

You have been awarded funding and can now access your LearningOhio account! Please read this important information to find answers to frequently asked questions to help you navigate the site and program.

→ **ACCOUNT SET UP:** You will be required to create a password for AppointmentsPlus. We have a visual step-by-step guide for these instructions.

**AppointmentsPlus:** After finding a learning provider you would like to interview, click “book now” on their bio; this will take you to A+. Click “forgot password” and type in your email address. Check your email/spam/junk for ‘reset password’ email and follow instructions.

→ **FUNDS.** The grant is awarded per student. The funds aim to cover 15 weeks of services. We recommend budgeting \$100-\$150/week, but you can spend the funds however you see best for your student.

→ **YOUR ACCOUNT:** Your account is already created and loaded with a \$1,500 package. You will see this when you go to book a session in your AppointmentsPlus account. Sessions will be of no charge to you while you have a remaining balance. You can check your remaining balance under “Packages” in AppointmentsPlus, and it will show you how much \$ you have used.

→ **BOOKING REQUESTS:** When you request an appointment with a learning provider, you will get an email with a notification of that request. Sometimes this might go to spam, so please check that folder for the email. Your appointment is not confirmed until you hear from the learning provider.

→ **Free introductory interviews.** We **strongly** encourage you to book interviews with learning providers you have not met prior to booking a paid session with them.

NOTE: The learning provider needs to confirm with you on how you will connect (by phone, Zoom, GoogleMeet, etc.) Please check your email to see if they have sent you information.

→ **All PAID appointments must be booked online on your account to use your funds, or you will have to pay out-of-pocket for services. Providers cannot book on your behalf. You cannot book verbally with a provider. The appointment must be made through the website to be paid with your funding.**

- You need book at least 24-hours in advance. You cannot book with less notice than that.

→ **CANCELLATIONS** If you need to cancel, please cancel more than 24-hours in advance of the service. We suggest you try to reschedule rather than cancel, if possible. Cancel appointments in AppointmentsPlus. If you do not cancel on the site, your account will be charged.

- If you cancel with less than 24-hours' notice, your funds will be docked the amount of the service to pay the provider for the short-notice cancellation.
- Reschedule with 8 hours' or more notice to change the appointment at no charge. Within an 8-hour window, you will be charged for the change.

→ **VIRTUAL INTERVIEWS or VIRTUAL SESSIONS:** At this time, Learning Aid Ohio requires that all learning providers offer in-person services, but sessions can be virtual per your request.

→ **FAMILY AS PROVIDERS:** We do not allow immediate family members or any family member living in the same household to be paid providers through this program. We consider these “natural supports”. However, if there is a relative living in a different household, we are happy to accommodate that request as we understand many families are doing their best to limit exposure to COVID-19.