

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

- Make an online school meal account payment
- Monitor school meal account purchases & payments
- Set up automatic recurring payments
- Register & receive low balance automated email message alerts
- Set spending limits under “Meal Account”
- Submit an online application for Educational Benefits. **If qualified, families may lower some school and athletic fees and students are then qualified for Summer-EBT (\$120.00 per student)**
- Multi-factor authentication: families can choose to set this feature up.

## How do I get started? It’s as easy as 1, 2, 3, 4:

### 1. Register

Download the app:

Or visit website <https://lingconnect.com> and select **Register**



Apple QR Code



Google QR Code

### 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 app or at <https://lingconnect.com> using your email and password.

### 4. Link Your Students

Select the "+" symbol to the right of Linked Accounts above your profile information. Find your student by their legal name.

## 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.

## What if I have several students' 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.

- Recurrent payments process overnight automatically,
- while one-time payments process immediately.

## 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?

Transfers need to be processed by Westonka Foodies, please contact [baileyd@westonka.k12.mn.us](mailto:baileyd@westonka.k12.mn.us) or call (952) 491.8088.

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

You can set specific spending limits on your student's account on LINQConnect. 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.

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

Westonka Public Schools are not currently using LINQ Connect for school fees. **These can be processed in Skyward Family Access.**

## 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**.

## **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 an account(s) 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 Educational Benefits 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 educational benefits application?

Westonka Foodies will notify households of results via email or US Mail. 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 on LINQConnect.

## 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. Menus are currently posted on [www.westonkafoodies.com](http://www.westonkafoodies.com). However, in November Westonka Foodies hopes to migrate to the TITAN Menu Planning feature. When the installation is complete, from the login screen on [linqconnect.com](http://linqconnect.com), enter your district's name into **Check District Menu**.

## When should I contact Westonka Foodies?



- For all your child nutrition program questions; transfer funds, request refunds, school meals and meal account questions, food allergies, etc.
- LINQ Support will answer questions specific to the online portal.
- Payments must be made online by account holders. LINQ Connect does not have the option for families to call Westonka Foodies to make an over the phone online payment.

## Can blended families 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 or Google Play Store.

## What Is the web address for the Educational Benefits applications?

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

## Will families need to create a login to view menus?

No. Once the menu feature is initiated an account is not required to view menus, they can view on [linqconnect.com](http://linqconnect.com) by entering the district name in the **Check District Menus** card.

## How can I contact the Linq Connect Family Support Line?

Phone: (844) 467-4400 or email: [support@linqconnect.com](mailto:support@linqconnect.com)