

ISP Form Submission Tutorial

Note: To make form submission quicker and easier please prepare your images or PDF files or scans of your internet bills in advance for easy access. If your student was enrolled at the beginning of the school year you will need your bills that show the service dates for August – December. If your student was a late start you will need the bills starting with the first month they were enrolled through December's bill.

- If you are submitting the bills on your phone you will want to take a photo of your bills and save them on your phone or download copies of the PDFs or scans of the bill to your phone before you start the form, so they are easy to access as you fill out the form.
- If you are submitting the form through your computer, you will want to access and save the PDF's/scans or photos of your bills before you start the form, for easy access.

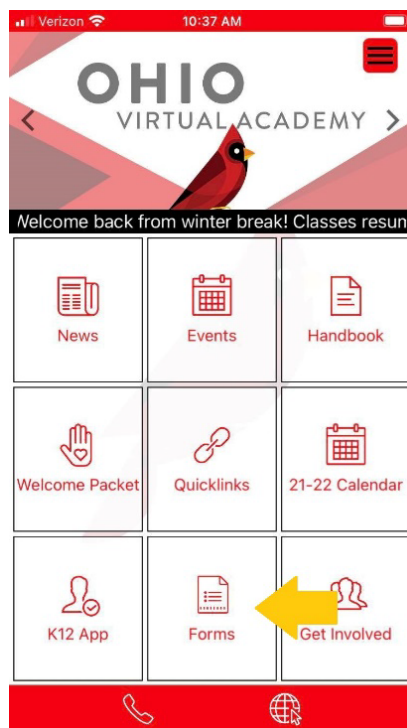
NOTE: Your bill should include your **name, address, dates of service and 'internet'** shown in the services. **TIP: Use the SERVICE DATES on your bill to determine the month to upload, NOT THE BILLING DATE or when the bill was due.**

- You will also need one of your students' ID numbers and your Family ID number for the form. Please use this link to learn how to find that information or you can ask your Adviser for assistance with this: [Click here](#)

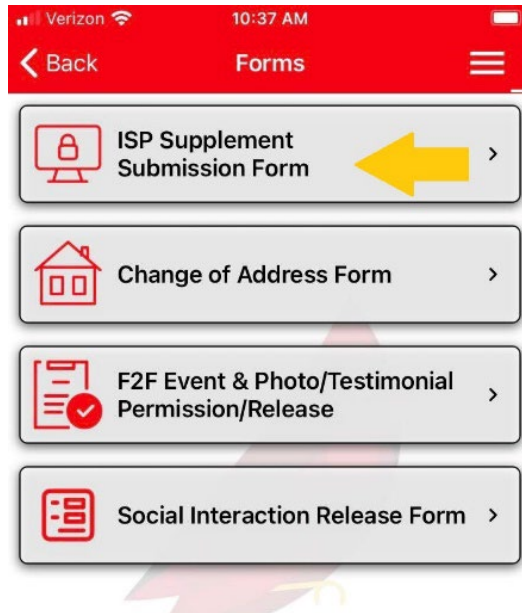
Please email any questions to: ISPsupplement@ohva.org

To submit the form through the OHVA App: (To submit form on a computer use this link <https://siap.ps/794fc7> and start with step 3)

1. Click on Forms to view the list of forms available:



2. Click on ISP Supplement Submission Form:



3. Click on continue to form in the bottom right-hand corner:
Figure 1: Phone app view



Figure 2: Computer app screen shot

This information is also found on the OHVA Website: <https://ohva.k12.com/ISP>

Near the end of each semester, there are dates you may submit your internet bills/verification online. Please note these dates below for the 21-22 school year.

- The submission dates for the 21-22 school year for each semester are:

Fall Semester: January 3 - 11, 2022

Spring Semester: May 23 - June 11, 2022

Note: This **board policy** allows for 10 months of internet submission, up to 5 months per semester. **Each monthly bill is required**, and should include the service dates that cover only the months your student was enrolled. Note the policy and instructions below for further explanation.

Read all the instructions carefully. Using a computer, submit your bills securely using an online form.

Review the board policy below:

Consistent Internet access is a requirement for enrollment in the Ohio Virtual Academy. When Internet verification is provided by a student's parent, a portion of the costs associated with Internet access is provided by a supplement for students enrolled in our school each semester.

The Ohio Virtual Academy will provide a supplement to families of \$20 per month towards the partial costs associated with Internet access. The supplement period is from August through May.

Note: No family, regardless of the number of OHVA students, will receive more than \$20 per month.

Families must participate in the Online School, as well as have compliant, consistent attendance throughout the semester as described in the School Handbook, in order to qualify for ISP supplement.

Families must submit their internet bills online during the submission window provided each semester. Bills should be submitted digitally online through the school website. Instructions can be found on the website. If the bill is not submitted within the planned submission time, the family will not receive a supplement for that semester. The address on the billing statement must match the current mailing address on file for the student(s). Only one check per address will be issued.

Checks will be issued to the current Learning Coach on file.

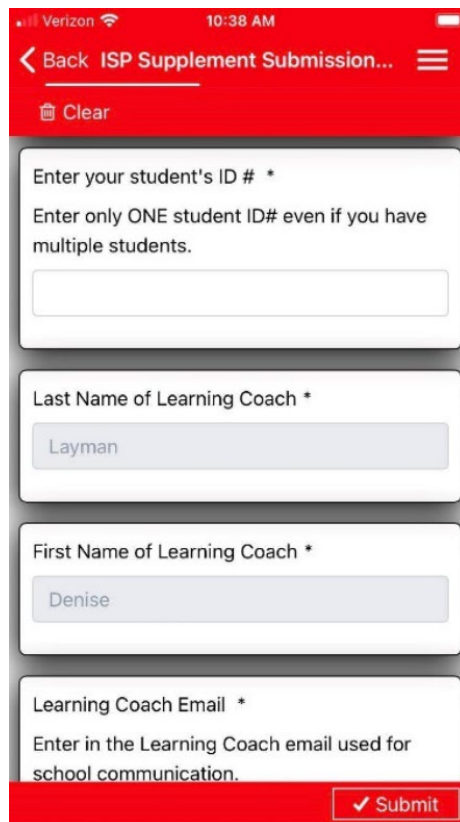
Supplement payments are mailed twice each year:

- Within ten weeks after the last day of Semester 1

 [Continue to form](#)

4. Read the form instructions and information and scroll down to access the form.

Fill in your family information:



The screenshot shows a mobile app interface for "ISP Supplement Submission". The header is red with a back arrow, the title "ISP Supplement Submission...", and a menu icon. Below the header is a "Clear" button. The form contains four input fields with labels and instructions:

- Enter your student's ID # ***
Enter only ONE student ID# even if you have multiple students.
- Last Name of Learning Coach ***
- First Name of Learning Coach ***
- Learning Coach Email ***
Enter in the Learning Coach email used for school communication.

At the bottom right is a red "Submit" button with a checkmark icon.

5. Upload the bills for each month that your student was enrolled:

The screenshot shows a mobile app interface for 'ISP Supplement Submission'. At the top is a red header with a back arrow, the title 'ISP Supplement Submission...', and a menu icon. Below the header is a 'Clear' button with a trash icon. The main content area has three white boxes for uploading bills. The first box is for the 'August bill' with the instruction 'Skip if enrolled after August 31.' and a 'Choose File' button. Below the button is the text 'Tap here to select your attachment' with a yellow arrow pointing left. The second box is for the 'September bill' with the instruction 'Skip if enrolled after September 30.' and a similar 'Choose File' button and yellow arrow. The third box is for the 'October bill' with an asterisk. At the bottom right of the form is a red 'Submit' button with a checkmark icon.

6. If there is anything unusual to note, please put a note in the 'Notes to the Office' field then sign the form.
7. Check over everything to make sure it looks correct and then click submit in the lower right-hand corner of the form.

This screenshot shows the lower portion of the 'ISP Supplement Submission' form. It starts with a 'Choose File' button and the text 'Tap here to select your attachment'. Below this is the 'Notes to the Office' section, which includes the instruction 'Add any notes or comments here if needed.' and a text input field. Underneath is the 'Signature' section, which has a large white area for a signature and a yellow arrow pointing down to a 'Clear' button. At the very bottom is a red 'Submit' button with a checkmark icon.

8. Once you've clicked Submit, you'll receive a confirmation # in your email. Save this so that you know your submission went through, and you can use this number if you have any questions in follow up.

➤ Make sure you've enabled emails from ispsupplement@ohva.org to go to your regular inbox, not spam/junk. If our office team has questions, they will follow up with you in email, and we rely on you to make sure you respond in a timely manner.

➤ Checks should be sent out approximately 10 weeks after the end of the semester, not 10 weeks from the time you submitted. You can read the full [ISP POLICY](#) here. *Note that this is a supplement to help with internet costs associated with schooling, not a full reimbursement of your internet bill.*