



Dear Parent/Guardian,

Re: Family Portal Low-Balance Reminder Emails

Please help us keep you informed of your student's meal account balance by opting-in for Low-Balance Reminder Emails:

Five Reasons Why Family Portal LBE Is Better

Thousands of LBE notifications sent outside of Family Portal never make it to the families due to outdated or incorrect email addresses. Family Portal accounts must be validated through an email process, so it is less likely for an email to be outdated or invalid. Also, parents can update their email address on Family Portal, so Family Portal usually has their newest email address.

While Meal Magic Cloud LBE sends one email per student, Family Portal sends one email per family, so parents will not get flooded with email. Family Portal LBE is sent more frequently, allowing parents to control when they are sent.

How Parents Set-up Family Portal LBE

The opt-in procedure is very simple. Once logged into Family Portal, the parent will click the Notifications button, check the box to indicate they want to receive low-balance reminders, and set a dollar amount indicating when to send notices. If a parent previously opted out of all email, they will need to uncheck that box to access the low-balance email settings. There are on-screen instructions to guide the parent.

When a student's balance is at or below the amount the parent has selected, an email will be sent. Parents will only receive one request every three days for a given student. LBE is handled per Family Portal account. If multiple people have access to a student, each person has its own control over how low balances work for them.

If you have any questions please contact Marilyn Rosewarne, Director of Dining Services.

Thank you,
Marilyn Rosewarne

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