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TITAN School Solutions

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

Revision Date: 04/16/2019

Questions:
support@titank12.com
(916) 467-4700 Option 2

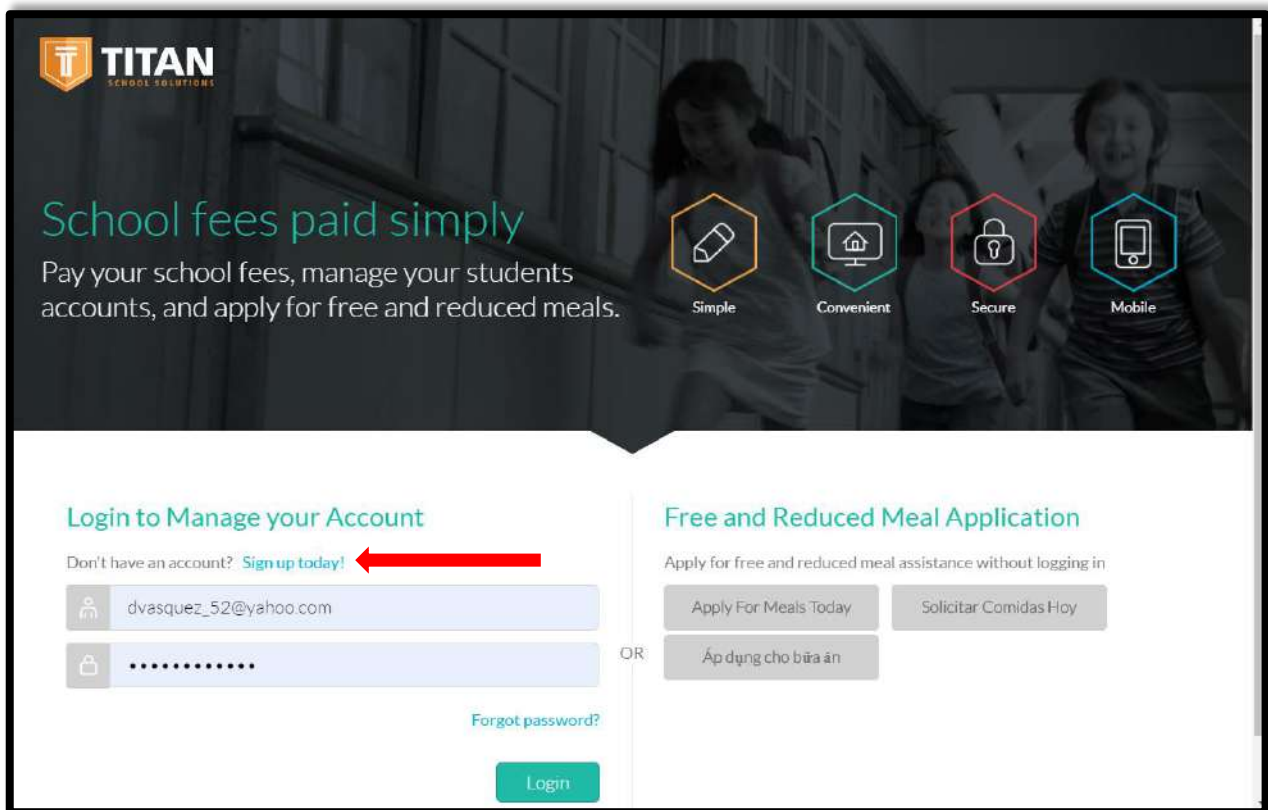
Family Portal: Linking Student & Adding Money to Meal Account

TITAN School Solutions Contact Information:

- Customer Support Email: support@titank12.com
- 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.

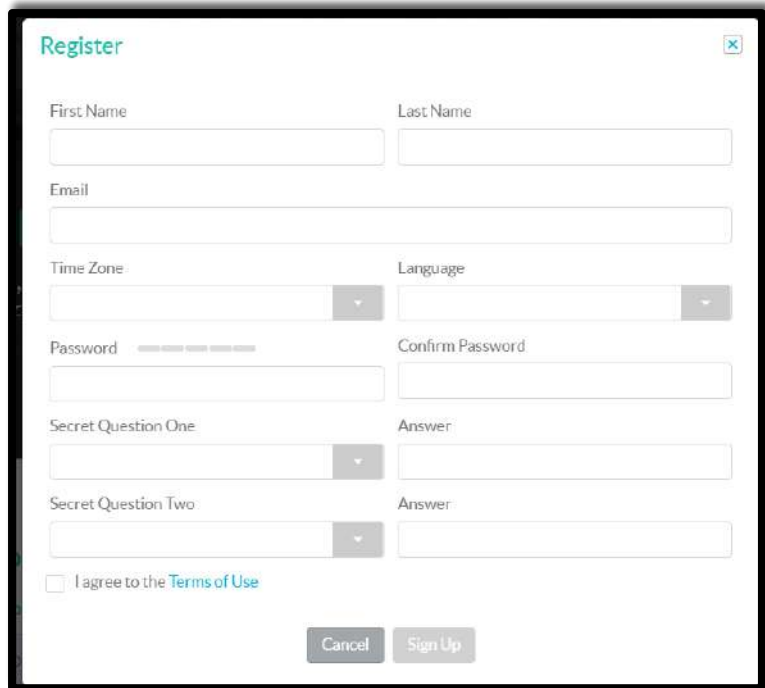
To access the TITAN Family Portal users will navigate to <https://family.titank12.com>. Please note that parents can access the Family Portal online or through our mobile app TITAN Family Connect.



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 this are input fields for email (dvasquez_52@yahoo.com) and password (masked with dots), a "Forgot password?" link, and a "Login" button. 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 are two buttons: "Apply For Meals Today" and "Solicitar Comidas Hoy". At the bottom of the right column is a button labeled "Áp dụng cho bữa ăn" (Apply for meal).

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.

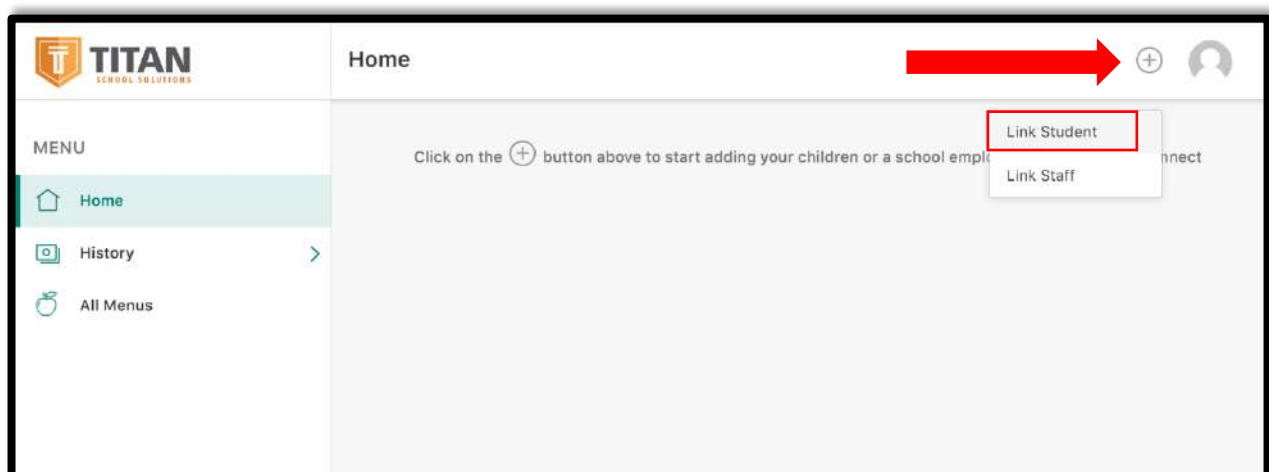
- After clicking on “Sign up Today!” the system will prompt users to enter information that is needed to create the account. They must also check the box titled “I agree to the Terms of Use”.
- Once the information is entered and selected users will select “Sign Up” to proceed. The system will send a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



The screenshot shows a 'Register' form with the following fields and options:

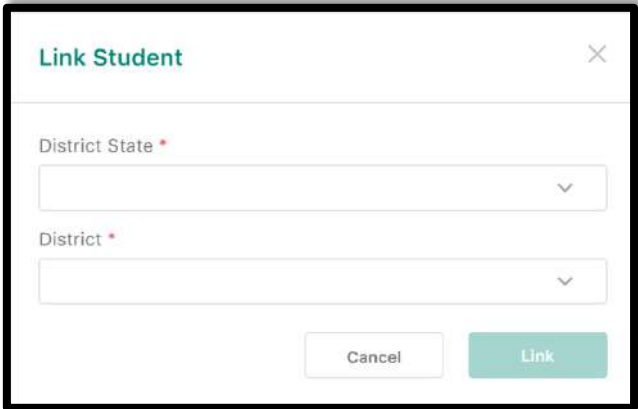
- First Name (text input)
- Last Name (text input)
- Email (text input)
- Time Zone (dropdown menu)
- Language (dropdown menu)
- Password (password input)
- Confirm Password (password input)
- Secret Question One (dropdown menu)
- Answer (text input)
- Secret Question Two (dropdown menu)
- Answer (text input)
- ☐ I agree to the [Terms of Use](#)
- Buttons: Cancel, 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.

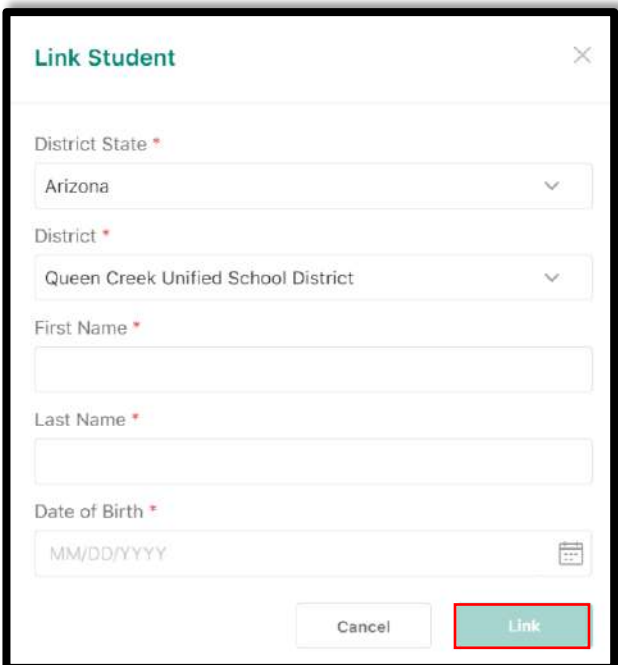
- After indicating the State and School District the system will then prompt parents to enter information pertaining to the student.



The screenshot shows a 'Link Student' form with two dropdown menus. The first dropdown is labeled 'District State *' and is currently empty. The second dropdown is labeled 'District *' and is also empty. At the bottom right, there are two buttons: 'Cancel' and 'Link'.

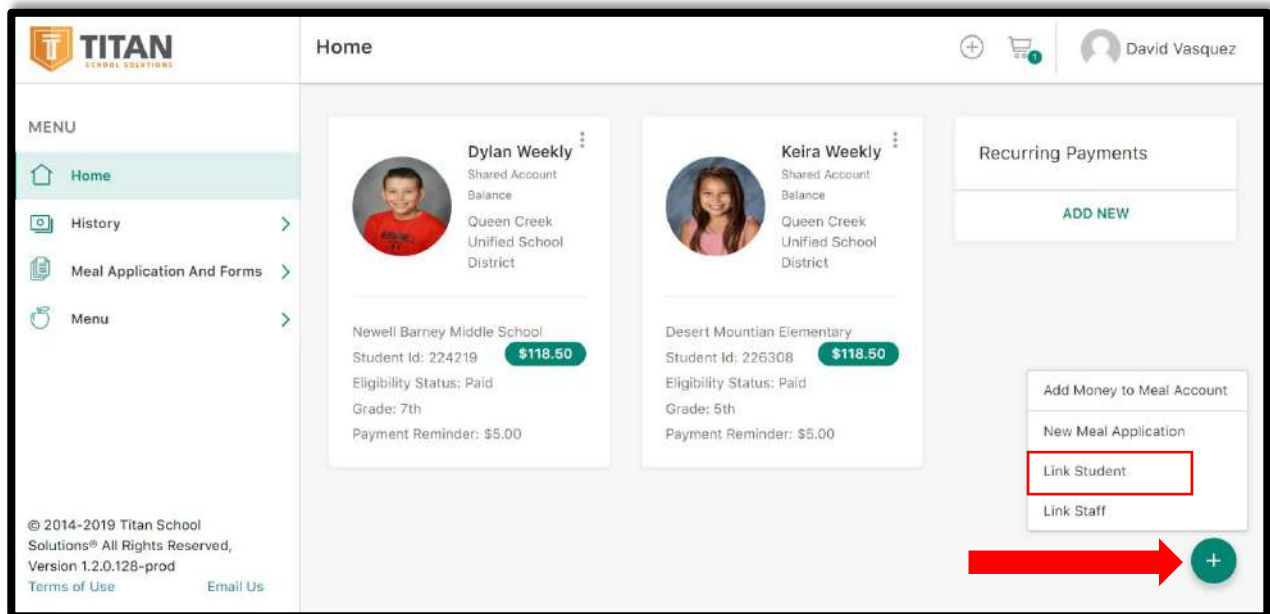
Districts will vary in terms of the requirements that parents must complete when linking students to family accounts. The options to link students are as follows: Student Identifier, First Name, Last Name, Date of Birth or Grade.

- 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”.



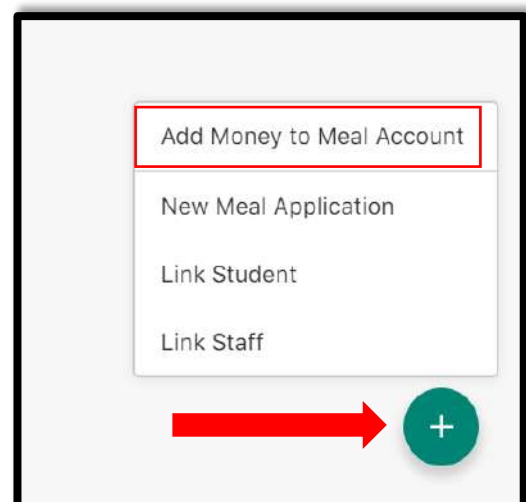
The screenshot shows a 'Link Student' form with five input fields. The first two are dropdown menus: 'District State *' (set to 'Arizona') and 'District *' (set to 'Queen Creek Unified School District'). The next three are text input fields: 'First Name *', 'Last Name *', and 'Date of Birth *' (with a date picker icon). At the bottom right, there are two buttons: 'Cancel' and 'Link'.

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.



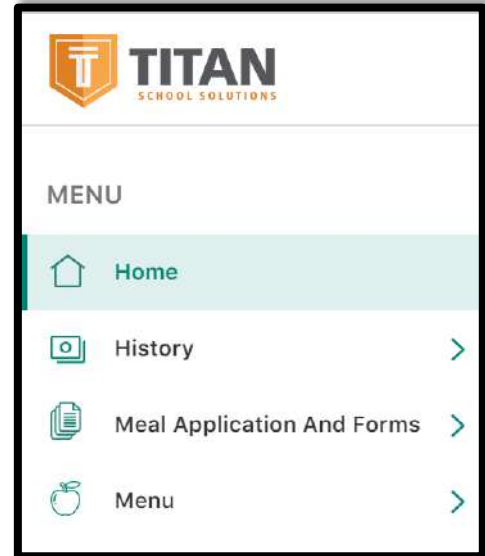
To deposit funds the parent will click the green plus icon in the lower right-hand corner and select “Add Money to Meal Account”.

- 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.



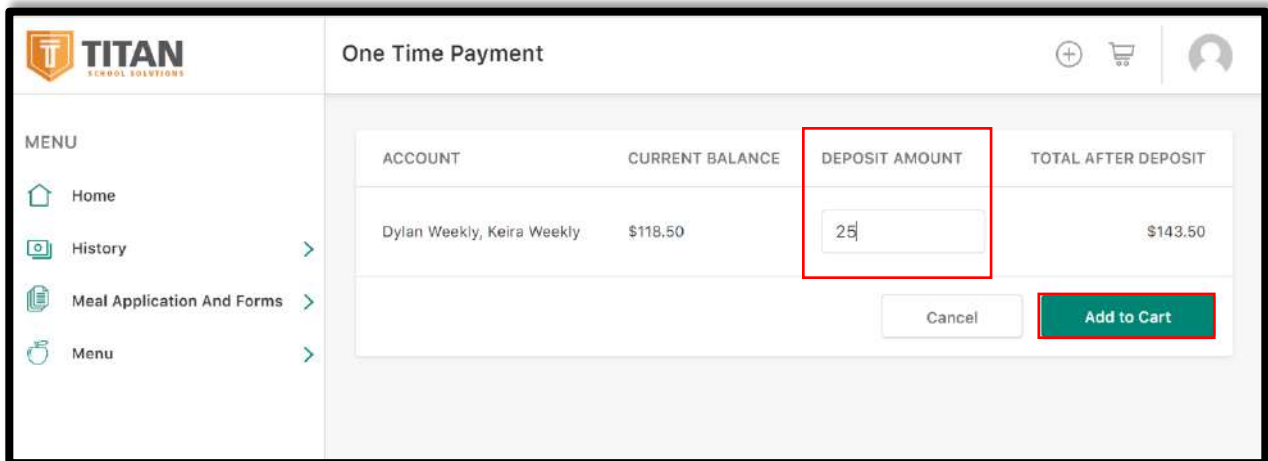
On the left side there are sections that are available for parents to view: History, Meal Applications and Forms and Menu.

- 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.

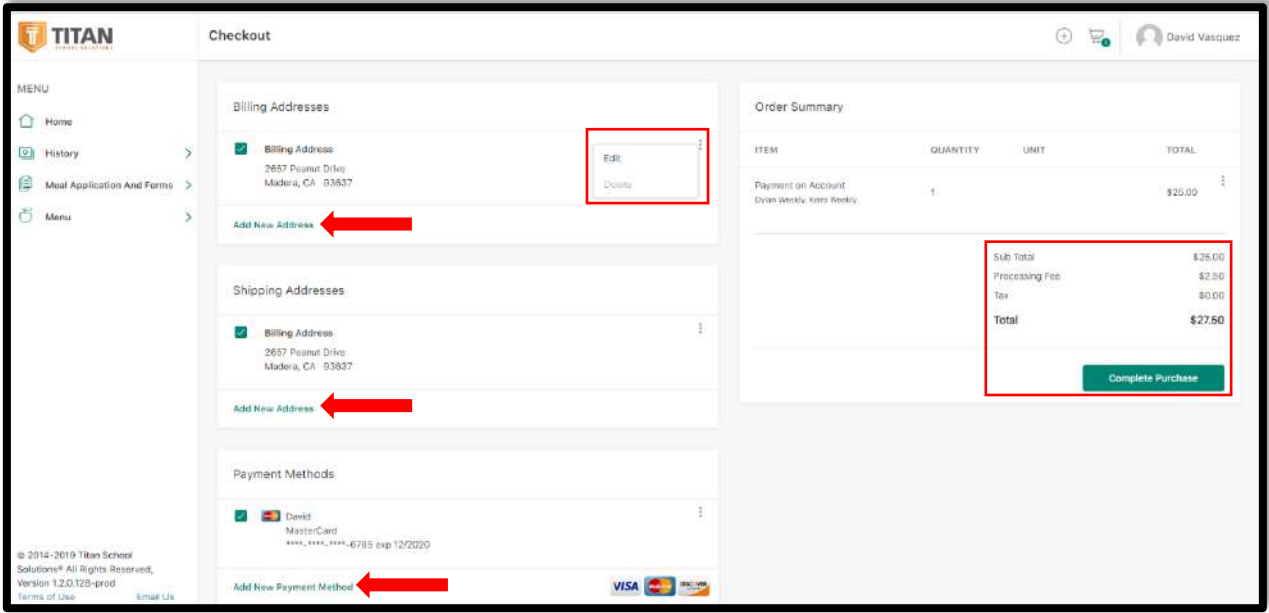


ACCOUNT	CURRENT BALANCE	DEPOSIT AMOUNT	TOTAL AFTER DEPOSIT
Dylan Weekly, Keira Weekly	\$118.50	25	\$143.50

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

☒ Billing Address: 2657 Peanut Drive, Madera, CA 93637

[Edit](#) [Delete](#)

[Add New Address](#)

Shipping Addresses

☒ Billing Address: 2657 Peanut Drive, Madera, CA 93637

[Add New Address](#)

Payment Methods

☒ David MasterCard 0000_0000_0000_0000 exp 12/2020

[Add New Payment Method](#)

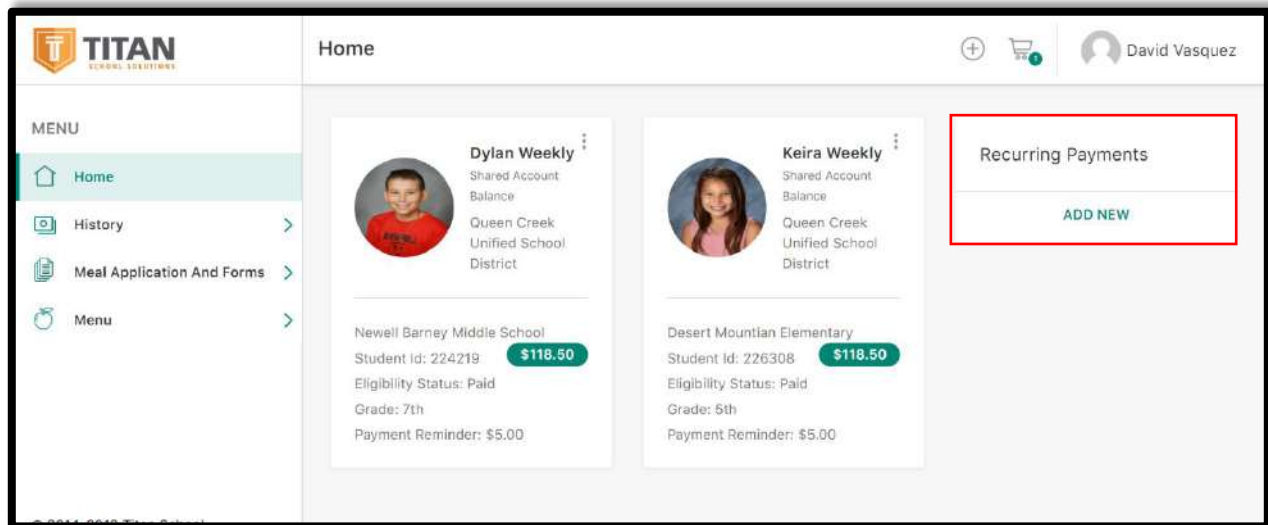
Order Summary

ITEM	QUANTITY	UNIT	TOTAL
Payment on Account: Dylan Weekly, Kiana Weekly	1		\$26.00
Sub Total			\$26.00
Processing Fee			\$2.50
Tax			\$0.00
Total			\$27.50

[Complete Purchase](#)

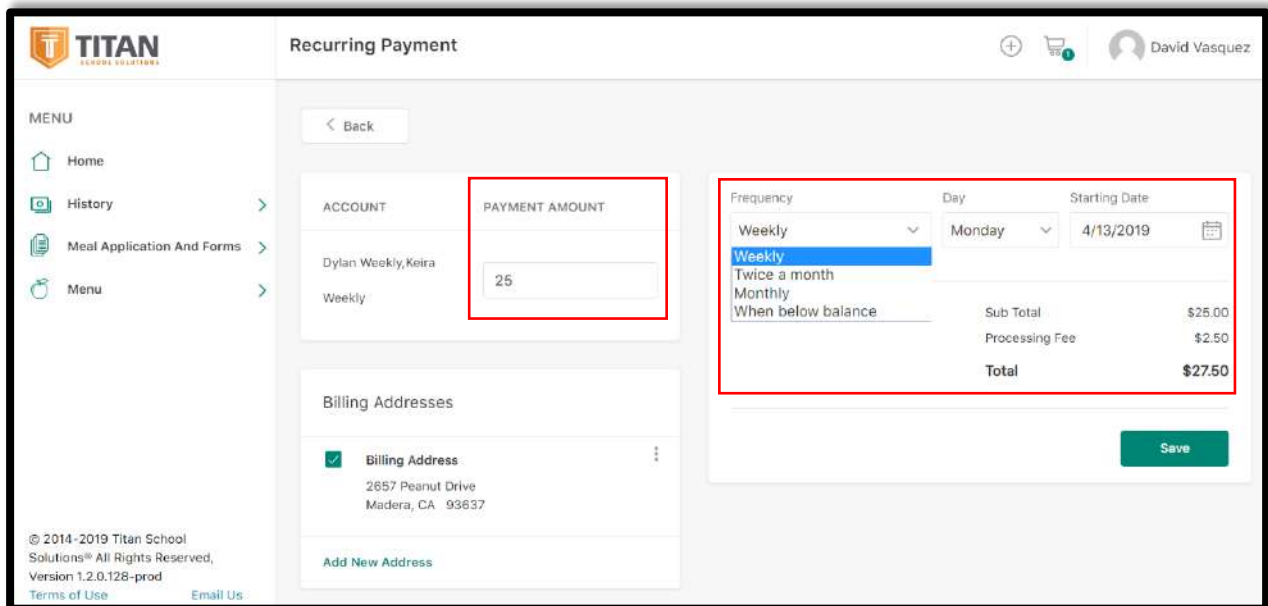
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Parents can automate the deposit of funds through TITAN's recurring payment system. On the main page of the account the users will navigate to the right side of the screen to a section titled "Recurring Payment" and select "ADD NEW".



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

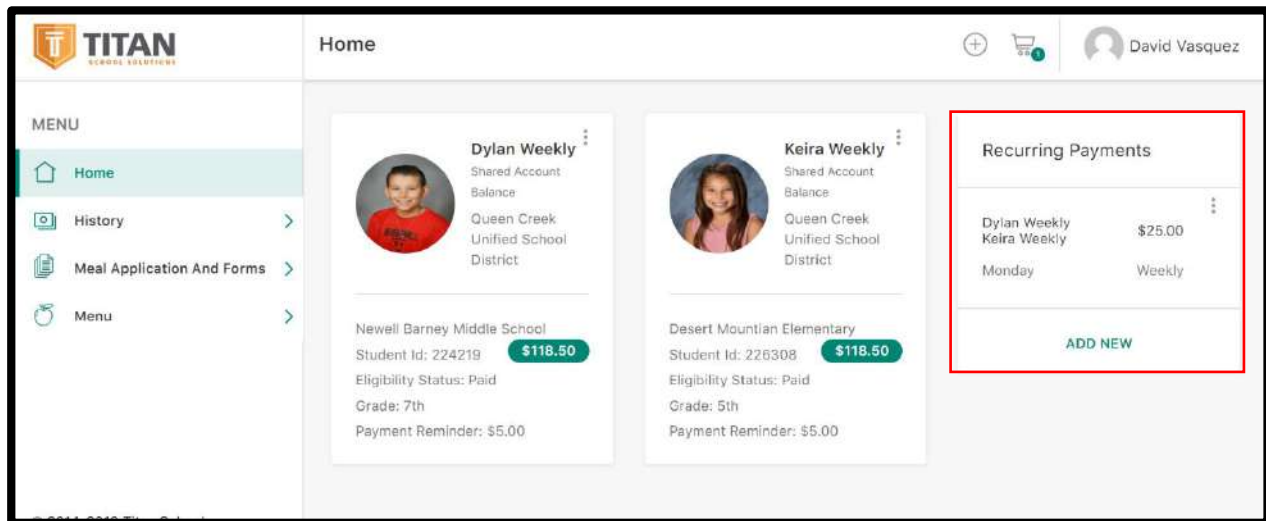
4/13/2019

Sub Total	\$25.00
Processing Fee	\$2.50
Total	\$27.50

Save

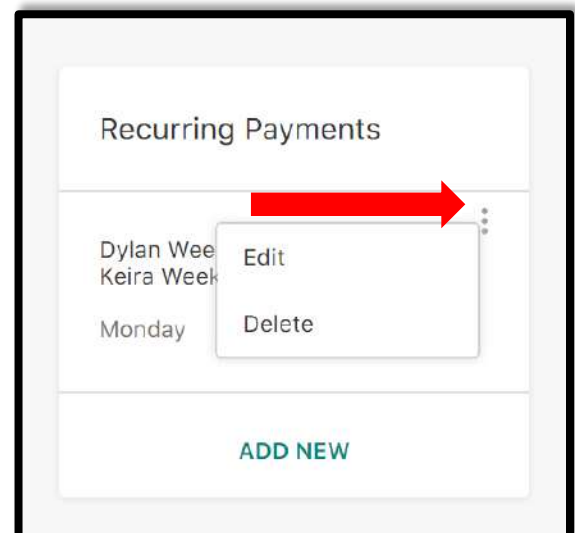
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Parents will see the recurring payment feature on the main page after clicking on “Save”. The system will provide a brief summary of what the parent chose for when the recurring payment takes place.



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.





The TITAN Family portal is a secure, online system that allows parents to:

- Make an online payment to their children's cafeteria meal accounts
- Remotely monitor their children's accounts
- Set up automatic recurring payments
- Set up low balance e-mail message alerts
- And submit an online application for free and/or reduced meals

How do I get started? Getting started is as easy as 1, 2, 3.



1. Register

Register at **family.titank12.com** by clicking on **Sign up today!**

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2. Confirm Email

Confirm your email address by clicking on the email verification link sent to your email address.

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3. Sign In

Now you can sign in at **family.titank12.com** using your email and password.

I just registered and when I try to login it says 'Invalid email or password'?

Your account will not be active until you have verified your password. Check your email for the verification link.

What if I forget my Username or Password?

On the login page, click **Forgot your password?** Enter your email address and click on **Reset Password**. A temporary password will be emailed to you. Upon logging in with the temporary password, you will be prompted to set your new password.

When I login I do not see my child's account?

You will need to add your children to your TITAN account. Click on **+ Link Student** and complete information to link your child. You will need to do this process for each child you wish to add.

What if I have several children in different schools?

You can add as many children as you need, as long as they attend a school district utilizing TITAN School Solutions for their cafeteria account. Payments for each child are made separately.

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Contact us today for additional information on TITAN School Solutions.

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How do I add money/make a payment to my child's account?

You can continue to send money to school with your child or you can add money online. Once you have added your child to our TITAN Account, you will add money by clicking on **+ Add Money to Meal Account**. You can choose either **One Time Payment on Account** or **New Recurring Payment**.

If you select, **One Time Payment on Account**, the funds will be immediately available on your child's account upon completion of the transaction.

If you select, **New Recurring Payment**, you will be setting up future payments and these funds will *not be* immediately available on your child's account.

Can I setup recurring payments?

Yes. Click on **+Add Money to Meal Account**. Click on **New Recurring Payment**. Enter the **Payment Amount** for each child, **Frequency, Day, Starting Date, Billing Address, Payment Method**, and **Save**.

How can I cancel or change my Recurring Payment?

Under **Recurring Payments**, click on the pencil to the left of your child's name. You can either change the information and **Save** or **Delete the payment**.

I made an online payment. How long will it be before the funds will be available in my child's account?

If you selected **One Time Payment on Account**, the funds will be available immediately in your child's cafeteria account, upon finishing the payment transaction. If you selected **New Recurring Payment**, the funds will be available the following day from when the payment is scheduled to be ran. For example, if the payment is to be made every Monday, the funds will be available Tuesday morning.

Is there a fee or service charge for making online payments?

A processing fee may be charged for each online payment transaction. For example, if you make a \$20.00 payment and the processing fee is \$2.60, the total debited from your credit card is \$22.60. The available funds for your child will be \$20.00. The processing fee will be shown prior to processing your transaction.

What credit cards/method of payments can I use?

The payment methods available for your child's school district will appear under the **Payment Methods section**, below **+New Payment Method**.

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When entering my Payment Method, it asks for a 'Description', what do I put?

This is a free form field and you can name it anything. For example, you can name it **Household Credit Card** or **Chase Credit Card**.

When entering my Billing Address, it asks for a 'Description', what do I put?

This is a free form field and you can name it anything. For example, you can name it **Home** or **Office**.

I am trying to enter my credit card information and it keeps saying 'Invalid Card', what am I doing wrong?

1. Check to see that the credit card number is correct.
2. Make sure the type of card you are entering is accepted
For example, American Express or Discover may not be accepted.

I am trying to make a payment but the 'Submit' button is grey and I can't continue?

The system will not allow you to continue if any required items are missing. Check to see that you have entered the following:

1. Payment amount for each child
2. Billing address
3. Credit card information

Can I receive notification when my child's account balance is low?

Yes. The system is defaulted to send an email reminder when the balance falls below \$5.00. You can change the Payment Reminder by clicking on **+ Change Payment Reminder**.

How can I see activity on my child's account?

If you click on History, you can view **Account Payment History** and **Student Purchase History**.

What happens to the money in my child's account at the end of the school year?

Your account balance moves with your child from grade to grade and school to school (within the district).

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How can I remove a child from my TITAN account?

Click on **Edit** in the upper right hand corner of your child's account and click **Un-Link Student**.

How can I be sure my information is safe?

TITAN is protected by 256 bit SSL encryption between all browsers and our centralized data center.

Why is there a 'pending' charge on my bank statement after my card was declined?

It is common practice in the banking industry to hold the transaction fee on online payments. The fee may temporarily appear on your bank statement but the fee will automatically be removed in approximately 1–8 banking days. If you have any questions about this fee, please contact your credit card company directly.

How can I apply for free/reduced meals online?

You can apply two ways:



1. Apply

Go to **family.titank12.com** and click on **Apply for Meal Today** and complete the process.

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2. Login

If you have already registered for a TITAN account and have logged in, you can click on **Meal Application** and **+ New Meal Application**.

How will I find out the status of my free/reduced meal application?

The district will notify you within 10 school days, either by email or letter. If you have not received a notice, please contact the school district's child nutrition department directly. TITAN School Solutions cannot provide you with this information.



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How can I update my email address & password?

In the upper right hand corner, click on your name, then click on **Profile**.

- To change your email address, replace the existing and click on **Save**.
- To update your password, click on **Security**, enter **New Password**, **Confirm Password** and **Save**.

When should I contact the Child Nutrition Department of my child's school district?

- If you would like a refund
- To transfer funds from one child to another
- To share balances with other children
- You have a question about your child's meal service or activity on their account
- Would like to restrict your child from purchasing certain items
- Would like to know the status of your free/reduced meal application
- Have questions related to your child's cafeteria account

El portal familiar TITAN es un sistema en línea seguro que permite a los padres:

- Realizar pagos en línea para la cuenta de comida de sus niños en la cafetería
- Monitorear a distancia la cuenta de sus niños
- Establecer pagos automáticos recurrentes
- Establecer correos electrónicos de alerta cuando tenga un balance bajo
- Hacer solicitud en línea para comida gratis o de precio reducido

Como empiezo? Empezar es tan fácil como 1, 2, 3.



1. Registrarse

Registrarse en **family.titank12.com** pulsar en **Registrarte hoy!**



2. Confirmar Correo Electrónico

Confirmar correo electrónico haciendo clic en el enlace enviado a su dirección de correo electrónico.



3. Ingresar

Ahora podrá ingresar a su cuenta en **family.titank12.com** utilizando su correo electrónico y contraseña.

Acabo de registrarme y cuando trato de ingresar dice "correo de electrónico o contraseña incorrecta"?

Su cuenta no será activada hasta que usted verifique su contraseña, Chequee su correo electrónico para el enlace de verificación.

Que pasa si olvido mi nombre o contraseña?

En la pagina de inicio, hacer clic en **Olvido su contraseña?** Ingrese su correo electrónico y haga clic en **Restablecer** contraseña. Usted recibirá un correo electrónico con una contraseña temporal. Una vez iniciada la sesión con la contraseña temporal se le pedirá crear una nueva contraseña.

Cuando me conecto no veo la cuenta de mi niño?

Usted tendrá que añadir a su niño a su cuenta TITAN, Clic en **+ Enlace de Estudiantes** y complete la información para añadir a su niño. Usted tendrá que realizar este proceso por cada niño que desee añadir.

Y si tengo varios niños en escuelas diferentes?

Usted puede añadir tantos niños como sea necesario, siempre y cuando asistan a un distrito escolar utilizando Soluciones Escolares TITAN para sus cuentas de cafetería. Pagos para cada niño son realizados separadamente.

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En contacto con nosotros hoy para más información sobre TITAN soluciones escolares.

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Como añado dinero/realizo un pago en la cuenta de mi niño?

Usted puede continuar enviando dinero a la escuela con su niño o puede añadir dinero en línea. Una vez que usted haya añadido a su niño a nuestra cuenta TITAN, usted añadirá dinero haciendo clic en **+Agregar Dinero a la Cuenta de Comidas**. Usted podrá escoger entre **Solo un Pago en la Cuenta** o **Nuevos Pagos Recurrentes**.

Si usted selecciona **Solo un Pago en la Cuenta**, los fondos serán disponibles inmediatamente en la cuenta de su niño tan pronto como la transacción sea completada.

Si usted selecciona, **Nuevos Pagos Recurrentes**, usted estará estableciendo pagos futuros y estos fondos no serán disponibles inmediatamente en la cuenta de su niño.

Puedo establecer pagos recurrentes?

Si. Clic en **+ Agregar Dinero a la Cuenta de Comidas**. Clic en **Nuevos Pagos Recurrentes**, Ingrese el **Cantidad del Pago** para cada niño, **Frecuencia, Día, Fecha de Inicio, Dirección de Facturación, Métodos de Pago**, y **Guarde**.

Como puedo cancelar o cambiar mi pago recurrente?

Bajo **Pagos Recurrentes**, Clic en el lápiz a la izquierda de el nombre de su niño. Usted puede cambiar la información y **Guarde** o **Borrar** el pago.

Realice un pago en línea, Cuanto tiempo pasara antes de que los fondos sean disponibles en la cuenta de mis niños?

Si usted selecciono **Solo un Pago en la Cuenta**, los fondos serán disponibles inmediatamente en la cuenta de cafetería de su niño, tan pronto como la transacción de pago es terminada. Si usted selecciono **Nuevos Pagos Recurrentes**, los fondos serán disponibles al día siguiente de cuando el pago esta programado para ser debitado. Por ejemplo, si el pago esta programado para cada Lunes, los fondos serán disponibles el Martes en la mañana.

Hay que pagar o hay algún cargo por servicio para hacer pagos en línea?

Un cargo por procesamiento puede ser cobrado por cada transacción de pago en línea. Por ejemplo, si usted realiza un pago por \$20 y el cargo por procesamiento es \$2.60, el total a ser debitado a su tarjeta de crédito es \$22.60. Los fondos disponibles para su niño serán \$20. El monto por el cargo de procesamiento sera mostrado antes de procesar su transacción.

En contacto con nosotros hoy para más información sobre TITAN soluciones escolares.

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Que tarjeta de crédito/método de pago puedo utilizar?

Los métodos de pagos disponibles por el distrito escolar de su niño aparecen bajo la sección de **Métodos de Pago**, bajo **+ Nuevo Método de Pago**.

Al entrar mi forma de pago, pregunta por "Descripción", que debo colocar?

Este es un espacio de forma libre y puede nombrarlo cualquier cosa, Por ejemplo, usted puede nombrarlo **Tarjeta de crédito del hogar** o **Tarjeta de crédito Chase**.

Al entrar mi dirección de facturación, pregunta por "Descripción", que debo colocar?

Este es un espacio de forma libre y puede nombrarlo cualquier cosa, Por ejemplo, usted puede nombrarlo **Hogar** u **Oficina**.

Estoy tratando de introducir la información de mi tarjeta de crédito y dice "Tarjeta Invalida", Que estoy haciendo incorrectamente?

1. Chequee que el numero de tarjeta de crédito es correcto.
2. Asegure que el tipo de tarjeta de crédito que usted esta introduciendo es aceptado, Por ejemplo, American Express o Discover pueden no ser aceptados.

Estoy tratando de realizar un pago pero el botón de "enviar" esta en gris y no puedo continuar?

El sistema no lo dejara continuar si alguno de los requerimientos faltan, Chequee que ha completado lo siguiente:

1. Monto de pago por cada niño
2. Dirección de facturación
3. Información de tarjeta de crédito

Puedo recibir notificaciones cuando el balance de la cuenta de mi niño este bajo?

Si, El sistema esta diseñado para enviar un correo electrónico recordatorio cuando el balance baja de \$5.00. Usted puede cambiar el recordatorio de pago haciendo clic en **+ Recordatorio de Pago Cambio**.

Como puedo ver la actividad en la cuenta de mi niño?

Si usted hace clic en **Historia**, usted puede ver la **Cuenta Historial de Pagos** e **Compras Anteriores del Estudiante**.

En contacto con nosotros hoy para más información sobre TITAN soluciones escolares.

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Que pasa con el dinero en la cuenta de mi niño al final del año escolar?

El balance en la cuenta se mueve con su niño de grado a grado y de escuela a escuela (en el mismo distrito escolar).

Como puedo remover a un niño de mi cuenta TITAN?

Haga clic en **Editar** en la esquina superior derecha de la cuenta de su niño y haga clic en **Un-Link Estudiante**.

Como puedo estar seguro que mi información esta a salvo?

TITAN esta protegido por 256 bit SSL cifrado entre todos los navegadores y nuestro centro de datos centralizado.

Por que aparece un cargo "Pendiente" en mi cuenta bancaria después de que mi tarjeta fue rechazada?

Es una practica común en la industria bancaria retener el monto de la transacción de pagos en linea. El cargo puede aparecer temporalmente en su estado bancario, pero el cargo sera automáticamente removido en aproximadamente 1–8 días bancarios. Si usted tiene alguna pregunta en referencia a estos cargos, por favor contacte su compañía de tarjeta de crédito directamente.

Como puedo aplicar por comidas gratis o de costo reducido en linea?

Usted puede aplicar de dos formas:



1. Aplicar

Puede ir a **family.titank12.com** hacer clic en **Solicitar Comidas Hoy** y completar el proceso.



2. Ingresar

O, si usted esta ya registrado para una cuenta TITAN y la ha ingresado, usted puede hacer clic en **Solicitud de Comidas Escolares** y **+ Nueva solicitud para Comidas Escolares**.

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En contacto con nosotros hoy
para más información sobre
TITAN soluciones escolares.

844 467 4700 x2

support@titank12.com

www.titank12.com

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Como puedo averiguar el estado de mi solicitud por comidas gratis/precio reducido?

El distrito le notificara en un plazo de 10 días escolares, ya sea por correo electrónico o carta, Si usted no ha recibido noticias, por favor contacte el departamento de nutrición del distrito escolar de su niño directamente. TITAN soluciones escolares no puede proporcionarle esta información.

Como puedo actualizar mi dirección de correo electrónico y contraseña?

En la esquina superior derecha, haga clic en su nombre, y después clic en **Perfil**.

- Para cambiar su dirección de correo electrónico, reemplace el existente y haga clic en **Guarde**.
- Para renovar su contraseña, haga clic en **Seguridad**, ingrese **Nueva Contraseña**, **Confirmar Contraseña** y **Cambiar Contraseña**.

Cuando debo contactar el departamento de nutrición del distrito escolar de mi niño?

- Si usted desea un reembolso
- Para transferir fondos de un niño a otro
- Para compartir saldos con otro niño
- Usted tiene preguntas acerca de el servicio de comidas de su niño o de la actividad en su cuenta
- Le gustaría restringir a su niño de comprar ciertos artículos
- Le gustaría saber el estado de su aplicación para comidas gratis o de precio reducido
- Tiene preguntas en referencia a la cuenta de cafetería de su niño