a 'Back to Purchases' link and the date 'THURSDAY, MARCH 20'.

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

Submitting Product & Service Invoices

- Review the invoice details carefully, confirming:
 - Student information
 - Order details
 - Total amount
- Add any necessary notes regarding order fulfillment in the comments section
- Click "Create Invoice" when ready



← Back to Invoices THURSDAY, MARCH 20

Arabesk Miccolis

Create New Invoice

Invoice Details

Ship To:	Qty	Unit Price	Subtotal	Shipping	Taxes
Geers Regin ., WV,	1	\$ 300.00	\$300.00	\$ 0.00	\$ 0.00

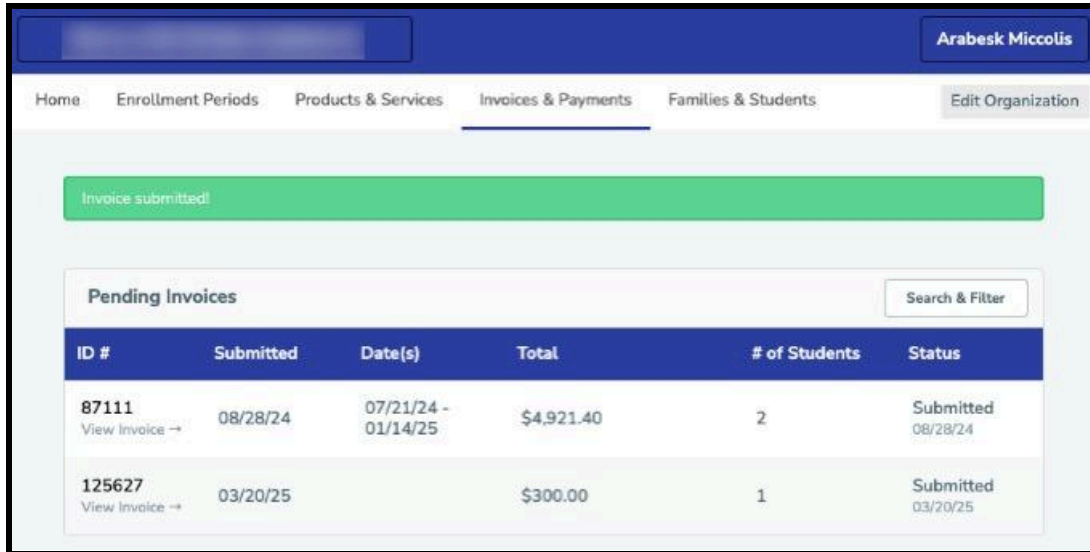
Agent Information

Requested By	Submitted Date
Arabesk Miccolis	03/20/2025

Create Invoice

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

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



Arabesk Miccolis

Home Enrollment Periods Products & Services **Invoices & Payments** Families & Students Edit Organization

Invoice submitted!

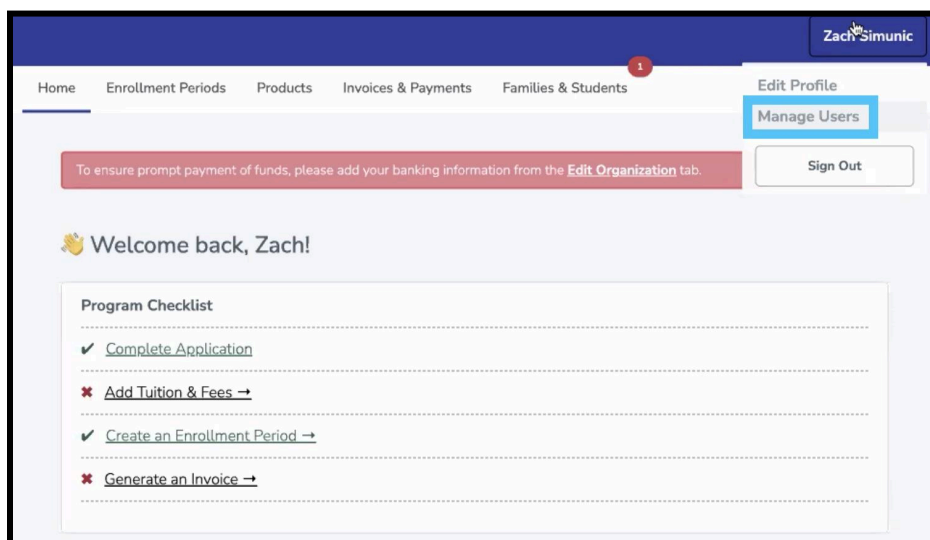
Pending Invoices Search & Filter

ID #	Submitted	Date(s)	Total	# of Students	Status
87111 View Invoice →	08/28/24	07/21/24 - 01/14/25	\$4,921.40	2	Submitted 08/28/24
125627 View Invoice →	03/20/25		\$300.00	1	Submitted 03/20/25

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

12. Managing Users

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



Zach Simunic

Home Enrollment Periods Products Invoices & Payments Families & Students **Edit Profile**

Manage Users

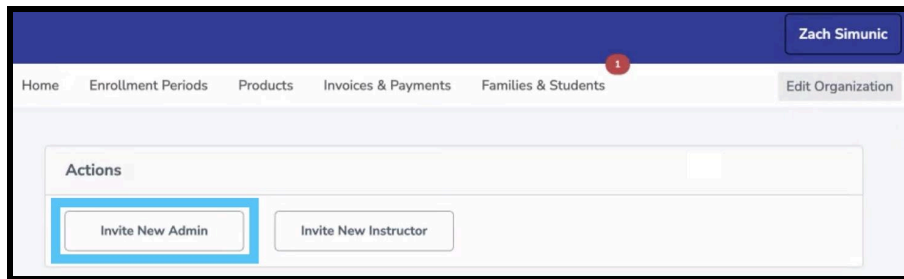
To ensure prompt payment of funds, please add your banking information from the [Edit Organization](#) tab. Sign Out

Welcome back, Zach!

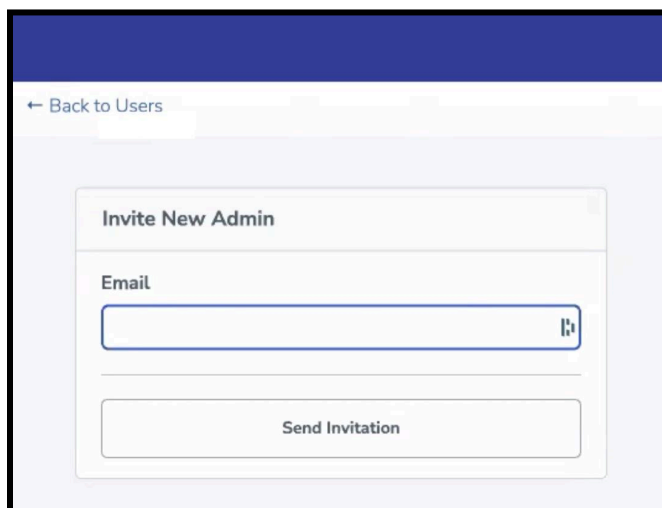
Program Checklist

- ✓ [Complete Application](#)
- ✗ [Add Tuition & Fees →](#)
- ✓ [Create an Enrollment Period →](#)
- ✗ [Generate an Invoice →](#)

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



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



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

13. Support and Assistance

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