



# TITAN Family Connect

*Electronically manage your DoDEA-NEXCOM student meal accounts.*

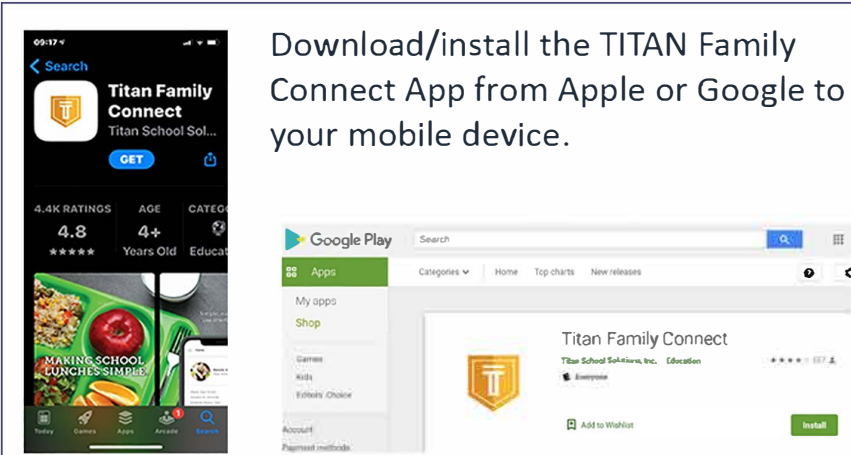
All school meals will continue to be free of charge for the 2021-2022 school year.

To create and manage your students' accounts or add funds electronically, download the Titan Family Connect App from the Apple Store or Google Play and follow the instructions below.

Parents may add money to their student's account to purchase additional entrees and a-la-carte items.

Please contact your local school or visit your school website for more information. You may also visit <https://www.mynavyexchange.com/studentmealprogram/> for more information.

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Download/install the TITAN Family Connect App from Apple or Google to your mobile device.

The image shows two screenshots. On the left is the app's page on the Apple App Store, displaying the app icon, a 4.8 star rating, and a 'GET' button. On the right is the app's listing on the Google Play Store, showing the app icon, the name 'Titan Family Connect', and an 'Install' button.

- ② Access the TITAN Family Connect Portal to set up your DoDEA student(s) meal accounts
- ③ Use the many convenient features available to create automatic text notifications such as automatic reload for a-la-carte items.

***Please contact your school cafeteria manager with any questions.***



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](https://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](https://family.titank12.com) using your email and password.

### I just registered and when I try to log in 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 log in I do not see my child's account?

You will need to add your children to your TITAN account. Click on **+** then **Link Student** and complete information to link your child. You will need to complete 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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### 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 your TITAN account, you will add money by clicking on **+ Add Money to Meal Account**. You can choose either **One Time Account Payment** or **New Recurring Payment**.

If you select, **One Time Account Payment**, 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 an automatic payment for the specified amount, frequency, day, and starting date that you choose. *Please note that these funds will not be immediately available on your child's account.*

### Can I set up 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 three dots to the right of your child's name. You can either change the information and **Save** or **Delete the Payment**.

### Can I transfer my funds from one child's account to another?

You can transfer funds between accounts only if your school district has added the transfer funds feature. To determine if you have access, click the three dots to the right of your child's name. If the drop down option includes **Transfer Money**, you may set up a fund transfer.

### Can I set spending limits on my child's account?

You can set specific spending limits on your child's account only if your school district has added the spending limits feature. To determine if you have access, click the three dots to the right of your child's name. If the drop down option includes **Edit Spending Limit**, you may set up spending limits.

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### If I have more than one child at the district, can I deposit money one time and have the amount divided evenly among each of my children's accounts?

Yes, if your district has 'shared accounts' for its students and you've requested this for your children. To determine if your children have been set up for shared accounts, select any payment option. If siblings are sharing an account, you'll see all of your children's names listed next to the deposit account. You can then enter the deposit amount and have it distributed evenly among their accounts. For example, if you have two children sharing accounts and you want to deposit \$10 in each account, enter \$20 in the deposit amount. \$10 will then be applied to each child's account. If you'd like shared accounts turned on for your children, please contact your district.

### 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 run. 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?

At the discretion of your district, 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**.

### 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 use?

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

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

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

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 a 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 **Transaction** and **Student Purchase**.

### 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.

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### 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?



#### 1. Apply

Go to [family.titank12.com](https://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.

### 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**.

### Can I see my child's school menu online?

Yes, provided the district is using TITAN Menu Planning. From the login screen, simply select **Check District Menu** (note: to view menus, you don't need to log into the Family Portal). You will then be prompted to search for your district. Enter your school district. If your district is using Menu Planning, you will then see a secondary screen where you can select the school menu that you wish to preview.

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### 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

### My spouse and I are no longer together. Can we both have access to the Family Portal to view our children's accounts, but with separate accounts and logins?

Yes. Simply set up a new account with your email address. When you link your child to your account, you can then view account balances and deposit funds separately. Your financial information will only be visible to you. However, student available balances will be visible to any guardian or family member who has access to your child through the Family Portal.

### Can I access my account through any browser?

You can access your account through any browser except Internet Explorer which is no longer supported.

### Can I access my account through a mobile app?

Yes. To access your account, search for **TITAN Family Connect** in your phone's app store.

### How can I deposit funds to the Feed it Forward program?

To deposit funds to the Feed it Forward program, log into your account and select **Add One Time Account Payment**. Upon doing so, the lower portion of the screen will allow you to deposit a specific amount that can be used by the school to cover meals. Please note this is separate for your student(s) having an account balance.