



**OHIO**  
VIRTUAL  
ACADEMY

# **OHVA**

## **Internet Service Provider (ISP)**

### **Reimbursement**

A step-by-step guide  
for January – May 2014  
Reimbursement Requests



# ISP Reimbursement Guidelines

- Consistent Internet access is a requirement for enrollment in the Ohio Virtual Academy.
- A portion of the costs associated with Internet access is provided by a reimbursement for students enrolled in our school each semester.

# ISP Reimbursement Guidelines

Families with students in Grades K-8

- The Ohio Virtual Academy will reimburse a single-student family \$9.95 per month towards the partial costs associated with their student's Internet access. Families with multiple K-8 children schooling with OHVA will be reimbursed \$19.90 per month.

# ISP Reimbursement Guidelines

Families with at least one High School student or High School and any combination of Grades K-8

- Ohio Virtual Academy will reimburse families with at least one enrolled high school student a maximum of \$30 per month towards the partial costs associated with their student's high speed Internet access.

# ISP Reimbursement Guidelines

- Additional students do not result in increased reimbursement.
- Note: No family, regardless of the number of OHVA students, will receive more than \$30 per month.

# ISP Reimbursement – Getting Started

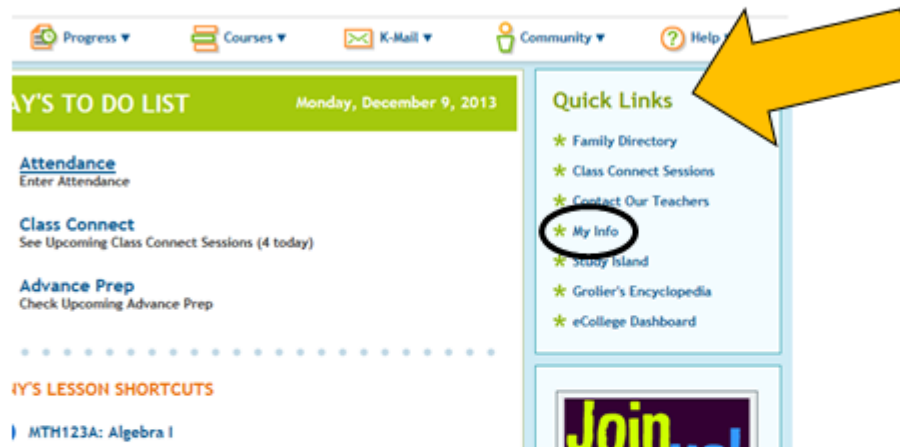
- You will need your Family ID number for this process.

[NOTE: You will need your Family ID - CLICK HERE for instructions on finding your Family ID](#)

- The steps to locate your Family ID Number are on the following slides.

# Locating Your Family ID Number

First, log into the OLS. Select *My Info* under *Quick Links* (right hand side).




The screenshot shows the top navigation bar with links for Progress, Courses, K-Mail, Community, and Help. Below this is a 'MY'S TO DO LIST' section for Monday, December 9, 2013, with links for Attendance, Class Connect, and Advance Prep. On the right side, there is a 'Quick Links' menu with several options: Family Directory, Class Connect Sessions, Contact Our Teachers, My Info (circled in black), Study Island, Grolier's Encyclopedia, and eCollege Dashboard. A large yellow arrow points from the right towards the 'My Info' link.

Next, click on your student's name.

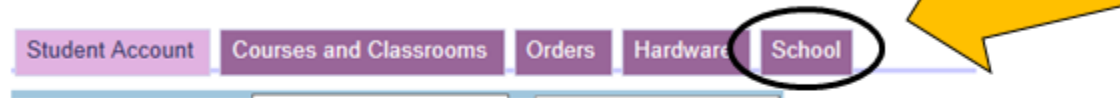
## Students

Name	School
<a href="#">any</a>	OHVA

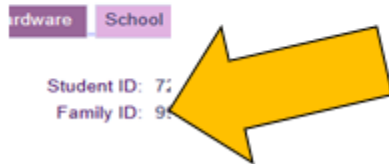


# Locating Your Family ID Number

Then, click on the *school* tab.



Your Family ID will appear on this tab.





# Preparing to submit your reimbursement

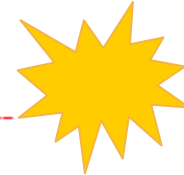
- Log into the ISP Reimbursement portal here:

<http://ohvaonlineforms.com/ISP-Reimbursement.html>

- **Please be aware, this request process can take *up to 30 minutes to complete.***

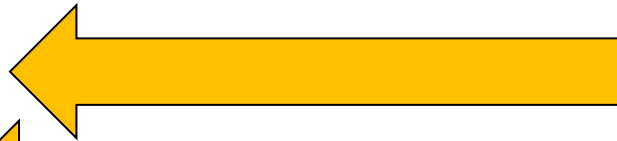
# Enter Information

---- DEADLINE FOR SUBMISSIONS IS FRIDAY JUN. 20th ----



[NOTE: You will need your Family ID-CLICK HERE for instructions on finding your Family ID](#)

Family ID \*



Student ID \*

Only need to list one Student ID number.



Do you have more than one child  
enrolled at OHVA? \*

- Yes  
 No

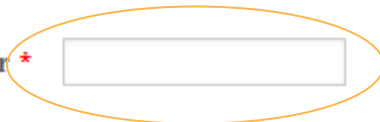


Do you have a child in High  
School or taking High School  
Courses? \*

- Yes  
 No



ISP Provider \*



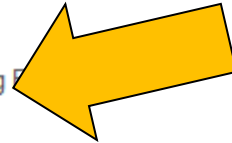
# Attaching scanned documents

- Now it is time to attach the scanned documents.
- **IMPORTANT:** An individual scanned document must be submitted for each month listed for which you were enrolled (not the same bill for each month). [Combining Scanned Documents](#)
- Entire bundled bills are not necessary, only the pages indicating the internet service.
- See video links “Desktop View of Scanning” and “How to Scan”
- [Sample Internet Bill](#)

# Attaching scanned documents

- When you have successfully uploaded a document it will be noted here:

ISP Bill for January 2014  TWC Billing F



ISP Bill for February 2014  No file selected.

ISP Bill for March 2014  No file selected.

ISP Bill for April 2014  No file selected.

ISP Bill for May 2014  No file selected.

# Attaching scanned documents

- If a document is not loaded or has loaded unsuccessfully, it will be noted as “No file chosen”:

ISP Bill for January 2014  TWC Billing

ISP Bill for February 2014  No file selected.

ISP Bill for March 2014  No file selected.

ISP Bill for April 2014  No file selected.

ISP Bill for May 2014  No file selected.



# Enter Contact Information

Name of Person Completing this  
Form \*

Phone Number \*

Address Where You Want Your  
Check Sent \*

Street Address

City

State / Province

Postal / Zip Code

E-mail Address for  
Confirmation \*

Additional Comments

# Example of Confirmation Screen



## ISP Reimbursement

**Thank You!** Your submission has been received!

You should receive a confirmation email shortly.

For more information visit: <http://ohva.k12.com/tools-resources/resource-documents/isp-reimbursement>

# Example of confirmation email

**OHVA - ISP Reimbursement Confirmation**

Ohio Virtual Academy <noreply@jotform.com>

Sent:

To:

This is a confirmation email for your recent ISP Reimbursement submission with the Ohio Virtual Academy.

Please review the information that we received below. If any of the information below is incorrect, please reply to this email with the correct information.



# ISP Reimbursement FAQ's

- Documents must be scanned individually for each month of request. No faxing or mailing.
- Bills must represent the same address listed for the family as listed under “My Info”.
- Only the page of the bill listing internet charge is necessary for upload. No lengthy bundled bills necessary but are acceptable. There is no need to request a breakdown of just internet from your provider. However, if you are scanning the pages of your bill, you may include only the portions needed that show your name, address, service dates, and internet service. If you are saving bills electronically from your online account, saving and using the entire bill is acceptable.
- Accessing statements online – with paper bills or paperless billing is a great option. Bills can be saved directly to your desktop.
- No overdue bills.

# ISP Reimbursement FAQ's

- Reimbursements will not happen immediately. Please expect reimbursements after July 14, 2014.
- Internet reimbursement is available only to currently enrolled students. Students must stay enrolled through the end of the semester in order to be eligible for each reimbursement.
- For this submission, only submit bills for the months for which you were enrolled with OHVA for the months of January – May of 2014.
- The submission window is May 30 – June 20
- Email confirmation will be sent when request is submitted.
- QUESTIONS? Your OHVA teacher or advisor is your FIRST point of contact. They are ready and willing to help. 😊

# Helpful Resource Links

- [Sample Internet Bill](#)
- [How to Merge Files](#)
- [Combining Scanned Documents](#)

# Thank you!

- Your cooperation in this new procedure is appreciated.