

South Carolina Department of Education

School Initiative Program

ClassWallet User Guide



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Welcome to ClassWallet

We're pleased to announce that the South Carolina Department of Education (SC DOE) is using ClassWallet, an online funds management platform, to streamline the management the South Carolina Afterschool and Summer Initiative Program. Eligible entities can use these funds to submit for eligible reimbursements.

The first step to accessing your account is receipt of the Welcome email from ClassWallet.

Welcome!

Congratulations on receiving your EANS assistance from the South Carolina Department of Education (SCDE). Your funds will be deposited into an account established for you on ClassWallet. It will be through ClassWallet that you will be able to view your EANS balance and submit requests for reimbursement or payments to providers.

You can log in now to set up your credentials and banking information for reimbursements. Once funding is received and allocated to your account, a second notice will be sent to confirm you can log back into your account, accept the affidavit and begin making claims.

*****IMPORTANT: ALL FUNDS MUST BE USED BY SEPTEMBER 30, 2023. ANY UNUSED AWARD MONEY REMAINING IN YOUR CLASSWALLET ACCOUNT AFTER SEPTEMBER 30, 2023, WILL BE RETURNED TO THE STATE.*****

Access your ClassWallet account:

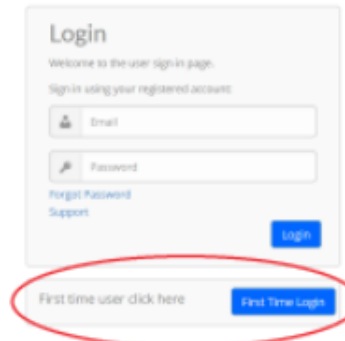
Step 1 - Establish your ClassWallet account:

Go to app.classwallet.com and click on "First Time Login". Enter your email address and then follow the prompts.

Step 2 - Verify your account:

ClassWallet will send you an email to verify your account. Click on the link in that email to complete your ClassWallet registration process.

[Please click here to get started.](#)



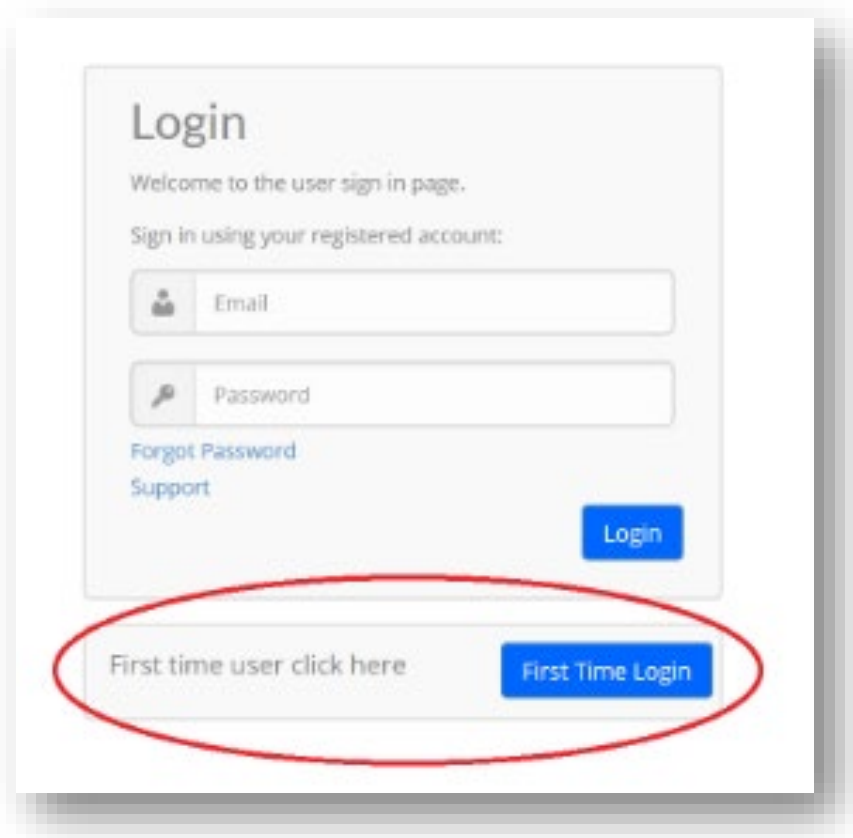


Access Your Class Wallet Account



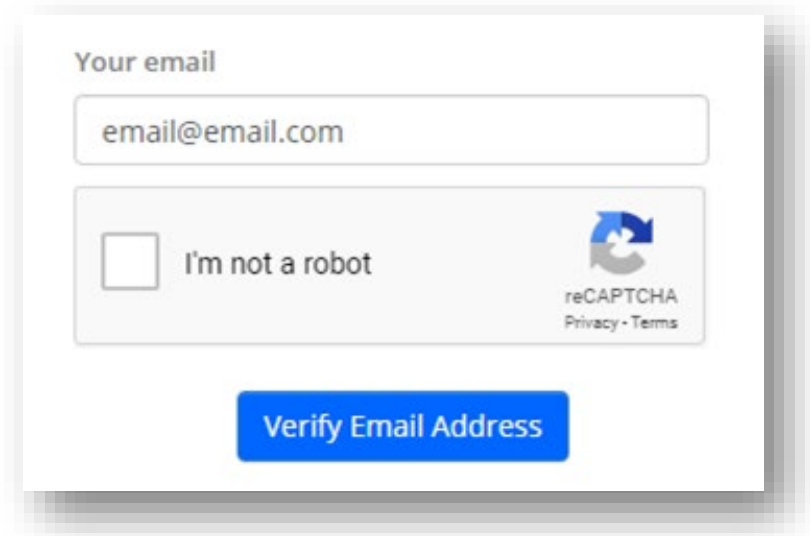
Account Access: First Time Login

1. Go to app.classwallet.com and click on the “First Time Login” button



The screenshot shows a login form titled "Login" with the subtitle "Welcome to the user sign in page." Below the subtitle, it says "Sign in using your registered account:". There are two input fields: "Email" and "Password". Below the "Password" field, there are links for "Forgot Password" and "Support". A blue "Login" button is located at the bottom right of the form. Below the form, there is a section for "First time user click here" with a blue "First Time Login" button. This entire section is circled in red.

2. Enter your email address, click the checkbox: “I’m not a robot” and then click the blue button to verify your email address

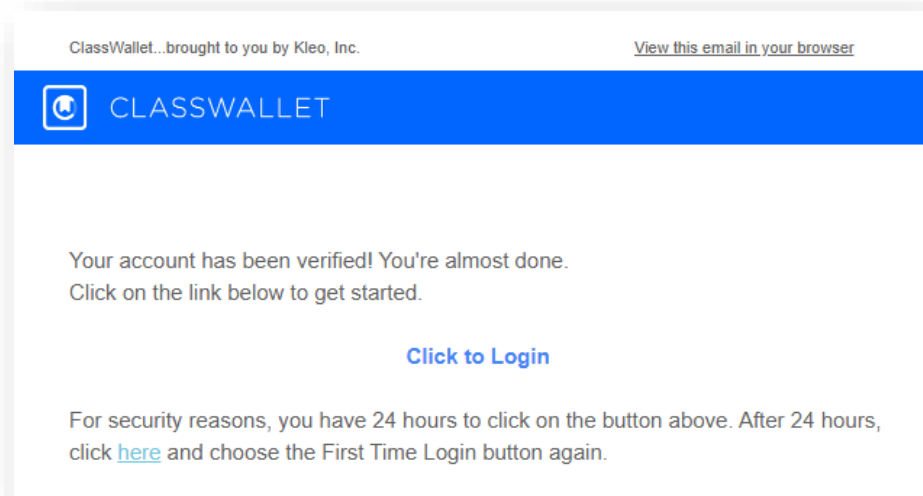


The screenshot shows a page titled "Your email" with an input field containing "email@email.com". Below the input field, there is a checkbox labeled "I'm not a robot" and a reCAPTCHA logo with the text "reCAPTCHA Privacy - Terms". A blue "Verify Email Address" button is located at the bottom of the form.



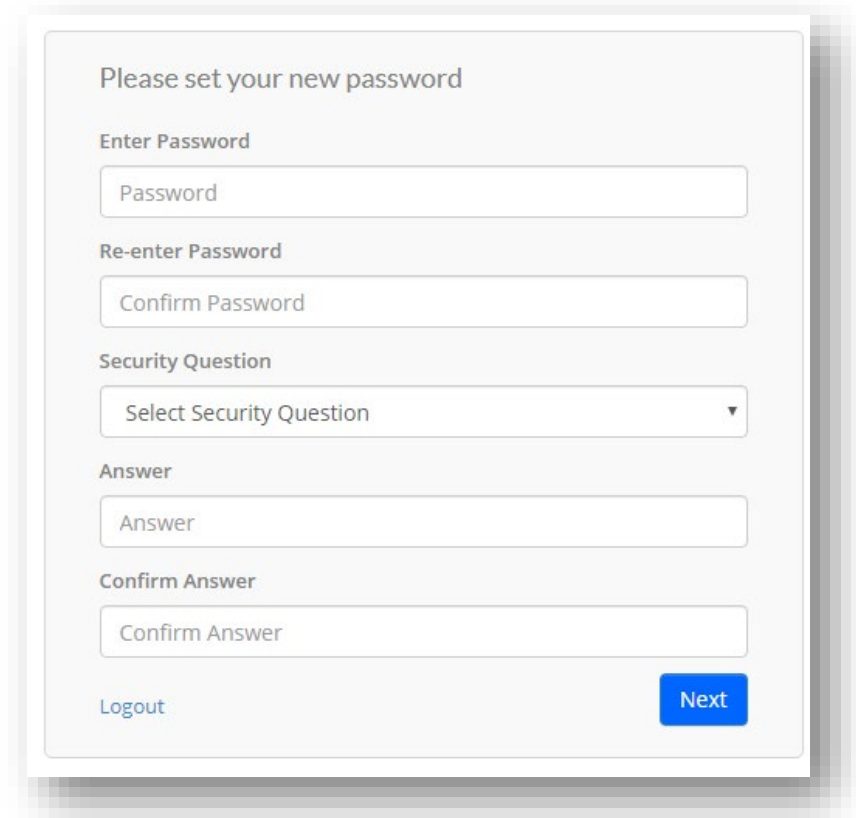
Account Access: First Time Login

3. ClassWallet (info@classwallet.com) will send you an email to verify your account. Click "Login" in the email.



Be sure to whitelist or save info@classwallet.com as a "Safe Sender" to ensure you receive important system generated emails.

4. Create the log-in information you will use to access your account moving forward.

A screenshot of a password creation form. The title is "Please set your new password". It contains several input fields: "Enter Password" (Password), "Re-enter Password" (Confirm Password), "Security Question" (Select Security Question), "Answer" (Answer), and "Confirm Answer" (Confirm Answer). There is a "Logout" link at the bottom left and a blue "Next" button at the bottom right.

Account Access: Login

When you are ready to log-in, go to app.classwallet.com and enter your email and the password you created.



Login

Welcome to the user sign in page.

Sign in using your registered account:

[Forgot Password](#)

[Support](#)

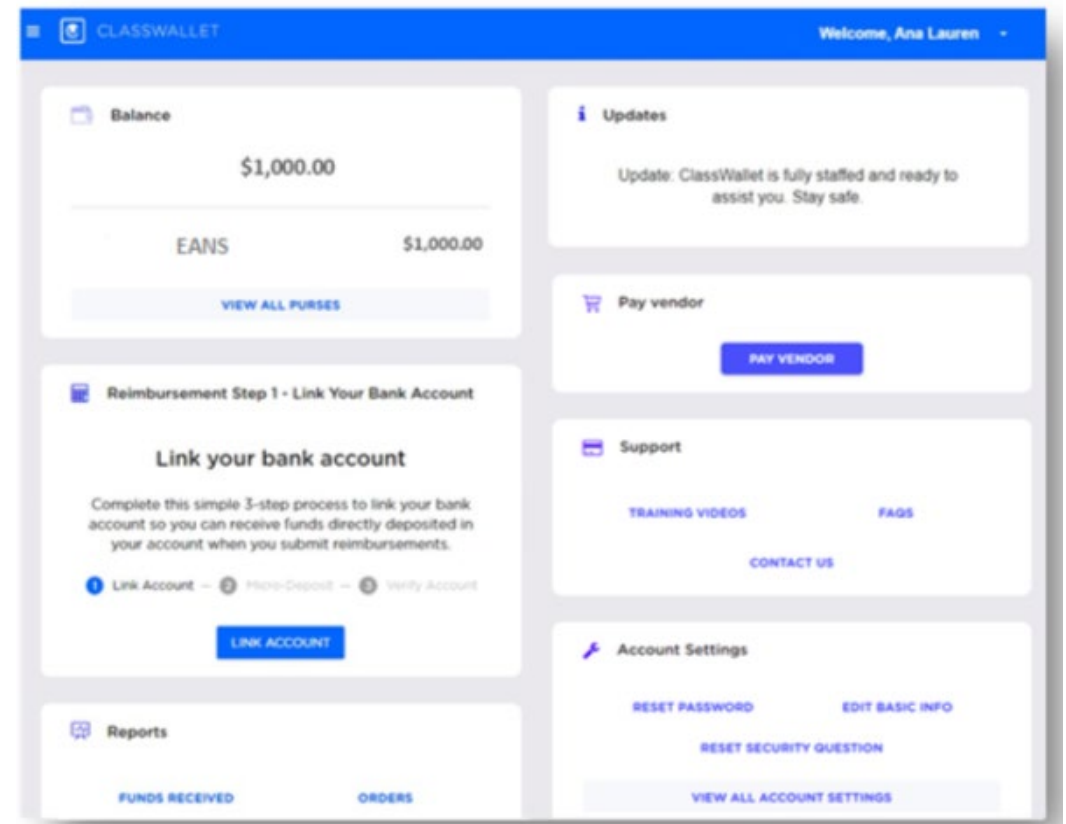
[Login](#)



Account Access: Home Page

These are the tiles and menu options you will find on your ClassWallet home page:

- **Updates** – Important ClassWallet system notifications
- **Balance** – View your balance
- **Reimbursement**– Issue a direct payment to approved registered service providers
- **Reports** – View funds received and all order details
- **Support** – Find training videos, FAQs or contact Support
- **Account Settings** – Edit basic info, update your password or security question and answer



Accept the Affidavit

Before you can spend your funds, you must read through and accept the affidavit as outlined by the U.S.

Department of Education and the South Carolina Department of Education.

Upon logging in for the first time, you will see the affidavit related to funds made available to you.

Affidavit for Purse South Carolina Afterschool Initiative

The undersigned hereby swears that the request for reimbursement information provided is complete, true, and correct. The undersigned swears that all purchases made were reasonable, allowable, and allocable for use in their afterschool/summer programs under the American Rescue Plan (ARP) Elementary and Secondary School Emergency Relief (ESSER) After-School and Summer Initiative. Further, the undersigned understands that if the South Carolina Department of Education (SCDE) determines that the information is not true and correct, the SCDE will take legal action as permitted by federal law to recover all non-allowable, non-allocable funds expended on behalf of the afterschool/summer programs under the ARP ESSER After-School and Summer Initiative.

Refer to page seven (7) of your Request for Proposal for detailed information on Unallowable expenses.



Affidavit Options

- **Accept** - You will see your account balance displayed and can issue payments to registered
- **Skip for Now** - You will be taken to your ClassWallet account, but your balance related to these funds will display \$0. You must click on the blue “Affidavit” link in order to display the affidavit and “Accept” it in order to use these funds. You can view instructions [here](#).
- **Reject** - On the confirmation message, you can confirm your rejection to use the funds or click “Go Back” to change your selection. If you accidentally rejected the affidavit, contact ClassWallet support to reset your selection.





Ways to Use Your Award Funds

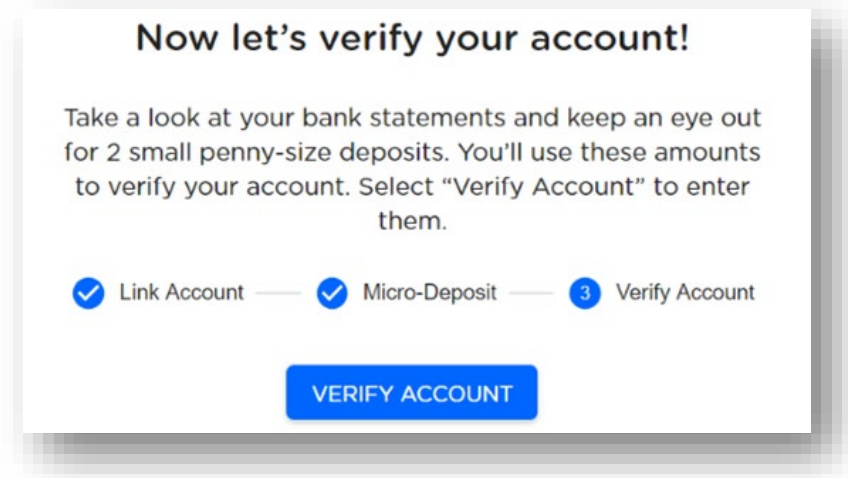
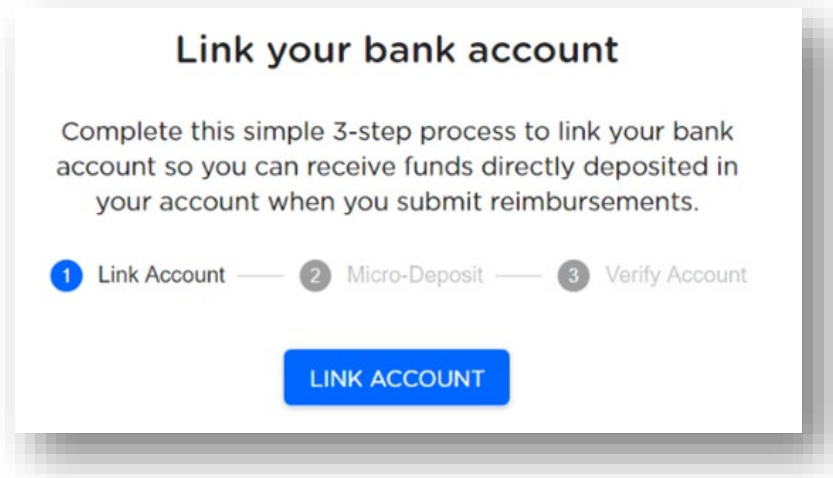


Reimbursements: Link Bank Account

If you've made a purchase with other vendors and wish to seek reimbursement, you can do so by linking your **business (not personal)** bank account and submitting the receipts and paid invoices through your ClassWallet account. You'll need to complete a W-9 as one of the required steps to linking your bank account - please have the information handy.

Getting started takes 2 steps.

1. Link your bank account. Entering the required information only takes a few minutes. You will only need to link your bank account once.
2. Verify the micro deposits we sent to your bank. You should see deposits within 1-2 business days of linking your bank account.



You can view detailed instructions with screenshots and watch a tutorial video here:
<https://kleo.force.com/classwallet/s/article/How-to-link-your-bank-account>



Reimbursements: Submit Receipts



How to Submit Receipts for Reimbursement Using a Desktop Scanner

Once your bank account is verified, you can start a reimbursement and submit a documents by:

- scanning them using a desktop printer and submitting them through the ClassWallet online application OR
- taking a photo using your smartphone and submitting them through the ClassWallet mobile-friendly website

You can view step-by-step instructions at: <https://kleo.force.com/classwallet/s/article/Submitting-receipts-for-reimbursement>

Or watch a short 2-minute video here: <https://youtu.be/kfYU39IRqAc>

***Please keep in mind these videos and articles may not accurately represent the settings of your specific organization.*





Other Important Information



Category Selection Requirement

Upon submitting your reimbursement, you will be required to select the appropriate category related to your transaction.

Afterschool Salaries

Afterschool Benefits

Afterschool Supplies

Afterschool Purchase Services

Summer Salaries

Summer Benefits

Summer Supplies

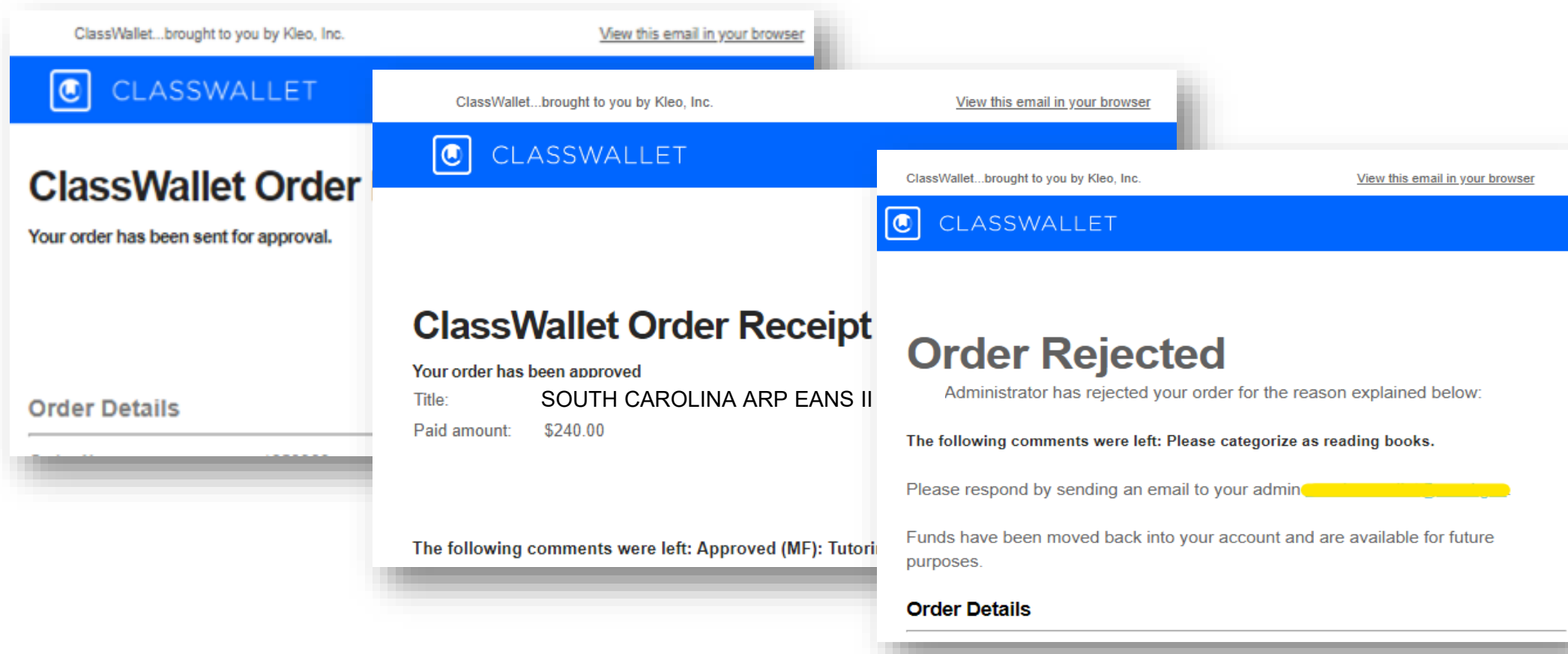
Summer Purchase Services



Transaction Confirmation Emails

You will receive the following emails after you submit a reimbursement:

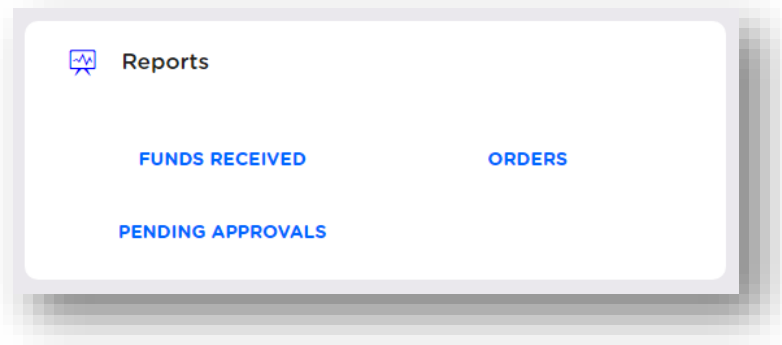
1. Confirmation of reimbursement for the designated administrator to review
2. Confirmation of the administrator's approval or rejection, along with any applicable comments



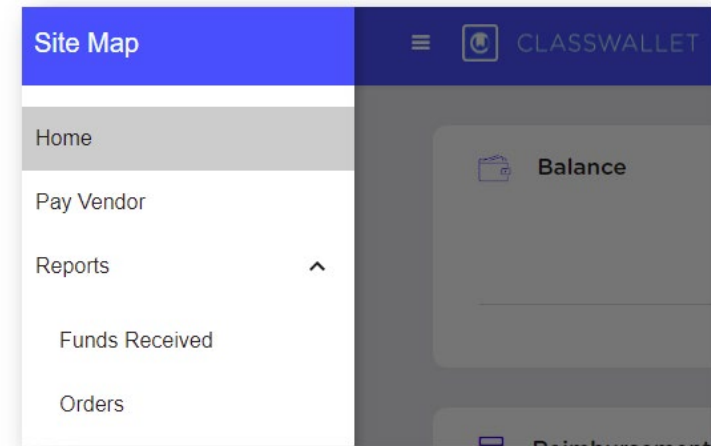
Access & View Reports

You have access within your ClassWallet account to view reports around your account activity. You can find these real-time reports through the Report tile found on the homepage or the sidebar menu.

Access reports from the homepage tile menu



OR Access reports from the



You can view your funding activity and documents for reimbursements submitted through the platform. You can also view the status and any applicable comments from the approver within your order reports.



Approval & Rejection Notes

- Upon the administrator's approval of your **reimbursement**, the fiscal agent will receive confirmation of payment, along with the uploaded documents, and payment should settle to their bank account within 2-7 days of the administrator's approval.
- Inquiries related to the approval / rejection decision should be directed to the administrator listed in the confirmation emails.



Deadline and Important Notes

- Please check your account and emails from ClassWallet and/ or the program administrator related to any upcoming deadlines.
- The last day to submit reimbursements within your ClassWallet account is 9/30/24
- If you submit a reimbursement close to the deadline, the designated approver/ administrator will have time after the deadline to review your request and make the applicable decision. However, after the deadline, resubmission will not be permitted.
- All unspent balances will be returned to the State.



General Questions About Security

We highly value your security. We have complete SOC2 audits and spend a great deal of effort to ensure that our platform is secure.

Sharing Info / files

All data at ClassWallet is stored securely and classified according to the data classification policy. ClassWallet is SOC compliant and subject to annual reviews by third-party auditors with regards to our data security and privacy policies. All data transmitted over public and wireless networks is encrypted with strong encryption techniques.



User Support

We're here to help! You can find the SUPPORT tile on your ClassWallet home page for easy access to FAQs, videos, and ways to contact us.

Our support team can assist you with any of the following application related matters:

- Linking or deleting a bank account
- Bank account verification
- Uploading documents
- Process for adding or updating school administrators

Ways to Reach ClassWallet Support:

- Start a live chat or view Knowledgebase at: <https://kleo.force.com/classwallet/s/>
- Email eans@classwallet.com
- Call (877) 969-5536 ext. 6

ClassWallet Customer support hours:

Monday – Friday: 8 AM to 8 PM EST
Saturday: 10 AM to 4 PM EST

