

LINQ Connect is a secure, online portal that allows families

## How do I get started? It's as easy as 1, 2, 3:

### 1. Register

Create an account at <https://linconnect.com> and selecting **Register**.

Verify your account by clicking on the email verification link sent to your email address.

Now you can sign in at <https://linconnect.com> using your email and password.

payment to their student's meal account

- Remotely monitor their student's accounts
- Set up automatic recurring payments

Your account will not be active until you have verified your email address and password. Check your email for the verification link.

### 3. Sign In

On the login page, click **Sign In** and click on the **Forgot Password** link.

3010000 2121

Enter your

A temporary

NEED ADDITIONAL SUPPORT?

[support@linqconnect.com](mailto:support@linqconnect.com)

<https://linconnect.com>

**When I log in, I do not see my student's account?** password will be emailed to you. Upon logging in with the temporary password, you will be prompted to set your new password.

+ Type

## What if I have several student's in different districts?

You can add as many children student's as you need, as long as they attend a school.

## Can I add more children or students to my child's account?

[Add Money to Account](#) [Meal Accounts](#) [Add to Balance](#)  
[New Recurring Payment with Auto Pay](#)

[Add to Balance,](#)

[New Recurring Payment with Auto Pay](#)

## Can I set up automatic meal payments?

district utilizing LINQ Connect for their meal payment account.

[Auto Pay](#)

[Save](#)

## How can I cancel or change my automatic meal payments?

[Meal Accounts](#)

[Auto Pay](#)

## Can I transfer my funds from the student's account?

[Meal Accounts](#)

[Transfer Balances](#)

## Can I set spending limits on my student's account?

[Spending Limits](#)

[Meal Accounts](#)

## Where do I find fees assigned to my student's account?

## Why can't I see assigned fees in LINQ Connect?

You will only see assigned fees if your district is using the Fee Management module. Only unpaid assigned fees display on your child's student card and dashboard.

## How do I view items in the Online Store?

There are two ways to do this. The first way is to select **Fees** on the student card. The second way is to select **Store** from the Navigation panel.

## Why would I download forms that are attached to fees?

**Fee**

**Forms**

## How do I see my Transaction History?

**Transaction History.**

## If I have more than one child in the district, can I deposit money one time and have the amount divided evenly among each of my

There are two ways to access forms and links. First, go to the Online Store and select the **Forms**. Forms will be listed by name at the bottom of the screen. Click on a form to download it to your device. Second, you can select **Forms** from the Navigation panel and you'll see a complete library of forms and links.

Transaction History includes all in school meal purchases as well as any online payments, fee payments or store purchases. You can see this detailed history and obtain an email copy of transactions by clicking

## How long will it take before the funds will be available in my child's account?

**Add Money to Account**

**Add Auto Pay**

## Is there a fee or service charge for making online payments?

## What credit cards/methods of payment can I use?

Go to the [Payment Methods](#) card on your profile and select [New Payment Method](#) to identify which methods you can use.

### When entering my Payment Method, it asks for a "Description"

This is a free form field, and you can name it anything. For example, you can name it "Household Credit Card" or "Chase Credit Card."

The system will not allow you to continue if any required items are missing. Check to see that you have entered the following:

1. Check to see that the credit card information is correct. Make sure the type of card you are entering is accepted. For example, American

### I am trying to make a payment but the "Confirm and Pay" button is grey and I can't continue?

## Can I receive a notification when my student's account balance is low?

Yes. The system is defaulted to send an email reminder when the balance falls below \$5.00. You can adjust the Payment Reminder settings by clicking the dollar amount on the

### Payment Reminder

## How can I see activity on my student's account?

### History

## What happens to the money in my student's account at the end of the school year?

Your account balance moves with your student from grade to grade and school to school (within the district).

## How can I remove a student from my LINQ Connect account?

Open the student card and click on the three dots in the bottom right-hand corner, where you can select Remove.



## How can I apply for free/reduced meals online?

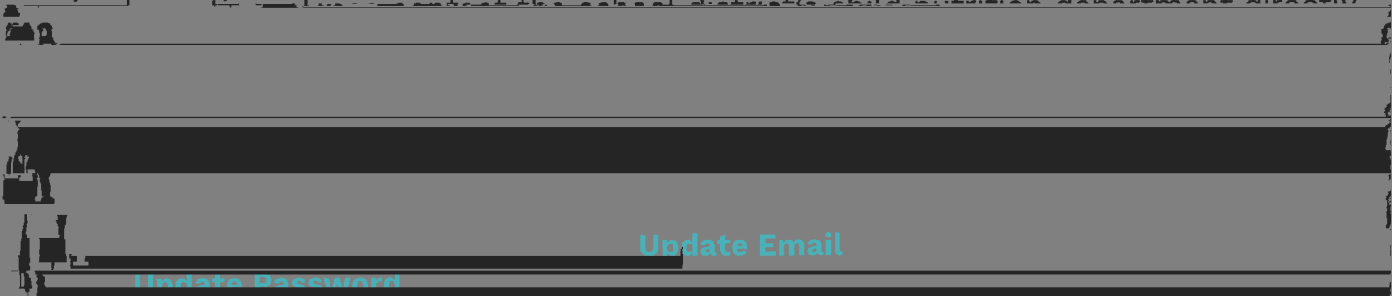
### 1. Apply

Go to [https://www.linqconnect.com](#) and click [Start Meal Application](#).

If you have already registered for a LINQ Connect account and have logged in, you can click on

3/13

The district will notify you within 10 school days, either by email or letter. If you have not



## Can I see my student's school menu online?



## When should I contact the Child Nutrition Department of my

- If you would like a refund
- If you have a question about your child's meal service or activity on their account
- If you would like to restrict your student from purchasing items due to allergens or

- If you have questions related to your student's meal account

## My spouse and I are no longer together. Can we both have access to LINQ Connect to view our student's accounts, but with separate accounts and logins?

Yes. Simply set up a new account with your email address. When you link your student to your account, you can then view account balances and deposit funds separately. Your financial information will only be visible to you. However, available student balances will be visible to any guardian or family member who has access to your student through LINQ Connect.

## Can I access my account through any browser?

You can access your account through any browser except Internet Explorer, which is no

## Can I access my account through a mobile app?

## How can I deposit funds to the Feed it Forward program?

Meal Accounts

Feed it Forward

## What is the web address for meal applications?

[www.linconnect.com](http://www.linconnect.com)

## Will there be an option for families to view menus if the district

If your district has enabled this feature you can view your schools menu through LINQ Connect.

## Will families need to create a login to view menus?

No, an account is not required to view menus, they can viewed on [linqconnect.com](http://linqconnect.com) by entering the district name in the **Check District Menus** card.





## Who do I reach out to if I have questions or need help?

You can reach out to [Support@linqconnect.com](mailto:Support@linqconnect.com).

## Is my information safe?

Yes, your information is safe and secure. LINQ follows the highest level of Payment Card Industry Data Security Standards (PCI-DSS) to protect your information.

## Why is the change happening?

LINQ is focused on empowering the business of K-12 and giving the best experiences to