Welcome!

The LINQ Connect® app makes school payments a breeze.

Families can easily add money to meal accounts, pay for school fees (like yearbooks, tech fees, club dues—you name it!), check out breakfast and lunch menus, and even set purchase limits to help curb those extra snack splurges — all that, right from your phone.

Ready to get started? Here's how:

1. DOWNLOAD
Download the LINQ Connect app from the Apple 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). Easy peasy.

Is the LINQ Connect App Free?

Yep! 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 using your existing credentials.

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 into 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. No more 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.

Your kid might side-eye you over it, but your budget will thank you.

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?

Totally get it—it's a jungle of school apps out there. But payment options are set by your district. That means only the fees and items your school adds to LINQ Connect will show up in the app.

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. 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

Need Help or Have Questions?

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

💬 Web chat at linqconnect.com (FASTEST!)
✉ Email: Support@linqconnect.com
📞 Call us at (844) 467-4700