Family Portal: Payments

Last verified by Katy Hoyng on 11-16-2020

Families can make payments onto linked student and staff accounts. Payments can be one-time payments or recurring payments. The following configurations are required for the payments to be available:

- Enable Family Portal
- Enable Online Payments
- Enable Recurring Payments (optional)

Navigate to family.titank12.com and log in to account.

One-Time Payment

- On the staff or student card, either:
    - Click **Add One Time Account Payment**
      or
    - Click the Ellipsis

- Select **Add Money to Meal Account**

Add Money to Meal Account ←
Change Payment Reminder
Edit Spending Limit
Transfer Money
Un-Link Student
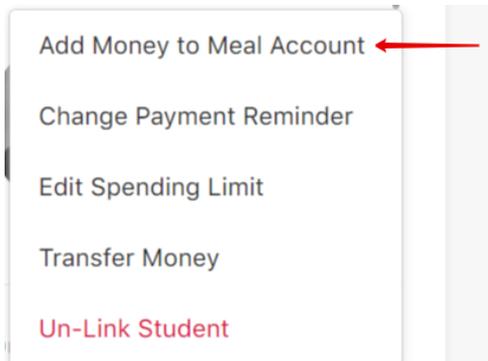
- Each linked staff and student or each shared account appears with the following information:
  - Account Member(s)
  - Current Balance
  - Deposit Amount - enter the amount to add to the account
  - Total After Deposit
- **Feed it Forward** (optional) - click **Donations for Student Meals** to make a donation to the school(s) of the linked staff/students
  - Donation Amount - enter the amount to donate to each school
  - Click **Save**
- Click **Update Cart** to update and be redirected to the Cart

Recurring Payment

Recurring payments allow families to set automatic payments on student or staff accounts. The ability to create the recurring payment structure is available if enabled even if online payments are not enabled. Recurring payments process overnight on the date selected.

- On the home page click **Add New Recurring Payment**

Recurring Payments

ADD NEW RECURRING PAYMENT
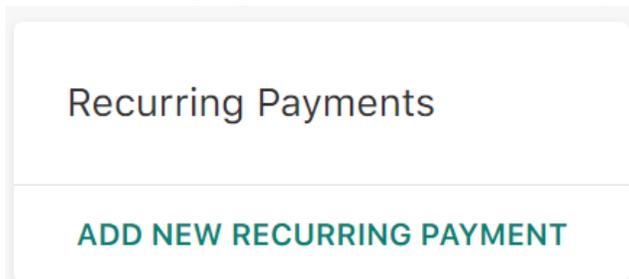
- **Payment Amount** (required) - Enter the recurring payment amount for each listed staff and student or each shared account.
- **Billing Address** (required)

- Select Existing Address

  Or
- Click Add New Address
  - Description - enter a description (home, work, etc)
  - Address - enter the street address
  - City
  - State
  - Zip
  - Click Save
- **Payment Methods** (required)
  - Select Existing Payment Method

    Or
  - Click Add New Payment Method
    - Description - enter a description (Visa, Personal, etc)
    - Payment Type - select payment type
      - Credit Card
        - Name on Account
        - Card Number
        - Expiration Month
        - Expiration Year
      - Electronic Check (if enabled)
    - Click Save
- **Frequency** (required)
  - Weekly (default)
    - Day - select from list
      - Sunday
      - Monday (default)
      - Tuesday
      - Wednesday
      - Thursday
      - Friday
      - Saturday
  - Twice a Month
    - Day: 1st and 15th (uneditable)
  - Monthly
    - Day - select from list
      - 1st (default)

- 15th
  - When Below Balance
    - Balance (required) - enter the dollar amount below which a payment should process
      Note: Recurring Payments process in the evening on the date the balance crosses
      from above to below the balance threshold.
- **Starting Date** - select the date on which the Recurring Payments should start
  Note: The date defaults to Today.
- Click **Add**
  Note: This button will not be clickable if any of the required information is missing.