FAQS

TITAN
SCHOOL SOLUTIONS

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!**

2. Confirm Email

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

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.

FAQS

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 $0.79, the total debited from your credit card is $20.79. 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.**

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

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).

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.

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.

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

– You have a question about your child's meal service or activity on their account

– Have questions related to your child's cafeteria account