



Dear Families,

Food Service Consultants Inc. is committed to providing the best service to the students we have the privilege of serving. To enhance your experience, we are excited to introduce two new systems: **Vanco RevTrak** for payments and **Meal Magic** for managing all account details.

Vanco RevTrak: This new payment system offers a secure and convenient way to manage your child's meal payments. With Vanco Rev Trak, you can easily make payments online, set up automatic payments, and monitor your transaction history. This system is designed to streamline the payment process, ensuring that your child always has funds available for meals. Deposits can be made in any amount up to \$500 with a \$2.50 fee per transaction. See the attached flyer for detailed instructions and support.

Meal Magic: Our new account details system, Meal Magic, provides a user-friendly platform to keep track of your child's meal account. You can view account balances, transaction histories and receive notifications about low balances. If applicable, a parent/guardian will be able to preorder meals, restrict purchases, set daily spending limits and other new features. Meal Magic is designed to give you peace of mind by keeping you always informed of your child's meal account status. To get started with Meal Magic please follow this link: <https://foodserv.familyportal.cloud>

We believe that these new systems will greatly improve the efficiency and convenience of managing your child's meal services. Our goal is to provide you with the best possible tools to ensure that your child's nutritional needs are met.

Thank you for your continued trust in Food Service Consultants Inc. We look forward to serving you better with these new enhancements. If you have any questions or need additional assistance, do not hesitate to contact our team at info@foodserv.org.

Sincerely,

D. Scott Phillips

President

Food Service Consultants Inc.



Attention Families!

Food Service Consultants payments are moving!

We are excited to announce that we have transitioned to Vanco RevTrak for all payment processing.

Save time and be confident that your payment makes it where it needs to go. You can pay online with eCheck, debit, or credit cards.

Please follow the attached directions to create your account today.

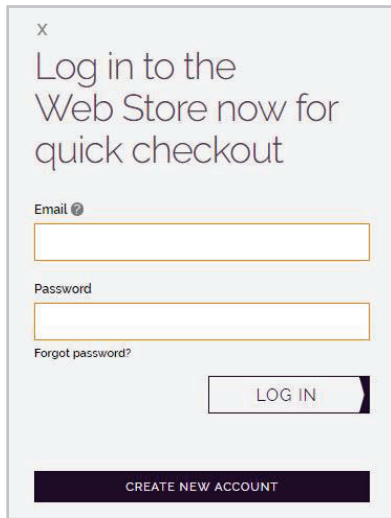
<https://stjosephacademy.revtrak.net>

**Food Service
Payments**




Visit <https://stjosephacademy.revtrak.net> to pay fees online.

Parent – Instructions



Log in to the Web Store now for quick checkout

Email 

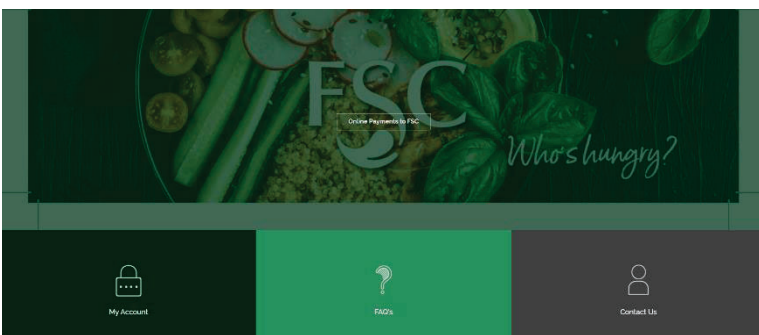
Password

Forgot password?

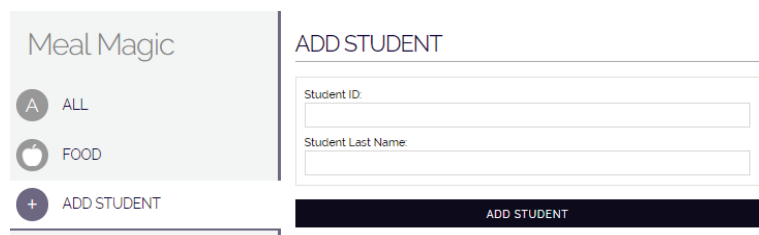
LOG IN

CREATE NEW ACCOUNT

- Visit the **RevTrak®** Web Store
- Click **Create New Account**. Your account will track all purchases associated with your email and expedite checkout.
- Save your email and password for easy log-in



- Click the Lunch Payments button.



Meal Magic

ALL FOOD ADD STUDENT

ADD STUDENT

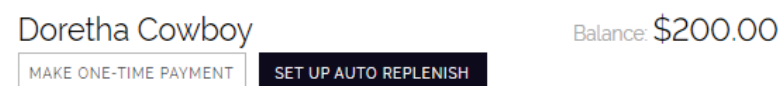
Student ID:

Student Last Name:

ADD STUDENT

- Click **Add Student** in the left menu, then enter the student ID and Last Name in the fields.
- Click **Add Student**.
- Repeat process for added students.

FOOD ACCOUNTS

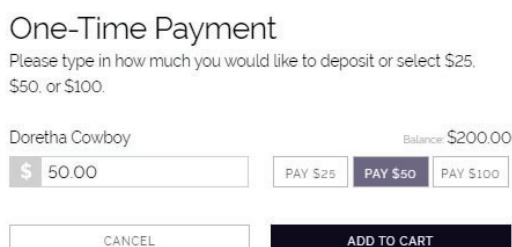


Doretha Cowboy

Balance: \$200.00

MAKE ONE-TIME PAYMENT SET UP AUTO REPLENISH

- Once you have completed adding each of your students, choose from a one-time payment, or select to enable Auto-Replenish:



One-Time Payment

Please type in how much you would like to deposit or select \$25, \$50, or \$100.

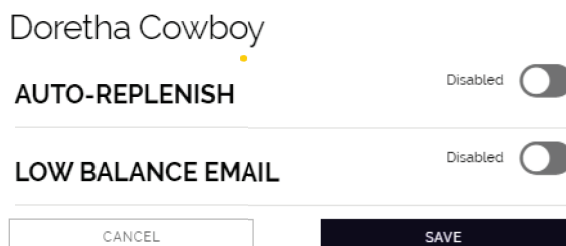
Doretha Cowboy

Balance: \$200.00

\$ 50.00

PAY \$25 PAY \$50 PAY \$100

CANCEL ADD TO CART



Doretha Cowboy

AUTO-REPLENISH Disabled ☐

LOW BALANCE EMAIL Disabled ☐

CANCEL SAVE

Payment will be processed and receipt can be viewed and printed. A receipt will automatically be sent to the email address provided. Receipt can be viewed at any time through your account settings.

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.

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.

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)

Each school district has its own Family Portal web address. You will need to create an account at each one you need to access. No information is shared between districts.

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.

Registrations 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** whenever you want to access your account.

If you have forgotten your passphrase, enter your Username and click **I forgot my passphrase**.

Adding Family Members / Pending Approvals

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.

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.

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).

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.

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 your school 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.