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

- 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.

Where do I go to access the updated portal?

Go to linqconnect.com to get started with the new parent payment portal. Use your existing Titan Family Portal username and password to access your account in LINQ Connect.

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.

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.

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 district utilizing LINQ Connect for their meal payment account.

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 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.

TITAN Family Portal (Returning Parents)

What do I need to do if I am currently using Titan Family Portal through a browser?

If you use the site on a computer, it will automatically redirect you to the new URL. If you use the mobile app, you will need to download the new LINQ Connect app in the Apple Store or Google Play Store.

What if I don't remember my username or password?

You will complete your username and click "forgot password". Your username is your email address you receive any notifications from.

Meal Payments

How do I add money/make a payment to my student'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.

Can I transfer my funds from one student's account to another?

If your school district has added the transfer funds feature, you can transfer funds between accounts. To determine if you have access, navigate to the **Transfer Balances** card on the **Meal Accounts** page. If you see your student's name, you're able to transfer funds within the district. Funds can only be transferred for students within the same school district.

Is there a minimum payment amount?

Your district sets the minimum amount per transaction. Please contact your school district for further information.

How do I customize my minimum payment amount?

Go to your **District Portal** and select **Configuration** and navigate to **District** and **District Management** and select **LINQ Connect**.

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

You can set specific spending limits on your student's account only if your school district has added the spending limits feature. To determine if you have access, navigate to the **Spending Limits** card on the **Meal Accounts** page and locate your child's name. Click on the pencil icon to the right to set a spending limit.

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 student's accounts?

Yes, if your district has "Shared Accounts" for its students and you've requested this for your student. To determine if your student has been set up for shared accounts, select any payment option. If siblings are sharing an account, you'll see all your student's names listed next to the deposit amount. You can then enter the deposit amount—funds added will be shared between accounts until the funds have been depleted.

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 change the Payment Reminder by editing the dollar amount on the **Payment Reminder** card on the Meal Accounts page.

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.

Meal Applications

How can I apply for free/reduced meals online?

1. Apply

Go to **https://linqconnect.com** and click **Start Meal Application**.

2. Log In

If you have already registered for a LINQ Connect account and have logged in, you can click on **Start Meal Application**.

What Is the web address for meal applications?

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

How will I find out the status of my free/reduced meal application?

The district will notify you within 10 school days, either by email or letter. If you have not received a notice, please contact the school district's child nutrition department directly. You can access your eligibility letter once your district has processed the application within the Notification bell in the upper right corner of the dashboard.

Feed it Forward

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.

Payment Types

I made an online meal payment. How long will it take before the funds will be available in my child's 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.

How do I add a payment method?

Go to **Profile** > **Payment Methods**, then select **Add New Payment Method**.

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

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

Click on **History** to view previous transaction history.

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.

The LINQ Connect App

How do I get started?

1. ### Download
   Download the LINQ Connect app from the App Store or Google Play.

2. ### Register
   Create an account by selecting **Register**.

3. ### Confirm Email
   Confirm your account by clicking the verification link sent to your email.

4. ### Log In
   Log into the LINQ Connect app using your email and password.

Apple Store

Google Play Store

Security

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.

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.

What do I need to if I need a refund or when my student graduates or leaves the district?

If you are needing a refund or your student is graduating or leaving the district, the parents/guardian will need to contact their district directly.

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.

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

You can reach out to Support@linqconnect.com