MyPortal Guide for Parents

The purpose of this tutorial is to provide step-by-step instructions to guide parents through important steps of the scholarship award process.

Click the links below for step-by-step instructions.

Creating a MyPortal parent account
Completing an Opportunity and/or ESA+ Scholarship application
Checking a student’s eligibility status
Checking/Completing required actions
View and Update your school choice
Reviewing messages from the K12 Scholarship Program(s)
Updating your email address
Creating a MyPortal parent account

The first step of the application process is to create a parent account

Step 1: Go to myportal.ncesaa.edu

Step 2: Click Create an Account

Step 3: Are you a parent applying on behalf of your K12 student for a scholarship? Select YES

Create a User Account

Students/Borrowers: Set up a MyPortal account to apply for or manage your SEAA financial aid for college.
Parents of Kindergarten through 12th grade students: Set up a MyPortal account to apply for the Opportunity Scholarship or ESA+

Are you a parent applying on behalf of your K12 student for a scholarship or grant? Yes No

Step 4: Complete the required fields and click the “Create Login” button to set up the user account

Enter Parent Information to set up the user account:

The Parent creating the account should be the person with whom the student resides (at least 50% of the time if custody is shared). There can only be one parent on file.

Be sure to enter your information correctly, as you will not be able to edit once submitted. If you mistakenly enter incorrect information, please email the appropriate K12 Program and we'll be happy to assist.

*Note: If the parent does not have a valid Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN), he/she will not be able to create a MyPortal parent account nor apply for scholarship funding.

Step 5: You will receive an email with a link to activate your account. If you do not receive this email within 1-2 business days, please call Login Support (855) 763-5333
Completing an Opportunity and/or ESA+ Scholarship application

Parents will be able to add student(s) to their MyPortal parent account once the application opens each year (February 1st).

Step 1: Log onto your MyPortal account

Step 2: Go to “Applications and Renewals for K-12th Grade” section

Welcome to MyPortal

Use MyPortal to manage your college financial aid and K12 grants and scholarships for K12 dependents.

There are new items on your To Do List.

- Applications and Renewals for K-12th Grade
- Applications and Renewals for College
- School Choice
- Eligibility and Award Information
- Notifications
- My Contact Information
- My Profile

Step 3: Click the “Add Student button” (bottom left corner of page)

Add Student

Step 4: Complete the required fields and click “Add Student”. Once the student has been added, you will be directed back to the “Apply Online” Section
Step 5: Locate the correct student account and under the “Action Items” column, click “Apply Online” next to the appropriate K12 scholarship program

Apply Online/Check Application Status for 2024-2025
North Carolina offers two scholarship programs that help families afford nonprofit (private and home) schools.
1. The Opportunity Scholarship Program
   Suitable for families of students with disabilities
2. The Education Student Accounts (ESA) Program
   Suitable for families of students with disabilities

To apply for a student:
1. Click the Add Student link.
2. Enter the student’s information.
3. Click the Add Student button.
4. Create the student in the system, click the Apply Online link to start the program’s application.

If the application has been started but not submitted, click the Finish Application link to complete and submit the application.
If the application has been submitted, click the To Do List link to check for any additional Action Items to complete.

Step 6: Review the program eligibility and award selection process information. Click the link at the bottom of the screen to start the application process

Step 7: Complete the required fields on each page
Click “Submit” to submit your completed application

Step 8: Check your MyPortal notifications and personal email for an eligible/ineligible notification. If eligible, your student’s Award Tier will be listed. If ineligible, the reason will be listed. If you feel you made an error on one of the application questions, you may edit your response(s). If you go back to your Applications and Renewals section, you should see the option to edit your application. You may make corrections to your application, then save and submit the updated information.
Checking a student’s eligibility status

Once the application is submitted, you can check your student’s award status on your account

Step 1: Log into your MyPortal account
Step 2: Go to the “Eligibility and Award Information” section
Step 3: Choose a student from the drop down
Step 4: Click on the icon in the “Status” column for details

2024-2025

<table>
<thead>
<tr>
<th>Term</th>
<th>Program</th>
<th>Status</th>
<th>Award Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall</td>
<td>Education Student Accounts</td>
<td>Unknown</td>
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</tr>
<tr>
<td>Spring</td>
<td>Education Student Accounts</td>
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</tr>
<tr>
<td>Total</td>
<td></td>
<td></td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Note: A ! status icon could mean additional documents are needed. Check your “To Do List” section to see if additional documents are needed. For instructions on navigating your “To Do List”, see Checking/Completing Required Actions.

**Award Amount** During this time an award amount may show zero in MyPortal. The amount of $0.00 is a placeholder. Once the school certifies their cost of attendance (tuition) for your student, then $0.00 will be updated to an exact award amount in MyPortal. School certification typically takes place in August. In the meantime, we recommend you reach out to your Direct Payment School to request information on the amount of tuition they intend to report to our agency and any outstanding balances you may owe directly to the school.
Checking/Completing required actions

You can upload requested documents using the “To Do List” section of your MyPortal account.

Step 1: Log into your MyPortal account

Step 2: Go to the “To Do List” section

Step 3: Click on the upload link under the “Action Items” column

<table>
<thead>
<tr>
<th>Application or Required Documentation</th>
<th>Receipt Date</th>
<th>Action Items</th>
<th>Due By</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education Student Accounts Program Application</td>
<td>01/11/2024</td>
<td>Complete</td>
<td></td>
</tr>
<tr>
<td>Eligibility Determination Form</td>
<td></td>
<td>Upload Eligibility</td>
<td>02/01/2024</td>
</tr>
</tbody>
</table>

Step 4: Click Choose File to search your computer and select a document

MyPortal allows one document to be uploaded per application.

Before uploading, be sure all required pages are saved to one file.

The following file types are allowed: .pdf and .docx. The maximum file size allowed is 10M.

Select file to upload: [Choose File to file chosen]

MyPortal only accepts Word/PDF files.

Only one document can be uploaded into the system per task. Combine documents into one file using Adobe Acrobat or an online PDF joiner – pdfjoiner.com

Need access to a scanner?

Apple (iOS) and Android have free apps that you may download. Try TurboScan! You may also want to reach out to your school to request access to their devices.

Step 5: Click “Upload File” to submit the document

Step 6: If the file has successfully uploaded, the following message will appear:

Your document has been uploaded successfully.

ESA+ Applicants: do you need support uploading your Eligibility Determination Form (IEP)? [Click here for full instructions]
View and update your school choice
See K12 School Choice Deadlines for more information

Step 1: Log onto your MyPortal account

Step 2: Go to the “School Choice” section

Step 3: Locate the correct student account

View And Update Your Schools for 2024-2025

Is the correct school listed for your student? To change, choose a school from the drop-down list under “Change School” and click Save.

Student: [Redacted]
Change School

Step 4: Under “Change School”, select the correct school from the drop down and click “Save”

Note: Parents may update their school choice independently in MyPortal until August 1st!

After August 1st, parents must email the applicable scholarship program to request a school change

If your student is a recipient of a K12 Scholarship for the current school year and needs to transfer schools, please review the How to Transfer Schools document for detailed instructions

Check out the list of eligible Direct Payment Schools to make sure that the school you have selected participates in the program(s) for which you have applied
Reviewing messages from the K12 Scholarship Program(s)

Email notifications are logged into your MyPortal Notifications section. To review previously sent messages:

Step 1: Log into your MyPortal account

Step 2: Go to the “Notifications” section

Step 3: Click the link under the “Notifications” column to review the message
Updating your email address

Parents should update their email address in two sections on their MyPortal account.

Step 1: Log onto your MyPortal account

Step 2: To update the email address connected to email notifications, go to the “My Contact Information” section

Step 3: In “New” Column, enter the new email address and click “Save”

Step 4: To update the email address connected to your login information, click the “click here” link at the bottom of the screen. This will take you to your “My Profile” section

Step 5: Enter your new email address in the “Email Address” and “Confirm Email Address” boxes. Click “Save”