



**TITAN**  
SCHOOL SOLUTIONS



# MAKING SCHOOLS STRONGER.™

**TITAN School Solutions**

**Family Portal: Adding Money to  
Meal Account**

**Revision Date: 04/16/2019**

**Questions:**

[support@titank12.com](mailto:support@titank12.com)

**(916) 467-4700 Option 2**

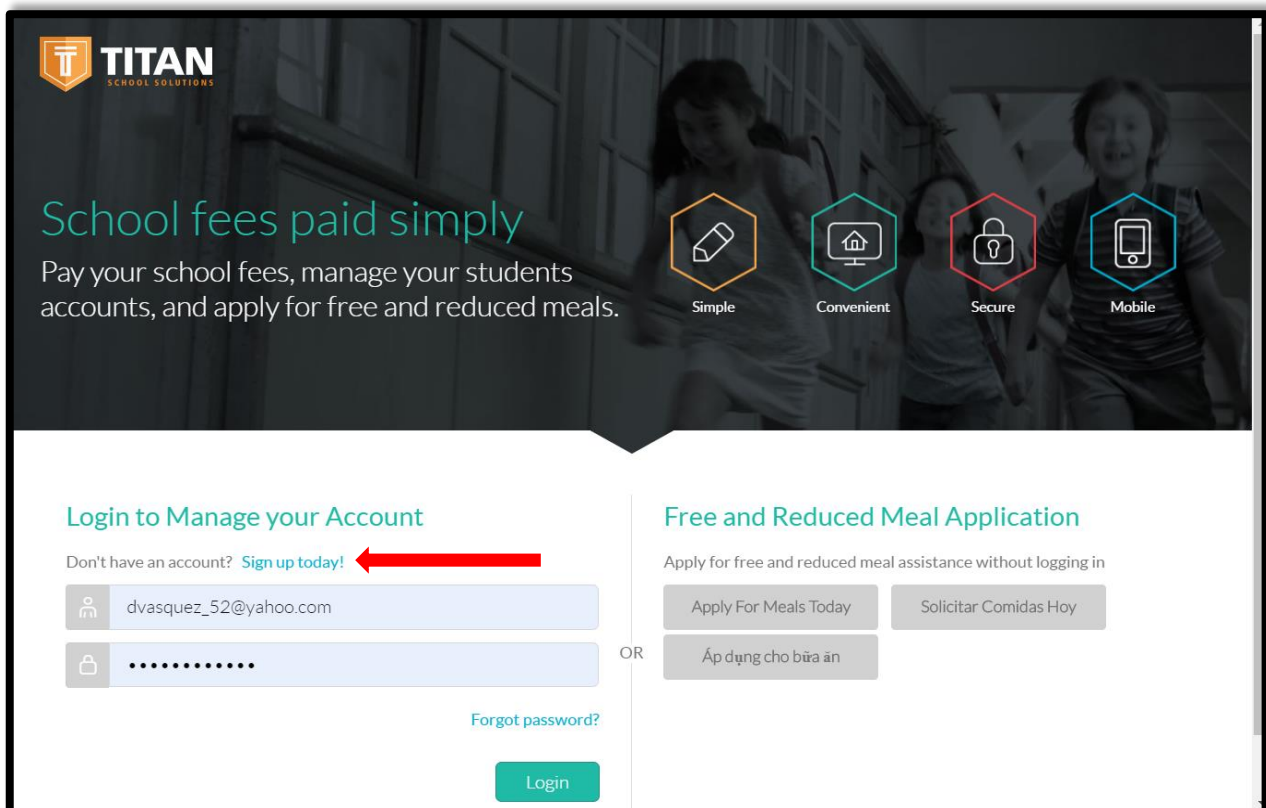
## Family Portal: Linking Student & Adding Money to Meal Account

### TITAN School Solutions Contact Information:

- Customer Support Email: [support@titank12.com](mailto:support@titank12.com)
- Customer Support Phone: 916-467-4700 option 2

To deposit funds onto a student's account parents must create a TITAN account. The parent will provide general information such as billing and home address as well as payment methods that will be used to credit student(s) accounts. Once an account is created parents will complete steps to link students and add payments. Once a one-time payment has been credited to a student's account that money is immediately accessible by the student for use in the school cafeteria.

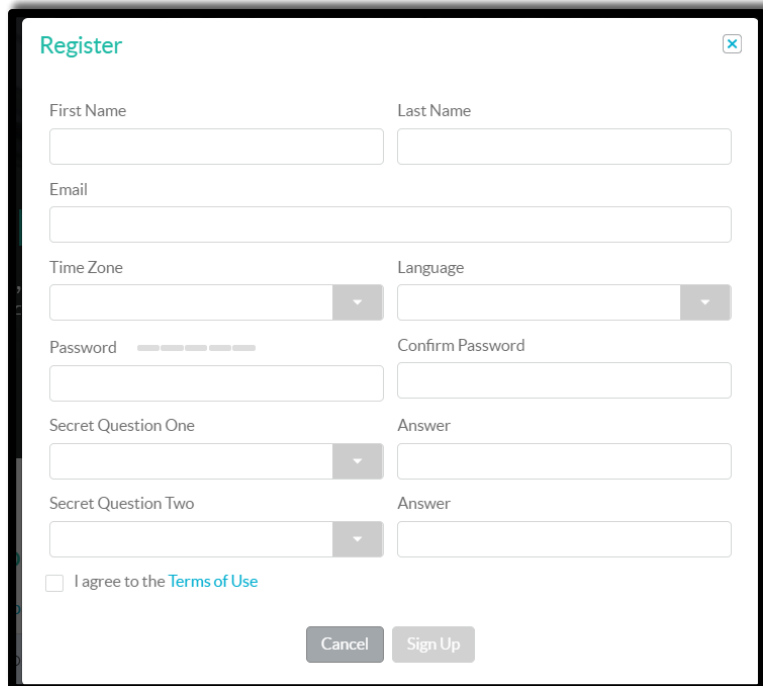
To access the TITAN Family Portal users will navigate to <https://family.titank12.com>. Please note that parents can access the Family Portal online or through our mobile app TITAN Family Connect.



The screenshot shows the TITAN Family Portal interface. At the top, the TITAN School Solutions logo is on the left, and a banner image of two children is on the right. The banner text reads "School fees paid simply" and "Pay your school fees, manage your students accounts, and apply for free and reduced meals." Below the banner are four icons: Simple (pencil), Convenient (house), Secure (lock), and Mobile (phone). The main content area is divided into two columns. The left column is titled "Login to Manage your Account" and contains a link "Don't have an account? Sign up today!" with a red arrow pointing to it. Below the link are two input fields: one for email (dvasquez\_52@yahoo.com) and one for password (masked with dots). A "Forgot password?" link is below the password field. A green "Login" button is at the bottom. The right column is titled "Free and Reduced Meal Application" and contains the text "Apply for free and reduced meal assistance without logging in". Below this text are two buttons: "Apply For Meals Today" and "Solicitar Comidas Hoy". Below these buttons is a link "OR" followed by "Áp dụng cho bữa ăn".

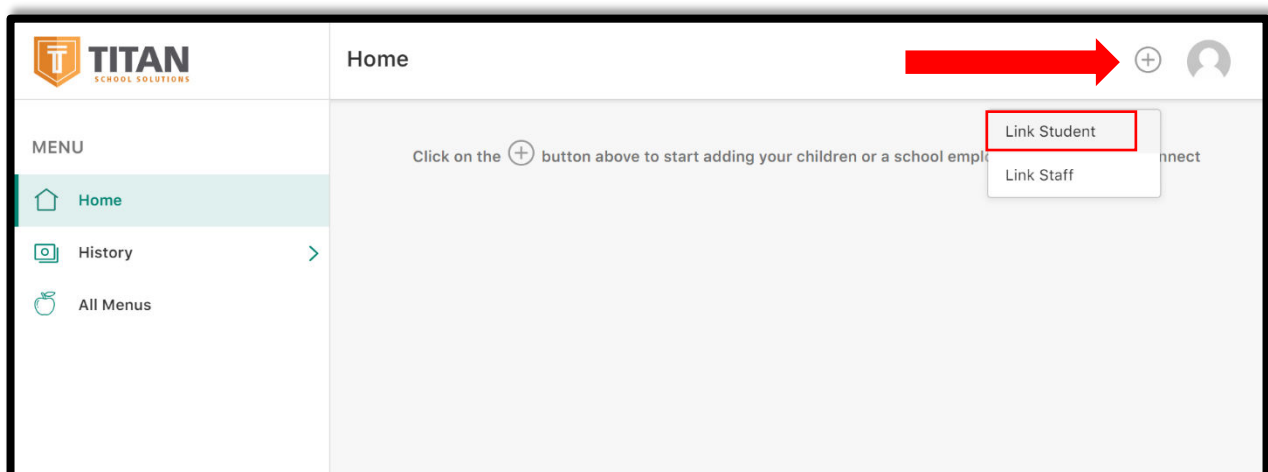
New users to TITAN Family Portal will click on “Sign up today!” which is located on the left side of the screen where existing users can enter their username/password combination. Within their account(s) users can deposit funds and submit online applications.

- After clicking on “Sign up Today!” the system will prompt users to enter information that is needed to create the account. They must also check the box titled “I agree to the Terms of Use”.
- Once the information is entered and selected users will select “Sign Up” to proceed. The system will send a confirmation email to verify the email for the TITAN account.



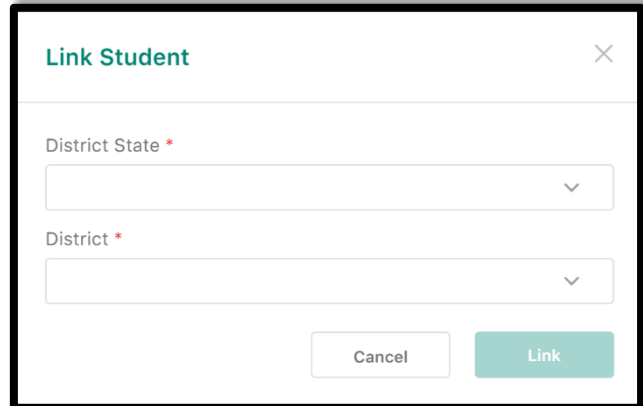
The screenshot shows a 'Register' form with the following fields: First Name, Last Name, Email, Time Zone (dropdown), Language (dropdown), Password (masked), Confirm Password, Secret Question One (dropdown), Answer, Secret Question Two (dropdown), and Answer. At the bottom, there is a checkbox for 'I agree to the Terms of Use' and two buttons: 'Cancel' and 'Sign Up'.

After parents have verified their email addresses for their TITAN account, they are able to log into the Family Portal. Immediately upon entering the parents need to link their student(s) to the account so the system knows who the deposit funds are for.



After selecting “Link Student” the parent will need to indicate the District State and District their student(s) are currently enrolled.

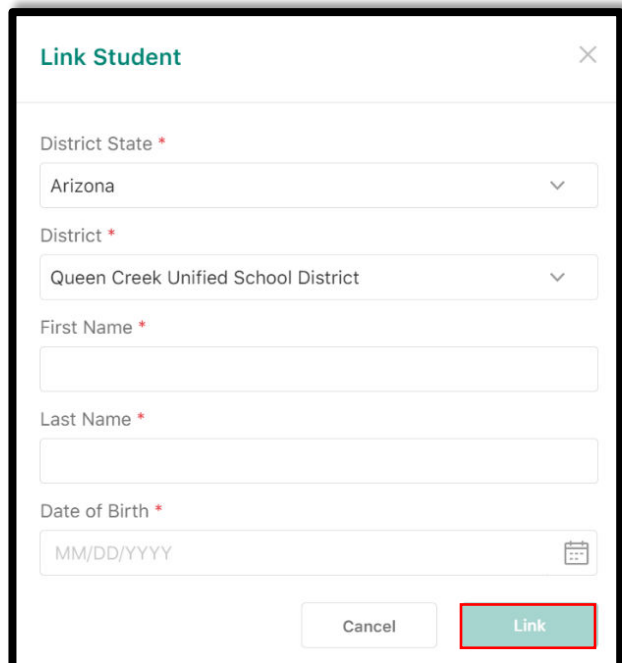
- After indicating the State and School District the system will then prompt parents to enter information pertaining to the student.



The screenshot shows a 'Link Student' modal window. It contains two dropdown menus: 'District State' and 'District'. Both are currently empty. At the bottom right, there are two buttons: 'Cancel' and 'Link'.

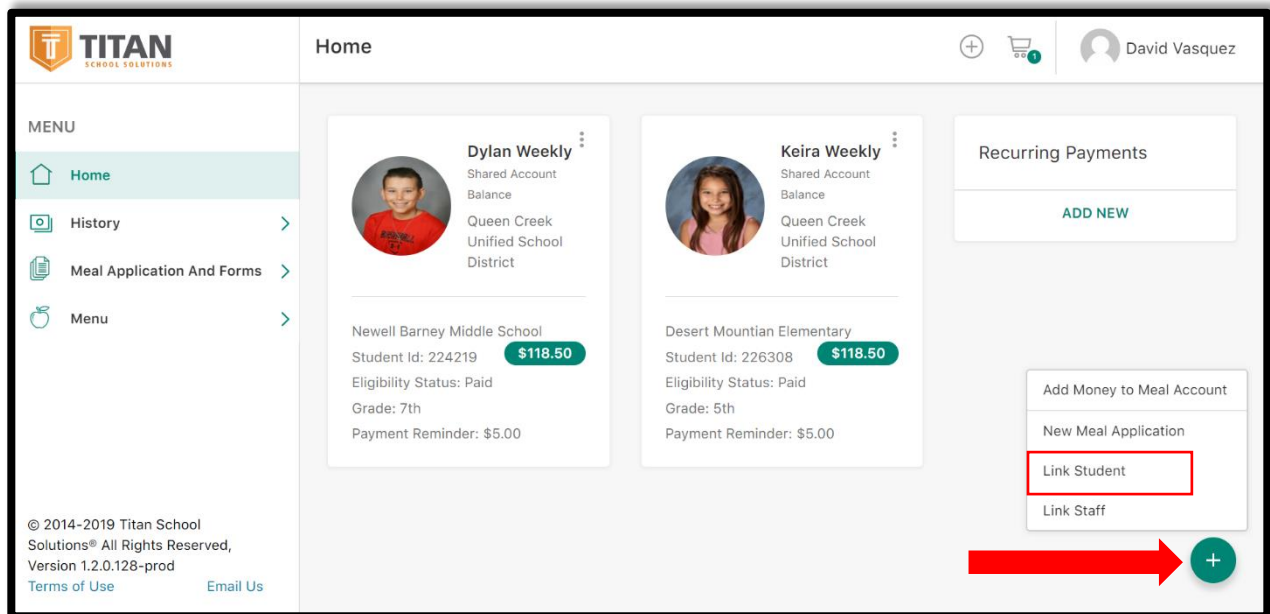
Districts will vary in terms of the requirements that parents must complete when linking students to family accounts. The options to link students are as follows: Student Identifier, First Name, Last Name, Date of Birth or Grade.

- Information that the parent does not have pertaining to the student such as Student Identifier will be directed to the school district’s child nutrition department for confidentiality and security reasons.
  - **Please note that parents must use the information the school district’s child nutrition department has on file for their student(s). If the student is not found when linking, contact the department to verify information being used on the Family Portal.**
- Once the parent has entered the student information they can select “Link”.



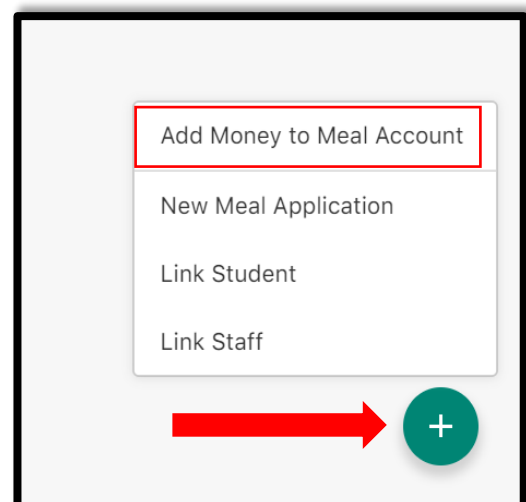
The screenshot shows the 'Link Student' modal window with more fields filled in. 'District State' is set to 'Arizona' and 'District' is set to 'Queen Creek Unified School District'. Below these are text input fields for 'First Name' and 'Last Name', both of which are empty. There is a 'Date of Birth' field with a calendar icon and the placeholder 'MM/DD/YYYY'. At the bottom right, the 'Link' button is highlighted with a red border.

Once the parent has selected “Link” the system will display the student information on the main page of the Family Portal. Please note that if multiple students need to be added to the account the parent will click on the plus icon and select “Link Student” to repeat the process.



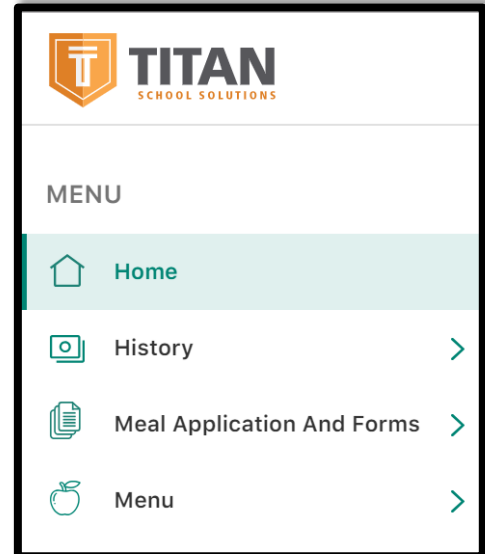
To deposit funds the parent will click the green plus icon in the lower right-hand corner and select “Add Money to Meal Account”.

- After clicking the plus icon towards the top of the screen the user will see an option titled “Add Money to Meal Account”. This is where the user will begin the process of depositing funds to their student(s) meal account.



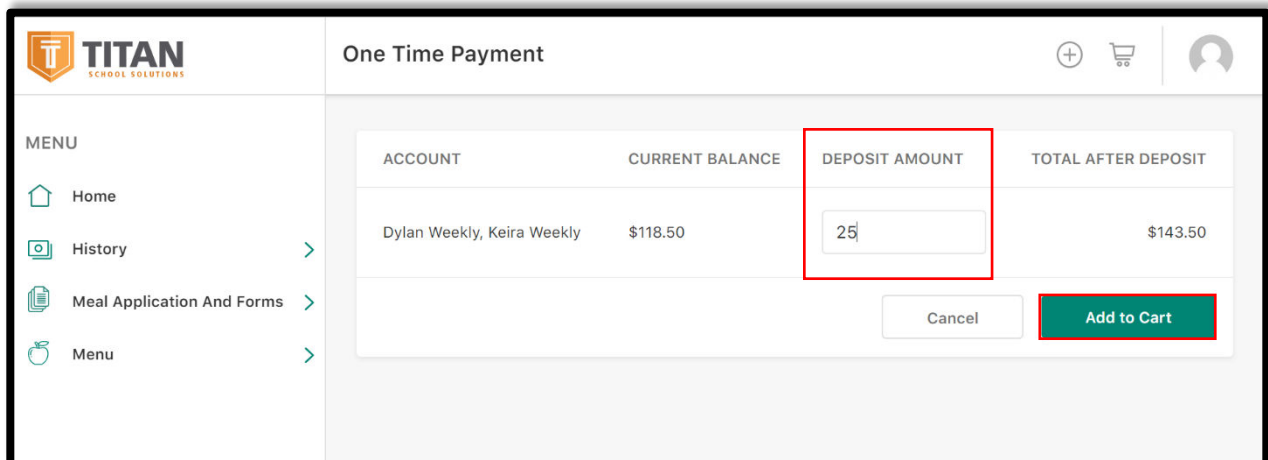
On the left side there are sections that are available for parents to view: History, Meal Applications and Forms and Menu.

- History – parents can view online payment history as well as student purchase history.
- Meal Applications and Forms – parents can submit online meal applications and/or an online income form.
- Menus – parents can view nutritional information pertaining to a district's menu established by TITAN's Menu Planning Module if the district has this specific license.



The system will prompt the user to enter an amount that they wish to deposit into their student(s) account. Please note that parents can deposit funds for multiple students during one transaction. They do not need to do separate transactions.

- After entering the amount that is desired for depositing the user will select "Add to Cart" which is the green icon located on the right side of the screen.



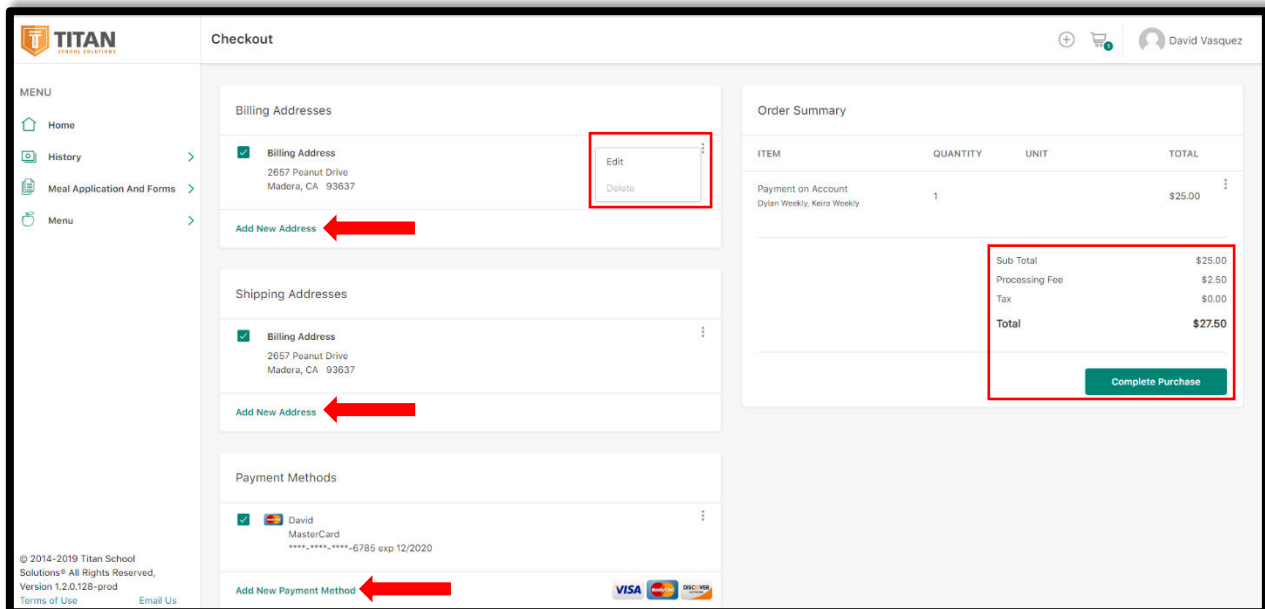
ACCOUNT	CURRENT BALANCE	DEPOSIT AMOUNT	TOTAL AFTER DEPOSIT
Dylan Weekly, Keira Weekly	\$118.50	25	\$143.50

Cancel Add to Cart



The system will then display a screen titled “Checkout”. This is where the user must enter billing information such as address and a source of payment method. Please note that Billing Addresses, Shipping Methods and Payment Methods must be entered/checked to successfully deposit funds.

- Once the information is entered, the system will then allow parents to deposit funds which can be done by selecting the “Complete Purchase” icon located on the right side of the screen.
  - Please note the system does display the amount of the transaction which includes BOTH the deposit amount AND processing fee.
  - The processing fee itself is a flat fee. Regardless of the amount being deposited, the fee will remain the same as it is not a percentage of the transaction amount.
- If information is incorrectly entered, such as the deposit amount, the user can click on the vertical line of three dots within each section (Billing Address, Shipping Address, Payment Methods, or Order Summary) to edit the amount or information.



**Checkout**

**Billing Addresses**

Address	Actions
<input checked="" type="checkbox"/> Billing Address 2657 Peanut Drive Madera, CA 93637	<a href="#">Edit</a> <a href="#">Delete</a>

[Add New Address](#)

**Shipping Addresses**

Address	Actions
<input checked="" type="checkbox"/> Billing Address 2657 Peanut Drive Madera, CA 93637	<a href="#">Edit</a> <a href="#">Delete</a>

[Add New Address](#)

**Payment Methods**

Method	Actions
<input checked="" type="checkbox"/> David MasterCard **** * 6785 exp 12/2020	<a href="#">Edit</a> <a href="#">Delete</a>

[Add New Payment Method](#)

**Order Summary**

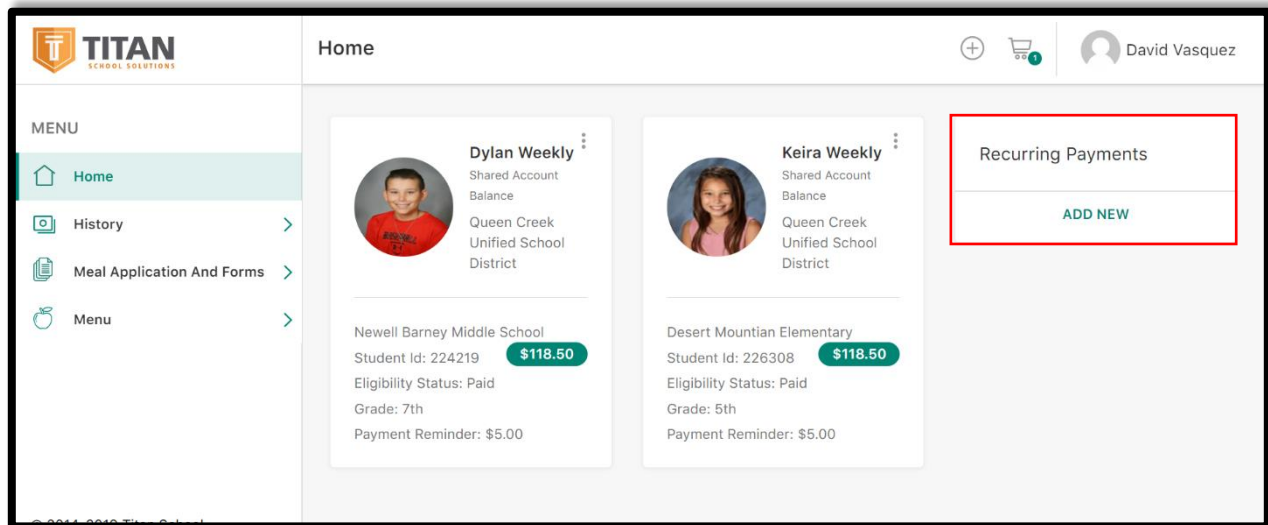
ITEM	QUANTITY	UNIT	TOTAL
Payment on Account Dylan Weekly, Keira Weekly	1		\$25.00

Sub Total	\$25.00
Processing Fee	\$2.50
Tax	\$0.00
<b>Total</b>	<b>\$27.50</b>

[Complete Purchase](#)

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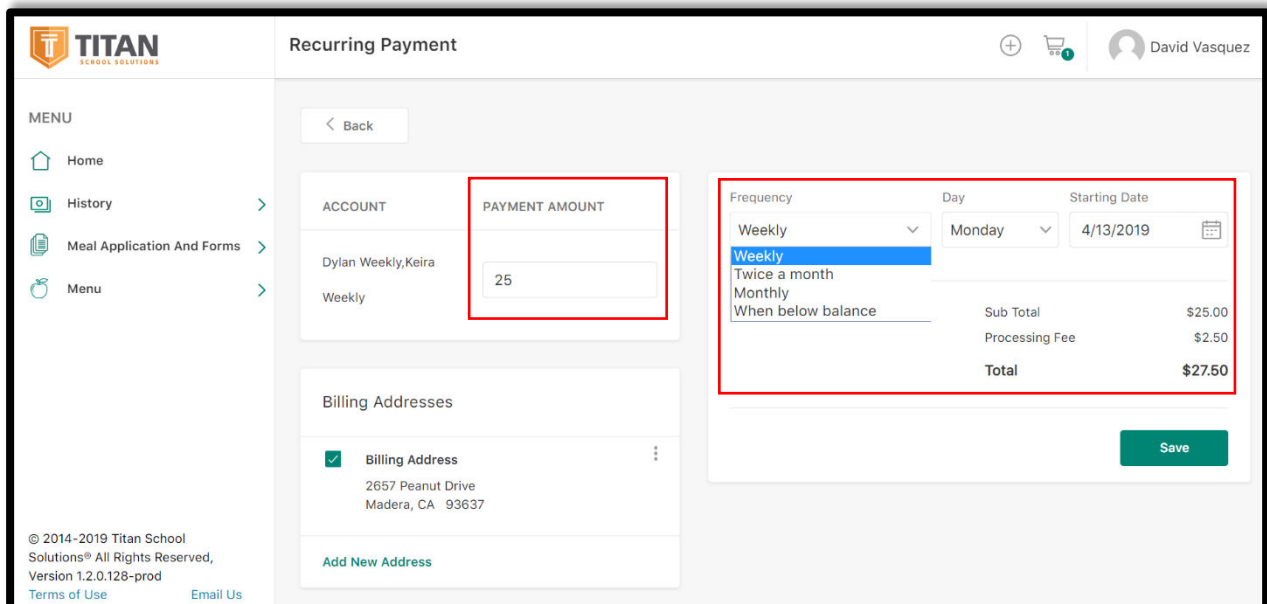
Parents can automate the deposit of funds through TITAN's recurring payment system. On the main page of the account the users will navigate to the right side of the screen to a section titled "Recurring Payment" and select "ADD NEW".





Parents will indicate the amount of funds to be deposited into their student(s) account(s). The amount will be entered in “Payment Amount” located on the left side of the screen while the user will indicate the frequency of the recurring payment on the right side.

- Billing Address, Shipping Address and Payment must be entered and selected for the recurring payment to be active. The information can be entered on the left side of the screen.
- The options for how often funds are deposited are as follows: Weekly, Twice a month, Monthly, and When below balance.
  - The system will display the transaction amount for when the recurring takes place as it includes the deposit amount and processing fee.
    - Please note the recurring payment occurs during the evening the account has reached the parameters set by the parents.
  - Click on “Save” which is the green icon on the right side of the screen to save and enable the recurring payment.



**Recurring Payment**

Back

**ACCOUNT**

Dylan Weekly, Keira

Weekly

**PAYMENT AMOUNT**

25

**Billing Addresses**

☒ Billing Address

2657 Peanut Drive

Madera, CA 93637

[Add New Address](#)

**Frequency**

Weekly

**Day**

Monday

**Starting Date**

4/13/2019

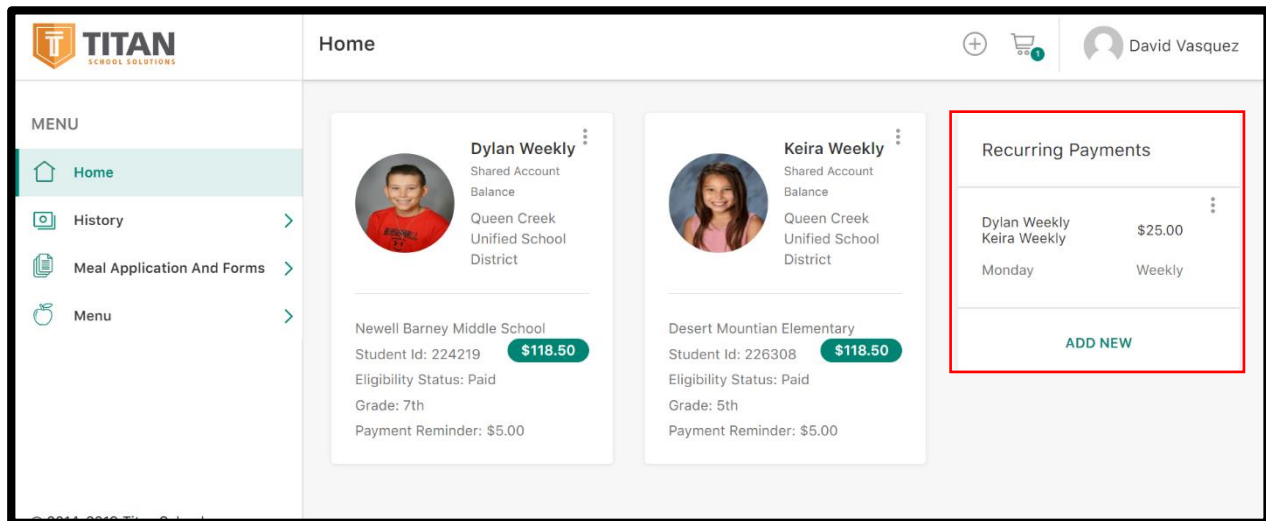
Sub Total	\$25.00
Processing Fee	\$2.50
<b>Total</b>	<b>\$27.50</b>

[Save](#)

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Parents will see the recurring payment feature on the main page after clicking on “Save”. The system will provide a brief summary of what the parent chose for when the recurring payment takes place.



To edit or delete a recurring payment from an account the parent will click on the three dots vertically aligned. The system will provide two options: Edit or Delete.

- Editing the recurring payment will allow the parent to adjust the frequency or amount in terms of when it occurs and how much is deposited.
- Deleting the recurring payment will discontinue the deposits being made into student(s) account(s) permanently until recreated by the parent.

