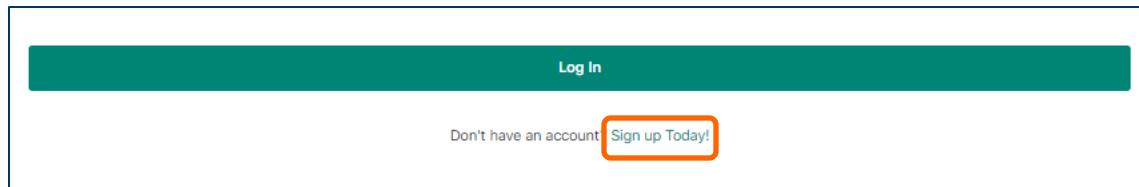


Titan Family Portal

Sign up to manage student meal fees and apply for free and reduced meals online or on the mobile app “TITAN Family Connect”.

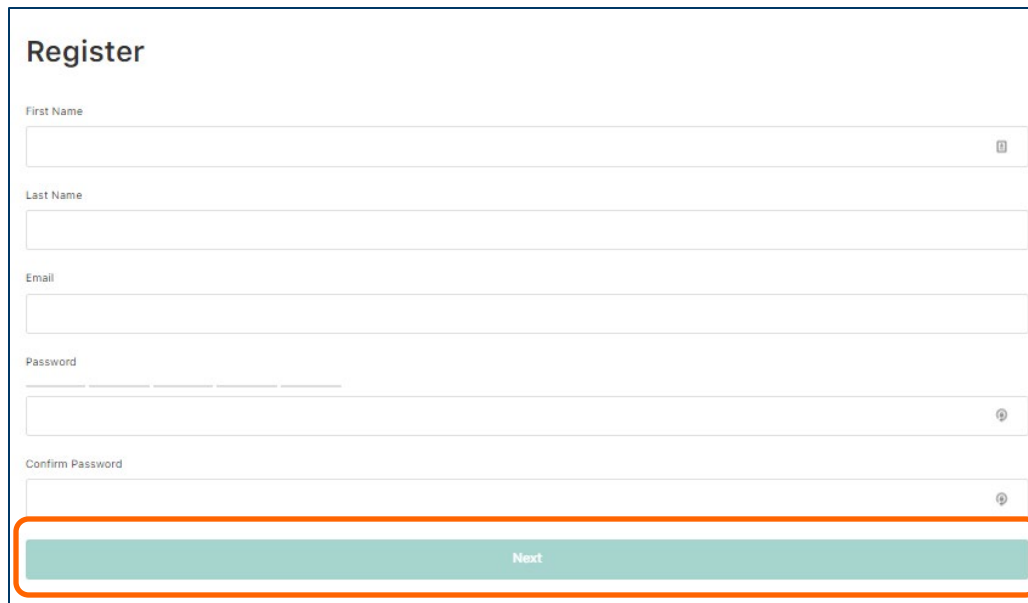
Creating a Family Portal Account

1. Open family.titank12.com in your web browser. Click on **Sign up Today!**



A screenshot of the Titan Family Portal login page. At the top, there is a dark green bar with the text "Log In" in white. Below this bar, the text "Don't have an account" is displayed in a small font, followed by a button labeled "Sign up Today!" which is highlighted with an orange border.

2. Enter your (parent/guardian) **First Name, Last Name, Email, Password and Confirm Password**. Click **Next**.



A screenshot of the Titan Family Portal registration form titled "Register". The form contains five input fields: "First Name", "Last Name", "Email", "Password", and "Confirm Password". Each field has a small eye icon to its right, indicating a toggle for password visibility. At the bottom of the form, a light green button labeled "Next" is highlighted with an orange border.

3. Enter both **Secret Questions and Answers, Language and Time Zone** (*US are listed near the bottom*). Click **I agree to the Terms of Use**. Click **Create Account**. Once Registration is complete, click **Return Home**.

Register

Secret Question One

Answer

Secret Question Two

Answer

Language

Time Zone

I agree to the Terms of Use

Create Account


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Terms of Use and our Privacy Policy

Registration is complete. Check your email and Click on the included link to activate your account.

Return Home

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Terms of Use and our Privacy Policy

4. Confirm your email address by clicking on the email verification link sent to your email address. Your registration will then be complete, click **Okay**.



Thank you for signing up at the Titan School Solutions Family Portal! You have signed up with esmith@nhaschools.com.

For added security, we need you to verify your email address to confirm that this account belongs to you. This is where we'll send notifications about your account activity. For your convenience, attached is a FAQ document with the most common questions on using the TITAN Family Portal.

Please click the link below to verify your email address:

https://family_sandbox.titank12.com/?verify=fd6a8968-3557-4d10-a6c8-80d3a1b2e949

If you did not make this request, or if you have any other questions or concerns, please contact us directly.

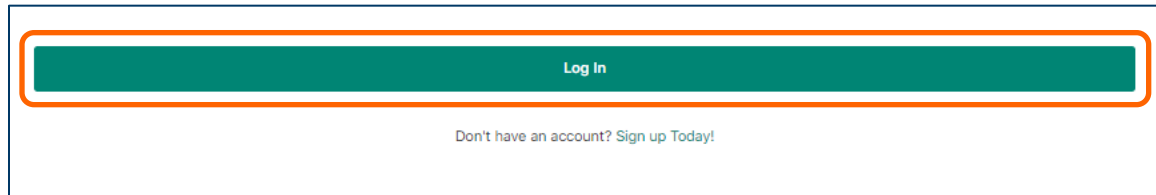
Warm regards,
The Titan School Solutions Team
Phone: 1-916-467-4700
Email: familysupport@titank12.com

Complete Registration

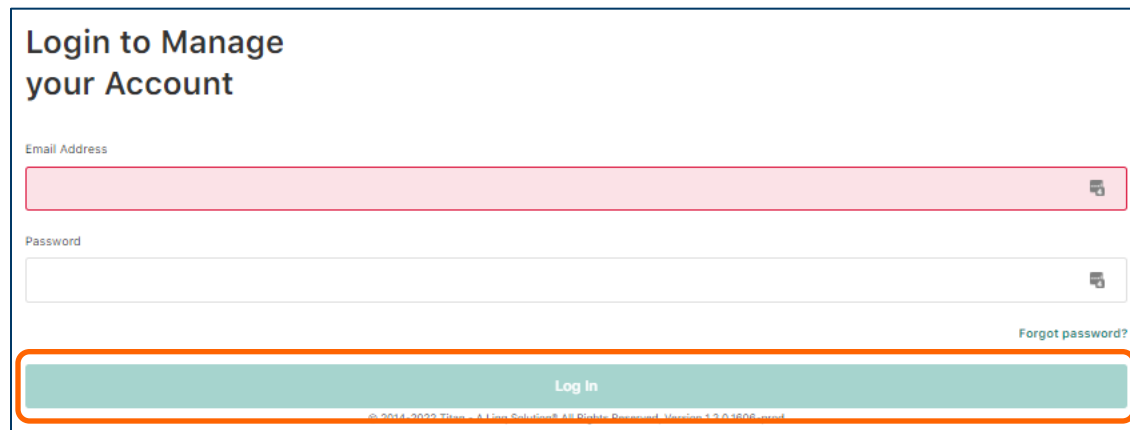
Your account is now verified. Click Okay and then login with your email address and password.

[Okay](#)

5. Sign in at family.titank12.com using your email and password. Click **Log In**, enter your **email address and password** and click **Log In** again.



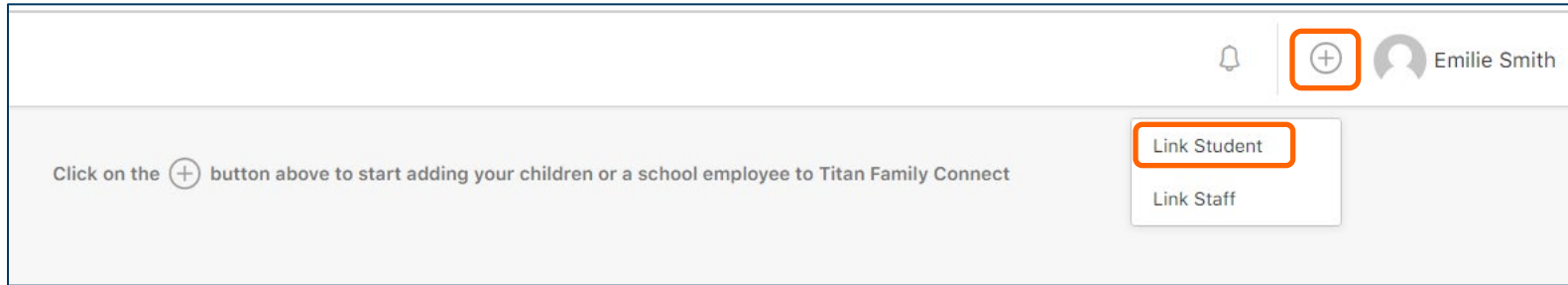
A screenshot of a login interface. At the top, there is a dark green button with the text "Log In" in white. Below the button, there is a link that says "Don't have an account? Sign up Today!". The button and the link are enclosed in a blue border.



A screenshot of a login form titled "Login to Manage your Account". The form contains two input fields: "Email Address" and "Password". Below the "Password" field is a link that says "Forgot password?". At the bottom of the form is a light green button with the text "Log In" in white. The button and the "Forgot password?" link are enclosed in a blue border.

Add a child to your Titan Family Portal

1. Click on + then **Link Student** and complete information to link your child.



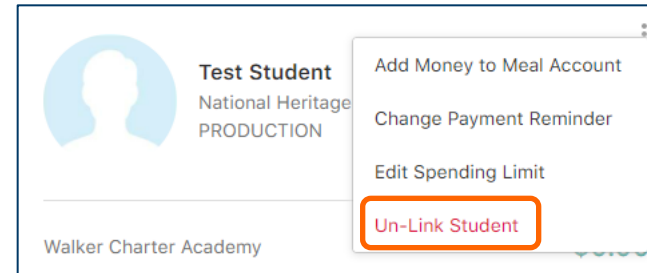
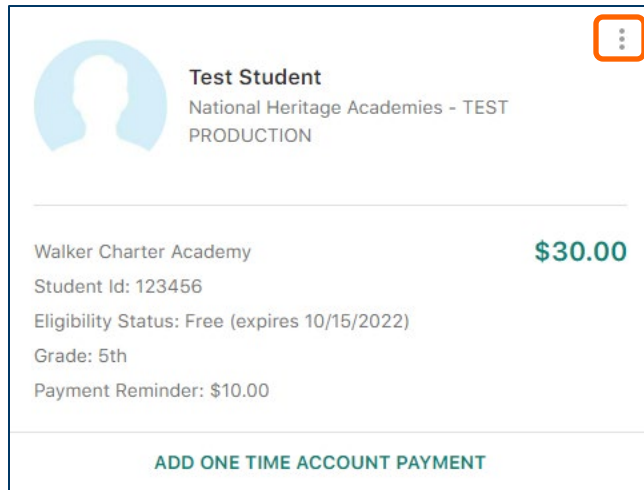
2. Enter **National Heritage Academies (Grand Rapids, Michigan)** as the district. Then enter your student's **Student Id, First Name, Last Name and Date of Birth**. Click **Link**. **Your student's data can be found in the Parent Portal – the name you enter must match exactly what is in Parent Portal to be found in TITAN. Repeat this process for each child you wish to add.**

The screenshot shows the "Link Student" form. The "District" field is empty. At the bottom, there are "Cancel" and "Link" buttons.

The screenshot shows the "Link Student" form with the following fields filled out: "District" is set to "National Heritage Academies - TEST PRODUCTION (Grand Rapi..."; "Student Id" is empty; "First Name" is empty; "Last Name" is empty; "Date of Birth" is empty with a calendar icon. The "Link" button is highlighted with an orange border.

Removing a child from your Titan Family Portal

1. On the Homescreen, click on **Edit** (three vertical dots) in the upper right hand corner of your child's account and select **Un-Link Student**.



[Additional instructions available for your reference:](#)

[Managing Funds Instructions](#)

[Online Meal Application Instructions](#)

Titan Family Portal FAQ

1. 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

2. 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.

3. 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.

4. 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.

5. 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.

6. 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**.

7. 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.

8. Can I access my account through any browser?

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

9. 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.

10. When should I contact the Child Nutrition Department of my child's school district?

Contact lunch@nhaschools.com or 877-642-6325:

- 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
- If you would like to know the status of your free/reduced meal application
- If you receive a call regarding your meal application needing to confirm information submitted