

Hello Warrior Family,

We are happy to announce that the lunch menu for August is now available in FACTS for online ordering. The ordering method we use is a prepaid system. When you order your student's lunch, you will be required to add funds and will be charged when placing the order.

Students in 1st-12th grade will also have the ability to purchase some meals, snacks, water, etc. from the cafeteria concessions stand. This account is completely separate from the lunch ordering system. Please note that PreK and Kindergarten students are not allowed to make purchases from the cafeteria concessions stand. Their lunches should be pre-ordered or sent from home each day. **Please see instructions below on how to add funds to your student's prepaid cafeteria concessions account.

PreK-5th grade and 6th-12th grade will have separate ordering options for the hot lunch of the day. Please be sure to choose the correct option when pre-ordering your student's lunches.

**As per our lunch policy, if a student is absent for three or more days and has a doctor's excuse, the student's account can be refunded for the lunches not eaten. (Parents should reach out to the finance office if this situation arises for the refund to be issued.)

In the event that you forget to pre-order or if your student forgets to bring lunch, there will be options for them to select each day.

**Friendly Reminder: Lunches should be ordered by Friday at 12:00 PM for the following week. (Example: Lunch for the first week of school must be pre-ordered by Friday, July 31st, at noon.) We do send out weekly text reminders as a courtesy. Each Friday at noon, the ordering system will be turned off, and pre-ordering will be unavailable for any meals for the following week.

Please use the following instructions when placing a lunch order:

Parents may log into the **Family Portal** and order lunch for their students. As soon as their order is submitted through the Family Portal, it displays in FACTS SIS. If the order is changed in FACTS SIS, the change is immediately reflected on the Family Portal.

Please Note:

- **Red** - items ordered and not yet paid through web payment
- **Blue** - items ordered and paid through web payment
- **Green** - items ordered and paid through web payment, then modified by school

Placing a Lunch Order

1. In your Internet browser, navigate to <https://factsmgt.com> and click **Log in Here**.
2. Select **Family Portal Login**.
3. Type your school's district code (HC-LA), your username, and password.
4. When Family Portal displays, click the three lines at the upper left if the left navigation menu does not display.
5. Click **Student**, then select **Lunch**.
6. Click **+CREATE WEB ORDER**.
7. Click the student's name for whom you wish to place an order.
The **Lunch Order Form** expands, listing each date an order may be placed.
8. Click the date to place an order.
9. Type the number of items to order for the student in the **Quantity** column. The **Total** column displays the cost.
10. Repeat for all dates and all students. The **Grand Total** is listed at the bottom.
11. Click **Submit Order**. The **Online Lunch Payment** screen displays after you place your order.
12. Type payment information and click **Submit**. Please wait a few seconds for the payment transaction to complete.
An email confirmation of your payment will be sent to you if your payment was successful.

TIP: We suggest parents use Google Chrome or Firefox to place lunch orders.

Adding Pre-Paid Funds for Cafeteria Concessions**

(1st through 12th grade only)

1. Log in to the FACTS Family Portal via Factsmgt.com (District Code is HC-LA)
2. Choose the Financial Tab on the left side of the screen
3. Add Funds to the concessions account for the 26-27 school year

****Please note that the prepaid concessions account cannot be used to order lunches in advance. You must pre-order lunches by creating a Web Order, then pay for the lunch order(s).**

Wishing everyone a great school year!