



# Family FAQs

## How do I get started with LINQ Connect®?

- 1. DOWNLOAD**  
Download the LINQ Connect app from the [App Store \(for iOS\)](#) or [Google Play \(for Android\)](#).
- 2. REGISTER**  
Open the app and tap "Register" to create your account.
- 3. CONFIRM EMAIL**  
Check your inbox for a quick verification email and click the link to confirm.
- 4. LOG IN**  
Once you're verified, log in using your email and password—and you're in!



APPLE STORE



GOOGLE PLAY STORE

## What is LINQ Connect?

**LINQ Connect** is a secure online platform that helps families manage school-related payments and information—all in one place.

With LINQ Connect, you can:

- **View and pay school fees** through the Online Store



- **Add funds to your student's meal account**
- **Monitor meal balances and cafeteria purchases**
- **Set up automatic recurring payments**
- **Transfer funds between your students**
- **Set low balance alerts**
- **Submit free and reduced-price meal applications online**
- **View daily breakfast and lunch menus**

## I just registered, but it says, "Invalid email or password." What should I do?

Your account won't be active until you **verify your email address**.

Check your inbox for a **verification link** and click it to activate your account.

Don't see the email? Be sure to check your **spam or junk folder**.

## I don't see my student's account—what now?

If your student is missing, you may need to **add them to your account**:

- **On the website:** Click the "+" icon in the top right, then enter your student's information to link their account.
- **In the mobile app:** Tap "**Add New Account**" and follow the prompts.

You'll need to repeat this for **each student** you want to manage.

## What if I have several students in different districts?

As long as each district uses **LINQ Connect**, you can add all your students under one account—even if they're in different districts.

## How do I update my email or password?

**On the website:**

1. Click your **Profile icon** (top right corner)
2. Select your **account name**
3. Choose **Update Email** or **Update Password** as needed

**In the LINQ Connect app:**

1. Tap **Profile** (bottom right)
2. Select **General**, then make your changes

## Can I use LINQ Connect on any browser?

LINQ Connect works with all major browsers **except Internet Explorer**. To ensure your account is secure, always use the latest version of your browser.

## Is there a mobile app?

Yes! You can download the **LINQ Connect app** from the [Apple Store](#) or [Google Play Store](#).

## Do I have to create an account?

Creating an account is **highly recommended**, so you can:

- Access your student's account balances, purchases, fees, and menus
- Set up payments and notifications
- Manage everything in one secure place

If you don't create an account, you can still view public information like school menus and store items, but you won't be able to manage student-specific details.

## The LINQ Connect App

Ready to get started? Here's how:

### 1. DOWNLOAD

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

### 2. REGISTER

Open the app and tap "Register" to create your account.

### 3. CONFIRM EMAIL

Check your inbox for a quick verification email and click the link to confirm.

### 4. LOG IN

Once you're verified, log in using your email and password—and you're in!



**APPLE STORE**



**GOOGLE PLAY STORE**

## Where can I get the LINQ Connect app?

You can download LINQ Connect from the [App Store \(for iOS\)](#) or [Google Play \(for Android\)](#).

## Is the LINQ Connect App Free?

Yes! LINQ Connect is totally free for families and staff in districts that use it as their payment platform.

## If I don't need to pay for the app, why am I seeing a convenience fee charge?

Most features in the app—like checking menus, getting balance updates, setting purchase limits, and reading school announcements—are totally free. A small convenience fee only kicks in when you actually make a payment, and that's just to help cover the cost of providing the service.

## I already use LINQ Connect. Do I need to create a new account for the new school year?

No! Just log in like you always have. If your district added a new security feature, you may be prompted to set that up for extra protection.

## I currently use LINQ Connect and I have saved payment information and Auto Pay settings enabled. Will I have to set these up again?

All your saved info (students, staff, payment details, Auto Pay settings, and purchase limits) stays on your account. That said, it's always smart to double-check that everything is still up to date.

## What types of school payments can I make with LINQ Connect?

With LINQ Connect, you can take care of meal account payments, school fees (like field trips, tech fees, or yearbooks), and even shop school store items—if your district offers them. Just tap into your To Do's or School Store in the app to see what's available.

## How do I set up Auto Pay for meal accounts?

Auto Pay is a total time saver. Here's how to set it up in the app:

1. Log in to the LINQ Connect app
2. Go to your **Meal Account** section
3. Tap **Auto Pay** and follow the prompts to set your funding rules (like when balance drops below \$10, add \$25)
4. Choose your saved payment method—or add a new one—and confirm

Boom! Done. You don't have to worry about surprise "low balance" alerts before the school bell rings.

## Can I set purchase limits for my student's meal account?

Yes, you can! Whether it's limiting how many snacks are bought or setting a daily cap, you're in control.

To set purchase limits:

1. Open the LINQ Connect app
2. Tap on your student's name (you'll have to do this for each student)
3. Go to **Purchase Limits** and select "set up now"
4. Set daily or weekly limits, and even restrict à la carte items if you'd like

You just made budgeting automatic.

## Can I get low balance alerts?

Totally. You can turn on balance notifications to stay in the loop:

1. Open the LINQ Connect app
2. Tap on your student's name (you'll have to do this for each student)
3. Go to **Payment Reminder** and select **Edit**
4. Choose when you want to be notified—like when the balance hits \$5

Now you'll know exactly when it's time to reload (and avoid those awkward lunchtime "my account is empty" moments).

## There are so many apps. Can I connect LINQ Connect to other platforms my child's school uses?

We totally get it—it's a jungle of school apps out there. LINQ Connect can make it easier by handling all types of school payments. However, payment options are set by your district. Only fees and items your school adds to LINQ Connect will show up in the app.

## Meal Payments

### How do I add money to my student's meal account?

Once your student is linked to your LINQ Connect account, adding funds is simple:

- **Add to Balance:** Funds are available right away after the transaction is complete.
- **Payments with Auto Pay:** Set it up once with your desired amount, frequency, and start date—then you're all set!

### Can I set up Auto Pay for meal payments?

Yes! You can "set it and forget it."

**On the website:**

1. Click your profile icon (top right corner)
2. Go to **Settings**

3. Scroll down to **Auto Pay** to set your payment amount, frequency, start date, and method

#### **On the LINQ Connect app:**

1. Tap your student's name
2. Scroll to **Auto Pay** to set your payment amount, frequency, start date, and method
3. Hit **Save** to confirm

### **How can I cancel or change my Auto Pay for meal payments?**

#### **On the website:**

- Click the triple-bar menu (upper left corner)
- Go to **Meal Accounts** and click the **trash can icon** on the Auto Pay card

#### **On the LINQ Connect app:**

- Select your student
- Scroll to **Auto Pay** and tap **Edit** to make changes

### **Can I transfer funds between my students?**

Yes, if your district allows it.

#### **On the website:**

Go to **Meal Accounts > Transfer Balances**

If you see your students listed, you can move funds between them

#### **On the LINQ Connect app:**

- Tap your student on the dashboard
- Look for the **Transfer Funds** icon

*Note: Transfers are only available between students in the same district and may not be supported in all districts.*

### **Is there a minimum or maximum payment amount?**

Each district sets its own limits.

- **Minimum payment:** The system will notify you if your amount is below the district minimum.
- **Maximum payment:** If you go over the district's limit, the system will guide you on what to do.

### **Can I set purchase limits for my student?**

If your district has this feature turned on, you can!

### On the website:

- Go to **Meal Accounts**
- Find your student and click the **pencil icon** under **Purchase Limits**

### On the LINQ Connect app:

- Select your student
- Scroll to **Purchase Limits** under Settings and customize from there

## Can I split one deposit between multiple students?

Yes! There are two options:

**Shared Accounts:** When enabled by your district, this combines multiple students under one balance. Just make one deposit, and it's shared automatically.

**Transfer Funds:** Manually move money from one student to another.

- **On the website:** Go to the menu (triple-bar icon), then **Meal Accounts > Transfer**
- **On the app:** Select a student and look for the **Transfer Funds** icon

*Note: These features depend on your district's settings.*

## Can I get a low balance alert?

Yes! By default, you'll get an email reminder when your student's balance drops below \$10.

You can adjust this in:

- **On the website:** Edit the amount in the **Payment Reminder** section on the Meal Accounts page.
- **LINQ Connect App:** Change the setting on the student's card.

## What happens to leftover money at the end of the school year?

Most districts let balances roll over to the next school year, even if your student changes schools within the district.

Each district has its own policy—please check with your school for specific guidance.

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

### On the website:

- Click your profile (top right) > **Settings** > **Linked Accounts**
- Click the **trash can** next to the student you wish to remove

#### **On the LINQ Connect app:**

- Tap the three-dot menu on the student's page
- Go to **Student Details**, then tap **Remove Student**

## School Fees

### Where can I see the fees assigned to my student?

Assigned fees will show up in two places:

- The **To-Dos** section on your main dashboard
- On your student's card

Optional items—like sports tickets or spirit wear—can be found and added to your cart from the **Online Store**.

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

You'll only see fees if your district is using LINQ's **Fee Management** feature.

Only **unpaid** assigned fees will appear on your student's card and dashboard.

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

- **On the website:** Click the **triple-bar menu** in the upper left corner, then choose **School Store**
- **In the LINQ Connect app:** Scroll to the bottom of the screen and tap **Store**

### Where can I download forms attached to fees?

There are two easy ways to access forms:

1. **From the Online Store:** Select the fee you're interested in. Any related forms or links will be listed at the bottom—click to download.
2. **From the web:** Click **Forms** from the navigation panel to see a full list of available documents and links.

# Meal Applications

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

Applying is quick and easy on **LINQ Connect**:

1. Go to <https://www.linqconnect.com>

Click School Services, then select Start Meal Application.

### 2. Log in or create an account

- If you already have a LINQ Connect account, log in and click **Start Meal Application**.
- On the mobile app, scroll to **Quick Links** at the bottom of the dashboard and tap **Meal Application**.

## What is the web address for meal applications?

All meal applications are submitted through <https://www.linqconnect.com>.

Once there, choose your school district from the drop-down menu to get started.

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

Your school district will notify you of the application status within **10 school days**, either by **email** or **letter**.

If you haven't received any notification, please reach out directly to your **district's Child Nutrition Department** for an update.

**⚠ Please note: LINQ's support team does not have access to application status and cannot provide updates due to privacy regulations.**

# School Menus

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

Yes—if your school district uses the **Menu Planning** feature in LINQ Connect.

- **On the web:** Go to <https://www.linqconnect.com> and enter your district's name in the **Check District Menu** box on the login screen.
- **In the LINQ Connect app:** If menus are available, you'll see them on the **dashboard under your student's name** and in the **Menu** tab.

## Can I print the school menu?

Absolutely!

- **On the website:** You can print any version of the menu directly.
- **On the LINQ Connect app:** Tap **Month** to view a printable version of the menu file.

## Feed It Forward

### What is Feed It Forward?

**Feed It Forward** is a donation program powered by LINQ and offered through your school district. Families who want to contribute can add a donation during checkout.

💡 Every dollar donated goes directly to the school or district you select to help support students in need of meal assistance.

### How can I donate to Feed It Forward?

- **On the website:** Go to the **Meal Accounts** page, scroll to the **Feed It Forward** section, and choose a participating district to donate to.
- **In the LINQ Connect app:** Tap the **three-dot menu** on your student's account page, then select **Donate to School**. Enter your donation amount and proceed to checkout.

### Should I use Feed It Forward to add money to my student's account?

No. Donations to **Feed It Forward** are used to support other students in your district who need help paying for meals.

If you want to add funds for **your own student**, be sure to use the **Add Funds** or **Auto Pay** options instead.

## Payment Types

### Which payment methods are accepted in LINQ Connect?

LINQ Connect supports the following payment methods in all districts:

- **Visa**
- **Mastercard**
- **Discover**

Many districts also accept:

- **American Express**
- **ACH/e-checks**

Available options may vary by district. The system will display accepted methods when you add a new payment method.

## How quickly will funds show up in my student's account?

- **Add to Account:** Funds are available immediately after the payment is completed.
- **Auto Pay:** If your auto pay is set to run on a specific day, funds will be available on that day. For low balance auto pays, funds typically are available the day after the balance falls below the threshold.

## Is there a fee for making online payments?

Yes, there is a small **convenience fee** to cover processing and service costs.

Some school districts **cover this fee**.

- In most cases, it's paid by the person making the payment.
- You'll see the exact fee listed during checkout and can cancel before submitting payment if you prefer.

## How do I add a payment method?

### On the website:

1. Click your profile avatar (top right corner).
2. Select **Settings**.
3. Scroll to **Payment Methods** and click **Add New Payment Method**.

### In the LINQ Connect app:

1. Tap **Profile** > **Payment Methods**.
2. Select **Add New Payment Method**.

## Why does it say "Invalid Card" when I try to add my card?

The system will not allow you to continue if any required items are missing. Here are a few things to check:

1. Is your credit card number, expiration date, and CVV correct?
2. Is the card type accepted? (Some districts do not accept American Express.)
3. Are all required fields filled out?

## Why is the "Confirm and Pay" button inactive (greyed out)?

The system needs all required information before continuing. Double-check:

- Billing address, including the State
- Credit/debit card details

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

Go to your student's **Meal Accounts** page and click on **History** to see your payment activity.

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

This is common with online payments. If a card is declined, your bank may still show a **temporary hold**. This will automatically clear in **1–8 business days**.

For more info, contact your credit card provider directly.

## Other

### Need a Refund or Your Student's Moving On?

If your student is graduating or leaving the district—or you just need a refund—reach out directly to your school district’s Nutrition Department. They’ve got you covered.

### Can I Have My Own LINQ Connect Account—Separate from Other Family Members?

Absolutely. Just create a new account with your own email address.

If you’ve shared your password with someone else in the past, go ahead and update it for security.

Once your student is linked to your account, you’ll be able to:

- View account balances
- Add funds
- Keep your financial info private (just note: student balances are visible to anyone who has access to that student on their own LINQ Connect account)

### When Should I Contact the School District?

Here’s when it’s best to get in touch with your student’s school district:

- You’d like a refund
- You have questions about a specific fee or charge
- You’re unsure about your student’s meal activity or service
- You want to restrict certain purchases due to allergies or dietary needs
- You have questions about your free or reduced-price meal application
- You need help with anything related to your student’s meal account

### When should I contact LINQ Support team?

Here’s when it’s best to get in touch with LINQ:

- You’re having difficulty linking a student or staff account
- You’re unable to log into your LINQ Connect account
- You’ve received an error while making a payment and are unable to proceed

We’re here for you. Contact our Family Support team:

💬 Web chat at [linqconnect.com](https://linqconnect.com) (FASTEST!)

✉ Email: [Support@linqconnect.com](mailto:Support@linqconnect.com)

☎ Call us at (844) 467-4700