What Is LINQ Connect?

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

- Make an online payment to their student's meal account
- Pay school-related fees – both optional and assigned
- Purchase school-sponsored items in the online School Store
- Remotely monitor their student's meal balance and cafeteria purchases
- Set up automatic recurring payments
- Set up low balance alerts
- View school meal menus

How do Families and Staff get started with LINQ Connect?

1. REGISTER
Register for an account at https://linqconnect.com or sign up using the mobile app. You must provide a valid email address to gain access.

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 on the website or in the mobile app using your email and password.

What type of payments can be paid through LINQ Connect?

Districts have the option to collect any school-related payments as like:

- Meal & Snack payments
- Field trips
- Extracurricular activities
- Exam fees
- Parking fees
- Technology fees
- Yearbook payments
- Athletic fees
- And more

Can a staff member sign up for LINQ Connect to make payments?

Yes! Simply "Register" for a LINQ Connect account and you can fund your meal account or make fee payments.

LINQ Connect App Launch

What is changing and what needs to be communicated to parents?

Based on feedback from districts and parents, LINQ invested heavily in the mobile app and completely overhauled it to provide a better user experience. Parents will immediately see the students linked to their accounts, warnings for low or negative balances, today's menu, and any outstanding fees. All existing functionality that supports automatic payments, spending limits, and low balance alerts will be available too. Existing family users will see their current information (like linked students and payment methods) automatically transfer over. We have created materials for you to share with parents about these improvements.

Will existing users need to download a new app?

Existing users will not need to download a new app. We are replacing the existing app as opposed to creating a new one. Existing users will either be automatically updated.

When will the new version of the app become available?

The refreshed app will be available on July 10th ahead of the back-to-school season.

Will staff still be able to use the mobile app?

Yes, staff members can still add themselves to LINQ Connect to view school menus and add funds to their meal accounts.

Are there any new features included in the refreshed app?

Yes, we've completely overhauled LINQ Connect! In addition to the features you've traditionally used, there are several key additions:

- Print a monthly menu from the app: We've heard you loud & clear! Many families print the monthly menu and put it on the fridge. Now, we've made that easier.
- To Do's are a new feature of the app designed to highlight important forms, fees or information about your student
- Multi factor authentication: users will have the ability to add an extra layer of security using one of several authentication methods (SMS, email, phone, authenticator app)
- Push notifications: we'll offer in-app notifications for high priority announcements like low balance alerts and new assigned fees
- Spending limits & preferences have been updated.
- Auto Pay, low balance pay, and scheduled payments are now easily accessible

Security

What is multi-factor authentication (MFA)?

Multi-factor authentication (MFA) is a multi-step login process that requires users to provide more than just a password to access an account or resource. MFA can help improve security within an app.

How does MFA work for my district?

Districts will have the ability to turn MFA on or off for the parent users within their district. If a district chooses to enable MFA, this means that any parent who has a child linked to their account from that district will be required to set up a secondary factor to authenticate their account.

If a district chooses to disable MFA after it has already been enabled/required, parents with children linked to their account from that district will no longer be required to set up a secondary authentication factor for their account. In this situation, we will not perform any further action on the parent's secondary authentication; however, the ability for them to self-select out of MFA will be available. In other words, because the district is no longer requiring it, that doesn't mean we'll deactivate it for the parent who already has it on.

Districts will not have any control over which factors are offered to a parent. This will be a standard offering controlled by the LINQ Connect team. In the near term, districts also will not be able to reset a parent's authentication should there be an issue (e.g. parent had authentications set up to a phone, but then got a new phone number). These issues will need to be resolved by our support team for now.

What happens at the district level when this feature goes live?

Districts will see MFA as an option within their LINQ Connect settings. The option will be off by default and requires the district to explicitly enable it for their parent/guardian users.

Will implementing MFA in LINQ Connect interfere with how it's implemented in other LINQ products?

No. The setup of this feature makes it so the implementation in LINQ Connect is independent of any other product line we have. LINQ Connect is a parent-facing product while our other products are district-facing.

Can a parent enable MFA for themselves if the district does not require it?

Parents will have the option to enable MFA for themselves from their profile settings within LINQ Connect. If a parent chooses to enable MFA, they will be prompted to log out and upon logging back in, they will be required to set their secondary authentication factor.

I'm a district administrator and a parent has contacted me about their MFA. What can I do?

At this time, there is no setting for a district to do this themselves. Please direct the parent to our support team at 844-467-4700 or support@linqconnect.com and we can help reset their account.

What happens if someone is locked out of their account after setting up MFA?

We're happy to reset their MFA. Please direct them to contact us at 844-467-4700 or support@linqconnect.com.

How often will a user need to reauthenticate?

Users will be required to reauthenticate after each session expires. Session expiry is currently set to 24 hours. That said, there will be an option to "remember this device" which will extend that period to 30 days if the user selects that option. The 30-day period is set *per device*, meaning if a user logs into the app and selects "Remember this device," they are all set for that mobile device; however, if they log into the website during that 30-day period, they will need to reauthenticate on the website.