



Training Guide for Households

Questions? Contact info@mealstoyou.org.

Nondiscrimination Statement

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1. mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
2. fax: (202) 690-7442; or
3. email: program.intake@usda.gov.

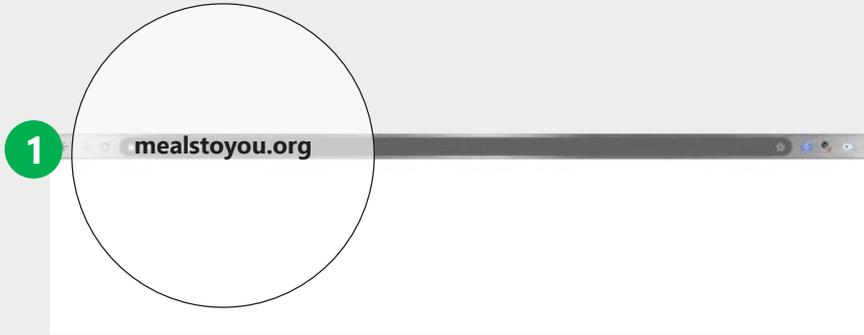
What We'll Cover

1. Enrolling in Meals-to-You
2. Logging in to the Portal
3. Navigating the Portal
4. Submitting Cases

What We'll Cover

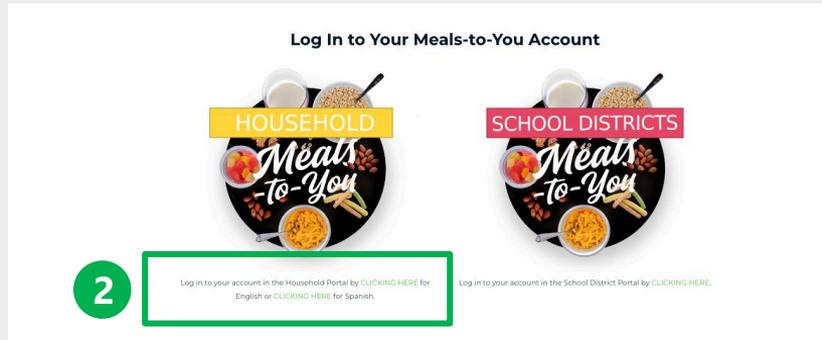
1. Enrolling in Meals-to-You
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Enrolling in Meals-to-You



1 Open Chrome, Firefox, or Safari on a computer, tablet, or smart phone. Type mealstoyou.org into the address bar.

2 Click the link to sign up your household.



If you cannot enroll your household on your own, ask your school district to enroll you in Meals-to-You. To reduce errors, we strongly encourage you to be with the school district in person or on the phone as they enroll your household in Meals-to-You.

Enrolling in Meals-to-You



Preferred Language

English (US) ▼

Can't find what you're looking for? Search for it here.

Home

2 Program Consent

Meals-to-You is a collaboration between Baylor University and the United States Department of Agriculture. This program is for households with at least one eligible child enrolled in a participating school district.

The information you share in enrollment will be used in these ways:

1. Household name, shipping address, number of boxes to be sent, and any dietary needs will be shared with Meals-to-You food vendors.
2. Personally identifiable information of any minor(s) – such as name and date of birth – will be shared with the school district you select in enrollment to make sure the child is enrolled in a participating school district.

Please sign your full name and date to acknowledge that you consent to Baylor University using the information you provide in enrollment for the Meals-to-You program, described above.

* Signature

* Date

1 Preferred Language: Select your preferred language of English (US) or Spanish (MX).

2 Program Consent: Read the program consent statement. To provide consent, enter your full name and date.

Enrolling in Meals-to-You

Research Opportunity

Meals-to-You would like to improve. It is working with the Urban Institute, an independent research organization, to collect feedback through surveys about the program. The Urban Institute will only summarize findings from survey responses. Meals-to-You will not be able to connect your responses with your name. Your participation in brief surveys is entirely voluntary. You will receive a gift card for each survey you complete.

If you choose to participate you'll receive a link by text message or email to a short survey you can complete online—or you can choose to receive the survey in the mail. You can decide at a later date whether you want to fill out the survey. We're just asking if you are willing to be contacted.

* Are you willing to be contacted for the surveys?

--None--

Previous

Next

Research Opportunity: Read the research opportunity statement and enter whether you are willing to be contacted to complete feedback surveys.

Enrolling in Meals-to-You

Program Experience

* Have you participated in Meals-to-You in the past?

Yes

* Please select all Meals-to-You program(s) in which you have previously participated:

- Summer 2019
- Summer 2020
- Emergency 2020
- Summer 2021
- Summer 2022

Program Experience: Enter whether you participated in a previous Meals-to-You program before now.

If you answer "Yes", then a list of previous program options will appear. Select each of the programs in which you participated.

Enrolling in Meals-to-You

Personal Contact Information

We need your own personal contact information so we can send you program updates, such as telling you how to log in to your household account or telling you whether you are approved to participate in Meals-to-You.

We will do our best to contact you based on your preferred contact method and language.

* First Name

* Last Name

* Email (Please provide an email address that only your household uses.) 

* Preferred Phone (Please make sure you only enter numbers and no spaces before or after numbers.)

* Type of Phone

* Preferred Contact Method

* Preferred Language

Previous

Next

Personal Contact Information:

Enter your personal contact information.

You must enter your own unique email. If you do not have your own unique email, you can create a free email account through a free provider, like Gmail.

If your preferred contact method is Text Message, you may receive automated no-reply text messages from the Meals-to-You no-reply number (1-254-237-5343).

If your preferred language is Spanish, your account in the Household Portal will be in Spanish.

Enrolling in Meals-to-You

A household already exists with the email address you entered. Please contact us at info@mealstoyou.org.

[Previous](#)

You will only see this page if you did not enter a unique email in the previous page. You must enter an email that a household has not already used to enroll in **this year's** Meals-to-You program.

If you see this message and believe it is an error, please contact the Meals-to-You team at info@mealstoyou.org.

Enrolling in Meals-to-You

Household Address

Enter a street address where you have received a package in the past 12 months. If you do not have a street address where you have received a package, please provide your PO Box. Then click "Validate Address" to confirm we can ship to your address.

If you entered your correct and complete address and see an "Address Not Found" message, please click "Next" to complete this form.

Address

Country

United States ▼

Street

801 Washington

City

Waco

State/Province

TX ▼

Zip/Postal Code

76710

Validate Address

Default address: The address you entered was found but more information is needed (such as an apartment, suite, or box number) to match to a specific address.

801 WASHINGTON AVE
WACO, TX 76701

Use Corrected Address

Continue

Household Address: Enter a complete address where you have received a package in the past 12 months. Then click the **Validate Address** button. This will return a USPS-standardized address.

Click **Use Corrected Address** to use the USPS-standardized address, or edit the address if the returned USPS-standardized address is not correct.

If you see an "**Address Not Found**" message, enter a different address where you can receive meal boxes, or move on to the next page.

If you move on to the next page without validating the address, you will be prompted again to try to enter a valid address.

Enrolling in Meals-to-You

Address Needed

Make sure you give us an address where you have received a package in the past 12 months. If USPS or UPS cannot ship to this address, we will contact you for a new address.

Please review the address you entered and choose to enter the same address or a new address below where we can best ship meal boxes to you.

Street: 801 Washington
City: Waco
State: TX
Postal Code: 76710

* Delivery Street

801 Washington

* Delivery City

Waco

* Delivery State

TX

* Delivery Zip

76710

Previous

Next

Address Needed: You will only see this page if you did not click **Validate Address** on the last page or if you did click **Validate Address** on the last page and you saw an "Address Not Found" message.

If you forgot to click **Validate Address** on the last page, click **Previous** on this page to go back and click **Validate Address**.

If you clicked Validate Address on the last page and you received an "Address Not Found" message, make sure that this is an address where you have received packages in the past 12 months.

- **If you have** received packages at the address within the past 12 months, then you can keep this address and click **Next**.
- **If you have not** received packages at the address within the past 12 months, then please update it to an address where you can receive meal boxes and click **Next**.

Enrolling in Meals-to-You

Child Information

*Child's First Name

Complete this field.

*Child's Last Name

Child's Nickname

*Child's Date of Birth (Please make sure you write the full year in the format MM/DD/YYYY or MMM DD, YYYY)

*Child's Gender

*Child's Race/Ethnicity (Select all that apply)

- American Indian or Alaska Native
- Asian
- Black or African American
- Hispanic or Latino/a
- Native Hawaiian or Other Pacific Islander
- White
- Not Listed
- Prefer Not to Answer

Previous

Next

Child Information: Enter all required information for one child in your household.

Enrolling in Meals-to-You

Participant Information

School District

* Select the participating school district where this child is enrolled. If none, please select *Child is not school aged* or *Child is not enrolled in a participating school district* as appropriate.

Test School

Dietary Accommodation

* Does this child have an approved dietary accommodation (for example: medical, religious, or cultural)?

Yes

* Please select the dietary accommodation(s) you would like to request. We will contact you to confirm the requested dietary accommodation. We will make reasonable modifications that still meet meal pattern requirements. These modifications will be made on a case-by-case basis.

- Peanut
- Tree nut
- Dairy/milk
- Egg
- Shellfish
- Fish
- Wheat
- Soy
- Sesame
- Other

Previous

Next

Participant Information: Enter the school district and dietary information of the child you entered in the previous page.

If the child is not school aged, select the *School District* option entitled ***Child is not school aged***

If the child is not enrolled in any of the listed school districts, select the *School District* option entitled ***Child is not enrolled in a participating school district***

If you answer *Yes* to the child needing a dietary accommodation, then the accommodation options will appear. Select every requested dietary accommodation for the child.

If you select *Other* as a dietary accommodation category, then a textbox will appear. Enter other dietary needs the child has that are not listed as an option in the provided list of needs.

Enrolling in Meals-to-You

You have completed applications for the following children:
Sample Household Child One - May 25, 2015;

* Do you have another child to enroll in the program?

--None--

Next

If you have more than one child who wants to receive meal boxes, select **Yes**. Then you will see the Child Information and Participant Information pages to enroll a second child.

If you do not have more children to enroll, select **No**, and click next.

Make sure you enroll all the children in your household who want to receive meal boxes. Only one child in your household must be enrolled in a participating school district for all children in your household to receive meal boxes.

Enrolling in Meals-to-You

You already added this child to your household. Please click "Previous" to add a new child or "Next" to finish this form.

Previous

Next

You will only see this page if you entered the same first name, last name, and birthdate for a child more than once. You can only submit one application per child.

Click Previous to add a new child or click Next to finish the enrollment form.

Enrolling in Meals-to-You

Thank you for applying for Meals-to-You!

We will contact you to tell you whether your school district approved your application.

Meanwhile, look for an email from info@mealstoyou.org with instructions on how to log in to your new Meals-to-You account. In your account, you can view whether your school district approved your application, see the status of your meal boxes, update your address, contact us, and more!

Questions? Email us at info@mealstoyou.org.

After you have completed enrolling every child in your household, you will see this page.

Enrolling in Meals-to-You: Setting Up Your Password

Hi Sample Household,

Welcome to your Meals-to-You account! To log in to your account, use your username (samplemyhousehold2023@mailinator.com2023) and click this link to set your password:
https://bayloruniversity9.my.site.com/MTYHousehold/login?c=phtfCS9mPc0kqVhqpRRfPyoSosnpjIRdkBtkfVK69IJDfP0g4GGFNH3Q7NTkxY1_5VPd_z6R.0wzlh17YrKLMfzRqG1IExx2AQ.Sg87PY.iJWkD5oGj3pzFbCj7DwbidwfVbB

In your account, you can view whether your school district approved your application, see the status of your meal boxes, update your address, contact us, and more!

Thank you,
Meals-to-You Team

Hola Sample Household,

¡Bienvenido(a) a su cuenta de Meals-to-You! Para ingresar a su cuenta, use su nombre de usuario (samplemyhousehold2023@mailinator.com2023) y haga click en este link para establecer su clave (password): https://bayloruniversity9.my.site.com/MTYHousehold/login?c=phtfCS9mPc0kqVhqpRRfPyoSosnpjIRdkBtkfVK69IJDfP0g4GGFNH3Q7NTkxY1_5VPd_z6R.0wzlh17YrKLMfzRqG1IExx2AQ.Sg87PY.iJWkD5oGj3pzFbCj7DwbidwfVbB

En su cuenta, usted puede ver si su distrito escolar aprobó su aplicación, ver el estatus de sus cajas de comida, actualizar su dirección, contactarnos, y más!

Muchas gracias,
Equipo de Meals-to-You

Once you have finished enrolling your household, you will also receive an email from info@mealstoyou.org to welcome you to your account in the Household Portal.

Click the link in the email to set your account password and then log in to your account.

Enrolling in Meals-to-You: Setting Up Your Password



Change Your Password

Enter a new password for
samplethyhousehold2023@mailinator.com2023.

Make sure to include at least:

- 8 characters

Also include at least 3 of the following:

- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 special character 

* New Password

* Confirm New Password

Change Password

Password was last changed on 3/21/2023, 10:55 AM.

After clicking the link from the email, you will see this **Change Your Password** page.

Enter your password in New Password and Confirm New Password. Then click **Change Password**. This will set your password and then take you to your account in the Household Portal.

Make sure you save your username and password in a place you will remember so that you can log in to your Household Portal whenever you want.

Enrolling in Meals-to-You

An unhandled fault has occurred in this flow

An unhandled fault has occurred while processing the flow. Please contact your system administrator for more information.

If you see this error message at any point, contact Meals-to-You at info@mealstoyou.org. The Meals-to-You team will work to understand and resolve the error as quickly as possible.

What We'll Cover

1. Enrolling in Meals-to-You
- 2. Logging in to the Portal**
3. Navigating the Portal
4. Submitting Cases

Logging In



1

Username

Password

Log in

2

Forgot your password?
Register as a new household

1

Enter the username that was sent to your email after you completed enrollment. Then enter the password that you created for your MTY account.

2

If you forgot your password, click **Forgot your password?** to reset your password.

What We'll Cover

1. Enrolling in Meals-to-You
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- 3. Navigating the Portal**
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Navigating the Portal

1 Can't find what you're looking for? Search for it here. Search User167...

2 Home Get Help Frequently Asked Questions

Welcome to Your Meals-to-You Account!
Use this page to update and view your information.

My Address
Click the "Edit Address" button if you need to edit the address below. Make sure you enter an address where USPS or UPS can ship your approved meal boxes, and go to the Get Help page above if you need help updating your address.

Account Sample Household Test

Shipping Address
801 WASHINGTON AVE
WACO, TX 76701
United States

5 Add Child Application Edit Address 4

6

My Applications, Meal Boxes, and Case Questions
Check on the status of your applications, track your meal boxes, and read your case questions below.

Remember, as long as one application's Verification Status is "Verified" then all children with active applications are approved to receive meal boxes.

APPLICATIONS

Application Name	Child Contact	Verification Status	Household Account
A-17647	Sample Household Child O...	Pending	Sample Household Test

View All

How to Add a New Application and Edit Existing Applications
Add a new application by clicking the "Add Child Application" button on the top right corner of this page. Edit an existing application by clicking the linked alpha-numeric application name (e.g., A-12345) under the above "Application Name" column. This will take you to the Application Information page where you can click the "edit" button on the upper right corner of the page to edit the application information.

How to Edit Existing Child Contact Information
Edit demographic information for existing children by clicking the linked child contact name under the above "Child Contact" column. This will take you to the Child Contact information page where you can click "edit" button on the upper right corner of the page to edit the child's information.

Please Note:
After the enrollment period for your school district has passed, you will no longer be able to make changes to your applications or child contact information within your household portal and you will need to contact the Meals-To-You Support Team if you need to further update your applications or child contact information.

Contact Support

1 **Search Bar:** Search here for all records related to your account (Children, Applications, etc.).

2 **Navigation Bar:** Use this bar to go to different pages in your account: Home or Get Help.

3 **Log Out:** Clicking the down arrow allows you to log out of your account.

4 **My Address:** Edit your address by clicking Edit Address.

5 **Add Child Application:** If you need to add another child to your household account, select this button and add the child's information.

6 **My Applications, Meal Boxes, and Case Questions:** If you need to edit your child's application information, you can do so here. You can also check the status of your applications, meal boxes, and case questions.

What We'll Cover

1. Enrolling in Meals-to-You
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- 4. Submitting Cases**

Frequently Asked Questions

Can't find what you're looking for? Search for it here. Search User167...

Home **Get Help** Frequently Asked Questions

Frequently Asked Questions

Meals-To-You 2023 FAQs

These FAQs are for the Summer Meals-to-You 2023 program that began enrollment in April 2023. This information does not apply to other Meals-to-You programs. Click "Get Help" to send us any questions that haven't been answered here. Thank you!

Is Meals-to-You available at my school?
Click here to see the list of school districts participating in Meals-to-You this summer.

How do I know if my family is eligible?
If your family is eligible to receive Meals-to-You boxes this summer, your school district will contact you with more information and registration instructions. If your family is eligible, any child ages 1-18 living in your home this summer can receive one box of meals each week (although the boxes will include foods typically appropriate for ages 2 and up).

How do I register?
Your school district will contact you to sign up to receive Meals-to-You boxes for your family this summer. We encourage you to use the family login portal on this site to register, and you can do so on a computer or Internet-enabled phone.

Who will deliver the boxes?
We have the ability to deliver to your home/physical address with UPS or to a P.O. Box with the U.S. Postal Service, whichever is best for you.

When will the first box be delivered?
Delivery dates for the summer of 2023 will be determined before the end of the spring semester so that all of our participants can plan accordingly.

How long will the program last?
Depending on the school district your children attend, the number of weeks that you will receive Meals-to-You boxes will vary.

My household gets SNAP benefits, can I get a Meals-to-You Box?
Yes! You can still receive Meals-to-You boxes this summer if you are receiving SNAP or any other form of assistance. Also, choosing to receive Meals-to-You boxes this summer will not affect your eligibility for other assistance programs.

What happens if I'm not home when my box is delivered?
Try to arrange for a family member or neighbor to pick up the box for you. Remember, these foods are shelf-stable, so they'll still be safe to eat when you get home!

Is it okay if the boxes are left outside for a few hours if I'm not home when the box is delivered?
All of the food in the Meals-to-You box is shelf-stable, which means you don't have to worry about food expiring soon. The boxes will be securely packed so there shouldn't be any problems with ants or other small pests getting into them. Plus, you don't need to worry about refrigerating food right away. Some foods you will want to refrigerate once you open them, but instructions for proper storage will be provided on the food packaging.

The online link is not working for me. What do I need to do?
We're sorry you're having trouble. First, you may need to check your internet connection. If you have a good connection and it's still not working, send us a message on the contact page and we'll get back to you as soon as possible.

My box has not been delivered. Can you track it?
If your box has not been delivered, please contact us for help locating it.

Before submitting a Case, please review the **Frequently Asked Questions** page to see if your question is answered there.

If it is not, please select the **Get Help** tab and submit a Case.

Get Help By Submitting A Case



1

Can't find what you're looking for? Search for it here.

Search

User1648666...

Home

Get Help

Need Some Help?

Use this page to send us your questions.

Have a question about Meals-to-You? Before sending us a message, make sure to read the [Frequently Asked Questions](#). Many answers can be found there.

If you still have a question, send us a message and we'll get back to you soon. Please note, due to a high volume of emails, it may take a few days for us to respond. We will get back to you though!

Be sure to look through the [Frequently Asked Questions](#). You may find your answer there and save yourself some time!

Contact Meals-To-You

2

Contact Name

Search Contacts...



Subject

Case Reason

--None--



Description

Upload File

Submit

1

Click **Get Help** in the Navigation Bar to contact Meals-to-You for help with any issues.

2

Complete this short form to create a Case. Entering your name as the **Contact Name**, a brief **Subject**, and detailed **Description** will lead to a faster response time from the Meals-to-You team. Click **Submit** to submit the case.

Get Help By Submitting A Case

✔ Case 00002768 was created. ✕



Can't find what you're looking for? Search for it here.

Search

User16486606...

Home Get Help

Need Some Help?

Use this page to send us your questions.

Have a question about Meals-to-You? Before sending us a message, make sure to read the [Frequently Asked Questions](#). Many answers can be found there.

If you still have a question, send us a message and we'll get back to you soon. Please note, due to a high volume of emails, it may take a few days for us to respond. We will get back to you though!

Be sure to look through the [Frequently Asked Questions](#). You may find your answer there and save yourself some time!

Your Question Was Submitted To Meals-To-You Team.

We'll get back to you soon.

Case summary

Subject: Test

Description: This is a test case.

Case Number: 00002768

1

1 You can view your submitted case by clicking on the **Case Number**.

Remember, you can view all your cases in your **Home** page too.