

ClassWallet Information

ClassWallet is the digital wallet platform used for the EFA program. Helpful tutorials are available [here!](#)

Parents can make tuition payments, purchase educational items, and pay for other education-related expenses directly through the **ClassWallet Marketplace**.

Learn more about ClassWallet below!

How to Access ClassWallet

Log in to ClassWallet

You can access your EFA funds through the digital wallet by logging in at: <https://app.classwallet.com/login>.

What if I have Multiple Children with EFA Funds?

If you have multiple children receiving EFA funds, you can log in once and switch between your children's accounts when issuing payments. You can view the step-by-step instructions at [Switch Child Accounts](#).

How to Contact ClassWallet

You can access FAQs, view on-demand videos and chat with a live support member at <https://kleo.force.com/classwallet/s/>.

ClassWallet Support can be reached at: <https://classwallet.com/support/> or by phone at 1-877-969-5536 or via email at help@classwallet.com.

Customer service hours are Monday through Friday from 8am to 8pm EST and Saturday from 10am to 4pm EST.

How to Shop the ClassWallet Online Marketplace

The digital wallet allows parents to purchase materials necessary for their student's education directly from the online marketplace of pre-approved online vendors.

When ordering an item, each item must meet eligibility guidelines outlined under "Allowable Use Categories for Education Freedom Account Funds."

Learn more about the ClassWallet Marketplace at [Marketplace Tutorial](#).

How to Pay an Education Service Provider Directly

Paying an invoice directly from your student's EFA account

If your child's education service provider is registered on ClassWallet, you can find them by clicking "**Pay Vendor**" on the ClassWallet portal homepage. We recommend using a PDF but you can also use a JPEG or PNG file of the invoice, statement, or other supporting documents. All invoices must be itemized and include, at a minimum, the following fields:

- School, Provider, or Vendor Name
- Date of the Invoice
- First Name of Student when applicable (this applies to providers who provide instruction or services to students such as schools, tutors, etc.)
- Description of each Item or Service
- School Year & Dates of Service (this applies to providers that provide instruction or services to students such as schools, tutors, etc.)
- Amount Due

*While not required, invoices should contain a unique identifier such as invoice number. If they do not, you may be asked for additional documentation. If you cannot provide additional documentation when requested, your order may be rejected.

You can view the step-by-step instructions and watch a short 2-minute video at [Paying Tuition](#).

Reimbursements

The reimbursement option is located on the homepage of your student's account. You will need to link a bank account.

If you need assistance getting started with the reimbursement option, please contact ClassWallet at help@classwallet.com or by phone at 1-877-969-5536.

Receipts must be itemized and include, at a minimum, the following fields:

- School, Provider, or Vendor Name
- Date of the Receipt
- First Name of Student when applicable (this applies to providers who provide instruction or services to students such as schools, tutors, etc.)
- Description of the Item or Service Purchased
- School Year & Dates of Service (this applies to providers that provide instruction or services to students such as schools, tutors, etc.)
- Date and Amount of Each Payment Made

* While not required, invoices should contain a unique identifier such as receipt number. If they do not, you may be asked for additional documentation. If you cannot provide additional documentation when requested, your order may be rejected.

Important notice regarding reimbursement process!

- The scholarship organization reserves the right to request additional information at any time in order to verify the authenticity and allowability of a purchase including receipts, invoices and additional documentation supporting the educational use of the item or service for the student named on the account.
- The scholarship organization strongly recommends that you do NOT pay providers using cash. Please use a form of payment that provides you with the ability to provide additional documentation to the scholarship organization if requested (for example a check or credit card). Not doing so may result in your order being rejected.
- All education service providers that provide service or instruction to students MUST be EFA approved.
- The scholarship organization will NOT accept or approve a hand-written receipt for any transaction.
- The scholarship organization cannot reimburse you for items that are purchased with gift cards, coupons, or point programs.
- Paypal and Venmo - These services generally do not include all of the required fields on their receipts that the State requires. They may not be acceptable for some transactions. Do NOT use the "Pay friends and family" option.
- Walmart SKUs are not searchable online, making it difficult to look up each item. Please avoid submitting Walmart receipts as you may not be able to document your expense.

Reimbursement Tutorial: <https://classwallet.my.site.com/classwallet/s/article/Submitting-receipts-for-reimbursement>

How to Cancel an Order

When placing an order in the Marketplace or submitting receipts for Reimbursement, you can now Cancel an order, even if it is in Pending status and (if applicable) is in your Approver's view.

If an order shows that it is in Pending status, it is now cancellable. If an order has moved to Approved status, it is currently NOT cancellable.

To locate your orders, simply look in your menu for Manage orders and click on it.

Click here for complete details on how to cancel an order:
<https://kleo.force.com/classwallet/s/article/Cancelling-Orders>.

How to Return a Marketplace Order

All requests for returns or refunds of items must be processed through ClassWallet. When an item is damaged or returned, the returning funds must be returned directly to the student's EFA account only.

How to return a ClassWallet Marketplace Order

If you have received an order that was damaged or not matching the description of your purchase, we apologize for this rare occurrence. In this instance, please reach out to ClassWallet directly at help@classwallet.com and they will be happy to assist with the return process.

Please be sure to include:

- Your name
- Email
- Purchase order # / Order #
- Order date
- Specific items returned / cancelled
- The reason for the return

Click the following link for more details on the return process: <https://kleo.force.com/classwallet/s/article>Returns-and-Refunds>.

Tutorials

To learn more about the basics of ClassWallet, please visit the ClassWallet Knowledge Base at <https://classwallet.my.site.com/classwallet/s/> or contact ClassWallet at 1-877-969-5536. The ClassWallet Knowledge Base contains answers to common questions, helpful "how-to" articles and video tutorials. Please note, the ClassWallet Knowledge Base includes some information pertaining to other scholarship programs that is not indicative of all of the services available through ClassWallet for New Hampshire's EFA program.