SKYWARD® HELP CENTER

Creating Online Food Service Application Record in Family Access

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Creating Online Food Service Application Record in Family Access

You can create online food service application records for your children to quickly and efficiently provide details regarding your children's food service eligibility. This online application cuts down on your time spent picking up and filling out a paper copy by providing you with an online option you can complete at home. Instead of sending in a copy of these details, you can submit this information from *Family Access* to immediately provide the necessary details to your children's school.

Note: Skyward does not have access to your information. The various areas you have access to within the software are based on configurations set by your system administrator; please contact your child's school with questions.

1. Sign in to the software using your assigned username and password.

   Step Information

   If you have access to more than one portal, you may need to click the icon next to the icon and select **Family Access** from the *Home* drop-down menu.

   Expected Result

   You see the *Family Access* tile screen, where you can view tiles for all of your children.

2. Click the **Food Service Applications** tile.

   Expected Result

   You see existing applications for your child.

3. Click **Start New Application** near the top right of the screen.

   Step Information

   If you have already started an application that is not submitted and you need to continue to work on it, you can select the icon to the left of that application.

   Expected Result

   If you are part of multiple families, you see the *Add Online Application* screen. Continue to the next step.

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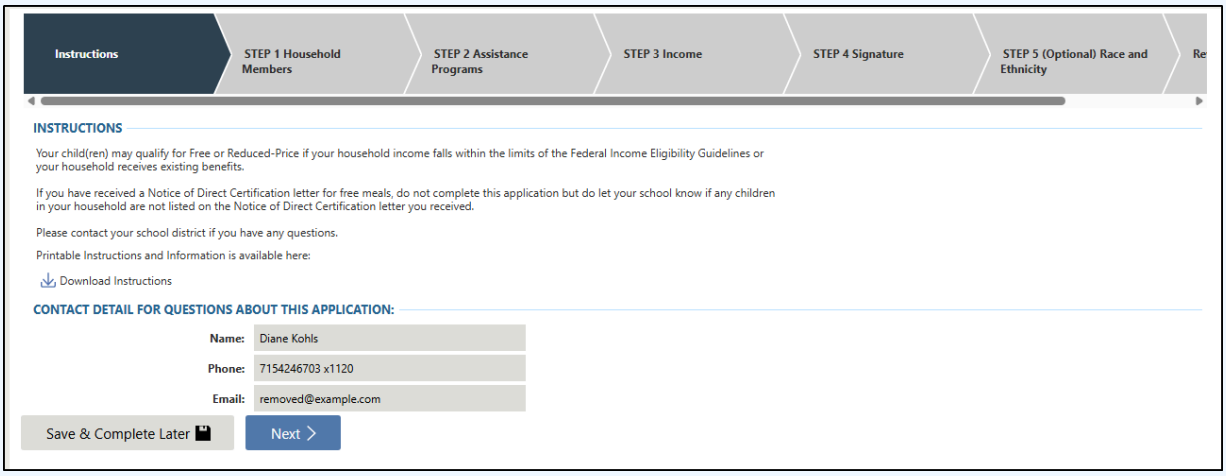
If you are part of one family, you see the instructions for the online application. Skip to step 6.



4. Choose the Family you wish to add an application to from the drop-down list.
5. Click **Create Application** near the top left of the screen.

Expected Result

You see the instructions for the online application.

6. Under the *Instructions* heading, click the linked instructions from the state to view any directions for this application.

Step Information

This is set up administratively and may not display depending on your *District's* configurations. If the *Instructions* heading displays, continue to the next step.

If no state instructions display, skip to step 8.

Expected Result

The instructions open in a new browser tab.

7. Click **Download Instructions** to view any directions from your district for this application.

Step Information

This is set up administratively and may not display depending on your district's configurations.

Expected Result

The download process begins and the browser prompts you to open or save the file; Skyward

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recommends saving the file. When the download is complete, the file is accessible through your computer. You can now open the file and save it to the appropriate location.

8. Under the *Contact Detail for Questions About This Application* heading, locate the district's contact details.

   Step Information

   This information only displays if your district has configured contact details. This information is beneficial if you require assistance with the online application and cannot find a solution in the application information.

9. Click **Next** near the bottom left of the screen once you are finished verifying information.

   Step Information

   You can click **Save & Complete Later** near the bottom left of the screen on any section of the application if necessary. This enables you to close out of the application without losing your progress.

   Expected Result

   You see the Part 1 Student Members section of the application.

10. Complete the appropriate fields.

    Step Information

    You must complete required fields before you can save your work. Fields marked as Optional in the documentation are not required to complete.

    a. Note: In every section of the application, you will see instructions listed under each heading. You must carefully read these instructions before completing each section.

    Verify the box for "Check here if you received meal benefits last year" is checked or unchecked as necessary.

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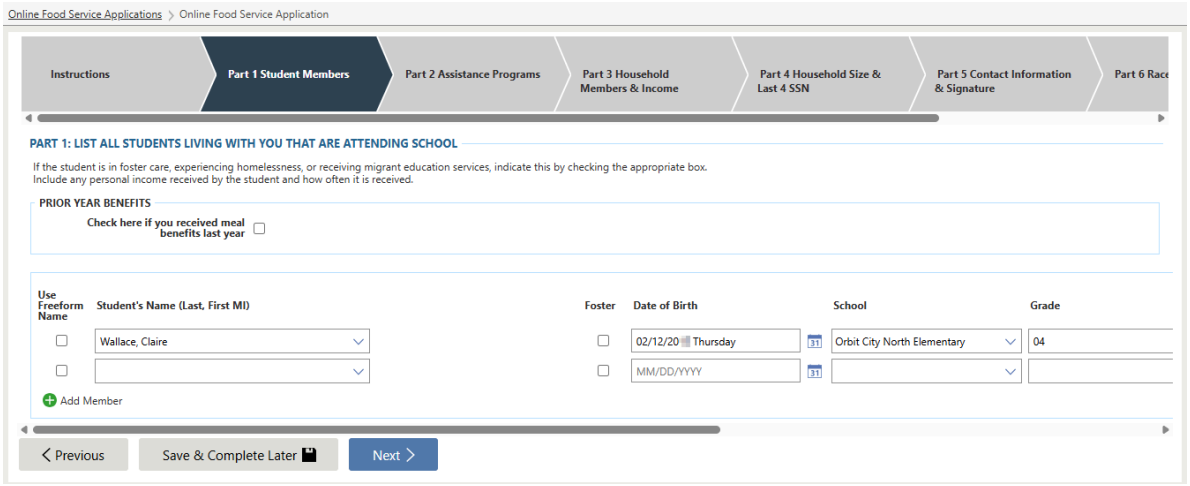

b. Optional: Verify the box for Use Freeform Name is checked or unchecked for each student member you wish to manually enter a name for.

Step Information

If the name you wish to enter is not available for selection, you can check the box for Use Freeform Name to the left of the "Student's Name (Last, First MI)" field to enter the missing name for a student attending another district.

c. Verify each application student member in the Student's Name (Last, First MI) field or enter the correct name if necessary.

Step Information

All student names from the family submitting the application default in this section.

If you checked the box for Use Freeform Name, you must manually enter the name and will not be able to use the drop-down list as this field will be a freeform text field.

d. Optional: Verify the box for Foster is checked or unchecked for each child member.

e. Optional: Verify the Date of Birth for each student or enter the correct birth date if necessary.

f. Optional: Verify the School for each student or enter the correct school if necessary.

Step Information

If the appropriate school for your student is not available, you should leave this field blank.

g. Optional: Verify the Grade for each student or enter the correct grade if necessary.

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Step Information

If the appropriate grade for your student is not available, you should leave this field blank.

h. Optional: Verify the box for *Homeless* is checked or unchecked for each child member.

i. Optional: Verify the box for *Migrant* is checked or unchecked for each child member.

j. Optional: Enter the Student Income.

k. Choose the value to indicate "How Often?" the child receives the entered child income value from the drop-down list.

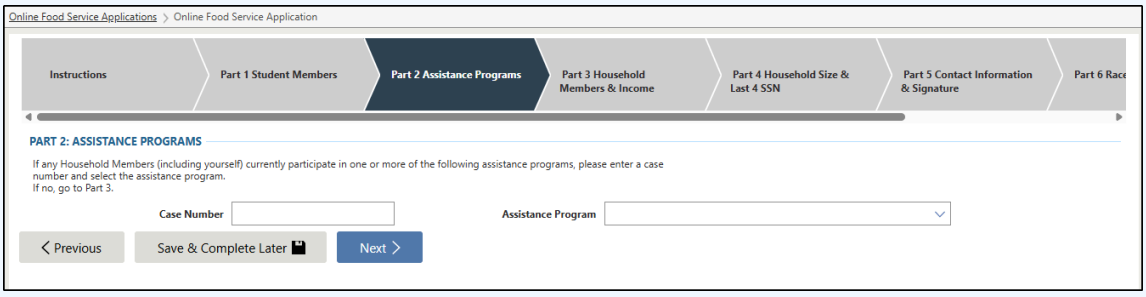
Step Information

You can click **Add Member** near the bottom left of the screen to add an additional member to the application.

l. Click **Next** near the bottom left of the screen once you are finished entering information.

Expected Result

You see the Part 2 Assistance Programs section of the application.



m. Optional: Enter the *Case Number*.

n. Optional: Enter the *Assistance Source* or click the ⌄ icon to choose from the drop-down list.

o. Click **Next** near the bottom left of the screen once you are finished entering information.

Expected Result

You see the Part 3 Household Members & Income section of the application.

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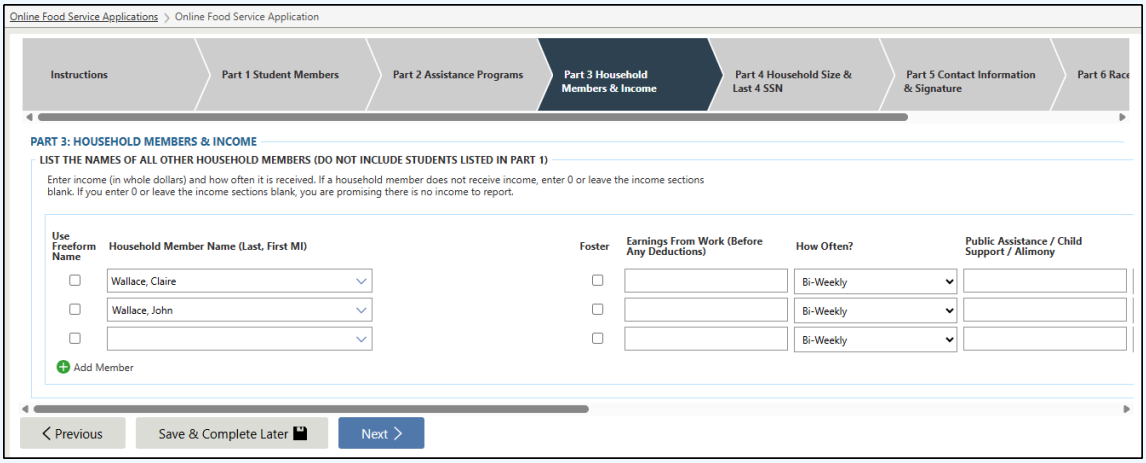

p. Optional: Verify the box for Use Freeform Name is checked or unchecked for each household member you wish to manually enter a name for.

Step Information

If the name you wish to enter is not available for selection, you can check the box for Use Freeform Name to the left of the Child Name (Last, First MI) field to enter the missing name for someone such as a non-school aged child.

q. Verify each application household member in the Household Member Name (Last, First MI) field or enter the correct name if necessary.

Step Information

Any guardians and any inactive students in the family submitting the application default in this section.

If you checked the box for Use Freeform Name, you must manually enter the name and will not be able to use the drop-down list as this field will be a freeform text field.

r. Optional: Verify the box for Foster is checked or unchecked for each household member.

s. Optional: Enter the *Earnings From Work* (Before Any Deductions) value for each household member.

t. Choose the value to indicate "How Often?" each household member receives the entered value of earnings from work from the drop-down list.

Step Information

You can click **Add Member** near the bottom left of the screen to add an additional member to the

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application.

u. Optional: Enter the Public Assistance / Child Support / Alimony value for each household member.

v. Choose the value to indicate "How Often?" each household member receives the entered value of public assistance, child support, and alimony from the drop-down list.

w. Optional: Enter the Pensions / Retirement / Social Security (SSI) value for each household member.

x. Choose the value to indicate "How Often?" each household member receives the entered value of pension, retirement, and social security income from the drop-down list.

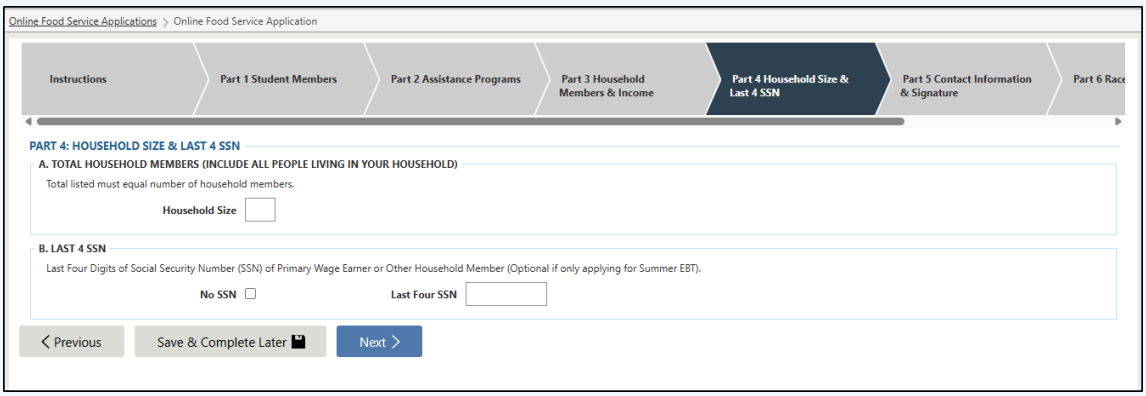
y. Optional: Enter the Any Other Income Not Already Listed value for each household member.

z. Choose the value to indicate "How Often?" each household member receives the entered value of any other income from the drop-down list.

aa. Click **Next** near the bottom left of the screen once you are finished entering information.

Expected Result

You see the Part 4 Household Size of the application.



ab. Under the *A. Total Household Members (Include all People Living in your Household)* heading, enter the *Household Size* value.

ac. Optional: Under the *B. Last 4 SSN* heading, verify the box for *No SSN is checked or unchecked.* If you did not check the box, enter the last four digits of the applicant's *Social Security Number* in the Last Four SSN field.

Step Information

This field is not available for Community Eligibility Provision (CEP) applications.

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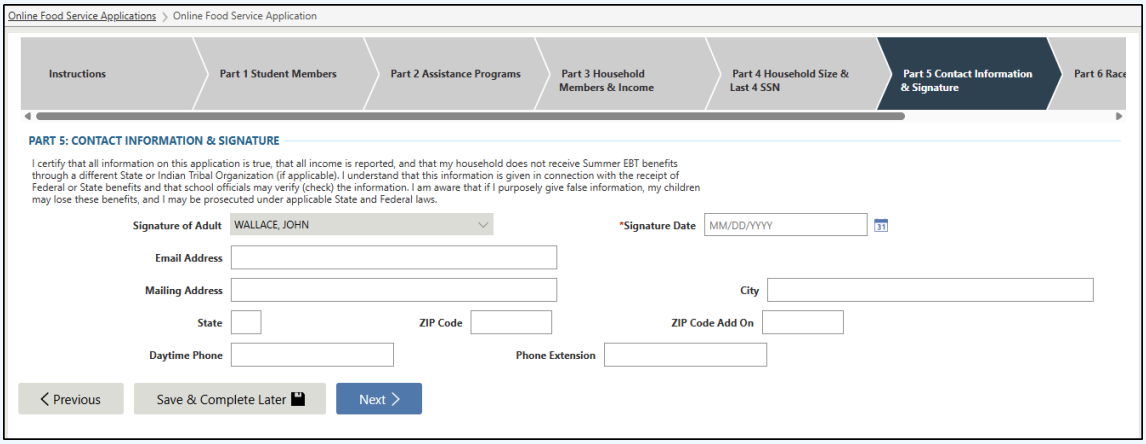
ad. Click **Next** near the bottom left of the screen once you are finished entering information.

Expected Result

You see the Part 5 Contact Information & Signature section of the application.



ae. Verify the Signature of Adult is correct.

Step Information

This defaults based on the guardian submitting the application and cannot be modified.

af. Enter the Signature Date or click the 31 icon to choose a date using the calendar.

ag. Optional: Enter the Email Address.

ah. Optional: Enter the Mailing Address.

ai. Optional: Enter the City.

aj. Optional: Enter the State.

ak. Optional: Enter the *ZIP Code*.

al. Optional: Enter the ZIP Code Add On.

am. Optional: Enter the Daytime Phone.

an. Optional: Enter the Phone Extension.

ao. Click **Next** near the bottom left of the screen once you are finished entering information.

Expected Result

You see the Part 6 Race and Ethnicity section of the application.

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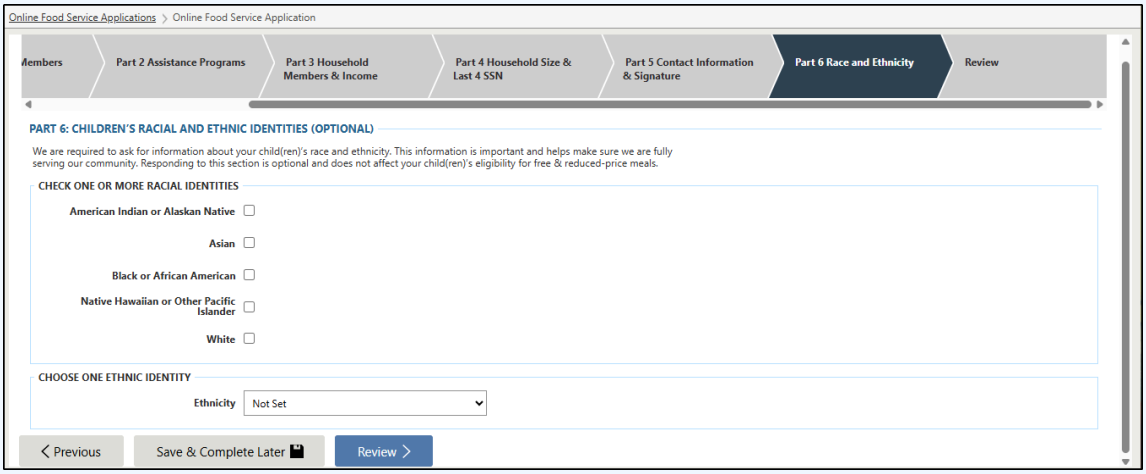

ap. Optional: Under the *Check One or More Racial Identities* heading, verify the box or boxes for *Federal Race* are checked or unchecked.

aq. Under the *Choose One Ethnic Identity* heading, choose the student's Ethnicity from the drop-down list.

ar. Click **Review** near the bottom left of the screen once you are finished filling out the application.

Expected Result

You see the entirety of the application information that you filled out.

as. Review your application information for accuracy.

11. Click **Submit Application** near the bottom left of the screen to finish your application.

Expected Result

You see the *Application Submitted* window, which indicates your application has been submitted for review.

12. Click **OK** near the bottom right of the window.

Expected Result

You return to the list of online food service applications for your child.

You have successfully created an online food service application record in *Family Access*.

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