Staff & Admin FAQs

What Is LINQ Connect®?

LINQ Connect is a secure, easy-to-use online tool that helps families manage school payments and meal accounts—all in one place.

With LINQ Connect, you can:

- **Add money to your student's meal account**
- **Pay school-related fees** (like field trips or class materials)
- **Buy school items** from the online School Store
- **Check your student's meal balance and purchase history**
- **Set up automatic payments**
- **Get low balance alerts**
- **View school breakfast and lunch menus**

How do Families and Staff get started with LINQ Connect?

1. Register
Download the LINQ Connect mobile app or go to linqconnect.com to create your account.
✉ Be sure to use a valid email address—this will be your login.

2. Verify Your Account
Check your email and click the verification link to activate your account.
Didn't get the email? Don't forget to check your spam or junk folder!

3. Sign In
Once verified, log in on the website or app using your email and password.

What type of payments can be paid through LINQ Connect?
School districts can use LINQ Connect to collect a wide variety of school-related payments, including:

- **Meal and snack payments**
- **Field trip fees**
- **Extracurricular activity fees**
- **Exam or testing fees**
- **Parking permits**
- **Technology or device fees**
- **Yearbook payments**
- **Athletic fees**
- **And much more that your school offers**

And that's just the beginning—Whether it's for student clubs, spirit wear, prom tickets, summer programs, or graduation fees, LINQ Connect can be customized to meet the unique needs of your school or district.

Families can view and pay for these items directly through the School Store or assigned fees section, making it easier than ever to stay on top of school-related expenses.

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

Yes!

Staff members can easily create a LINQ Connect account to:

- Add funds to their own **meal account**
- Make **school-related payments** (like parking or event fees)

Just go to linqconnect.com or download the mobile app and click **Register** to get started.

LINQ Connect App

What are the features of the LINQ Connect App?

The **LINQ Connect app** makes it easy for families and staff to manage school payments, meals, and more—all from their phone! Here's what you can do:

- **Add Funds & Pay Fees**
  Quickly add money to meal accounts and pay for school-related fees—assigned or optional.

- **View & Print School Menus**
  Easily check daily menus and even print a full **monthly menu** right from the app.

- **To Dos Dashboard**
  Stay on top of important forms, fee deadlines, and student alerts in one easy place.

- **Set Up Auto Pay & Low Balance Alerts**
  Schedule recurring payments or get notified when balances are running low.

- **View Purchase History**
  See what your student is buying in the cafeteria and monitor spending.

- **Purchase Limits**
  Set daily or weekly spending caps if your district has enabled this feature.

- **Push Notifications**
  Get alerts for important information, like when a balance is low.

How do Families Set Up Auto Pay?

Setting up Auto Pay in LINQ Connect is easy:

- **On the LINQ Connect app:**
  Tap your student's name, scroll to **Auto Pay**, and set the amount, schedule, and payment method. Tap **Save** to finish.

- **On the website:**
  Go to their Profile (top right), select Settings, then scroll down to **Auto Pay**. Enter their preferred amount, payment frequency, and start date, then click **Save**.

This helps families "set it and forget it"— **and it helps your school or district reduce the risk of unpaid meal debt.**

With Auto Pay in place, students are less likely to run out of funds, and staff spend less time tracking down overdue accounts.

Can Families Set up Purchase Limits for Meal Items?

Yes, but only if your school district has enabled this feature.

- **On the website**:
  Go to **Meal Accounts**, find your student, and click the **pencil icon** next to **Purchase Limits**.

- **In the LINQ Connect app**:
  Tap your student's name, scroll to **Purchase Limits** under **Settings**, and adjust as needed.

Families can set daily or weekly spending caps to help manage how much their student spends in the cafeteria.

What if Families need further help with LINQ Connect?

Have them contact our Family Support team:

💬 Web chat at <u>linqconnect.com</u> (FASTEST!)

📧 Email: Support@linqconnect.com

📞 Call us at (844) 467-4700