

LINQ Connect Portal

Sign up to manage student meal fees and apply for free and reduced meals online or on the mobile app “LINQ Connect”.

Creating a LINQ Connect Account

1. Open lingconnect.com in your web browser. Click on **REGISTER!**



2. Enter your (parent/guardian) **First Name, Last Name, Email, Password, Confirm Password, Language and Time Zone**. Check the box next to **“I agree to the Terms of Use”**. Click **SUBMIT**.

Register

First Name *


Last Name *

Email *

Password *

Confirm Password *

Language *

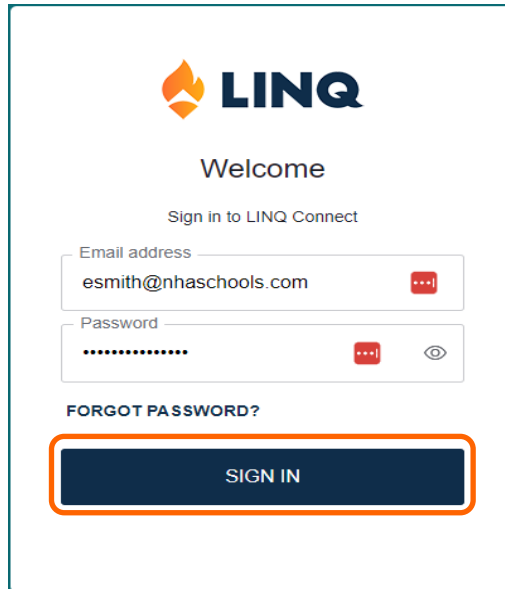
 English ▼

Time Zone *

☐ I agree to the [Terms of Use](#).

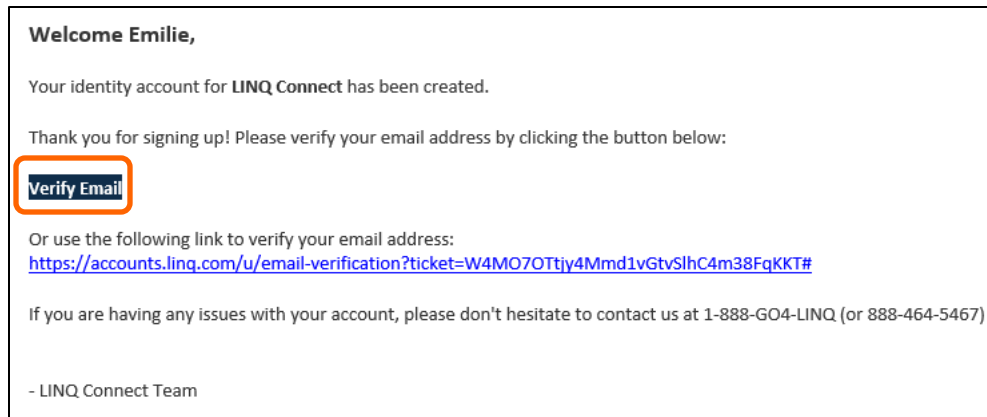
SUBMIT

3. Once Registration is complete, you will be brought to the home screen. Click **SIGN IN**.

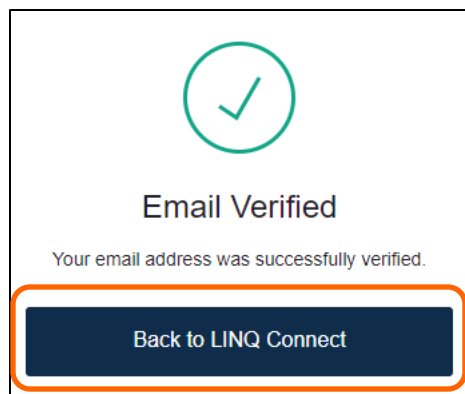


The image shows the LINQ Connect Sign In screen. At the top is the LINQ logo. Below it is the text "Welcome" and "Sign in to LINQ Connect". There are two input fields: "Email address" with the value "esmith@nhaschools.com" and "Password" with masked characters. To the right of the password field is an eye icon. Below the input fields is a link "FORGOT PASSWORD?". At the bottom is a large blue button labeled "SIGN IN", which is highlighted with an orange border.

4. Confirm your email address by clicking on the **Verify Email** link sent to your email address. Your registration will then be complete, click **Okay**.

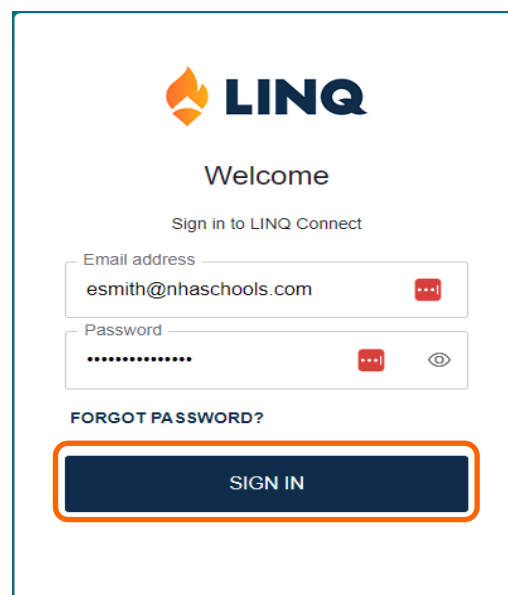


The image shows the content of an email verification message. It starts with "Welcome Emilie," followed by "Your identity account for LINQ Connect has been created." and "Thank you for signing up! Please verify your email address by clicking the button below:". Below this is a button labeled "Verify Email", which is highlighted with an orange border. The message continues with "Or use the following link to verify your email address:" and a URL: <https://accounts.linq.com/u/email-verification?ticket=W4MO7OTty4Mmd1vGtvSlhC4m38FqKKT#>. It then says "If you are having any issues with your account, please don't hesitate to contact us at 1-888-GO4-LINQ (or 888-464-5467)" and ends with "- LINQ Connect Team".



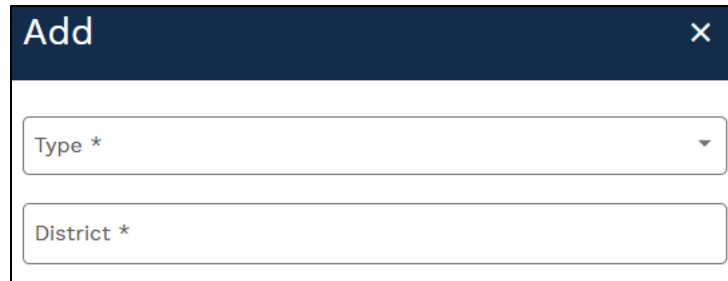
The image shows the "Email Verified" confirmation screen. At the top is a green checkmark icon. Below it is the text "Email Verified" and "Your email address was successfully verified.". At the bottom is a large blue button labeled "Back to LINQ Connect", which is highlighted with an orange border.

5. Sign in at linqconnect.com using your email and password. Click **LOGIN**, enter your email address and password, and click **SIGN IN**.

A sign-in form for LINQ Connect. At the top is the LINQ logo, which consists of an orange flame-like icon followed by the word 'LINQ' in dark blue. Below the logo is the word 'Welcome' in dark blue, followed by the text 'Sign in to LINQ Connect' in a smaller font. There are two input fields: 'Email address' with the text 'esmith@nhaschools.com' and a red eye icon, and 'Password' with a series of dots and a red eye icon. Below the password field is a link that says 'FORGOT PASSWORD?'. At the bottom is a large dark blue button with the text 'SIGN IN' in white, outlined with a thick orange border.

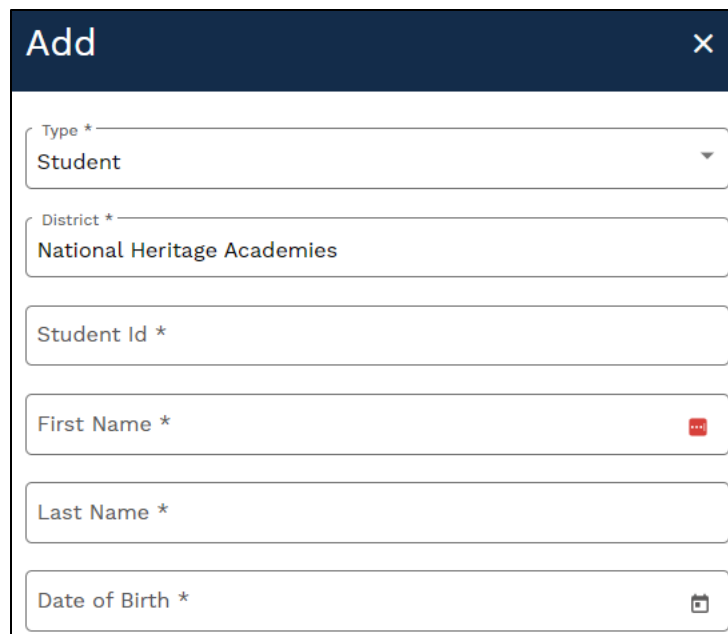
Add a child to your LINQ Connect Portal

1. Click on **+** then for the Type* select **Student** and for the District* enter **National Heritage Academies (Grand Rapids, Michigan)**. *All NHA schools are listed under this district, there is not a separate district for each school.*



The screenshot shows a modal window titled "Add" with a close button (X) in the top right corner. Inside the modal, there are two input fields: "Type *" which is a dropdown menu, and "District *" which is a text input field. Both fields are currently empty.

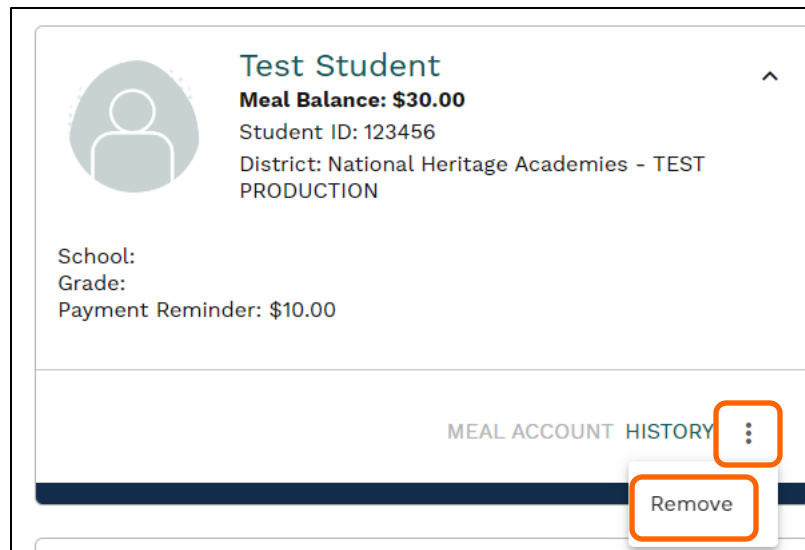
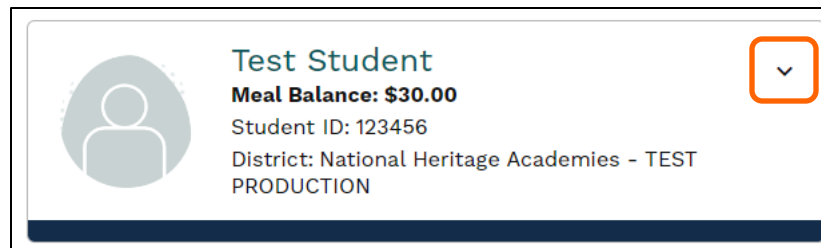
2. Enter your student's **Student Id, First Name, Last Name and Date of Birth**. Click **ADD**. Your student's data can be found in the Parent Portal – the name you enter must match exactly what is in Parent Portal to be found in LINQ. *Repeat this process for each child you wish to add.*



The screenshot shows the same "Add" modal window, but now it is filled with student information. The "Type *" dropdown is set to "Student". The "District *" text field contains "National Heritage Academies". Below these are four more input fields: "Student Id *" (empty), "First Name *" (empty), "Last Name *" (empty), and "Date of Birth *" (empty). A red "ADD" button is visible to the right of the "First Name" field, and a calendar icon is visible to the right of the "Date of Birth" field.

Removing a child from your LINQ Connect Portal

1. On the home screen, click on **the down arrow wedge** on the student card, then the three vertical dots in the lower right-hand corner of your child's account and select **Remove**.



[Additional instructions available for your reference:](#)

[Managing Funds Instructions](#)

[Online Meal Application Instructions](#)

LINQ Connect FAQ

1. The LINQ Connect portal is a secure, online system that allows parents to:

- Make an online payment to their student's cafeteria meal accounts.
- Remotely monitor their student's accounts.
- Set up automatic recurring payments.
- Set up low balance e-mail message alerts.
- And submit an online application for free and/or reduced meals.

2. 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 password. Check your email for the verification link.

3. What if I forget my Username or Password?

On the login page, click **Forgot your password?** Enter your email address and click on **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.

4. When I log in I do not see my student's account?

You will need to add your children to your LINQ account. Click on **+** then **Type** and complete information to link your student. You will need to complete this process for each student you wish to add.

5. What if I have several students in different schools?

You can add as many students as you need, if they attend a school district utilizing LINQ Connect for their meal payment account.

6. How can I update my email address & password?

In the upper right-hand corner, click on your name, then 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**.

7. My spouse and I are no longer together. Can we both have access to the Family Portal to view our children's accounts, but with separate accounts and logins?

Yes. Simply set up a new account with your email address. When you link your child to your account, you can then view account balances and deposit funds separately. Your financial information will only be visible to you. However, student available balances will be visible to any guardian or family member who has access to your child through LINQ Connect.

8. Can I access my account through any browser?

You can access your account through any browser except Internet Explorer which is no longer supported.

9. Can I access my account through a mobile app?

Yes. To access your account, search for the new LINQ Connect app in your phone's app store.

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

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

- If you would like a refund.
- To transfer funds from one child to another.
- To share balances with other children.
- You have a question about your child's meal service or activity on their account.
- Would like to restrict your child 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.