Meal Magic ®
Family Portal

What is Meal Magic Family Portal?

Meal Magic Family Portal combines features that previously were available elsewhere but required you to visit multiple websites. Now, all food service activity can be accessed through a single site.

You can use Family Portal to view balances, see account and purchase histories, make deposits, transfer money among family members, set parental controls, apply for meal benefits, complete household information reports, and order meals. Some schools might not offer all of these features.

Important Information for SendMoneyToSchool.com (SMTS) Users

Your SMTS account did not transfer automatically to Family Portal. You must **Register** to create a Family Portal account; however, if you use the same email address as you used for SMTS, your family members will transfer and be approved for immediate access once you finalize your registration.

Registration Tips

Before registering, add *.familyportal.cloud as a safe domain email sender in your email app. If you think you did not receive an email, try looking in your spam folder. If it's there, be sure to mark it as safe for future email messages.

We are not able to send email to services that do not support TLS, which is a security measure to protect your privacy.

If you get a message about not being able to register your email address, try using the **Reset** option under **My Account**. It's possible that you started registration but did not complete it.

Registering (Creating an Account)

Register has two parts. In the first part, you will be asked to enter your email address and agree to the site's Terms of Use and Privacy Policy, after which an email will be sent to you.

Email is sent to confirm that you have access to the address you used. If you click the link that is in the email, you will be returned to Family Portal to complete the second part of registration, which entails entering your real name and setting a passphrase to protect your account.

Registrations must be completed within 20 minutes. If you take too long, refer to *Registration Tips* to **Reset** the process.

1. Click **Register**.
2. Enter your email address and click **Next**.
3. Read and **Accept** the Terms of Use and Privacy Policy.
4. Check your email for activation instructions.
5. Click the link in the activation email.
6. Enter your first and last name and set a passphrase.
7. Click **Submit**.

Important Note About Passphrases

A passphrase is similar to a password but usually is longer and has fewer restrictions on format. Your passphrase will be tested against a database of passwords that are known to have been compromised on other websites and will be rejected if a match is found.

For security, never use the same passphrase on more than one website, and never share your passphrase.

My Account

After successfully completing registration, you will use **My Account** whenever you want to access your account.

If you have forgotten your passphrase, enter your Username and click on the word **Reset**.

Adding Family Members

When logged into Family Portal, you will have the ability to add family members to your account by using the **Add Person** button. Minimally, you will need to know the ID Number assigned by the school to the person along with the person's first and last name. The school might require additional details, such as birth date.

Before you can access information for a person attached to your account, your school district must approve your access to them. Once approved, you will be able to see balances, settings, and histories.

Adding Money for Family Members

When you are logged into your account, click the **Deposit** button when you want to add money for family members. Enter an amount for each person you want to give money and then click **Check-Out** to see your payment options. Click the payment method you want to use, provide the requested information, and click the **Pay** button.

Applying for Benefits Using Your Account

If you are logged into your account, you can apply for meal benefits or complete a household information report by clicking **Benefits** at the My Account home page. Due to confidentiality rules imposed by USDA, you will not be able to view the meal benefit determination through Family Portal. Instead, your district will send you a letter or email.

Applying for Benefits as a Guest

The **Apply for Benefits** option allows you to submit an application for meal benefits or to complete a household information report without having an account. You cannot make deposits or do anything else as a guest. Completing a document as a guest will not establish an account for you. If the button is not clickable, the school is not accepting documents.

How-To Videos

Click the **How-To Videos** button if you want to view videos about using Family Portal. Topics include *Setting Up a New Account*, *Making a Deposit*, and *Customer Options*.

Questions

You must contact your school if you have questions about your account or family members. Your information is saved with your school's private data and is not accessible by Meal Magic Corporation.

For your protection, no credit card or banking information is stored by Meal Magic Family Portal.