

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

<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.

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 **+** then **Type** and complete the information to link your student. You will need to complete this process for each student you wish to add.

What if I have several students in different districts?

You can add as many students 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.

Can I set up automatic meal payments?

Yes. Click on **Auto Pay**. Enter the payment amount for each student, choose a Balance or Frequency trigger, Starting date, Billing Address, Payment Method, and click **Save**. Balance trigger is recommended. Auto payments by date could overpay/underpay your student's account.

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. 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?

If your school district has added the transfer funds feature, you can transfer funds between accounts. To determine if you have access, navigate to the **Transfer Balances** card on the **Meal Accounts** page. If you see your student's name, you're able to transfer funds within the district. Funds can only be transferred for students within the same school district.

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, fee payments or store purchases. You can see this detailed history and obtain an email copy of transactions by clicking [Transaction](#) > [History](#).

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?

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, the processing fee of \$2.00 will be added during checkout.

What credit cards/methods of payment can I use?

Blue Valley accepts Visa, MasterCard, and Discover.

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. 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 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 information

Can I receive a notification when my student's account 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. You will receive only **ONE** notification.

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?

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?

1. Apply

Go to <https://lingconnect.com> and click **Start Meal Application**.

2. Log In (preferred)

If you have already registered for a LINQ Connect account and have logged in, you can click on **Start Meal Application**. Creating a meal application from your account will allow you to see the status of your application.

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

The district will notify you within 10 school days, either by email or letter. If you have not received a notice, please contact the school district's child nutrition department directly. 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.

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**. **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 Child Nutrition Department of my student's 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

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.

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 available soon or Google Play Store available now. The app can be downloaded now and will go live on May 23rd.

What Is the web address for meal applications?

Please utilize www.linqconnect.com for your meal applications.