

Welcome!

The LINQ Connect app is a mobile app available for families to add money to meal accounts, add district menus, set spending limits and more.

How do I get started?

1. DOWNLOAD

Download the LINQ Connect app from the App Store or Google Play.

2. REGISTER

Create an account by selecting Register.

3. CONFIRM EMAIL

Confirm your account by clicking the verification link sent to your email.

4. LOG IN

Log into the LINQ Connect app using your email and password.



Apple Store



Google Play Store

The mobile app is relaunching Summer 2024 with new features and benefits – what do I need to do to get the new app?

Nothing, The app will force update to your device and you can use the app immediately. Your login and password will not change.

Where can I access the new app?

LINQ Connect is available on both [Apple iOS](#) and [Android](#) in their respective app stores.

Do I need to pay for the app?

No, LINQ Connect is a free resource available to parents and staff whose districts have chosen LINQ Connect as their payment platform.

If I don't need to pay for the app, why am I seeing a convenience fee charge?

Many of the features and benefits of LINQ Connect are free to use. The only time LINQ charges a convenience fee is fulfill a payment request. To cover the cost of the service, we charge a convenience fee only when a payment is made. There are several free features users have access to in the app like viewing meal menus, receiving balance information, setting spending limits, and accessing important announcements from your district.

I currently use LINQ Connect. Will I need to create a new account to use the new app?

Once you update the app, you will be able to use the same login credentials as before. In some cases, districts have enabled a new security feature (multi-factor authentication), that will prompt you to set up secure access to your account.

I currently use LINQ Connect and I have saved payment information and Auto Pay settings enabled. Will I have to set these up again?

No. All information including linked students/staff, payment methods, Auto Pay and spending limit rules, will all be transferred to the new app. There is no need to recreate information, but it is always a best practice to review your information and make sure it is correct.

What types of school payments can I make with LINQ Connect?

LINQ Connect supports payments toward meal accounts, various school fees, and school store items. The specific fees available to pay will be determined by your school district. You will find fees and items listed under To Do's and School Store, if any are available.

There are too many places to pay school fees. Can I link my LINQ Connect account to other apps that I use for my child's school?

Each school district determines the tools used to accept payments. Since this is a district decision, only those fees and items listed in LINQ Connect by your district will appear.

What is multi-factor authentication (MFA)?

Multi-factor authentication (MFA) is a multi-step login process that requires users to provide more than just a password to access an account or resource. MFA can help improve security within an app.

Why am I being prompted to set up MFA?

Your district has set MFA as a requirement for all LINQ Connect users with students within their district. In order to access LINQ Connect, you must have a secondary authentication factor configured.

What if I don't want to set up authentication?

If you do not configure secondary authentication, you will not be able to access your LINQ Connect account. This is a requirement set by your district. If you have further questions or concerns, it will be best to contact them directly.

I've previously set up MFA, but now I'm locked out of my account (e.g. I got a new number and had authentication set up for SMS. I no longer have access to that number and therefore cannot retrieve my code). Can you help me?

We're happy to reset your MFA. Please contact us at 844-467-4700 or support@linqconnect.com.

I've changed my mind and I don't want to use MFA anymore. How do I get back into my account?

If MFA is not required by your district you can turn MFA off by accessing MFA within the app and sliding the toggle to "off". If your district does require MFA you will not be able to turn it off.

How often will I need to reauthenticate?

You will be required to reauthenticate after each session expires. Session expiry is currently set to 24 hours. That said, there will be an option to "remember this device" which will extend that period to 30 days if you select that option. The 30-day period is set *per device*, meaning if you log into the app and select "Remember this device," you are all set for that mobile device; however, if you log into the website during that 30-day period, you will need to reauthenticate on the website.

What authenticator apps are supported?

The following apps can be used to generate a one-time password (OTP): Google Authenticator, Authy, Microsoft Authenticator, Auth0 Guardian. Other apps may be supported as well