TITAN Family Connect App FAQs

Contact us today for additional information on TITAN – A LINQ Solution.

844 467 4700 x2

support@titank12.com

www.titank12.com

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The TITAN Family Connect App is a mobile app available for families to add money to meal accounts, check district menus, and set spending limits.

The TITAN Family Connect App allows parents to:

✓ Set up reminders and be alerted when your child's account is running low

✓ Check your child's purchase history to make sure your child is getting the nutrition they need

✓ Apply for free or reduced meals directly from your device

Be in control of your children's school meal accounts.

How do I get started?

1. Download
Download the **TITAN Family Connect App** from the App Store or Google Play.

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2. Register
Register from your phone by selecting **Sign Up Today!**

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

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4. Login
Log into the TITAN Family Connect App using your email and password.

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How do I add my child's account?

Touch the **+** icon, then **Link Student**. Enter your district and complete the information to link your child. You will need to complete this process for each child you wish to add. You can add as many children as you need, as long as they attend a school district using TITAN – A LINQ Solution. Payments for each child are made separately.

How do I add money to my child's account?

Once you have added your child to your TITAN account, touch the **+** icon, then **Add Money to Meal Account**. You can deposit a specific amount that can be used by the school to cover meals. The funds will be immediately available on your child's account.

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

Yes, if your school district has added the spending limits feature. To determine if you have access, select the three dots to the right of your child's name. If you see the **Edit Spending Limit** option, you may set up spending limits.

How do I set up recurring payments?

Select **Add New Recurring Payment** from the Home screen. Enter the Payment Amount for each child, Billing Address, Payment Method, Frequency, Day, and Starting Date. Then touch the **Add** button. You can cancel a recurring payment at any time.

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

The system will automatically notify you when the balance falls below $5.00. To edit this amount, select the three dots to the right of your child's name and select **Edit Payment Reminder**.

Can I apply for free/reduced meals on the app?

Yes. Touch the **+** icon, select **New Meal Application**. Find your district, then enter your information in the form. You can also add an Income Form from the app by selecting **+ New Income Form** from the Home screen.

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

At the discretion of your district, a processing fee may be charged for each online payment transaction.The processing fee will be shown prior to processing your transaction.

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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 see activity on my child's account?

Go to **History** to view transactions and your child's purchases.

Can I see my child's school menus from the app?

Yes, if the district is using TITAN Menu Planning. Go to **All Menus** to view the meals and their nutrition information.

How can I update my email address and password?

To change your email address, go to **Profile > General** and replace your existing email. To update your password, go to **Profile > Security** and enter a new password.

How do I add a payment method?

Go to **Profile > Payment Methods**, then select **Add New Payment Method**.

Can I access my account through a browser?

Yes. You can access your account by visiting **family.titank12.com** on any browser except Internet Explorer, which is no longer supported.