# FOOD SERVICES - SKYWARD FAMILY ACCESS

*Parents can use their Skyward Family Access account for Food Services Account information:*

Meal Account Current Balances
Purchase & Payment Histories
Email Notifications (low meal balances)
Pay Online Food Service Payments (RevTrak Food Service)
Online Free/Reduced Price Meals Application
Set a Daily Alacarte Limit *new this year*

**Skyward Family Access Login**

From the District's website (https://wittbirn.k12.wi.us) select **Skyward Family Access** from the **Families** dropdown menu. (I*f you have not received your login/password for Family Access, contact your student's school building office secretary.)*

**How can parents be advised of Low Meal Account Balances?**
1. **Skyward Family Access:** On the Skyward Family Access dashboard, select the *Food Service* option on the left quick links; a current account balance will be displayed.
2. **Receive Low Balance Emails:** Setup this feature in Skyward Family Access by changing your My Account profile. Select *My Account*, then check the box *'Receive Emails when Food Service Balance is under $5.00,"* and *Save.*
3. **Skylert Calls:** Our automated phone calling system will communicate meal account balance information to households with NEGATIVE account balances on Monday and Thursday evenings.

**How to set a Daily Alacarte Limit for a student:**
- Login to your Skyward Family Access account, **select the student's name** from the drop-down at the top of the screen (only if you have more than one student in the District), and then select the **Food Service** link.
- Click **Set Purchase Limit** (from the right hand column).
- Enter the amount you would like set as **Daily Ala Carte Limit** for this student. Note – this limit does not include purchases of breakfast or lunch meals. A value of 0.00 entered means that a limit is not set.

**How to make meal account payments online using RevTrak:**
- Login to Skyward Family Access account, select **Food Service** link, click the **Make a Payment** link. Food service accounts are family based accounts, so it does not matter which student within your family that you apply the payment to. (Please Note: A single $2.00 convenience fee will be added at checkout.)
- Click **Make One-Time Payment**, input payment amount, **Add to Cart** and then click the **Checkout** button. You will then be redirected to your shopping cart in the Web Store.
- If you are a new customer, select **Create New Account** and provide the required information for account setup. If you are a returning customer, enter your email and password to Log in.
- Verify the payment and service fees listed in your cart are accurate and then click **Place Order.**

**How to apply for Free or Reduced-Priced Meals online with Skyward Family Access** *(during the annual student registration process):*

- Log in to your Skyward Family Access account, then select **Online Enrollment** link. The Food Service application is **Step 15** of this process. Click link to **Add a Food Service Application.** (Only 1 application needs to be submitted per household)
- Read Parent Letter and then Instructions for Applying. Check the box to verify Instructions have been read.
- Read all the screens carefully and enter applicable information, selecting next after each screen. **Be sure to enter full legal names for all household members each time you are asked to make an entry.**

**How to apply for Free or Reduced-Priced Meals online with Skyward Family Access** *(during the school year):*

- Log in to your Skyward Family Access
- On left side click, **"RETURNING STUDENT ONLINE ENROLLMENT**"
- Click on student name (Only 1 app needs to be submitted per family)
- Click, "Mark **RETURNING STUDENT ONLINE ENROLLMENT** as not completed, and make changes.
- On right side click, "**Add a Food Service Application**."
- Click blue link under Federal Income Chart, "**Add a Food Service Application**."
- Follow steps on left side of application and when finished click, "**Submit Application**."
- You will be returned to the Registration steps. Click, "**Complete Step 5 and move to Step 6**."
- Scroll all the way to the bottom and click, "**Complete RETURNING STUDENT ONLINE ENROLLMENT**."
- Click "**Submit RETURNING STUDENT ONLINE ENROLLMENT**."