Family Hub

See Every Bite

Contact Info: (Note: For security purposes, you may be asked to verify your contact info, including your security answer, when you request help.)
Phone: 855.PAY-2-EAT - (855) 729-2328

Email: customercare@schoolcafe.com
Website: https://www.family.schoolcafe.com

REGISTRATION

1. Select Create a new account

2. Select I'm a Parent and select Next

3. Enter your name and contact information, and then select Next

4. Create a username and password you will easily remember, and confirm the password

5. Set up a security question and answer (in case you do forget your login credentials) and select Next

6. Read and accept the Terms & Conditions, and then select

ADD STUDENT(S)

1. At the top of your Dashboard, select Add a student

2. Enter your student's information as requested

3. Select Search and verify student

4. Verify the student found is accurate and select Add this student

COMPLETE AN APPLICATION

1. Start your application

Family Hub → Benefits → Apply. From the Dashboard, select Apply or Apply for Benefits. Review the Household Letter, download it or change the language if desired, then select Next.

2. Confirm applicant information

Review and update the applicant information as needed, then select Save Applicant Information. Edit information if needed, check the box certifying the application is correct, and select Next.

3. Add students

Select the students already linked to your SchoolCafé account and answer the required Yes/No questions. If there are other students in the household, select Add a Student and enter the Student ID, first name, last name, middle name, date of birth, school, and grade. First and last name are required. Answer the required Yes/No questions, select Add this Student, confirm all students are listed, edit or remove as needed, then select Next.

4. Complete Assistance & Household information

If desired, select the checkbox to decline benefits, then select Next. On the Assistance tab, answer the required Yes/No question. If Yes, select the applicable benefit(s) and enter the case number. Enter required household-member income information: select Yes/No, enter the income amount and frequency (Work, Assistance, or Other), then select Add this Member. Confirm all household members are included and edit information as needed. Select Next.

QUICK TIP Have student and household information available before starting so you can complete the application in one pass.

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REVIEW, SIGN & SUBMIT

Finish the remaining tabs, review your application carefully, then submit it digitally.

5. Review

On the Review tab, check all information for accuracy. Return to any section to make corrections, then select Next.

6. Details

Select your child's Ethnicity and Racial Identity, if desired. These fields are optional and do not affect eligibility. Select Next.

7. Sign

Answer the required Yes/No question. If Yes, enter the last four digits of your Social Security number. Select the applicant who is signing, then select Sign and complete the digital signature.

8. Submit

Select Submit My Application. A copy of the submitted application displays after the page refreshes.

AFTER YOU SUBMIT

VIEW OR SAVE A COPY	Use the Print or Download buttons on the application copy page.
APPLY FOR MORE STUDENTS	If needed, select I need to apply for more students. Start another application.
CHECK YOUR RESULTS	Navigate to Eligibility Info to view or download submitted applications and see the results.

For answers to frequently asked questions, and to get the most up-to-date help with this or any other information not covered here, please visit our website at https://www.family.schoolcafe.com and select

FAQs

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