



AOD School Food Program Payment Info (2026–2027 SY)

General Info

- Prepayment required to participate in the meal program.
- Payments can be made online.
- Any remaining balance carries over or can be transferred to another AOD School Food Program School.
- Negative balances must be paid for in advance.

Online Payments via Meal Magic

- Website: <https://archdiocesedetroit.familyportal.cloud>
- Payment Methods: Visa, MasterCard, Discover, e-funds, debit cards.
- Fee: \$3.00 per deposit.
- Free to check balances or view history.
- Student ID format: School ID + HC (e.g., 12345HC)
- Transfers allowed between siblings (online payments only).

• Setting up an Online Meal Magic Account:

• Note – if you were at HC last year, your Meal Magic log-in is still the same

1. Visit the website Online: <https://archdiocesedetroit.familyportal.cloud>
2. Select “My Account.”
3. New users: Click “I need to register as a Family Portal User.”
4. Follow prompts to set up a passphrase (password).
5. Add student(s) using their ID Number with “HC” suffix.
6. You may receive a “Waiting for Approval Response.”
Approval may take ~15 minutes (during business hours), please call the AOD School Food Program Office if you are waiting longer than 15 min. **or if you have any questions at (313) 883-8742.**

Free & Reduced Meal Application

- Available after July 1, 2025:
 - Online: <https://archdiocesedetroit.familyportal.cloud> (Preferred)
 - Paper forms: Available at school upon request.

TO ORDER HOT LUNCH YOU WILL USE THE “FACTS FAMILY PORTAL” (this means you will use two systems in total, Meal Magic to upload funds and FACTS to order lunch – though we know this sounds complicated, neither system will allow for both functions)

ALL LUNCH ORDERS MUST BE SUBMITTED NO LATER THAN 8:15AM FOR THAT DAYS LUNCH. Lunches can be ordered one day at a time, and up to one month at a time.

The screenshot shows the HC-MI Facts Family Portal interface. The left sidebar contains a menu with options: School, Student, Student Home, Grades, Homework, Lesson Plans, Attendance, Behavior, Lunch, Family, and Apply / Enroll. The 'Student' option is circled in red with a red '1' next to it. The 'Lunch' option is circled in red with a red '2' next to it. The main content area shows a calendar for September 2024. The 'CREATE WEB ORDER' button is circled in red with a red '4' next to it. The calendar view is set to 'Monthly' and shows a grid of dates with lunch items listed for each day. A red '3' is next to the 'Monthly' view selector in the top right corner of the calendar area.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2 NO SCHOOL	3 #TacoTuesday Beef Walking Taco Salsa / Nacho Deritos Black Beans / Corn Fresh Apple Baked Cookie (x1)	4 #BrunchforLunch French Toast Sticks Yogurt Cup Seasoned Broccoli Fresh Grapes (x1)	5 Bosco Sticks Marinara Sauce Carrot & Celery Sticks Fresh Banana (x1)	6 Hungry Howie's Pizza Garden Salad Strawberries (x1)	7
8	9 Popcorn Chicken & Mashed Potato Bowl Dinner Roll Seasoned Corn Fresh Apple	10 Grilled Cheese Tomato Soup Seasoned Broccoli Mixed Fruit Cocktail Baked Cookie (x1)	11 Cheesefurger Baked Beans French Fries Fresh Cantaloupe	12 #BrunchforLunch Mini Pancakes Sausage Patty Carrot & Celery Sticks Fresh Pear (x1)	13 Hungry Howie's Pizza Garden Salad Seedless Grapes (x1)	14
15	16 Spaghetti and Meatballs Breadstick Savory Greens Beans Fresh Orange (x1)	17 #TacoTuesday Beef Nachos Salsa Refried Beans/Lettuce Apples Slices Baked Cookie (x1)	18 #BrunchforLunch Sausage & Cheese Eggroll Waffle Breakfast Sandwich Tater Tots Strawberries	19 Chicken Nuggets Goldfish Crackers Broccoli with Cheese Fresh Cantaloupe (x1)	20 Hungry Howie's Pizza Garden Salad Mixed Fruit Applesauce Cup (x1)	21
22	23	24	25	26	27	28

1. Once in Family Portal go to “Student”
2. and then down to “Lunch”
3. I suggest the monthly view but that will be up to you.
4. Click on “+ CREATE WEB ORDER”



School

Student

Student Home

Grades

Homework

Lesson Plans

Attendance

Behavior

Lunch

Family

Apply / Enroll

Lunch Ordering

Lunch Items for Monday 09/23/2024		
Bosco Sticks Marinara Sauce Carrot & Celery Sticks Sliced Apples	0.00	1 0.00
Sub Total for Monday 09/23/2024		
Lunch Items for Tuesday 09/24/2024		
Chicken Tenders Mashed Potatoes Seasoned Corn Fresh Grapes Baked Cookie	0.00	0 0.00
Sub Total for Tuesday 09/24/2024		
Lunch Items for Wednesday 09/25/2024		
Cheeseburger w/ Turkey Bacon Baked Beans French Fries Fresh Banana	0.00	0 0.00
Sub Total for Wednesday 09/25/2024		
Lunch Items for Thursday 09/26/2024		
#BrunchforLunch Blueberry Bash Waffles Sausage Patty Seasoned Broccoli Fresh Cantaloupe	0.00	0 0.00
Sub Total for Thursday 09/26/2024		
Lunch Items for Friday 09/27/2024		
Hungry Howie's Pizza Garden Salad Mixed Fruit Applesauce Cup	0.00	0 0.00
Sub Total for Friday 09/27/2024		
Lunch Items for Monday 09/30/2024		
Chicken Alfredo Pasta Dinner Roll Seasoned Broccoli Strawberries	0.00	0 0.00
Sub Total for Monday 09/30/2024		
Total for Olivia:		

Grand Total: 6.00

Order Items

- From here you will see the monthly (or weekly/daily, depending on the view you chose) menu items. Enter a qty of "1" into each lunch you want to order. You can order one at a time or do all your ordering for the week or month, it's up to you.
- Hit "order items"



7. You should see a “Lunch Orders Created” message. This means you are done. To see your orders in the calendar view select “student” again
8. and then go down to “Lunch”

HC-MI Holy Cross

Student: Olivia + CREATE WEB ORDER

September 2024

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9. Make sure you have the right month selected
10. Select your preferred view and you will see your selected orders in blue.
11. You can print this view for reference if you would like.

FAQ:

- a. Can I remove an order? Yes, follow the process in steps 1-6 but instead of entering a "1" into the item you will delete the "1" and enter a "0" and then hit "Create Order" and the system will remove that item.
- b. When does this have to be done by? All hot lunch orders have to be placed for that day by 8:15am. Example: for our first day of school on 8/31, for example, you can order it this week to be ahead of the game or wait until the morning of but it must be in on 8/31 no later than 8:15am.
- c. Will I pay through FACTS? NO – we are only using FACTS to do the ordering, we use Meal Magic to upload funds for hot lunches. <https://archdiocesedetroit.familyportal.cloud>.
- d. What if I forget to place an order for my child? AOD through Chartwells will do their best to have an extra selection but student may not be able to have a choice. They will be charged to your meal magic account.
- e. I ordered hot lunch but my child was out sick today, will I still get charged? No, the lunch staff still does a real time verification of who has received their hot lunch.
- f. I didn't order a hot lunch for my child but I was charged for one. Possibly your child got in line and ordered a hot lunch, this will be documented by the lunch staff. If we do not show this to be the case you will be credited for the error.