

# Michigan Department of Education

## Emergency Assistance for Non-Public Schools (EANS) ClassWallet User Guide

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CLASSWALLET

Last updated: 11/1/2021

# How to Communicate During this Webinar

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## Before we start, a few panel tips...

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- **To ask a question**, click the **chat** button at the bottom of your screen.
- **Close other applications** that use bandwidth or resources on your device.
- **If you're having trouble connecting**, refresh your browser or relaunch the app.
- **For audio issues** you can also use your phone by clicking the phone icon at the top of your screen.



# Agenda

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- [Welcome](#)
- [Access Your ClassWallet Account](#)
- [Accept the Affidavit](#)
- [Ways to Use Funds](#)
  - [Reimbursements: Link Bank Account & Submit Receipts](#)
  - [Service Provider Payments](#)
- [Category Selection Requirement](#)
- [View Transaction Confirmation Emails](#)
- [Access & View Reports](#)
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- [Deadline & Important Notes](#)
- [General Questions About Security](#)
- [User Support](#)



# Welcome to ClassWallet

We're pleased to announce that the Michigan Department of Education (MDE) is using ClassWallet, an online funds management platform, to streamline the management of the Emergency Assistance to Non-Public Schools (EANS). Eligible non-public schools can use these funds to make payments through vetted and pre-approved service providers or submit receipts for reimbursement of purchases made to address educational disruptions resulting from COVID-19.

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

 CLASSWALLET

## Welcome Nicki!

Congratulations on receiving your EANS assistance from the Michigan Department of Education (MDE). 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 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: EANS will only cover services up to September 30, 2023, but you will have 30 days after this deadline to process payments or submit reimbursement requests within your ClassWallet account. Any unused award money remaining in your ClassWallet account AFTER OCTOBER 31, 2023, will be forfeited.\*\*\***

### Access your ClassWallet account:

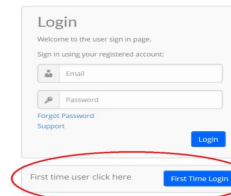
#### **Step 1 - Establish your ClassWallet account:**

Go to [app.classwallet.com](https://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.](#)

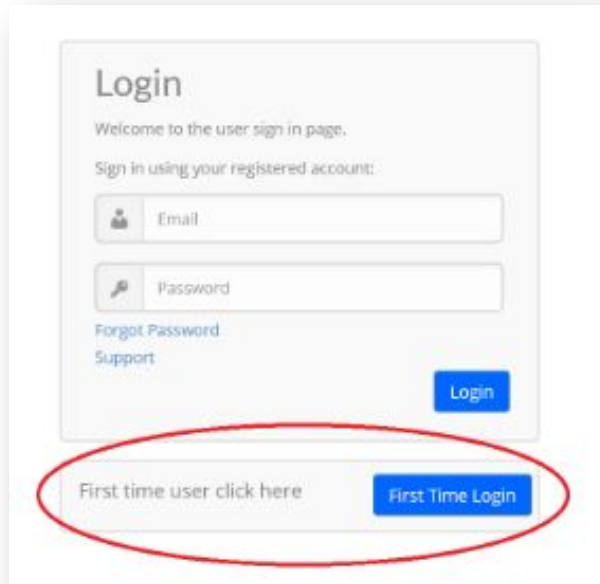


# Access Your ClassWallet Account

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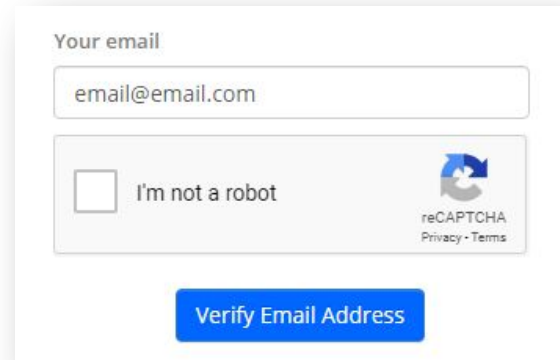
# Access Account: First Time Login

1. Go to [app.classwallet.com](https://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 this, it says "Sign in using your registered account:". There are two input fields: "Email" and "Password". Below the "Password" field are links for "Forgot Password" and "Support". A blue "Login" button is positioned to the right of the "Password" field. At the bottom of the form, there is a red oval highlighting the text "First time user click here" and a blue "First Time Login" button.

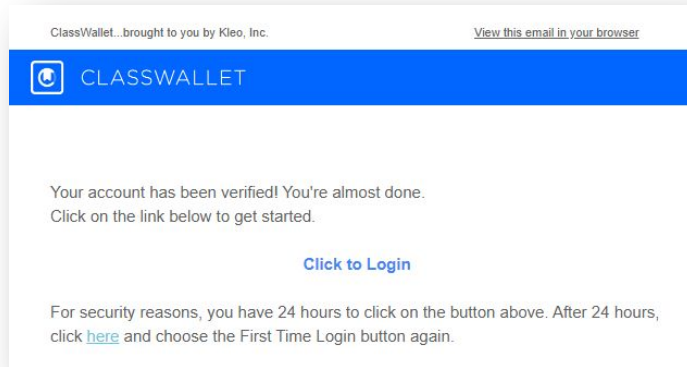
2. Enter your email address, click the checkbox: “I’m not a robot” and then click the blue button to verify your email address



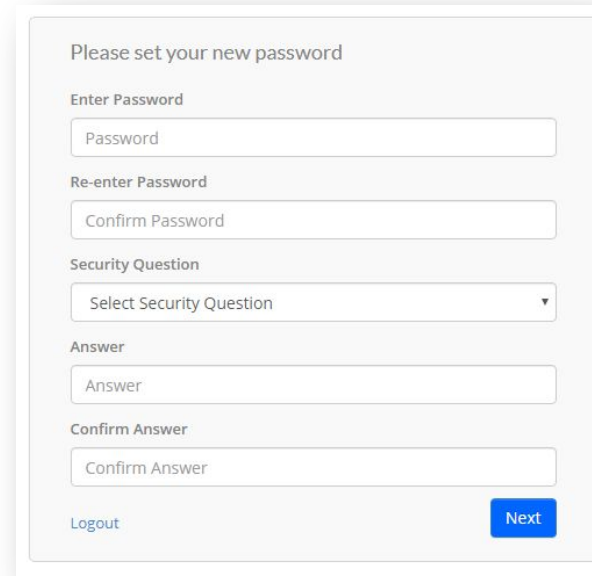
The screenshot shows a verification page titled "Your email" with an input field containing "email@email.com". Below the input field is a checkbox labeled "I'm not a robot" and a reCAPTCHA logo. At the bottom of the page is a blue "Verify Email Address" button.

# Access Account: First Time Login

3. ClassWallet ([info@classwallet.com](mailto:info@classwallet.com)) will send you an email to verify your account. Click "Login" in the email.
4. Create the log-in information you will use to access your account moving forward.



Be sure to whitelist or save [info@classwallet.com](mailto:info@classwallet.com) as a "Safe Sender" to ensure you receive important system generated emails.



The screenshot shows a form titled "Please set your new password". The form contains the following fields and elements:

- Enter Password:** A text input field with the placeholder text "Password".
- Re-enter Password:** A text input field with the placeholder text "Confirm Password".
- Security Question:** A dropdown menu with the placeholder text "Select Security Question".
- Answer:** A text input field with the placeholder text "Answer".
- Confirm Answer:** A text input field with the placeholder text "Confirm Answer".
- Logout:** A text link at the bottom left.
- Next:** A blue button at the bottom right.

# Access Account: Login

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When you are ready to log-in, go to [app.classwallet.com](https://app.classwallet.com) and enter your email and the password you created.



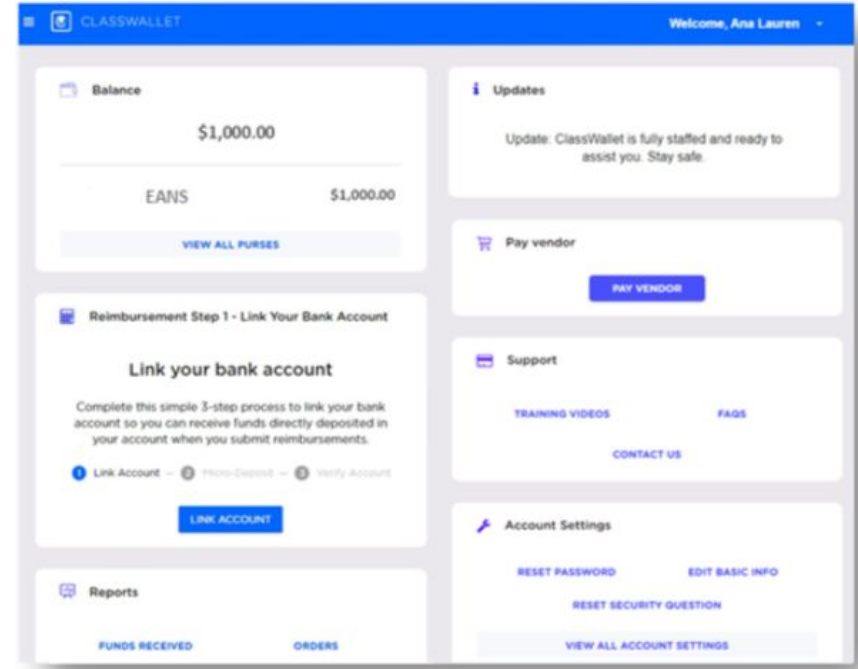
The screenshot shows a login form with the following elements:

- Title:** Login
- Welcome message:** Welcome to the user sign in page.
- Instruction:** Sign in using your registered account:
- Email field:** A text input field with a person icon on the left and the label "Email".
- Password field:** A text input field with a key icon on the left and the label "Password".
- Links:** "Forgot Password" and "Support" links located below the password field.
- Login button:** A blue button with the text "Login" located at the bottom right of the form.

# Access Account: 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** – Link your bank, verify your account and submit receipts (This tile will change based on the where you are In the process.)
- **Pay Vendor** – 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 Michigan Department of Education.

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

## Affidavit Options:

- **Accept** – You will see your account balance displayed and can issue payments to registered providers or submit receipts for reimbursement.
- **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.


### Affidavit for Purse EANS

By clicking ACCEPT below I affirm that the following is true to and correct regarding my school:

- The school requesting services or assistance is a non-profit school.
- The school requesting services or assistance is accredited, licensed, or otherwise approved to operate in accordance with State law.
- The school requesting services or assistance existed and operated prior to March 13, 2020.
- The school requesting services or assistance did not and will not apply for and receive a loan under the Small Business Administration's Paycheck Protection Program (PPP) (15 U.S.C. 636(a)(37)) that is made on or after December 27, 2020. \*
- The school requesting services will ensure all inventory controls required by the public agent on behalf of IDOE are implemented prior to reimbursement with EANS funding.
- None of the services or assistance for which I am requesting support in this application have already been supported by a loan under the PPP.

\*NOTE: If a non-public school applies for a PPP loan on or after December 27, 2020, but does not receive funds under the PPP, the school may apply for services or assistance under the EANS program, as long as the non-public school meets the requirements and deadlines of this application. If a non-public school applied for or received a PPP loan prior to December 27, 2020,

I REJECT THE AFFIDAVIT.

 [Contact Us](#)

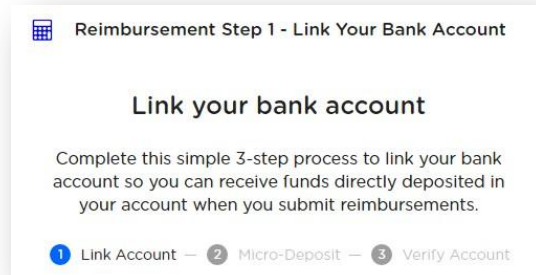
# Ways to Use Your EANS Award Funds

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# Ways to Use Your Funds

Once your ClassWallet balance reflects the EANS funds, you can link your bank account and submit receipts for a direct reimbursement via ACH or issue payments to registered service providers.

## Reimbursement



Reimbursement Step 1 - Link Your Bank Account

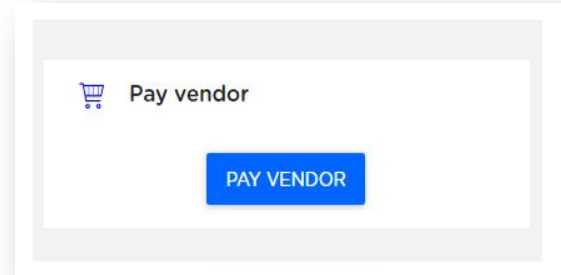
### Link your bank account

Complete this simple 3-step process to link your bank account so you can receive funds directly deposited in your account when you submit reimbursements.

1 Link Account — 2 Micro-Deposit — 3 Verify Account

*Link your bank account to be reimbursed for approved purchases.*

## Service Provider Payment



Pay vendor

PAY VENDOR

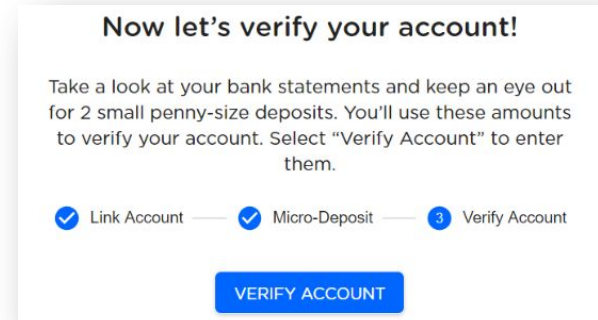
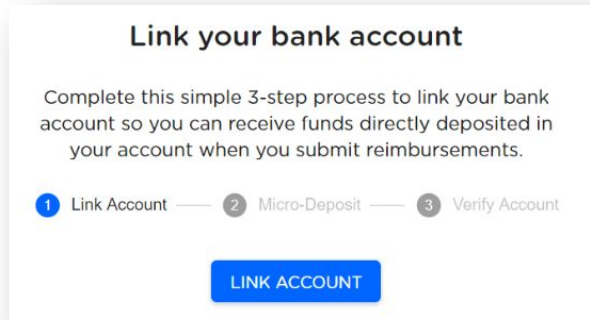
*Pay registered service providers*

# 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 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

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## 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.*

# Reimbursements: Documentation

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All purchases, along with the proper uploaded documents, will be sent to the program administrators for audit, review, and are subject to approval.

To avoid delays or rejections of your requests, be sure to submit the proper documentation.

**Proper documentation includes:**

- a detailed invoice or bill of sale
- a copy of a cleared check or credit/debit card statement for the same amount of each reimbursable item/total
- Written justification may be required to ensure the expenditures align with the requirements.

Acceptable file types are:

- .PDF
- .JPEG
- .PNG

# Get Your Service Provider Pre-Registered

In order to receive payment using the EANS funds, service providers will need to register and become an approved provider. It is a 3-step process:

**Step 1:** Register with ClassWallet at the designated link

**Step 2:** Provide banking information for ACH payments in ClassWallet platform

**Step 3:** Verify your Microdeposits

Once the provider has completed the registration and verification process, you will be able to find them in the vendor list and issue payments for eligible services.

## Michigan EANS Service Provider Registration



Hello,

Congratulations! Your business has been identified as an approved service provider eligible to participate in the EANS program offered through the State of Michigan's Department of Education.

In order to receive payments from non-public schools that have been approved for EANS, you must successfully register online with ClassWallet, the DOE's approved digital payment vendor, and complete the three steps below:

**FIRST STEP:** Please go to this secure link: <https://vendor.classwallet.com/register/615b27c79df9b15a2a1a969a>

to create and register your ClassWallet account. We recommend that the individual registering the account be someone with authority to process and receive payments for the business.

**SECOND STEP:** Provide the banking information of the checking account you would like to use to receive ACH payments. You will be required to complete a W-9 form on-screen, so please be sure you have the required information readily available. A link to view a sample W-9 to help you prepare can be found here: [Form W-9 \(Rev. October 2018\)](https://www.irs.gov/pub/irs-soi/18/w9.pdf). ([irs.gov](https://www.irs.gov))

**THIRD STEP:** For security purposes, after you register, ClassWallet will ACH two micro-deposits (less than \$0.10) into your checking account. The deposits can be found in your online banking statement within 48 business hours. Upon receipt of the deposit, return to the ClassWallet site and enter the micro deposit amounts. This step ensures you are the owner of the bank account and that you will be able to receive the ACH payment without issue.

**FEES:** Please keep in mind that ClassWallet deducts a 2.5% transaction processing fee in the settlement payments made to service providers.

[View the ClassWallet Service Provider Registration Guide here.](#)

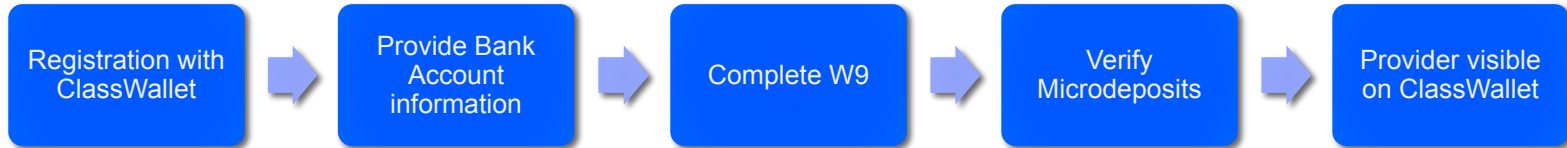
If you have any questions or if you are currently registered with ClassWallet, receiving payments for another program, and would like to receive the next steps in accepting payments from the Michigan Department of Education please contact us at [help@classwallet.com](mailto:help@classwallet.com).

We look forward to working with you.

# Provider Payments: Registration Steps

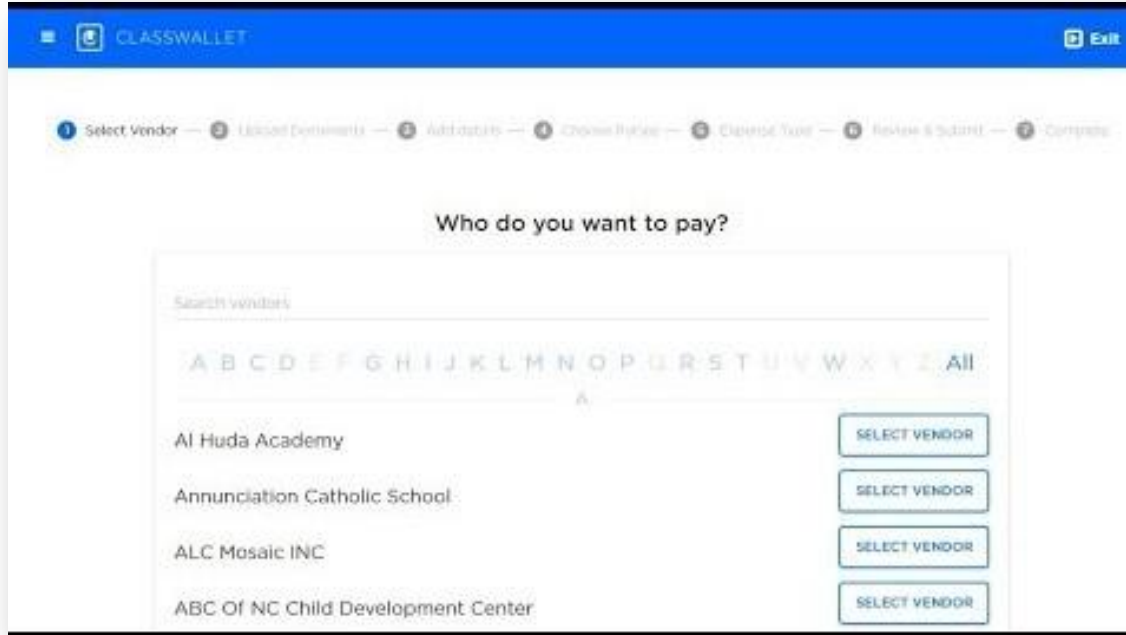
## Michigan EANS Service Provider Registration

Registration occurs on the ClassWallet platform



Step	Description	Est Timeline
1. ClassWallet Registration & Account Link	<ul style="list-style-type: none"><li>Service provider completes ClassWallet registration and account linking steps. The account verification process is initiated.</li></ul>	Day 1
2. Provide Bank Account information	<ul style="list-style-type: none"><li>Provider submits bank account &amp; routing information</li></ul>	Varies, Day 1
3. Complete W9	<ul style="list-style-type: none"><li>Service provider completes the W9 as shown in ClassWallet</li></ul>	Day 1
4. Verify Microdeposits	<ul style="list-style-type: none"><li>Two microdeposits less than \$.10 each will be sent to each service provider within 24 to 48 hours. These must be verified in the ClassWallet vendor portal</li></ul>	Varies Day 2-3
5. Service provider is visible on ClassWallet	<ul style="list-style-type: none"><li>Service provider will be displayed to users under the "Pay Vendor" module and users can issue payment with the required documents.</li></ul>	Day 4

# Provider Payments: Issue Payment



This is where you pay service providers already authorized by the Program Administrator. This is not a marketplace to search for service providers.

Once your service providers are registered on ClassWallet, you can find them in the "Pay Vendor" module and issue payment. You will need to upload any invoices, statements, or other supporting documents (.PDF, .JPEG, or .PNG format)

You can view step-by-step instructions here: <https://kleo.force.com/classwallet/s/article/Pay-a-DirectPay-Vendor>

Or watch a short 2-minute video here: <https://youtu.be/vt0oLysesB4>

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

# Payments: Document Requirements

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All payments will be reviewed and pre-approved by the designated program administrators.

You may see a 2.5% fee on the provider's invoice as it relates to the ClassWallet processing fee.

The Michigan Department of Education may require a work order including final delivery date prior to approval of services or assistance.

The Michigan Department of Education may also require documentation that any service or assistance has been received in full before payment is made to vendors. Written justification may be required to ensure the expenditures align with the requirements.

# Other Important Information

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# Category Selection Requirement

Upon submitting your reimbursement request or service provider payment, you will be required to select the appropriate category related to your transaction. You can select more than one if your transaction consists of items / services in multiple categories.

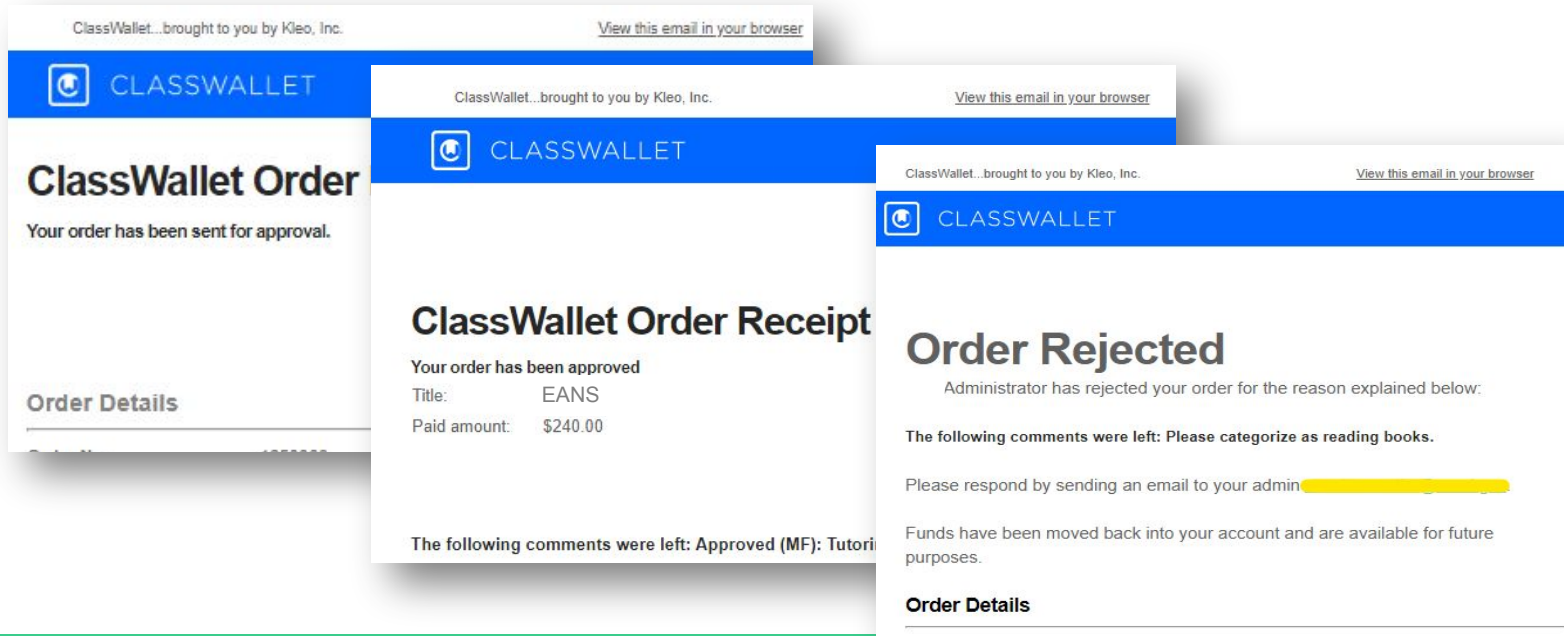
Please select your expense category

- Sanitation Supplies
- Personal Protective Equipment (PPE)
- Portable air purification systems
- Physical barriers
- CDC Recommendations
- COVID Testing
- Educational technology
- Leasing sites
- Transportation costs
- Ventilation systems/Windows
- Training to minimize spread
- Redeveloping Instruction
- Support for learning loss

# Transaction Confirmation Emails

You will receive the following emails after you submit reimbursement receipts or vendor payments:

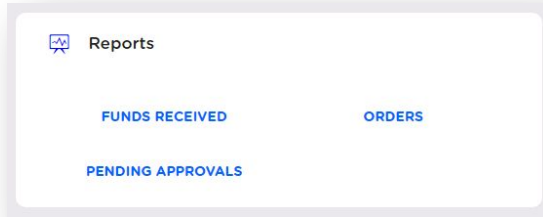
1. Confirmation of payment / reimbursement submission for the designated administrator to review
2. Confirmation of the administrator's approval or rejection, along with any applicable comments



# Access & View Reports

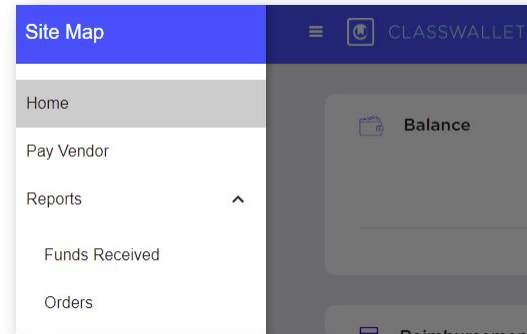
You have access within your ClassWallet account to view reports around your account activity. You can find these real-time reports through the Report tile found on the homepage or the sidebar menu.

Access reports from the homepage tile



OR

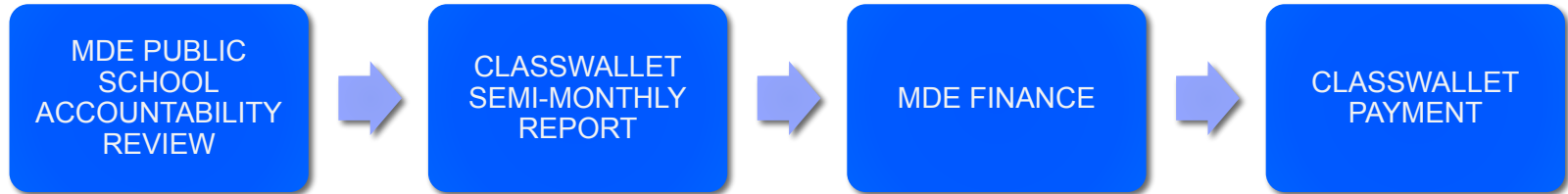
Access reports from the menu



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

# Approval Timeline

Reimbursements and payments to providers can be expected to settle to the bank account linked within 2-4 weeks of the administrator's approval. Below highlights the steps involved after a reimbursement or payment is submitted.\*Please keep in mind, the table below shows an estimated timeline.\*



Step	Description	Est Timeline
Reimbursement / payment submitted	<ul style="list-style-type: none"><li>User submits the reimbursement or service provider payment in their ClassWallet account.</li></ul>	Day 0
MDE Public School Accountability Review	<ul style="list-style-type: none"><li>Program administrators review submissions. Upon approval, an automated email is sent to the user informing them of the approval.</li></ul>	Varies; Day 1-14
ClassWallet Semi-Monthly Report	<ul style="list-style-type: none"><li>Reports of approved transactions are pulled weekly.</li></ul>	Day 15
MDE Finance	<ul style="list-style-type: none"><li>MDE Finance authorizes payment of the approved transactions</li></ul>	Day 20
ClassWallet Payment	<ul style="list-style-type: none"><li>ClassWallet releases payment of the approved transaction. Bank settlement can be expected within this timeframe.</li></ul>	Day 21-28

# Approval & Rejection Notes

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- Upon the administrator's **approval of your reimbursement**, you will receive notice of the approval. The fund transfer typically settles to the bank account you linked within 2-4 weeks of the administrator's approval.
- Upon the administrator's approval of your **payment to a registered service provider**, the provider will receive confirmation of your payment, along with the uploaded documents, and payment should settle to their bank account within 2-4 weeks of the administrator's approval.
- Upon the administrator's **rejection of your reimbursement or provider payment** all funds will be credited back to your ClassWallet account balance. You can find rejection notes/comments in the confirmation email.
- Inquiries related to the approval / rejection decision should be directed to the administrator listed in the confirmation emails.

# Deadline and Important Notes

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- Please check your account and emails from ClassWallet and/or the program administrator related to any upcoming deadlines.
- **EANS will only cover services up to September 30, 2023 but you will have 30 days after this deadline to process payments or submit reimbursement requests within your ClassWallet account.**
- If you submit a reimbursement request or service provider payment 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.
- Any unspent balance remaining in your ClassWallet account AFTER October 31,2023 will be forfeited.

# General Questions About Security

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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 SOC2 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 Reimbursements**

ClassWallet does not store our user's bank account information. When user provide their bank account information to establish an account for reimbursement, we capture that information securely through our SSL encrypted application. We immediately encrypt their data and create a token to share with our ACH Partner. After the account is created with our partner we erase the bank account data on the ClassWallet system.

Our partner stores the bank account information independent of any personal information about the user. What they do store is never stored anywhere other than their encrypted, vault-like servers that are protected both physically and electronically. Most of their storage servers are not connected to the internet and can only be accessed by a single IP address that allows them to send withdrawal and deposit requests directly to the bank. This limits the exposure of ClassWallet users financial information.

View more information here: [General questions about security](#)

# User Support

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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
- Document upload for reimbursements and payments
- Service provider registration status
- Reimbursement and provider payment statuses
- 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 [help@classwallet.com](mailto:help@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



# Questions?

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