# LINQ Connect

## 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.

## Will my balance from Titan Family Portal crossover to the new LINQ Connect?

Yes, all student information, payment details and recurring payments, linked students and staff, linked payment methods, username and password, and all previous settings will transfer into the new system. Once you log in, you will see them in your account details.

## What do I need to update if I use the mobile app to access the account for my student?

You will need to download the new LINQ Connect app in your app store. If you use the website, you will automatically be redirected. The app can be downloaded now and will go live on May 23rd.

## What is changing in the update?

In addition to a new look and feel, the update creates a more streamlined experience. You will no longer be required to navigate through numerous menus and will find all of your students and districts in one place.

## 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.

**LINQCONNECT.COM**

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

You can reach out to 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 end users of our systems. Updating the portal is just one step in the strategy of how we are working to build the best tools for the districts we serve.

# LINQ Connect

**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.

## 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 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.

## 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.

## 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.

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

Fees assigned to your student will display on their student card on the Dashboard. Optional fees, such as sports tickets, can be added to your cart from the Online Store.

## 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.

## Where can I download forms that are attached to fees (e.g., permission slips)?

There are two ways to access forms and links. First, go to the Online Store and select the **Fee**. 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.

## 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.**

## 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.

## 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.

## 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 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.

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

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

## 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.

## 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 my student's 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.