



## Empowerment Scholarship Account

Dear ESA Parent,

**Welcome!** As your student gets started in the ESA program, we hope you will find the following information helpful.

### What's Next?

Your student's ClassWallet account will be set up and funded. ClassWallet is a third-party vendor and the ESA Program's payment platform; it is how you will make purchases and spend your student's ESA funds.

**NOTE:** *It typically takes approximately 3 weeks after signing the ESA contract to set up and fund your student's account in ClassWallet.*

### Accessing ClassWallet

To access your student's ClassWallet account, log into your [\*ESA Applicant Portal\*](#). Once logged in, select the blue button that reads **Go to ClassWallet Account**. The link will take you directly to the ClassWallet portal, no additional sign-in is necessary!

Create New Application

Student(s)

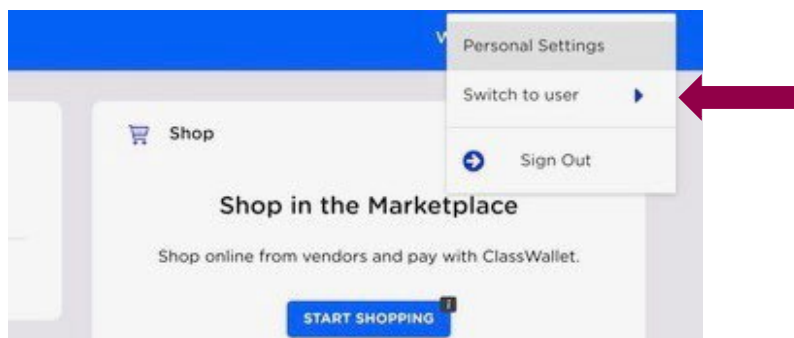
Expand All

Go to ClassWallet Account

## Multiple Children with ESA Funds:

If you have multiple children receiving ESA funds, you can log in once and switch between your children's accounts on the ClassWallet homepage.

In the upper right-hand corner, click on the **"Welcome"** drop-down menu. Select **"Switch to user"** and your participating children will be listed.



**NOTE:** Please be mindful when submitting purchase requests, that you are selecting the correct student. You can view additional step-by-step instructions at [Switch Child Accounts](#)

## Making Purchases

Your student's ESA funds can be used for more than just tuition or curriculum. You can purchase many educational items like reading books, textbooks, flashcards, educational games and more!

We have a **list of allowable expenses**, for additional guidance, at [ESA Allowable Expenses | Arizona Department of Education \(azed.gov\)](#)

Also, make sure to review the **ESA Parent Handbook** available on our website at [ESA: Parent Handbook | Arizona Department of Education \(azed.gov\)](#)

There are many ways you can use your ESA funds through ClassWallet:

1. **Shop in the Marketplace**

You can place orders with various online vendors within the ClassWallet Marketplace.

Start by selecting the “**Start Shopping**” tab on the ClassWallet homepage (see screenshot below).

- For a more detailed article click [here](#)
  - For a video tutorial click [here](#)

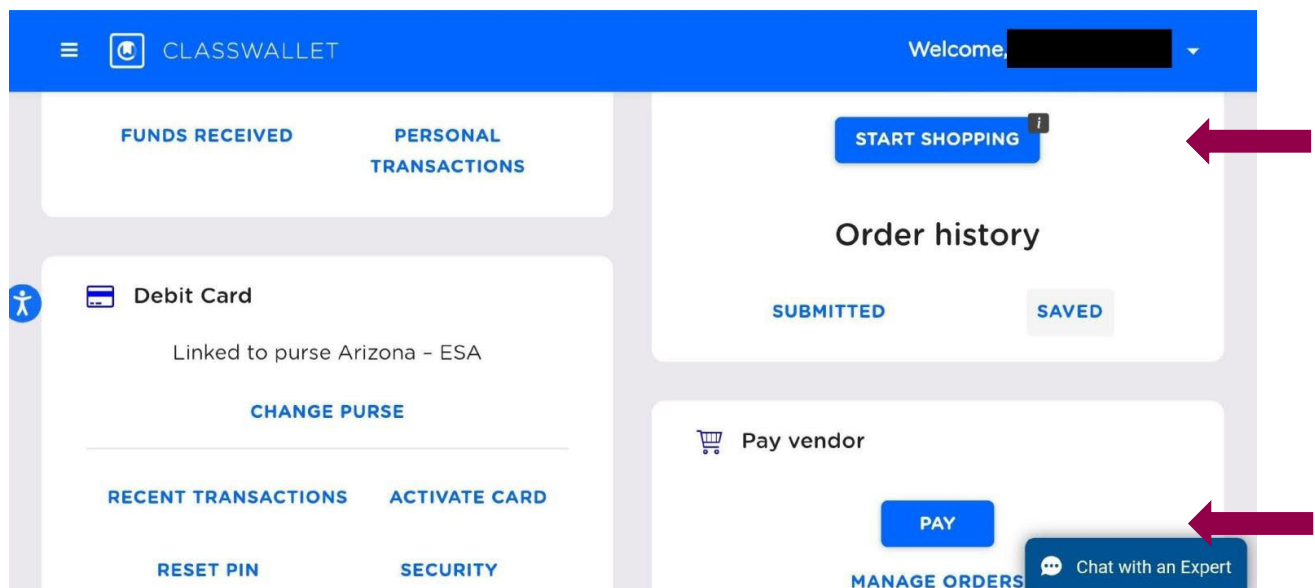
## 2. Direct Pay Vendors

If your child's school and/or service providers are registered in ClassWallet, you can find them by clicking on the “**Pay**” tab on the ClassWallet homepage (see screenshot below).

You can make payments for tuition and approved vendors, and upload invoices through the ClassWallet portal.

**NOTE:** To submit a payment, you will need to upload your invoice, statement, or other supporting documents (PDF, JPEG or PNG format).

- For a more detailed article, click [here](#)
  - For a video tutorial, click [here](#)



**NOTE:** If your school or vendor is not already registered in ClassWallet, they can get started at [Arizona Department of Education Service Provider Registration](#)

## 3. Reimbursement Option

If your educational vendor, provider, or school is not currently set up in ClassWallet, there is a reimbursement option available.

- How to link your bank account click [here](#)
    - For a video tutorial click [here](#)
  - To learn how to submit a reimbursement receipt click [here](#)
    - For a video tutorial click [here \(Desktop scanner\)](#)
    - For a video tutorial click [here \(Mobile device\)](#)
4. **ClassWallet Pre-Paid Debit Card (for accounts that have access to them)**  
**Effective February 8<sup>th</sup>, 2023, the Department has paused issuing any new debit cards.**

*After making a purchase with the debit card please upload your receipt! Your card will be deactivated after 20 transactions if receipts are not uploaded. A short video with step-by-step instructions is available at [How to Use the ClassWallet Debit Card - YouTube](#)*

### Using the ADE HelpDesk

The ADE HelpDesk is a way for you to easily communicate with any member of the ESA team. It is a self-service portal that allows you to simply submit and track your requests or questions. **First-time users need to follow a one-time registration process.**

Get more information on using HelpDesk, including step-by-step instructions at [HelpDesk Instructions](#)

### Questions?

If you have any questions, feel free to reach out to the ESA Office.  
The ESA Service Team is available:

- By phone at (602) 364-1969 Monday through Friday 8am-8pm & Saturdays 8am-12pm
- By Email: <mailto:ESACallcenter@azed.gov>
- By a HelpDesk Tickets: In the ESA [portal](#)
- By Mail: 1535 W. Jefferson Street, BIN #41 Phoenix, Arizona 85007
- Or visit our website at [Arizona Department of Education - ESA Program](#). We are happy to help!

## **Contact ClassWallet**

You can call, email, or chat with a ClassWallet team member:

Phone: 1-877-969-5536

Email: [help@classwallet.com](mailto:help@classwallet.com)

- Monday through Friday 8 AM to 8 PM (Eastern time)
- Saturday 10 AM to 4 PM (Eastern time)

There are helpful tutorials, step-by-step videos and FAQs available anytime at [\*How to Use Your ClassWallet Funds - YouTube\*](#)

Sincerely,

Christine Accurso  
ESA Executive Director