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 activities 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, complete household information reports, and order meals. **Some schools might not offer all of these features**. **You no longer need to use the RevTrak portal as everything can be completed through Meal Magic now.**

Registration Tips

Before registering, add **foodserv.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. If you get a message about not being able to access your account, try using the **I forgot my passphrase** option under **My Account**.

Registering (Creating an Account)

Registering an account 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. Registration must be completed within 20 minutes. If you take too long, you will need to click the **I need to unlock my account** option.

1. Click **My Account**.
2. Click I need to register as a Family Portal user.
3. Enter your email address for the **Username**.
4. Click **Next**.
5. Read and **Accept** the Terms of Use and Privacy Policy.
6. Check your email for activation instructions.
7. Click the link in the activation email.
8. Enter your first and last name and set a passphrase.
9. Click **Submit**.

Important Note About Passphrases

A passphrase is like a password but usually is longer and has fewer restrictions on format. Your passphrase will be tested against a database of passwords 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 with anyone, including your district or our support team. Treat it as highly confidential.*

My Account

After successfully completing registration, you will use **My Account w**henever you want to access your account. If you have forgotten your passphrase, enter your Username and click **I forgot my passphrase**.

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.

Removing Family Members

To remove a family member using a smart device, swipe left on the member's name and then click the trashcan icon. On a PC, hover your mouse over the name to reveal the trashcan.

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.

Transfer Money, See History, Change Settings

Touch or click a family member on the **My Account** page if you want to transfer money from that person to another on your account, or if you want to view account history including purchases, or if you want to set parental controls (if allowed by the district).You can only transfer funds between family members attending the same school.

Low-Balance Reminder Email

If you would like to receive email notifications when a family member's account balance is running low, click the Notifications button on the My Account screen. Uncheck the first box if it is checked and then check the second box. Set a dollar amount ($0, $5, $10, $15, $20 … up to $50). An email will be sent when a balance reaches or goes below the amount you set. Reminders repeat every three days as necessary.

To Add the Website to a Mobile Phone

You can add a website icon to your Mobil Phone Home Screen for quick access.

To add a website to an Iphone:

1. Go to the Safari app on your iPhone.
2. Go to foodserv.familyportal.cloud.
3. Tap in the menu bar.
4. Scroll down the list of options, then tap Add to Home Screen.

If you don't see Add to Home Screen, you can add it. Scroll down to the bottom of the list, tap

Edit Actions, then tap Add to Home Screen.

To add a website to an Android device:

You can create shortcuts to websites on your device's homepage.

1. On your Android device, open Chrome.
2. Go to foodserv.familyportal.cloud.
3. To the right of the address bar, tap More (the three vertical dots icon) > **Add to home screen** > **Create shortcut**.
4. From the dialog that appears:
   - **Rename:** Select the default name for the shortcut or rename the shortcut.
5. Tap **Add**.

How-To Videos

Click the **How-To Videos** button if you want to view videos about using Family Portal.

More Information and Who to Call for Help

Your information is saved with your school's private data and is not accessible by Meal Magic Corporation. Our support team cannot view your account, or any person connected to it. You must contact Food Service Consultants if you have questions about your family members. Money does not flow through Meal Magic Corporation. You must contact your district about duplicate payments, refunds, or anything related to account balances. Each school district is independent of others and, therefore, is

unable to transfer balances to other school districts.

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

Viewing Transaction History

To view transaction history go to foodserv.familyportal.cloud

Click on your child's name

To set up low-balance email alerts, click NOTIFICATIONS. Then, uncheck the first box, check the second box, and

Click on history

Setting Restrictions

To set restrictions go to foodserv.familyportal.cloud

Click on your child's name

To set up low-balance email alerts, click NOTIFICATIONS. Then, uncheck the first box, check the second box, and

Click settings

Alfred Parisi

Balance $10.00

HISTORY	SETTINGS	ORDER

Click on restrictions

Settings
Alfred Parisi

Restrictions

☐ No Breakfast

☐ No Lunch

☐ No Snack Foods
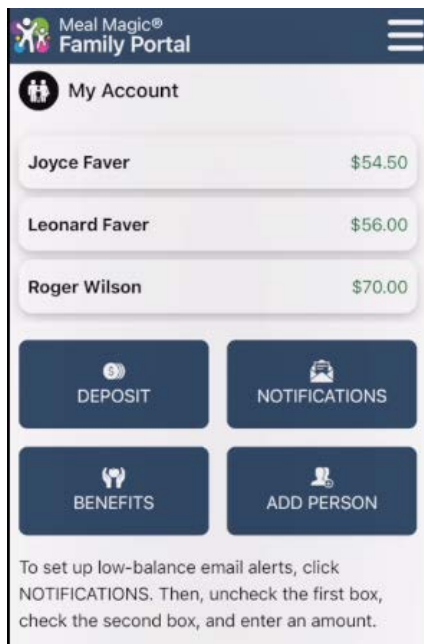
☐ Cash Only for A-la-carte

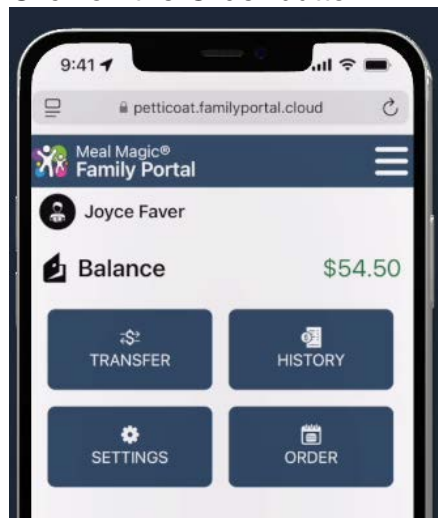**Daily Spending Limit**
$0.00 means no limit

$0.00

Please **DO NOT** click on Cash Only For A-la-carte

To order meals

Select the child you want to order for from the My Account screen

Click on the Order button

Select a date, then choose the item you wish to order. Once you have ordered, a green checkmark will be displayed for that day. If you accidentally select an item or change your mind, you can modify an order by selecting a different item. Continue selecting dates and items until all meals have been selected. Press the Done button to return to the previous screen, then tap the Back button to return to the list of children.
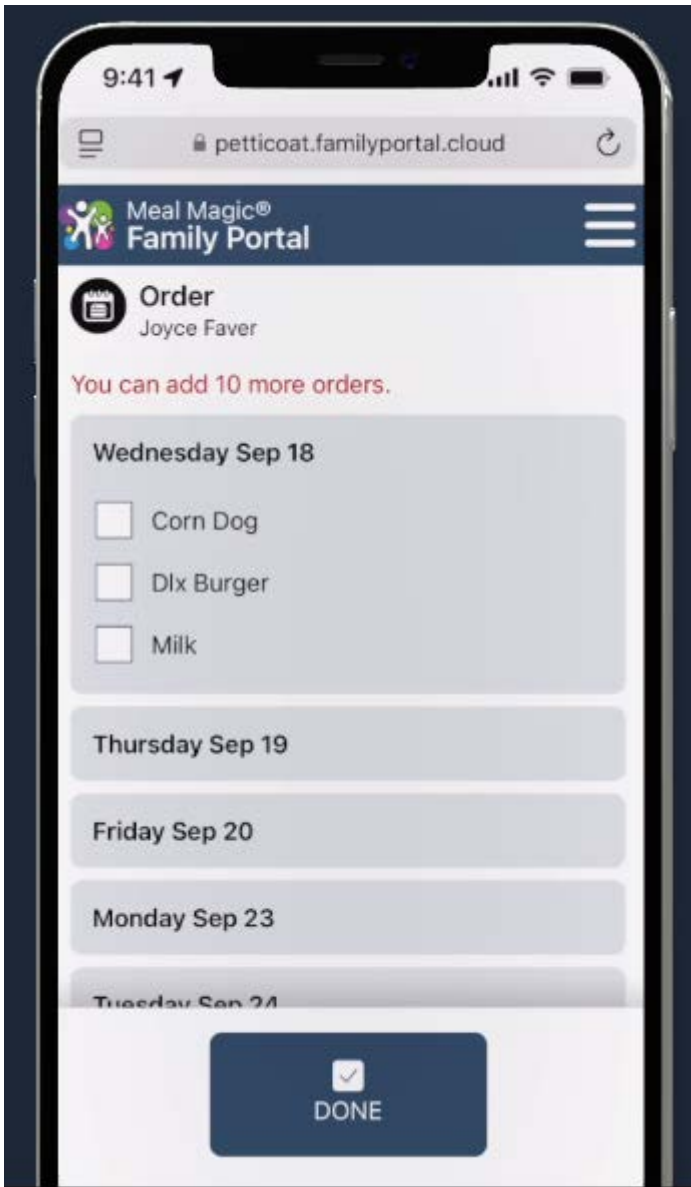
Orders can be reviewed but not changed if you are beyond the cutoff date.

Order
Joyce Faver

You can add 4 more orders.

Today Ordering is closed
Dlx Burger

Tuesday Oct 15 Ordering is closed
Hot Dog

Wednesday Oct 16 Ordering is closed
Spaghetti

Thursday Oct 17 Ordering is closed
Pizza

Friday Oct 18 Ordering is closed
Chicken Nuggets

Order
Joyce Faver

You can add 10 more orders.

Wednesday Sep 18

Corn Dog

Dlx Burger

Milk

Thursday Sep 19

Friday Sep 20

Monday Sep 23

Tuesday Sep 24

DONE