



TITAN FAQs

For USD 259 Parents for the 19-20 School Year

There are changes coming in Nutrition Services! Starting July 1, 2019, the Nutrition Services Department is making 3 big changes and these changes **WILL AFFECT YOU**:

1. Changing meal payments vendors from MyPaymentsPlus to Titan.
2. Changing online meal benefit application vendors from Horizon to Titan.
3. Changing the paper meal benefit application and its use at enrollment.

General Information

Q: What will happen to MyPaymentsPlus, will it go away?

A: The district will start the 19-20 school year utilizing:

- **MyPaymentsPlus** for school and Latchkey fee payments only

AND

- **Titan** for meal payments only.

MyPaymentsPlus will be phased out at some point during the 19-20 school year.

Q: Why is the district moving away from MyPaymentsPlus?

A: Titan is a web-based Point of Sale and Parent Portal System that has a lot of exciting features.

Q: Why is the district not moving to one (1) parent payment system?

A: We will be on 1 parent payment system to start the school year 20-21. Unfortunately, not everything could come together to allow the district to make a complete switch at the onset of the 19-20 school year. .

Q: Am I going to have to have two (2) accounts and make two (2) separate payments?

A: At least for the onset of the 19-20 school year. .

Q: What will happen to the money I have on my student's meal account currently?

A: Late in June, the money remaining on your student's account will be transferred to your student's Titan account.

Q: Will the meal payment area of MyPaymentsPlus be disabled so I can't accidentally pay in the wrong system?

A: Yes. The MyPaymentsPlus system will be down June 17, 2019 through June 21, 2019 to perform annual maintenance. When the system comes back up on June 22, 2019, it will no longer have meal payments as an option, only school fee and Latchkey payments.

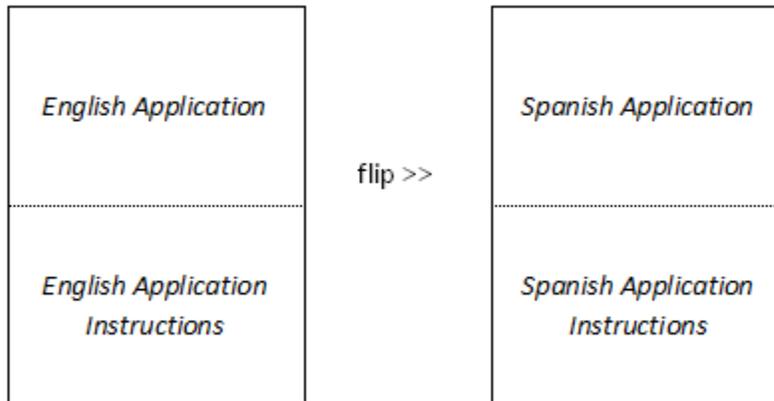
Q: Will the old online application be disabled so I can't accidentally apply in the wrong system??

A: Yes, at the end of this school year the Horizon online application system will be disabled so that you can no longer enter applications. The Nutrition Services Department will have a message for parents who visit that page to let you know when the new application will be available, as well as a link to the Titan Parent Portal.

General Information (Cont.)

Q: How will paper applications change?

A: With the change in Nutrition Services software, the paper meal benefits application will change as well. It will now be an 11 x 17 sheet that is folded and perforated down the middle. One side will have English application and instruction, the other Spanish.



Q: Will the change in paper applications change anything else?

A: Along with the change in the way the paper application looks, the way it is handled at enrollment has changed as well. Paper applications will no longer be considered for a reduction in school fees TODAY. If you elect to submit a paper application, you will need to fill out an Agreement to Pay. Once your household application is processed, you can then take the status letter (paper or electronic) to the school for a fee reduction, or the bookkeeper can use the CUI report if you have filled out the Consent for Disclosure. **The Online Meal Benefits Application is a faster and more beneficial way to apply than the paper application, especially at enrollment.** When you fill out an online application, you will either be processed immediately and you can show your student's status electronically, or you can print the Confirmation Page to take to the bookkeeper. There will be signage at each school during enrollment regarding the change.

Q: Who do I contact if I have questions about school meals, fee payments or my student's account in general?

A: If you have questions regarding:

- School meal and student accounts, contact Nutrition Services at:
 - 973-2160
 - NSEligibility@usd259.net
- School, Latchkey, and activity fees, contact your student's school.

Titan Parent Portal

Q: What is the Titan Parent Portal?

A: The Titan Parent Portal is a system used by parents to apply for meal benefits, make online meal payments, and to monitor and regulate your student's spending

Q: Are there instructions for the Titan Parent Portal?

A: On the Nutrition Service Meal Payments Page <https://www.usd259.org/Page/2019>, there are links to instructions on how to create a Parent Portal account and add money, as well as Titan Parent Portal FAQ's.

Titan Parent Portal (Cont.)

Q: When will I be able to log into the Titan Parent Portal?

A: Below is a list of what portion of Titan will be available and when:

- **Create parent account** currently available for you to create an account. The address is: family.titank12.com.
- **Link students to parent account** will be available when the district loads the student information into the system, sometime in May 2019.
- **Online Application** will be available 7/15/19.

Q: What can I do on the Titan Parent Portal?

A: Here is a list of what you will be able to do when we go live with Titan:

- Apply for meal benefits
- Pay for meals
- Track student purchases
- Check balances
- Receive low balance alerts
- Set spending limits
- Set no buy items
- Transfer money between your linked students

Q: What information do I need to create a Titan Parent Portal account?

A: All you need is a valid email address (you will be required to authenticate your email by clicking a link sent via email after signing up for an account).

Q: What information do I need to link my students to my Titan Parent Portal account?

A: Student ID and student name (exactly as it is in ParentVue). If you need additional help, please contact your child's school or Nutrition Services at 973-2160.

Q: Will I have to pay a fee when I use Titan Parent Portal account?

A: Currently parents are not charged a fee for using Titan Parent Portal.

Q: How quickly after I make a payment will it be available for my student to use?

A: Immediately.

Q: Can I make payments from my phone?

A: Absolutely! You can use your cell phone to pay in one of two ways (please note that parents can no longer call to make a payment):

1. Download the Titan Family Connect App on your phone
2. Visit the Titan Parent Portal by either clicking on an available link or going to family.titank12.com. The Titan Parent Portal is mobile responsive, which makes using your phone or tablet easy!

Q: I just linked my student and it shows they don't have any money, where did my money go?

A: You will have the ability to link to your student before we transfer the funds to their new account. Late in June, the money remaining on your student's MyPaymentsPlus account will be transferred to your student's Titan account, you won't have to do anything.

Q: Are the Titan Parent Portal, App, and/or website available in other languages?

A: Yes. In the Titan Parent Portal, under Profile, there is an option to choose other languages. The district will offer both English and Spanish to start.

Titan Parent Portal (Cont.)

Q: Are there more than one account/password I will need to setup and remember for Titan Parent Portal, App, and/or website?

A: No, the parent account is the same throughout.

Q: Should I wait until enrollment to create a Parent Portal Account?

A: Our suggestion would be to create one now! The Titan Parent Portal is currently available for parents to set up an account. It will save you time and hassle at enrollment and you will be all set to pay for school meals next year. Households will receive information in a variety of ways over the coming months. Make sure to update mailing address and email. Please visit the Nutrition Services Meal Payments page for instructions and information. This page also contains a link to the Titan Parent Portal): <https://www.usd259.org/Page/2019>.

Q: Do I need a Titan Parent Portal account if I fill out a paper application or all of my students are directly certified?

A: We still want to encourage you to create an account. If you submit a paper application, it will not be subject to instant processing and new this year, paper applications WILL NOT BE considered for reduction in school fees at the school. Once the application/direct certification is processed by Nutrition Services, you have the ability to see status changes as they occur on your linked students, ability to pay for student meals, set spending limits and no buy items, as well as transfer money between your students.

Q: Is the Titan Parent Portal secure?

A: Absolutely! Titan is protected by 256 bit SSL encryption between all browsers and their centralized data center.

Q: Who do I contact if I have trouble with the Titan Parent Portal?

A: Contact Titan at:

- 844-467-4700 opt 2
- support@titank12.com

OR

Contact Nutrition Services at:

- 973-2160
- NSEligibility@usd259.net

Online Meal Benefits Application

Q: When will the new online meal benefits application be available for next school year?

A: The online application is scheduled to be available Monday, July 15, 2019. **It is important to note, if you have not received a status letter by July 15th, your student does not have status.** If you were expecting your students to be directly certified, please call Nutrition Services at 973-2160, otherwise please complete an application if you want to be considered for free/reduced meals.

Q: Do I have to create a Titan Parent Portal account to apply online for meal benefits?

A: No, however, we encourage you to create a parent account on the Titan Parent Portal. This has many benefits, including: possibility of instant status processing and status notification/letter, ability to see status changes as they occur on your linked students, ability to pay for student meals, set spending limits and no buy items, as well as transfer money between your students. New this year, paper applications WILL NOT BE considered for reduction in school fees at the school. If you elect to submit a paper application, you will need to fill out an Agreement to Pay until your household application is processed.

Online Meal Benefits Application (Cont.)

Q: Do I have to create a Titan Parent Portal account to receive status notification?

A: No. If you don't have a Titan Parent Portal account you will receive your notification via email if an email address is provided, otherwise by mail. Again, we want to encourage the creation of the Titan Parent Portal accounts due to the simplicity and ease with which you can obtain your student's status.

Q: Why do I need a student ID number when I apply for meal benefits online, can I just enter their name and date of birth?

A: You can enter just the student's name and date of birth, however, the entry of the student ID as well as exact entry of student name and date of birth as it is shown in ParentVue and on your linked student will potentially allow for instant status processing.

Q: Can I use my cell phone to fill out an online meal benefit application?

A: Absolutely! You can use your cell phone to apply in one of two ways.

1. Download the Titan Family Connect App on your phone.
2. Visit the Titan Parent Portal by either clicking on a link or going to family.titank12.com. The Titan Parent Portal is mobile responsive, which makes using your phone or tablet easy!

Q: With Titan, what can I use to show bookkeepers to obtain reduced school fees?

A: Parents have the following options to show the bookkeeper:

- Status letter from Nutrition Services (via email or Titan Parent Portal), from your cell phone.
- Status letter from Nutrition Services (via mail), physical letter.
- Titan Parent Portal linked student status, from your cell phone.
- Confirmation page printed from online meal benefits application.
- **Note** – due to the change in paper applications, no part of the paper application will be allowed for reduction in school fees at the school. If you elect to submit a paper application, you will need to fill out an Agreement to Pay until your household application is processed.

Q: How do I get instant status processing for my student(s)?

A: You can receive instant status for your student(s) if all of the following apply:

- You have created a Titan Parent Portal account.
- You have submitted your Meal Benefits Application through your Titan Parent Portal account.
- You entered your student's information EXACTLY as it appears on your linked student in the Titan Parent Portal. This includes your student's ID, First Name, Last Name and Date of Birth.
- There is no reason for the application to be held for review (such as an issue).

Q: What happens if I don't receive instant status, what should I do?

A: Make sure you print the online application confirmation page after submitting your online household application, it can be shown to the bookkeeper. If you did not print the confirmation page, you will need to fill out an Agreement to Pay until you receive your status letter from Nutrition Services (email, mail or via Titan Parent Portal), or your information becomes available on the CUI Fee Waiver Report (if you filled out the Consent for Disclosure).

Q: Can I go back if I make a mistake on my online application?

A: Once you submit the application, you can no longer make changes. You can go back and add/correct information in the application any time before you submit the application.

Q: What if I submit an online application and I don't realize I made a mistake until after?

A: Please call or email Nutrition Services at 973-2160 or NSEligibility@usd259.net to request a change to your application, which is the same procedure that is in place currently.

Online Meal Benefits Application (Cont.)

Q: What if I forget to print the confirmation page or I leave it at home?

A: If you receive instant status for your student(s), you can show the bookkeeper the student's status at that time, otherwise you will need to fill out an Agreement to Pay until you can show the bookkeeper one of the following:

- Status letter from Nutrition Services (via email or Titan Parent Portal), from your cell phone.
- Status letter from Nutrition Services (via mail), physical letter.
- Titan Parent Portal linked student status, from your cell phone.
- Confirmation page printed from online meal benefits application.
- **Note** – due to the change in paper applications, no part of the paper application will be allowed for reduction in school fees at the school. If you elect to submit a paper application, you will need to fill out an Agreement to Pay until your household application is processed.

OR

- Your information becomes available on the CUI Fee Waiver Report (if you filled out the Consent for Disclosure).

Q: What happens if I submit an online meal benefits application and I have a case number?

A: When you enter the application and indicate a case number, the application will be held in queue for review, and will be released once it is determined that the student(s) cannot be directly certified and the case number meets KS criteria. The reason the application is held is because there is not a way currently to set the exact parameters for KS case numbers. This functionality is coming soon.

Q: What happens if I submit an online meal benefits application and I list a foster student?

A: When you enter an application and indicate one of your students is a foster student, the system will not hold your application in queue due to foster status. It will only be held if there is another issue with your application, such as inability to match student(s).

Q: What will happen if I keep applying until I get the status I want?

A: If you apply a specific number of times in a row, your household will be flagged and will be required to verify your application information.

Q: How does Nutrition Services determine which application is correct if you get more than one?

A: We will use the last application as long as a student was not omitted from a previous application. If there is an omission of student(s), then you will be contacted to confirm the application.