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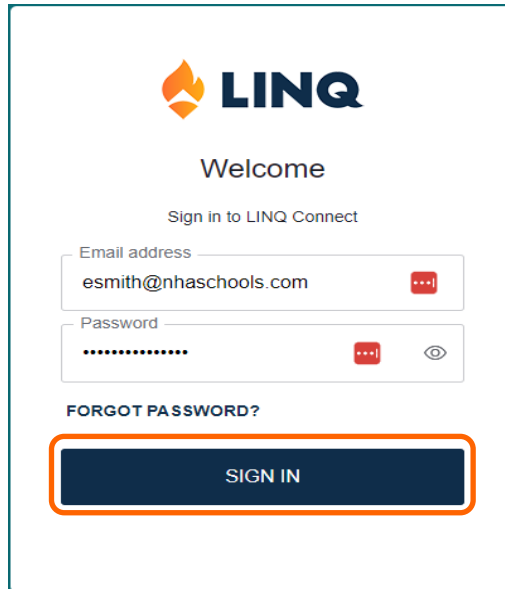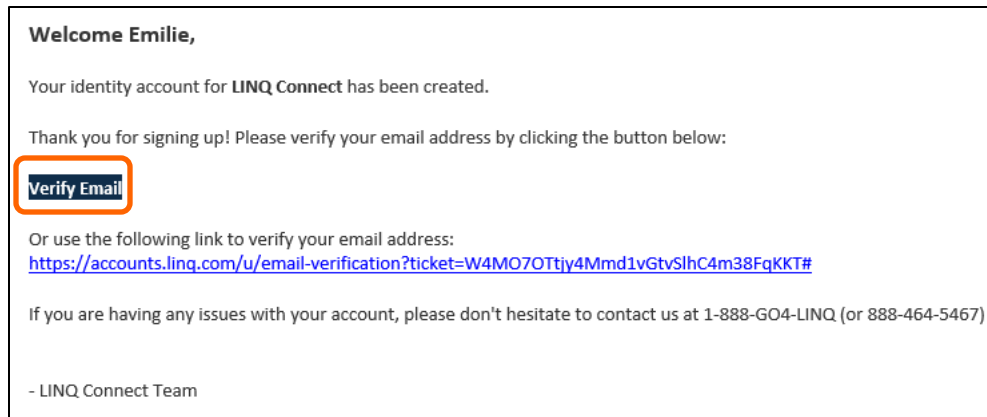
3. Once Registration is complete, you will be brought to the home screen. Click **SIGN IN**.
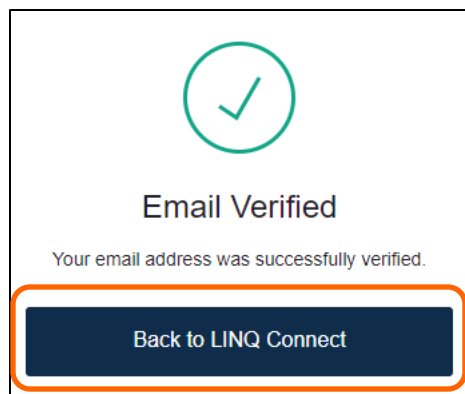

4. Confirm your email address by clicking on the **Verify Email** link sent to your email address. Your registration will then be complete, click **Okay**.
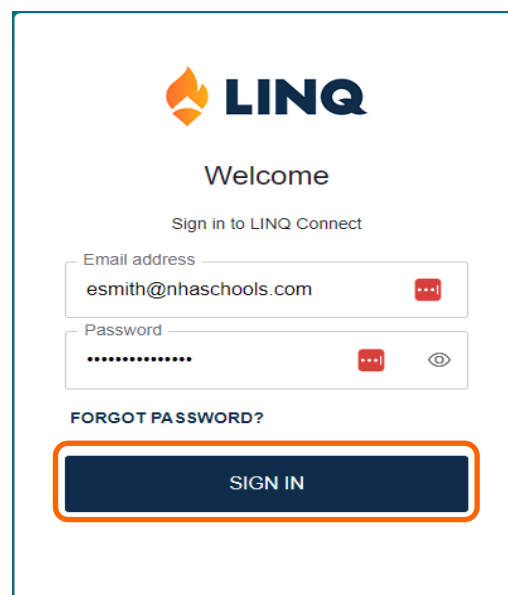
Welcome Emilie,

Your identity account for **LINQ Connect** has been created.

Thank you for signing up! Please verify your email address by clicking the button below:

Verify Email

Or use the following link to verify your email address:
https://accounts.linq.com/u/email-verification?ticket=W4MO7OTtjy4Mmd1vGtvSlhC4m38FqKKT#

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)

- LINQ Connect Team

Email Verified
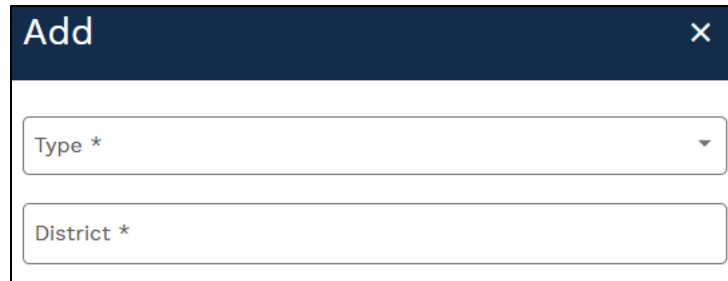
Your email address was successfully verified.

Back to LINQ Connect

5. Sign in at **linqconnect.com** using your email and password. Click **LOGIN**, enter your **email address and password,** and click **SIGN IN**.
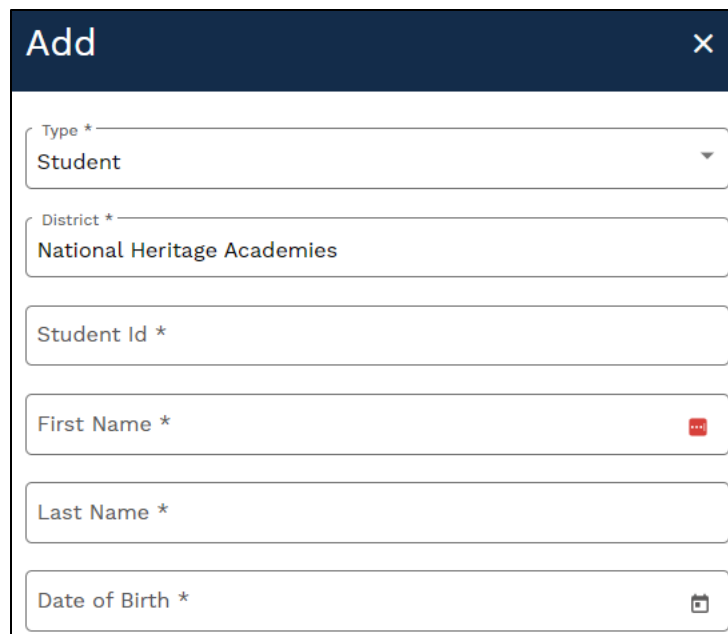
Add a child to your LINQ Connect Portal

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.*

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.*

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**.
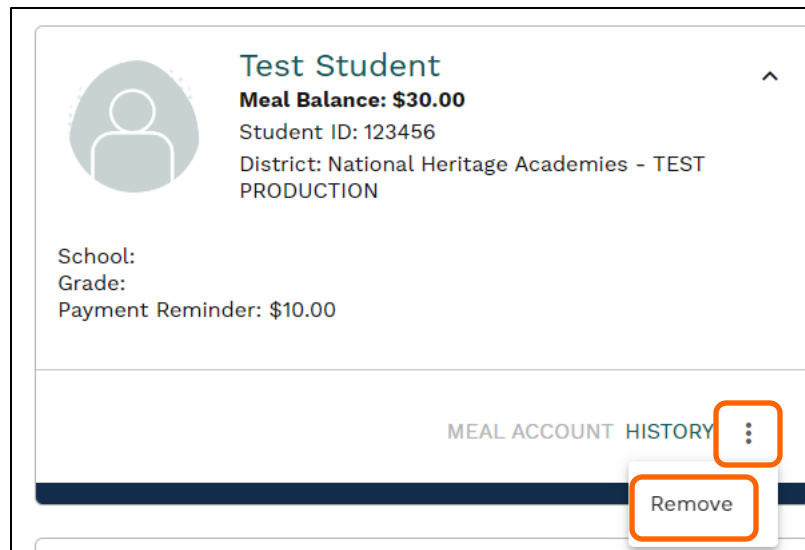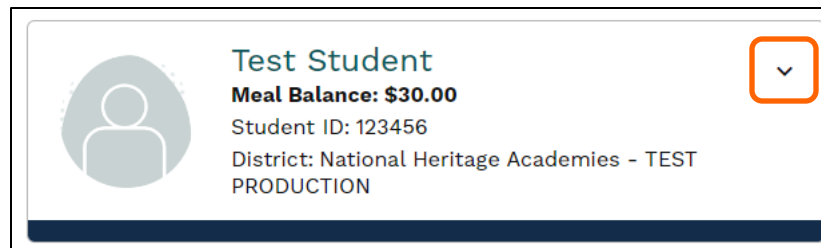
Additional instructions available for your reference:
Managing Funds Instructions
Online Meal Application Instructions

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.