

Food & Nutrition Services - Skyward Family Access

Parents and students can use their Skyward Family Access account for Food & Nutrition Services Meal Account information such as:

Meal Account PIN #
 Meal Account Current Balances
 Email Notifications (low meal balances)

Purchase & Payment Histories
 Free/Reduced-Priced Meal Application – Online or print a hard copy
 Pay Online Food Service Payments (RevTrak Payment Portal)

<i>iPhone & Android Apps</i>	
<p style="text-align: center;">Skyward Family Access On-The-Go!</p> <p>Download apps for iPhone or Android and quickly set up account access. Customers will need to know their Family Access Login & Password. If you have not received your login/password for Family Access, contact your student's school office.</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  </div> <div style="text-align: center;">  </div> <div style="text-align: center;">  </div> </div>	<ul style="list-style-type: none"> Search Skyward Mobile Access & download. Select South Lyon Community Schools & enter your Family Access Login & Password. Create a numeric security pass code. <p><i>It's that simple! Screen options may look different depending upon skyward access.</i></p> <ul style="list-style-type: none"> Students can also create an account to help monitor meal account balances. <p style="color: red;">Phone apps cannot be used to make payments. You must be logged into a computer or chrome book to make payments.</p>

How can students and parents be advised of Low Meal Account Balances?

1. **Skyward Family Access:** Check balances on Skyward Family Access. On the Skyward Family Access dashboard, select the *food service* option on the left quick links.
2. **Receive low balance emails:** Set up this feature by changing your My Account profile: Select *My Account*, then *check the Box Receive Emails when Food Service Balance is under \$5.00*.
3. **Cashiers** will communicate negative balances to the District Manager who will then make courtesy emails.
4. **Contact** Food & Nutrition Services: 248-573-8925.

Receive Notifications when Food Service Balance is under \$5.00

Email
 Wall Message
 Email and Wall Message

Important: Be sure that your personal contact information is current on Skyward Family Access (phone & email).

Helpful Tips (Continued):

How to check meal account information:

- Log on to Family Access, then select Food Service from Quick Links, choose the applicable area:

The screenshot shows the Skyward Family Access interface for Food Service. Callouts include:

- Select a Student or All Students:** Points to the dropdown menu in the top left.
- Based on Application for Education Benefits received and processed:** Points to the 'Lunch Type: PAID' field.
- Payment History:** Points to the 'View Totals' link above a table of payments.
- Purchase History:** Points to the 'Weekly Purchases For' section.

The 'Food Service Messages/Links' section contains a notice: "Notice: The LUNCH CODE status above for Free or Reduced priced meals may be temporary. Families are required to complete an application for Educational Benefits each school year. Families that have not completed an application for SY13-14 will be on a Temporary Free or Temporary Reduced status until the end of the day on October 14, 2013. Households may apply for free or reduced priced meals at any time, simply select the Application Tab above. Contact Food Service with questions 952.491.8088."

Payment Date	Payment	Check #
Wed Mar 12, 2014	\$20.00	
Tue Feb 4, 2014	\$100.00	

How to make meal account payments online using RevTrak:

- Log on to Skyward Family Access, select Food Service from Quick Links, select a student, select Make A Payment.
- Select Make One-Time Payment. A pop up box will appear. Put in the amount you would like to add to that child's account, click add to cart. Continue making payments for all students and select **Checkout**. Skyward will redirect you to RevTrak payment portal. Login to RevTrak and complete the transaction.
- Review your shopping cart carefully.** Select *Go To Check Out*. Enter your email address and select *New or Returning Customer*. Enter required billing information and process payment. Account balances will be automatically updated with new payments.

How to apply for Free or Reduced-Priced meals online with Skyward Family Access:

First, gather all important information: Full legal names of each household member, social security numbers (last 4 digits of the person completing the online application), gross **income*** and frequency of pay (weekly, monthly, twice monthly, etc.) before logging on to complete your application. *Income Exception: Self-employed or Farmers should enter **net** income.

- Log on to Skyward Family Access, then select Food Service from Quick Links
- Select the Free and Reduced Lunch Application (online or printable copy available). Read all the screens carefully and enter applicable information, selecting next after each screen. **Be sure to enter full legal names for all household members each time you are asked to make an entry.**
- Additional Forms: Please consider completing the Sharing Information with Other Programs Form posted on the food service web site.

More important information can be found at

www.slcs.us/departments/griswold_operations_center/food_service/index.php