

Managing Funds – LINQ Connect Portal

Please note that you must first link your student(s) to your account before you can manage funds.

Add a one-time payment to your student's meal account

Adding money to your meal account online is quick and secure. The funds will be immediately available in your student's account upon completion of the transaction.

1. Once you have added your student to your LINQ Connect Portal account, you will add money by clicking the **Add Money to Account** button on the dashboard or by clicking the **Meal Account** button on the student card.

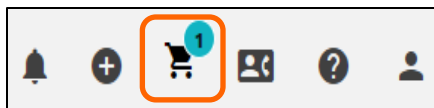
Meal Balances ▲	
Emilie Smith	\$0.00
Test Student	\$30.00

ADD MONEY TO ACCOUNT

2. Enter the **deposit amount** you would like to add to each student's account, then click **ADD TO CART**. Then go to your cart in the upper right corner and click on **GO TO CHECKOUT**.

Add To Balance			
Account	Current Balance	Amount To Add	Balance After
Emilie Smith	\$0.00	<input type="text" value="\$ 10"/>	\$10.00
Test Student	\$30.00	<input type="text" value="\$ 0"/>	\$30.00

ADD TO CART



3. The first time making a payment, you will need to add a new **Billing Address**. Click **ADD NEW ADDRESS** to enter address details. Check the box for Default Address and click **SAVE**.

Billing Addresses

ADD NEW ADDRESS

Billing Address

First Name *

Last Name *

Address *

Address Line 2

Country *

City *

State *

Postal Code *

☐ Default Address

CANCEL

SAVE

4. The first time making a payment, you will need to **ADD A NEW PAYMENT METHOD**. Enter a **Description** then select your **Payment Type**, then enter your payment details. Click **SAVE PAYMENT METHOD**.

Payment Methods

ADD NEW PAYMENT METHOD

5. After your **billing address and payment method** are selected, click **CONFIRM & PAY**.
The funds will be immediately available on your student's account upon completion of the transaction.

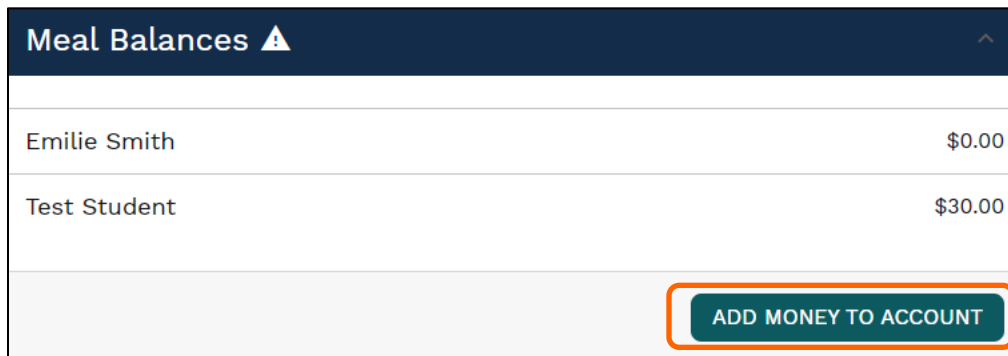
Select payment method to see total.

CONFIRM & PAY

Add a recurring payment to your student's meal account

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.

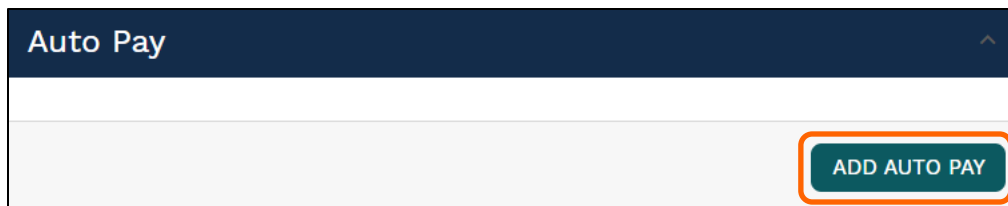
1. Once you have added your student to your LINQ Connect Portal account, you will set up auto pay by clicking the **Add Money to Account** button on the dashboard or by clicking the **Meal Account** button on the student card.

A screenshot of the 'Meal Balances' section in a web portal. It features a dark blue header with the title 'Meal Balances' and a small warning icon. Below the header is a table with two rows: 'Emilie Smith' with a balance of '\$0.00' and 'Test Student' with a balance of '\$30.00'. At the bottom right of the table area, there is a green button with the text 'ADD MONEY TO ACCOUNT' that is highlighted with an orange rectangular border.

Meal Balances ⚠	
Emilie Smith	\$0.00
Test Student	\$30.00

ADD MONEY TO ACCOUNT

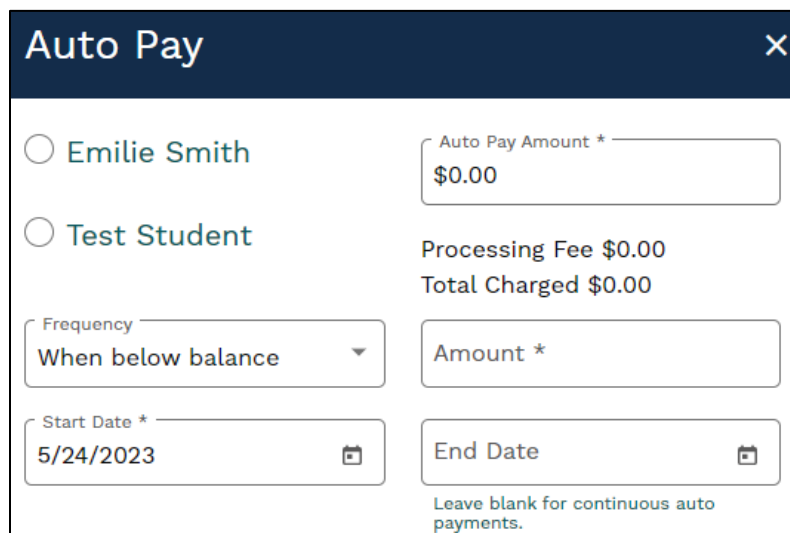
2. You will add a recurring payment by clicking on **ADD AUTO PAY**.

A screenshot of the 'Auto Pay' section in a web portal. It has a dark blue header with the title 'Auto Pay'. Below the header is a large, empty light gray rectangular area. In the bottom right corner of this area, there is a green button with the text 'ADD AUTO PAY' that is highlighted with an orange rectangular border.

Auto Pay

ADD AUTO PAY

3. Select the student account you would like to add auto pay to. Add the **auto pay amount, frequency, amount/day, and start date**. You can leave the **end date** blank for continuous auto payments or add an end date if you would like.

A screenshot of the 'Auto Pay' configuration form. The form has a dark blue header with the title 'Auto Pay' and a close button (X). It contains two radio buttons for selecting a student: 'Emilie Smith' and 'Test Student'. To the right of these is a text input field for 'Auto Pay Amount *' with '\$0.00' entered. Below the student selection are the labels 'Processing Fee \$0.00' and 'Total Charged \$0.00'. There is a 'Frequency' dropdown menu set to 'When below balance' and an 'Amount *' text input field. At the bottom, there is a 'Start Date *' text input field with '5/24/2023' and a calendar icon, and an 'End Date' text input field with a calendar icon. A note at the bottom right says 'Leave blank for continuous auto payments.'

Auto Pay

☐ Emilie Smith

☐ Test Student

Auto Pay Amount * \$0.00

Processing Fee \$0.00

Total Charged \$0.00

Frequency: When below balance

Amount *

Start Date * 5/24/2023

End Date

Leave blank for continuous auto payments.

4. The first time making a payment, you will need to add a new **Billing Address**. Click **ADD NEW ADDRESS** to enter address details. Check the box for Default Address and click **SAVE**.

Billing Addresses

ADD NEW ADDRESS

Billing Address

First Name *

Last Name *

Address *

Address Line 2

Country *

City *

State *

Postal Code *

☐ Default Address

CANCEL

SAVE

5. The first time making a payment, you will need to **ADD A NEW PAYMENT METHOD**. Enter a **Description** then select your **Payment Type**, then enter your payment details. Click **SAVE PAYMENT METHOD**.

Payment Methods

ADD NEW PAYMENT METHOD

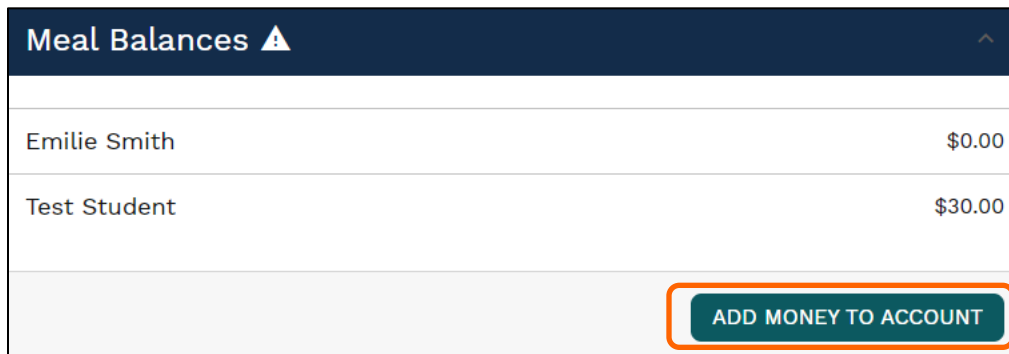
6. Click **SAVE AUTO PAY**. Please note that these funds will not be immediately available on your student's account.



Transfer funds between students

If you select Transfer Balances, you will be moving money from one linked account to another without processing a new transaction.

1. Once you have added your student to your LINQ Connect Portal account, you will set up auto pay by clicking the **Add Money to Account** button on the dashboard or by clicking the **Meal Account** button on the student card.



The screenshot shows a dark blue header with the text "Meal Balances" and a warning icon. Below the header is a table with two rows: "Emilie Smith" with a balance of "\$0.00" and "Test Student" with a balance of "\$30.00". At the bottom right, there is a green button with the text "ADD MONEY TO ACCOUNT" outlined in orange.

Meal Balances ⚠	
Emilie Smith	\$0.00
Test Student	\$30.00

ADD MONEY TO ACCOUNT

2. You will transfer balances by selecting the account to move funds **from, to and the amount**. Then select **TRANSFER MONEY**.



The screenshot shows a dark blue header with the text "Transfer Balances" and an information icon. Below the header are three input fields: "From *", "To *", and "Amount *", each with a dropdown arrow. At the bottom right, there is a green button with the text "TRANSFER MONEY" outlined in orange.

Transfer Balances ⓘ

From * ▼

To * ▼

Amount * ▼

TRANSFER MONEY

Managing Funds FAQ

1. How can I cancel or change my automatic meal payments?

Go to the **Meal Accounts** page and click on the trash icon on the **Auto Pay** card.

2. Can I transfer my funds from one student's account to another?

Go 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.

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

You can set specific spending limits on your student's account by navigating to the **Spending Limits** card on the **Meal Accounts** page and locating your student's name. click on the pencil icon to the right to set a spending limit.

4. I made an online payment. How long will it be before the funds will be available in my student's account?

- If you select **Add Money to Account**, the funds will be available immediately in your student's account, upon finishing the payment transaction.
- If you select **Add Auto Pay**, the funds will be available the following day from when the payment is scheduled to run. For example, if the payment is to be made every Monday, the funds will be available Tuesday morning.

5. When entering my Billing Address, it asks for a 'Description', what do I use?

This is a free form field and you can name it anything. For example, you can name it Home or Office.

6. 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.

7. 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:

- Check to see that the credit card number is correct.
- Make sure the type of card you are entering is accepted.
For example, American Express or Discover may not be accepted.

8. I am trying to make a payment but the "Confirm and Pay" button is grey 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:

- Billing address
- Credit card information

9. 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.

10. How can I see activity on my student's account?

Click on **History** to view previous transaction history.

11. 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).

12. 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.

13. When should I contact the Child Nutrition Department of my student's school district?

Contact lunch@nhaschools.com or 877-642-6325:

- If you would like a refund.
- To transfer funds from one student to another.
- To share balances with other student.
- You have a question about your student's meal service or activity on their account.
- Would like to restrict your student from purchasing certain items.
- If you would like to know the status of your free/reduced meal application.
- If you receive a call regarding your meal application needing to confirm information submitted.