# **EZMealApp Frequently Asked Questions**







## Q: What is EZMealApp?

A: EZMealApp is an easy-to-use web-based application that guides parents or guardians through the process for Free and Reduced meal eligibility. A step-by-step wizard is in place to make sure the application is filled out completely and correctly.

## Q: How do I fill-in the online application?

A: Visit EZMealApp.com or click on the link provided by your school district. Then simply follow the six steps to provide your information and submit your application.

# Q: How will I know that the meal application was received by the district?

A: As soon as the application is submitted with all of the required information, a confirmation number is provided to you on the screen, and in an email, if you provide one. The number is unique and belongs to that specific entry; it cannot be modified. This confirms that your application was received.

#### Q: What if I did not get my confirmation e-mail?

A: Please allow 24-48 hours to receive your confirmation e-mail. If you have not received it by then please contact your Child Nutrition Office or Food Service Office and they can tell you whether or not they received your application based on student name.

## Q: How will I know that the application was approved?

A: Your school or school district will notify you when the application has been processed and a determination has been made.

# Q: How long does it take for the district to review my application?

A: The USDA guidelines state that applications must be reviewed in a timely manner by the district. An eligibility determination must be made and implemented within 10 working days of the receipt of the application. By applying with EZMealApp, applications are processed quickly, particularly for children who do not have approved applications on file from the previous year.

# Q: How much time does it take to complete the application online?

A: In general, it takes approximately 5 minutes to apply, depending on the size of your household.

#### Q: How much does it cost to apply?

A: There is no fee for using EZMealApp.com to submit your application. Your school district provides this service as an easy, fast, and accurate method of submitting your information. If you have additional questions, please contact your district directly.

## Q: How do I know the EZMealApp site is secure?

A: EZMealApp.com has security measures in place to protect the loss, misuse, and alteration of the information under our control. The system is fully compliant with all security regulations and information is protected by the highest security standards using a Secure Socket Layer (SSL) proto-col.

#### Q: What do you do with my personal information?

A: We never sell or publish your personal information. The information provided is only used to determine eligibility. Our complete Privacy Policy is available at https://secure.ezmealapp.com/PrivacyPolicy.aspx

