

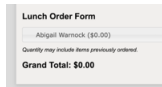


FACTS Family Portal

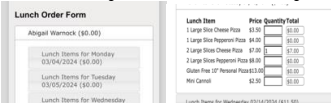
Lunch Ordering Instructions

You can order your student's lunch through the web version of the **FACTS Family Portal** and the **FACTS Family App** found on the Apple Store and Google Store. Lunch ordering works the same on the app, as it does on the web. Please see the screenshots below for a step-by-step guide.

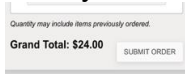
- Select Student on the left-hand side of your screen, then Lunch from the drop-down menu. If you are using the app, you only need to select the lunch icon.
- When you select CREATE WEB ORDER, you will see your student's name \$0.00. Click on your student's name to start your order.



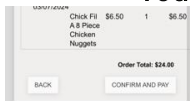
- Clicking on your student's name will open a drop-down menu of the days available to order. Select each day and choose your items.



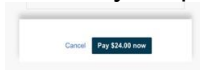
- Once your order is finished, select SUBMIT ORDER.



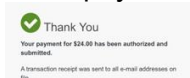
- You will be taken to a summary screen of what you have ordered where you will select CONFIRM AND PAY. **Your order is not completely processed until you complete the following payment steps.**



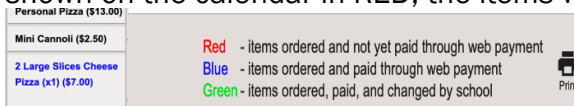
- Choose your payment method and select Pay \$ Now.



- Once payment is processed, you will see a green check mark and confirmation of the order.



- You will also receive an email confirming your payment and your order from FACTS.
- Your confirmed order will show on your student's lunch calendar in BLUE. If your student's order is shown on the calendar in RED, the items were selected, but payment was not processed.



Please be advised: If a lunch order is placed but not paid for, your FACTS account will be billed.
 If you have any questions, please contact Amy Warnock at awarnock@aatl.org.