

LINQ Connect is a secure, online portal that allows families to:

- Make an online payment to their student's meal account
- Remotely monitor their student's accounts
- Set up automatic recurring payments
- Set up low balance email message alerts
- View and purchase fees assigned to their student in the Online Store
- Submit an online application for free and/or reduced meals
- View online breakfast and lunch menus

NEED ADDITIONAL SUPPORT?

support@linqconnect.com

<https://linqconnect.com>

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

1. Register

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

2. Verify your Account

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

3. Sign In

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

I just registered and when I try to log in it says, "Invalid email or password"?

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

What if I forget my Username or Password?

On the login page, click **Forgot your password?** Enter your email address and click **Reset Password**. A temporary password will be emailed to you. Upon logging in with the temporary password, you will be prompted to set your new password.

When I log in, I do not see my student's account?

You will need to add your student to your LINQ Connect account. Click on **+** then **Type** and complete the information to link your student. You will need to complete this process for each student you wish to add.

How do I add money/make a payment to my child's account?

Once you have added your child to your LINQ Connect account, you can add money by clicking the **Add Money to Account** button on the dashboard or by clicking the **Meal Accounts** button on the student card. You can choose to either **Add to Balance** or set up a **New Recurring Payment with Auto Pay**.

If you select **Add to Balance**, the funds will be immediately available on your student's account upon completion of the transaction.

If you select **New Recurring Payment with Auto Pay**, you will be setting up a future automatic payment for the specified amount, frequency, day, and starting date that you choose.

Can I set up automatic meal payments?

Yes. Click on **Auto Pay**. Enter the Payment Amount for each student, Frequency, Day, Starting Date, Billing Address, Payment Method, and click **Save**.

How can I cancel or change my automatic meal payments?

Go to the **Meal Accounts** page and click on the trash can icon on the **Auto Pay** card.

How do I see my Transaction History?

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 [Transaction](#) > [History](#).

I made an online meal payment. How long will it take before the funds will be available in my account?

If you selected [Add Money to Account](#), the funds will be available immediately in your student's account upon completing the payment transaction.

If you selected [Add Auto Pay](#), the funds will be available the following day from the day is scheduled to run. For example, if the payment is to be made every Monday, the funds will be available Tuesday morning.

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

Yes, you can find the processing fee during checkout.

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”—what do I put?

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.”

I am trying to enter my credit card information and it keeps saying “Invalid Card”—what am I doing wrong?

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.
2. Make sure the type of card you are entering is accepted. For example, American Express or Discover may not be accepted.

I am trying to make a payment but the “Confirm and Pay” button is gray, and I can’t continue?

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

1. Billing address
2. Credit card information

Can I receive a notification when my account balance is low?

Yes. The system is defaulted to send an email reminder when the balance falls below \$5.00. You can change the Payment Reminder by editing the dollar amount on the [Payment Reminder](#) card on the Meal Accounts page.

How can I see activity on my account?

Click on [History](#) to view previous transaction history.

What happens to the money in my account at the end of the school year?

Your account balance moves to the next school year (within the district).

How can I be sure my information is safe?

LINQ Connect is protected by 256-bit SSL encryption between all browsers and our centralized data center.

Why is there a “pending” charge on my bank statement after my card was declined?

It is common practice in the banking industry to hold the transaction fee on online payments. The fee may temporarily appear on your bank statement, but the fee will automatically be removed in approximately 1-8 banking days. If you have any questions about this fee, please contact your credit card company directly.

How can I update my email address and password?

In the upper right-hand corner, click on the Profile icon, then select your account name. To change your email address, select the [Update Email](#) button. To update your password, click on [Update Password](#).

Can I see the school menu online?

Yes, if the school is using TITAN Menu Planning. From the login screen on linqconnect.com, enter your district's name into [Check District Menu](#).

When should I contact the Child Nutrition Department of my student's school district?

- 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 restrictions
- 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 longer supported.

Can I access my account through a mobile app?

Yes, you will need to download the new LINQ Connect app in the Apple Store available soon or Google Play Store available now. The app can be downloaded now and will go live on May 23rd.

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

On the **Meal Accounts** page, scroll to the **Feed it Forward** section and select an available district and will help support your district in funding meals for those who cannot. Please note this is separate from your student(s) having an account balance.

What Is the web address for meal applications?

Please utilize <https://linqconnect.com> for your meal applications.

Will there be an option for families to view menus If the district doesn't use the Front of House portion of Titan?

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 view on linqconnect.com by entering the district name in the [Check District Menus](#) card.