

We are excited to share the Titan Family Portal and Titan Family Connect App with our families. It allows parents to:

- ✓ Check your child's purchase history
- ✓ Transfer money between linked students
- ✓ Apply for free and reduced meals directly from your device (Elementary Schools and Delhi Middle School only)

## **Frequently Asked Questions Regarding Titan**

### **How do I get started?**

1. Register
  - Register at [family.titank12.com](http://family.titank12.com) by selecting Sign Up Today!; or
  - Download the Titan Family Connect App from the App Store or Google Play to register.
2. Confirm Email
  - Confirm your email address by clicking the email verification link sent to your email address.
3. Login
  - Access your account at [family.titank12.com](http://family.titank12.com) using your email and password.

### **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 email. Check your email for the verification link.

### **What if I forget my Username or Password?**

On the login page, click Forgot Password. Enter your email address and click 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.

### **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 the + icon, then Link Student. Enter Oak Hills Local School District to begin linking children. You must enter the child's Student ID and Legal Last Name. You will need to complete this process for each child you wish to add.

### **What if I have several children in different schools?**

You can add as many children as you need, as long as they attend a building in the Oak Hills Local School District.

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

Oak Hills Local School District uses EZ Pay for all payments made to the District. Please continue to use your current EZ Pay account to add money to meal accounts.

### **How long does it take for my payment to be posted to my child's account?**

Payments made through EZ Pay will be uploaded several times throughout the morning in order to post payments made prior to 10:00 AM. You will be able to see whether or not your payment has been posted by logging into the Titan Family Portal.

### **Are payments posted in real time?**

No. However, payments are uploaded and posted several times throughout the morning. **You will no longer need to wait 24-48 hours to see a payment on your child's account!**

### **Can I continue to view my child's purchase history in EZ Pay instead of creating a new Titan account?**

No. You need to set up an account with Titan to view purchase history and current meal balances.

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

Oak Hills Local School District uses EZ Pay for all payments made to the District. EZ Pay charges a convenience fee of 3.99% for any payment made electronically.

### **How do I set up recurring payments?**

Please continue to use your current EZ Pay account for all payment features.

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

Yes. Select the three dots to the right of your child's name and click Edit Spending Limit. You can set a limit by the day or by either breakfast or lunch.

### **Can I transfer funds from one child's account to another?**

Yes. Select the three dots to the right of your child's name and click Transfer Money. The funds will be immediately available.

### **What happens to the money in my child's account at the end of the school year?**

The 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.

### **How can I remove a child from my Titan account?**

Select the three dots to the right of your child's name and click Un-Link Student.

### **Can multiple people have access to the Family Portal to view the same child's account, but have separate logins and accounts?**

Yes. Simply set up a new account with a different email address. When you link your child to your account, you can view account balances and transaction history. Student available balances are visible to any guardian or family member who has linked the child through the Family Portal.

### **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.

### **Can I apply for free/reduced meals online?**

Yes. There are 2 ways to apply for free and reduced price meals online:

- Prior to logging in at [family.titank12.com](http://family.titank12.com), Click Apply For Meals Today or pick your desired language; or
- After logging in at [family.titank12.com](http://family.titank12.com), touch the + icon and select New Meal Application. Find Oak Hills Local School District and enter your information in the form.
- The free and reduced meal application is only valid for the Elementary Schools and Delhi Middle School.**

### **Can I select to share my information/waive my instructional fees if I qualify for free meal benefits?**

Yes. Question 2 of the online application will ask for your permission to share the status of your meal application with school officials to determine if your child qualifies for an instructional fee waiver. Students at the elementary schools and Delhi Middle School who qualify for free meal benefits qualify for an instructional fee waiver. You must select Yes to this question if you elect to authorize the instructional fee waiver in the current school year for any student at an elementary school or Delhi Middle School who qualifies for free meal benefits.

### **How will I find out the status of my free/reduced meal application?**

Oak Hills Local School District will notify you within 10 school days, either by email or letter. If you have not received a notice, please contact Marcy Hayes ([hayes\\_m@ohlsd.org](mailto:hayes_m@ohlsd.org) or 513-598-2959) directly.

### **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.