



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
- Submit an online application for free and/or reduced meals

NEED ADDITIONAL  
SUPPORT?

[support@linqconnect.com](mailto:support@linqconnect.com)

1-844-467-4700

<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. Check junk or spam folders. To avoid missing important communications please consider adding [noreply@linqconnect.com](mailto:noreply@linqconnect.com) and [noreply@titank12.com](mailto:noreply@titank12.com) to your Contacts. Need more help? Support info shown to the left.

## 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 **+** in the **Linked Accounts** section & complete the information to link your student. You will need to complete this process for each student you wish to add.

## **What if our prior district used LINQ Connect as well, will my student accounts work at Blue Valley?**

NO. The meal accounts and funds on those accounts do not mix between school districts. If you need a refund please contact your prior school district then remove any auto-pays and the meal accounts from your LINQ Connect portal.

Add your student's Blue Valley accounts back to your portal and then make payments or set up auto-pay if desired.

## **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 hamburger (3 horizontal lines) in upper left corner & Select Meal Account, go to **Add to Balance** section on the page . You can choose to either **Add to Balance** or set up a **New Recurring Payment** in **Auto Pay** section.

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 **Auto Pay**, you will be setting up a future automatic payment for the specified amount, frequency, day, and starting date that you choose.

We suggest using the "When below balance" option. **Be aware** your student's meal account balance must start higher than the trigger amount to be able to trigger a payment the first time. So you might have to make a regular payment and then let the balance trigger the autopay at a later date.

## **How can I cancel or change my automatic meal payments?**

Click on the profile icon in upper right corner then select 'Settings'. Click on the trash can icon on the **Auto Pay** item. Remember to stop automatic payments for Senior student accounts in May or when students are withdrawn.

## **Can I transfer my funds from one student's account to another?**

You can transfer funds between accounts. Click the hamburger (3 horizontal lines) in upper left corner & Select Meal Account, go to **Transfer Balances** section on the page

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

Please contact the Blue Valley Food and Nutrition office at 913-239-4062 to discuss restriction options and spending limits.

## How do I see my Transaction History?

Transaction History includes all in school meal purchases as well as any online payments. You can see this detailed history of transactions by clicking [Purchase History](#) in [Quick Links](#) at the bottom of the Dashboard page.

## If I have more than one child in the district, can I deposit money one time and put funds in each of my student's accounts?

Yes, click on the payment option and you will see all your student's names listed. You can enter the deposit amounts for each student then add the payment to your cart.

## I made an online meal payment. How long will it take before the funds will be available in my child's account?

For single payment option [Add to Balance](#): the funds will be available immediately in your student's account upon completing the payment transaction.

For Recurring payment option: [Add Auto Pay](#):

**Payment triggered by date:** funds will be applied in the early hours of the payment day selected.

**Payment triggered by balance:** funds will be applied in the early hours of the following day when balance drops below balance trigger amount entered at setup.

## Is there a fee or service charge for making online payments?

Yes. For credit/debit card payments the processing fee is \$3.00

For e-check payments the processing fee is \$1.50

Processing fees will be added in the cart and can be seen prior to checkout.

## What Credit cards/methods of payment can I use?

Blue Valley accepts Visa, MasterCard, and Discover.

Blue Valley has added an e-check option for the 24-25 school year

## 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?

1. Make sure all \* fields are completed.
2. Check to see that the credit card or bank routing information is correct. (Sometimes auto filled data has an old expiration date)
3. Make sure the type of card you are entering is accepted. (American Express is not 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 - must match the credit card billing address
2. Credit card or Bank routing information is complete

## Do I receive a notification when my student's balance is low?

Yes. The system is defaulted to send an email reminder when the balance falls below \$10.00. You can change the Payment Reminder by editing the dollar amount on the [Payment Reminder](#) section on the Meal Accounts page. You will receive only **"ONE"** notification. The Notification process will reset after funds have been added to account to bring the balance higher than the notification trigger amount.

## What happens to the money in my student's account at the end of the school year?

Accounts & balances move with your student from grade to grade and school to school (within Blue Valley school district). Refunds can be requested by contacting Blue Valley at 913-239-4146 or email [StudentNutrition@bluevalleyk12.org](mailto:StudentNutrition@bluevalleyk12.org)

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

Click on the person icon in upper right corner then select 'Settings'.

Click on the trash can icon on any Auto Pay item for that account.

Click on trash can icon for that linked account.

**Remember to stop automatic payments** for Senior student accounts in May or when students are withdrawn.

## 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?

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?

Go to LINQ Connect website and click School Services  
Click on Free & Reduced Meal Application.

If you have already registered for a LINQ Connect account and have logged into the website or App, 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, by email from Titan School Solutions (noreply@titank12.com) Subject line: Eligibility Letter.

Please add this email to your Contacts to ensure that emails go to your Inbox instead of your junk or spam folder.

If you have not received a notice, please contact the Food & Nutrition department at 913-239-4106.

## How can I update my email address and password?

In the upper right-hand corner, click on the Profile icon, then select Settings, edit your account information under the **General** section. To change your email address, select the **Update Email** button. To update your password, click on **Update Password**. \*\*This only updates the Linq Connect portal. To update your email for school records, please log into ParentVue.

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

Yes! Go to <https://bluevalleyk12.nutrislice.com>

## **When should I contact the Food & Nutrition Department of my school district?**

### **Contact Food & Nutrition Services at 913-239-4062:**

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 place a spending restriction on your student's account

To discuss a dietary accommodation with our Dietitian, please contact Mary Rondon at 913-239-4254.

Doctor's prescription required

## **When should I contact LINQ Connect support instead?**

When you are having website/app specific issues such as:

I can't update/remove payment data

I've forgotten my password and am not receiving a password reset email

## **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. Parent with original account should change their password to the account.

## **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 LINQ Connect app in the Apple Store or Google Play Store.

## **What Is the web address for Free & Reduced applications?**

Please utilize [www.linqconnect.com](http://www.linqconnect.com) for your meal applications.