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 can be reached 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. All you need is a PDF, JPEG, or PNG file of the invoice, statement, or other supporting documents. Each invoice or statement must contain at a minimum these required fields:

- School/Vendor Name
- Date of the Invoice
- Name of Student
- Description of the Item or Service
- Amount Due

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.

All reimbursement requests must include an itemized receipt or proof of payment that includes at a minimum, the following fields:

- School/Vendor Name
- Date of Receipt
- Student Name
- Description of the Item or Service Purchased
- Date and Amount of Each Payment
    (The receipt must clearly show that the item or service has been paid.)

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 for Refund

All requests for return of items must be processed through ClassWallet. When an item is 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 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 here 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: http://get.classwallet.com/schoolchoice/. You can also watch a 3-minute overview video or contact ClassWallet at 1-877-969-5536. Please note, this video represents a broad overview and is not indicative of all of the services that will be available through ClassWallet for New Hampshire's EFA program.