Quick Guide for Titank12 Family Portal (https://family.titank12.com)

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

- Make cafeteria meal payments to their child(ren)'s account.
- Remotely monitor their child(ren)'s account.
- Set up automatic payments.
- Set up low balance e-mail message alerts;
- And submit Free/Reduced Online Applications.

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 in Family Portal for Titank12. Follow the steps in Make a Payment for a Student on page 5 of this guide.

I made an online payment. How long will it be before my student can use the payment? Your student's cafeteria account at the school is credited immediately upon finishing the payment transaction.

Is there a fee or service charge for making online payments? A convenience fee may be charged for each online payment transaction. For example, if you make a $20.00 payment and the convenience fee is $2.50, the total debited from your credit card is $22.50. The available funds for your child will be $20.00.

Can I receive notification when my student account balances are low? Yes, Follow the steps in Set Up a Low Balance Alert which are on page 5 of this guide.

What if I have several students in different schools? Include as many students as you need in your account. The students can attend any school within the same district. Payments for each student are made separately.

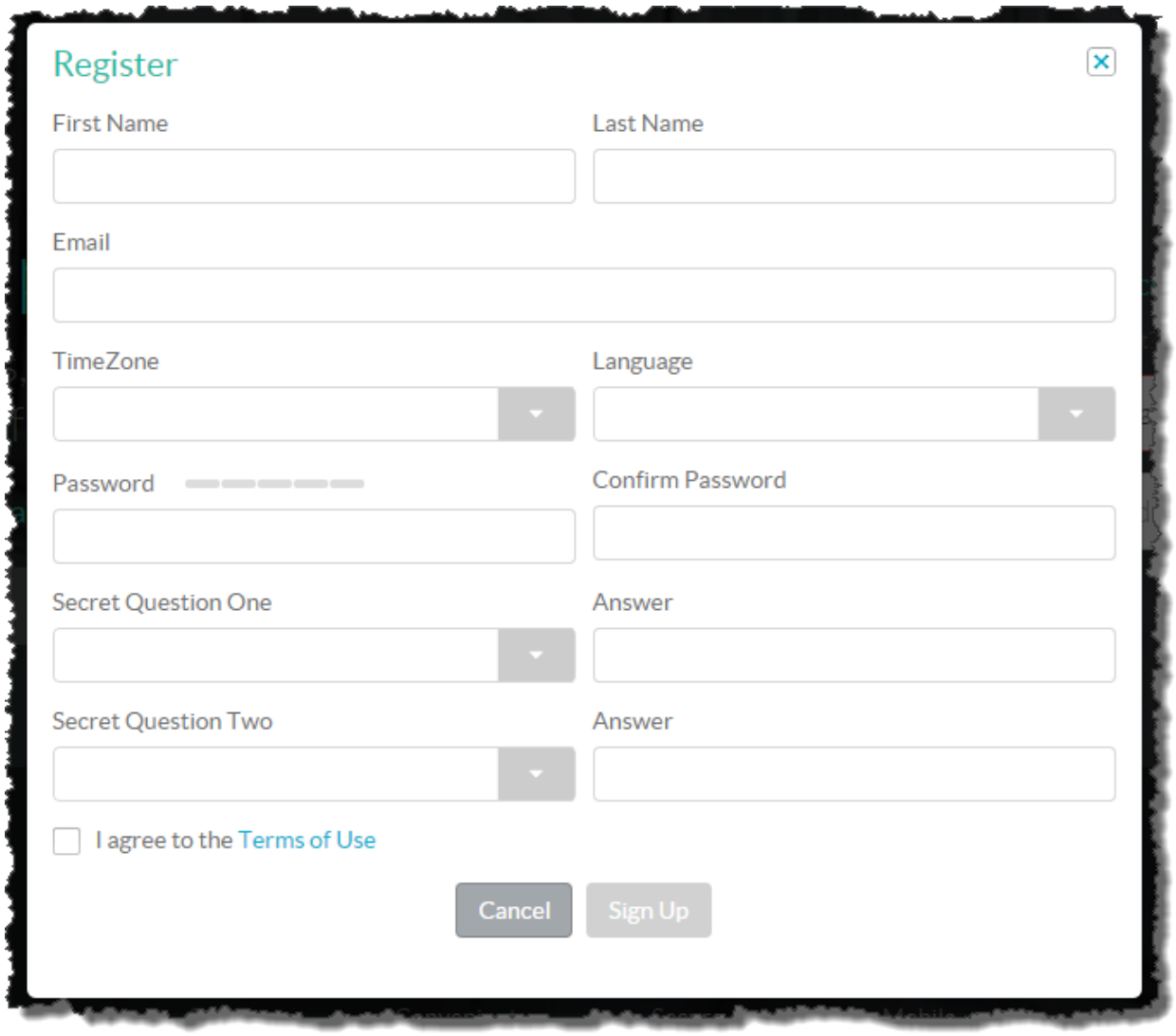
Can I transfer money from one child to another? Contact the Child Nutrition Department (480) 987-5983 for assistance with a transfer.

What happens to the money in my account at the end of the school year? Your account balance moves with your student(s) from grade to grade and school to school within the district. Contact the Child Nutrition Department or your child's school for assistance with a refund.

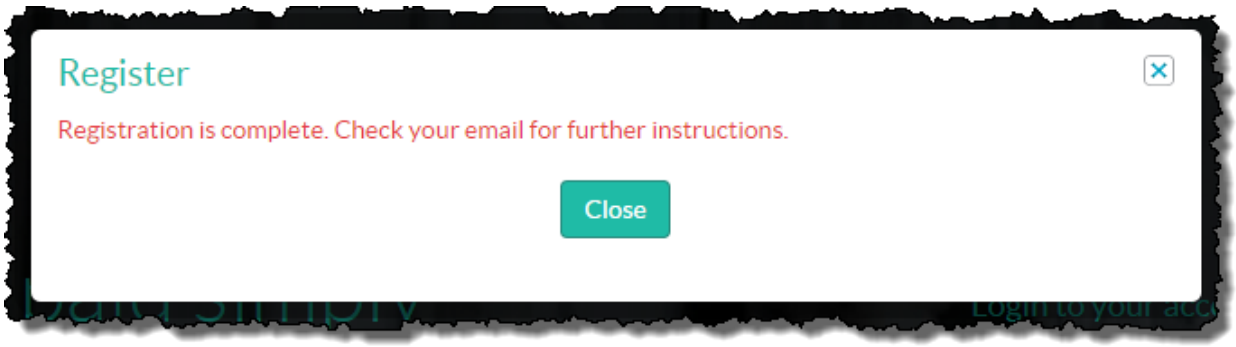
How do I receive a refund if my child changes school districts? Contact the Child Nutrition Department at the school district for assistance with a refund.

Create a Parent Online account

- Go to https://family.titank12.com/
- Click Sign up Today!



- Enter your “First Name”, “Last Name”, “Email”. Select your “Time Zone”, “Language”. Enter your “Password”, “Confirm Password”. Select your “Secret Question One” then enter an answer. Select your “Secret Question Two” then enter an answer. Click the I agree to the “Terms of Use”. Click “Sign Up”



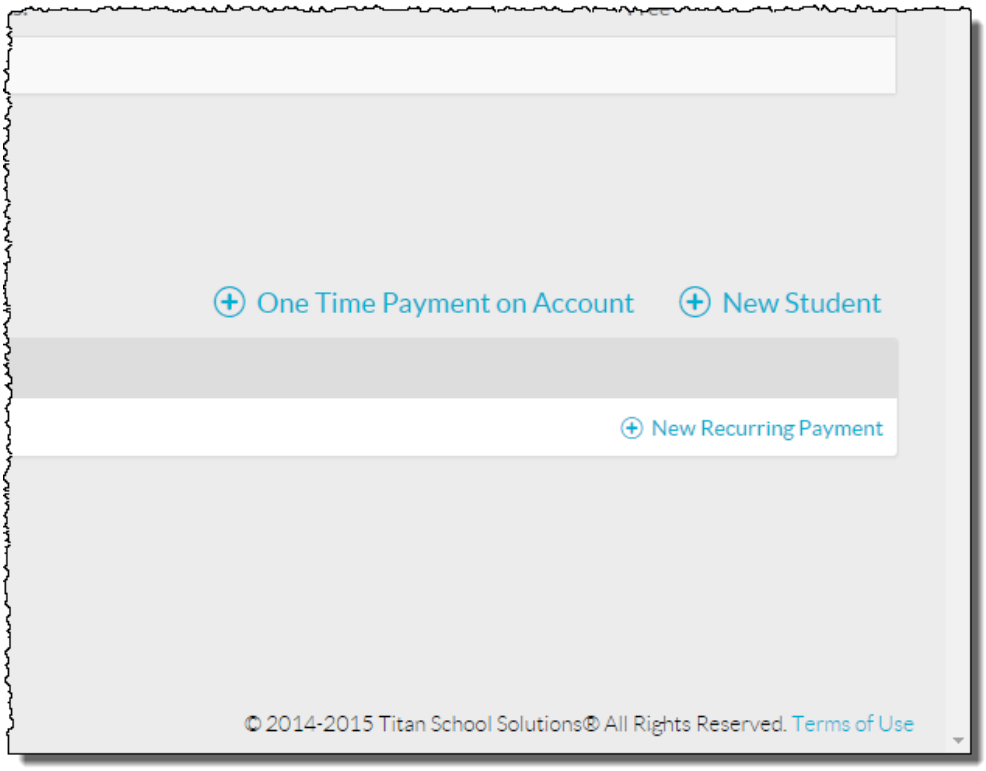
- You will then click “Close” and an email will be sent to your email address you provided
  - From within the email, click the link provided to verify your email and you are registered to use the Titan School Solutions Family Portal

Login to Your Titan School Solution Account

On the Family.Titank12.com home page

- In Username, enter the username that you created.
- In Password, enter the password that you created for your Username.
- Click Login
- You’re in!

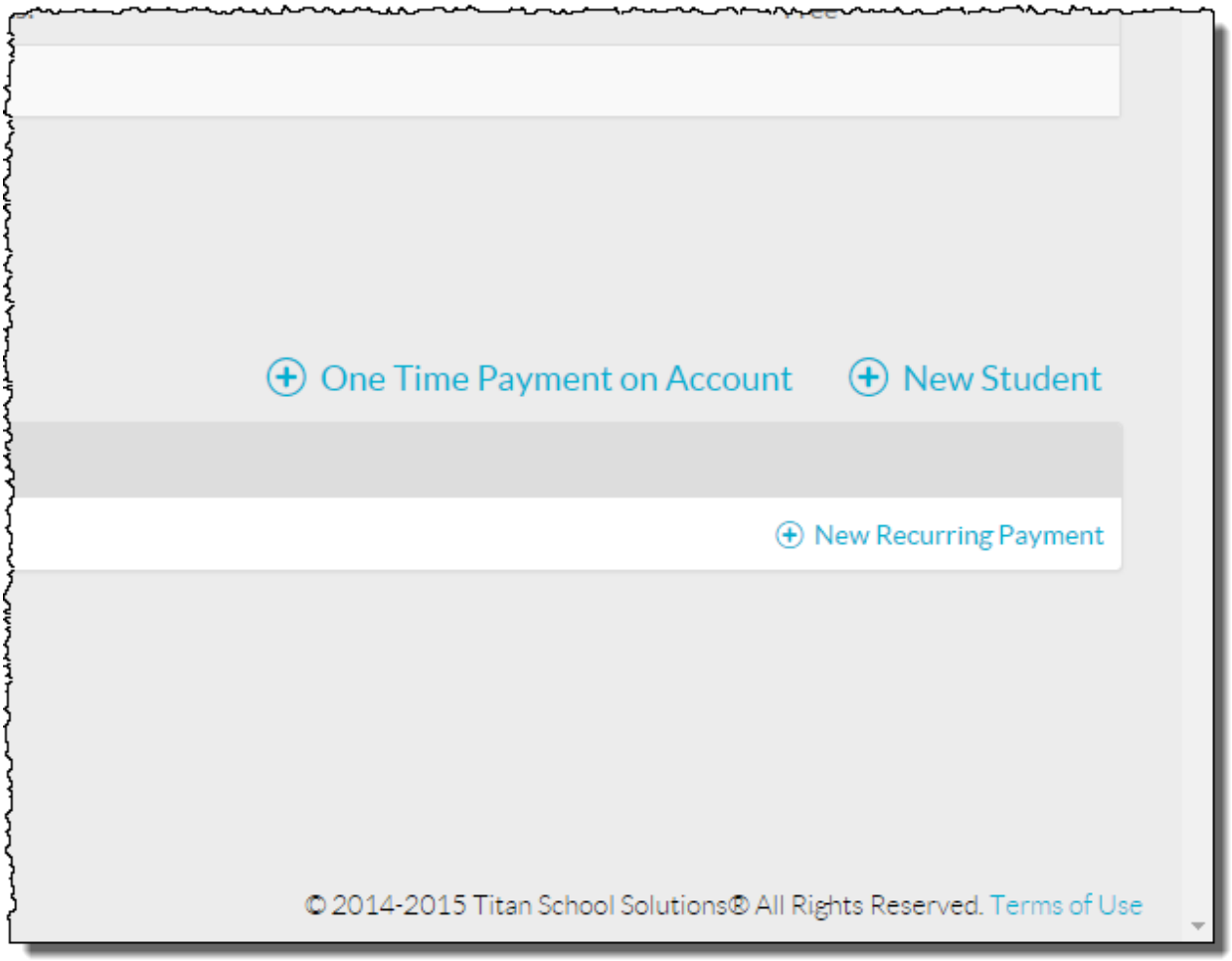
Adding a Student to your Account



On the far right hand side of page click 'New Student'

- Select your District State
- Select your District
- Enter your Student ID
- First Name
- Last Name
- And click 'Link'

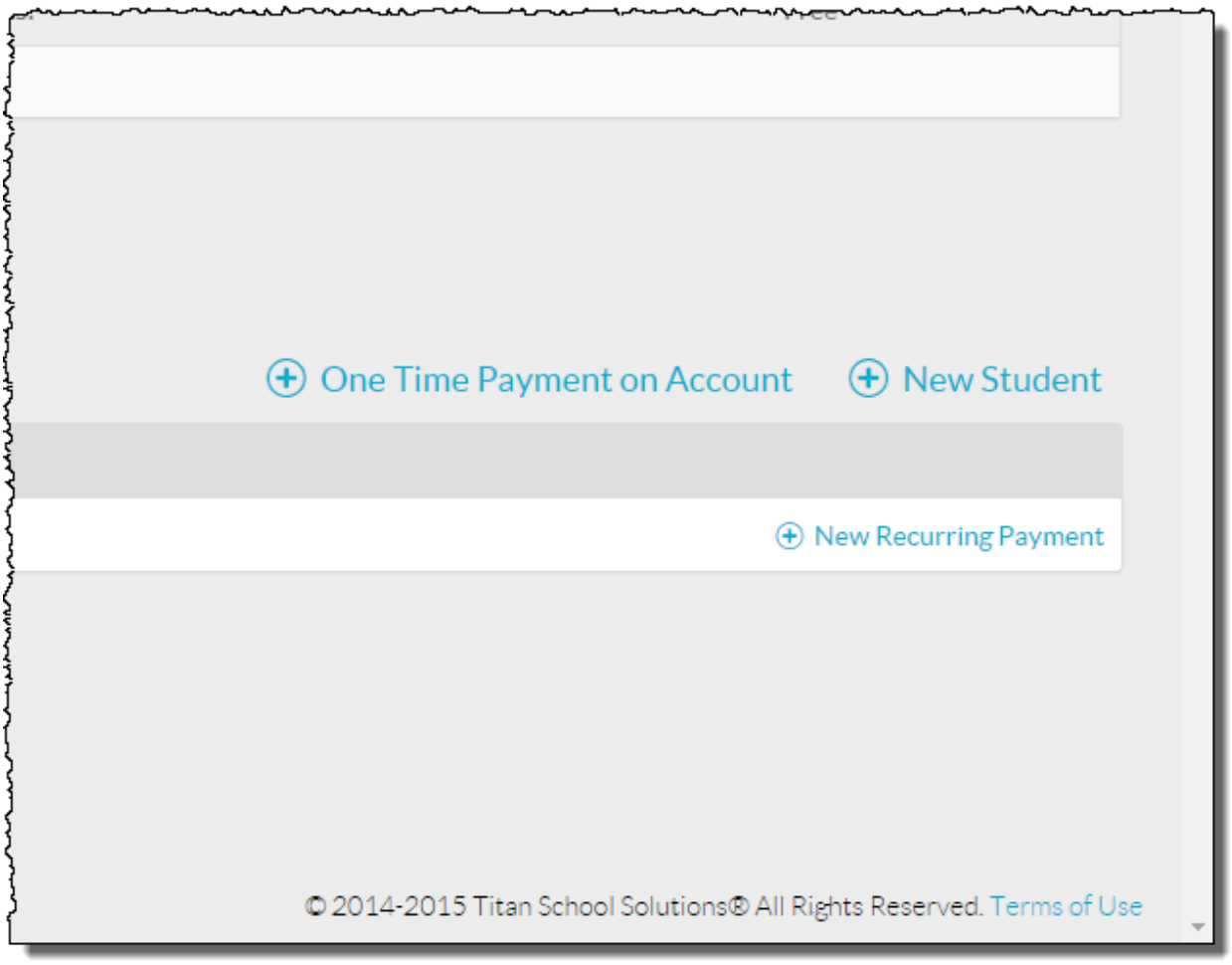
To Make a One Time Payment



- Click 'One Time Payment of Account'
- Enter the Amount
- Click Add to Cart
- Enter the Billing Address
- Enter Payment Methods

- Click Submit

To Setup a Recurring Payment



- Click 'New Recurring Payment'
- Select your Frequency
    - If you select Weekly, you will need to select Which Day of the Week

- If you select Twice a Month. The payment will be process the on the 1st and the 15th.
- If you select Monthly. You will need to select the 1st or the 15th.
- If you select When below Balance. You will need to enter an amount that you wish to have the payment processed.

- Enter the Billing Address
- Enter Payment Methods
- Click Submit

Setting up Low Balance Payment Reminder

- At your Students Screen click the “Edit” on the upper right hand corner
- Enter the amount in the “Payment Reminder Amount”