



Frequently Asked Questions by Schools

SCHOOL PORTAL / ENROLLMENT VERIFICATION PROCESS

Who can access the School Portal?

Pay it Forward Scholarships (PIFS) issues a school portal account for each partner school. One account is issued per school.

How do I access to the School Portal?

Click on the School Portal link from the PIFS website at <https://www.payitforwardscholarships.com/schools> OR you can go directly to the school portal at: <https://pif.knackhq.com/piflogin/#home/>

How do I set up a School Portal account?

Partner schools are issued an account by a PIFS team member.

I forgot my password to the School Portal. How can I get assistance with accessing the school portal?

Click on the (forgot?) link directly in the school portal. Enter your email address. If an account exists with that email address, you will receive an email with additional instructions on how to reset your password. If this does not work or you are experiencing another issue with the portal, contact PIFS directly.

What information can be accessed through the School Portal?

The portal shows the following information for each student who has applied for a scholarship through PIFS:

- Student's Name
- Grade Level
- Enrollment Status
- Eligibility
- Parent's Name and Contact Info (Email & Phone Number)
- Total Tax Credit Pledges for your School
- Estimated Range of Scholarship Funds Expected to Distribute per Student Based on Pledges

Once a scholarship has been distributed, the portal will also display:

- Scholarship Amount
- Scholarship Distribution Method

When is the School Portal updated?

PIFS updates the portal following the December 31st deadline, typically by January 15th with information on the current year's applications. Schools will receive an email as soon as PIFS has updated the account with current information.

How often should the school login to the portal?

Because the school portal only contains information on the current year's scholarship applications and distributions, PIFS recommends that schools login at least twice a year:

- During / After the enrollment verification appointment
- Following the scholarship distribution

Note: If you login throughout the year and/or prior to receiving an email from PIFS, please realize that the information may not be the most current or updated information on file. Unfortunately the information is not automatically updated in this system, our staff members have to upload changes to the information manually, which is why we communicate by email to the school when updates to the school portal are made.

Can I save and/or print the information from the school portal?

Yes! PIFS recommends that schools export the data to Microsoft Excel in order to save and/or print the report for your records. (See detailed instructions on how to save/print below.)

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- During / After the enrollment verification appointment
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How do I save and/or print the information from the school portal to Microsoft Excel?

Once you are logged into your account, click on **EXPORT**. Then click on **Commas (.csv)**. A box should then pop-up asking what you want to do with the file...click on **OPEN**. It will then open an Excel spreadsheet showing your data. When saving the file, make sure to change the file type to Excel Workbook.

When does the school verify enrollment and eligibility?

Enrollment verification appointments typically occur during the first quarter of the year, January - March. This will ensure that the verification is completed prior to any distributions being issued and will ensure the efficiency and accuracy of the scholarship distribution. It is our goal to distribute scholarships each year by April 15th.

How does the school schedule an enrollment verification appointment?

Schedule an appointment at <https://www.payitforwardscholarships.com/schools>.

What happens during the enrollment verification appointment?

- Update contact information on file with PIFS
- Follow up on any items from previous year
- Verify access to school portal
- Verify enrollment for each student: name, grade, enrollment & eligibility
- Review distribution process for 2023
- Verify access to ClassWallet
- What can PIFS do for your school?

What happens after the enrollment verification appointment?

- Reconnect with PIFS team regarding any students who need follow up (students who are not currently attending/enrolled to attend in upcoming year OR if there are additional items needed to document eligibility) **To be done by: April 1st**
- Download/print a report from the school portal for your records (1) Following the enrollment verification appointment and (2) Once distribution has occurred
- Reconnect with PIFS team regarding any changes in a student's enrollment status and/or if there are any distribution issues

Can the school see the taxpayers funding scholarships via the QEE Tax Credit program at the school?

If the school wishes to thank donors for participating in the QEE Tax Credit and providing scholarships for the students, the school administrator should request a donor report from PIFS following the distribution of funds (i.e. April - May). NOTE: PIFS protects the privacy of our donors by giving taxpayers the option to remain anonymous.

How does a school contact PIFS?

PAY IT FORWARD SCHOLARSHIPS
615 Oak Street, Suite A, Gainesville, GA 30501
770-534-3611
info@payitforwardscholarships.com
www.payitforwardscholarships.com

School administrators also have the option to schedule an appointment directly to the PIFS calendar. To find a date and time that is convenient for the school, go to: <https://calendly.com/payitforwardscholarships/school-admin-appt>. A PIFS team member will call you at the number provided on the date and time you select.