

HOPE SCHOLARSHIP WEST VIRGINIA

Hope Scholarship Online Portal Update

With the start of the 2024-2025 school year and August 15 Hope Scholarship first-half funding date approaching, we know many families and education service providers are busy with preparations and account setup.

Additionally, with the transition to our new program manager, many are also working to get acclimated to the new system.

We appreciate your patience and understanding as we continue to implement the new online portal to ensure your accounts are fully functional.

The Hope Scholarship staff understand many families have not seen providers and requested items show up in the TheoPay™ platform as quickly as some had expected. As mentioned previously, the platform is designed to get “smarter” with time, with an expectation of processing requests within 48 hours. However, during its initial implementation, the TheoPay™ platform will take longer to process requests as it learns and develops and we build confidence that the correct decisions are being made regarding the allowability of the items being purchased.

Families should now be able to see previously placed and all new TheoPay™ orders on the “TheoPay™ Orders” tab of their account dashboard. We are aware that some previous orders where families received a “something unexpected occurred” message when they place their orders are not yet visible on that tab to families. Please be assured those orders are in the system and Student First Technologies is working to get those missing orders visible in the account dashboards as quickly as possible. From the dashboard,

families will be able to track the progress on their placed orders as they move throughout the fulfillment process. If an order has not yet been fulfilled, it will say "Manage Order" and the family will have the ability to cancel the order before it is placed. After the order is processed, "Manage Order" will change to "View Order," and from there, families can view the details/status of the order.

Additional TheoPay™ eligible vendors were added to the platform earlier this week and we will continue to add more in the coming weeks.

We understand many of you are operating under tight time constraints, and the Hope Scholarship staff are working intently with our program manager to expedite this process.

Additionally, Hope Scholarship staff are working to ensure legacy vendors in the Hope Scholarship Program show up in the new online portal so that families and education service providers can begin processing orders.

With the new platform rollout, beginning of the school year, significantly increased enrollment in the program and the scholarship award deposit date coinciding, staff are extraordinarily busy managing requests at this time. We apologize if some requests have not been addressed in their usual timely fashion, but we assure you we are working around-the-clock to address requests that have come into the program.

If you need further assistance, please contact our new Hope Engagement Center by phone at 681-999-HOPE or by email at help@hopescholarshipwv.com.

hopescholarshipwv.com



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