Alpha Academy Lunch Program

2024-2025

Announcements

The Nutritional Department is happy to announce this year we will be working with K&W Cafeteria as our lunch vendor. We are looking forward to a successful year filled with happy bellies.

Changes and requirements this year:

- 2024-2025 lunch prices are $4.50 paid / $4.15 reduced
- All student lunch accounts will need to have money available for your child to eat daily.
- Any student with an allergy must submit a New Allergy form FILLED OUT BY YOUR CHILD'S PHYSICIAN – due no later than Monday, Aug 19, 2024. If there is no known allergy, no form is needed.
- We highly recommend all parent(s) of new & returning students to fill out an Online Meal Application by Friday, Aug. 23, 2024. We suggest that every household fill out an application, regardless of their income to see if they are eligible. All returning students MUST submit a NEW application by Monday, Sept. 30, 2024 or have their account changed to "full price."
- If your child is lactose intolerant or has a milk sensitivity, Parents/guardians must submit a non-dairy fluid milk substitution form located on the school's website. Juice and/or is not a milk substitute. The form must be turned in before your child intends to have lunch.
- Effective immediately, We will not be accepting any deliveries from Door Dash, Uber Eats, Grubhub, etc.

Lunch Schedule

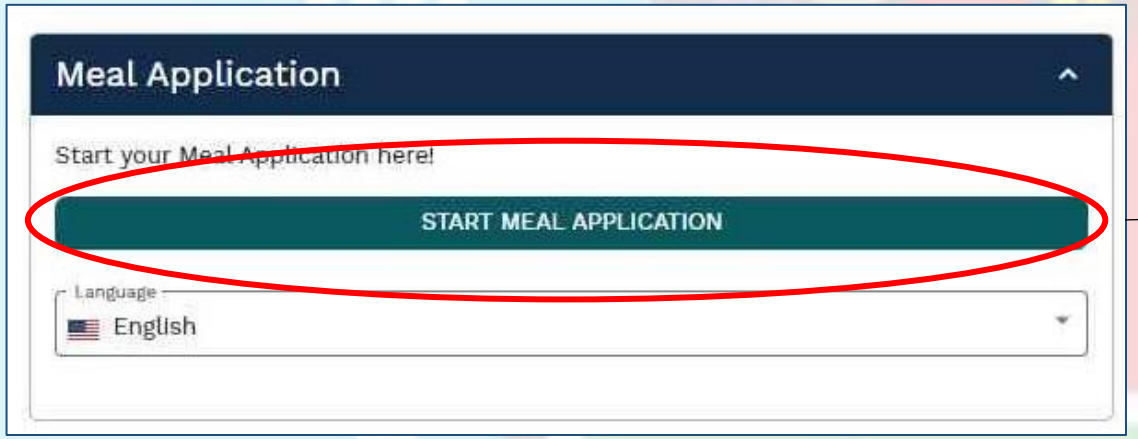
School Lunch Schedule

Kindergarten – 5th Grade: 10:15AM till 11:45AM

6th Grade – 8th Grade: 12:10PM till 12:25PM

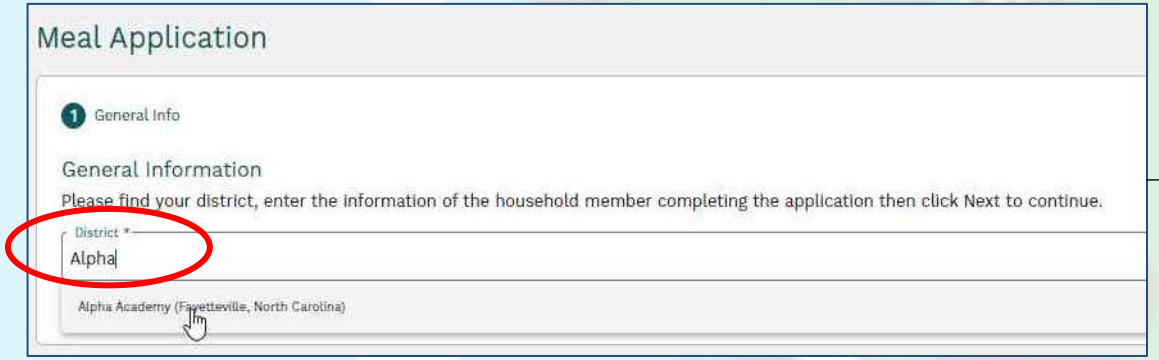
9th Grade – 12th Grade: 12:50PM till 1:25PM

Application Process



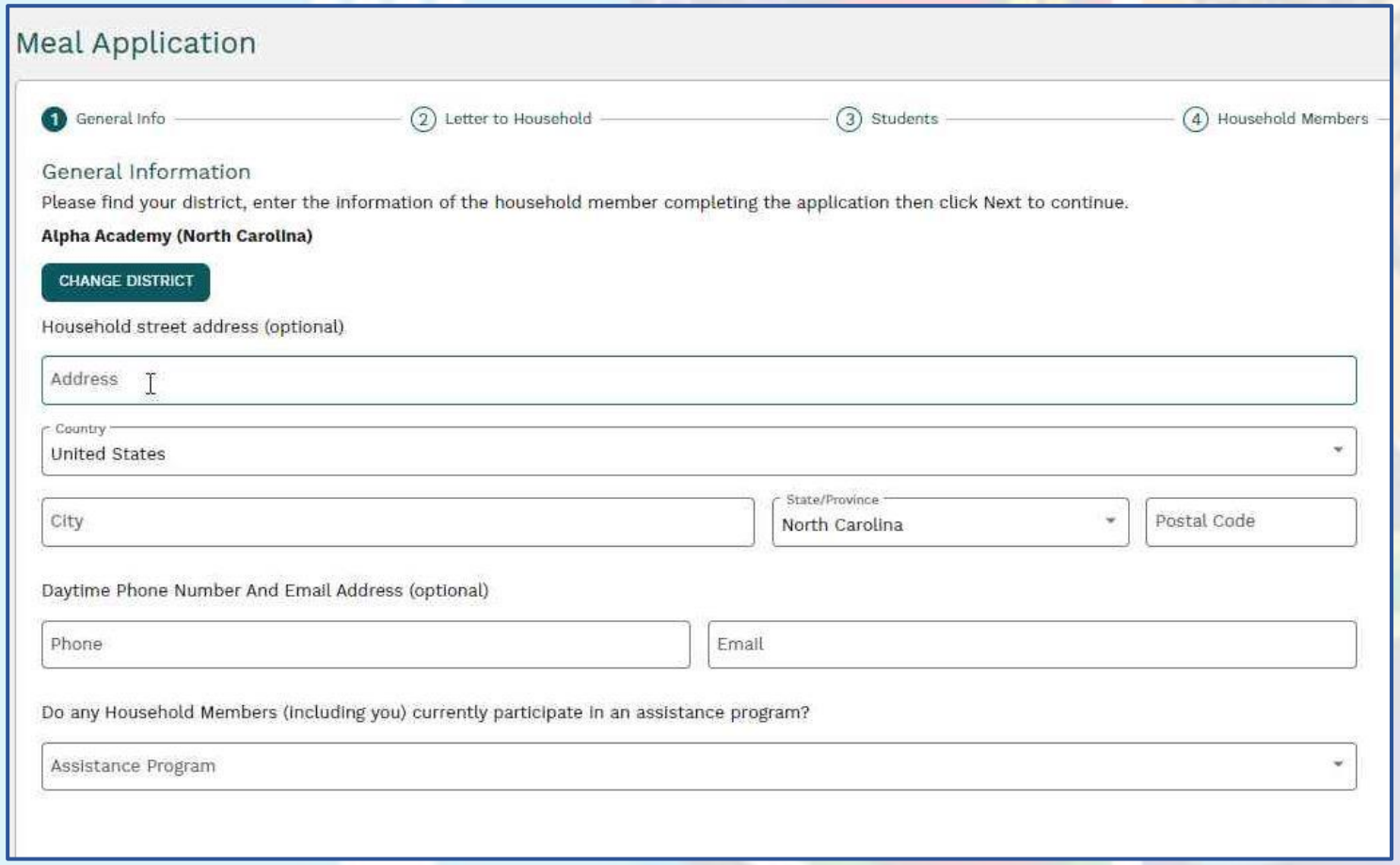
Visit https://linqconnect.com/public/meal-application/new to fill out a new application per HOUSEHOLD.

Under the "Meal Application" tab, click on "Start Meal Application" to begin.



On the next page, you will be asked to enter your "District". Please start to type in Alpha. Once you see the school's name, you can then click on "Alpha Academy" when it populates.

Application Process (cont.)

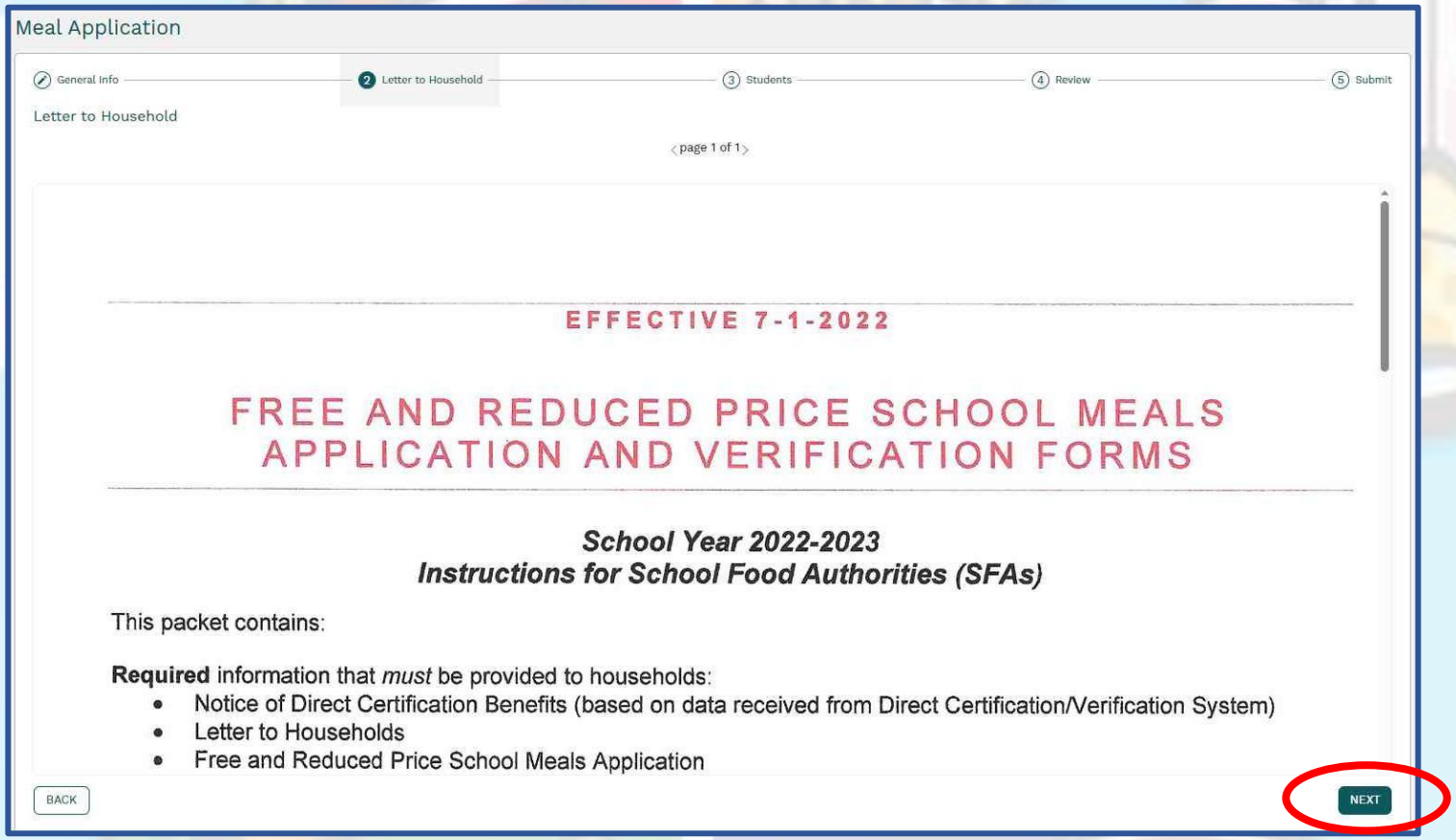


You will be directed to another screen where you will enter your:

1. Home Address
2. Phone Number
3. Email address
4. Any assistance program (if applicable) your family participates in.
5. Program Case Number (if applicable)

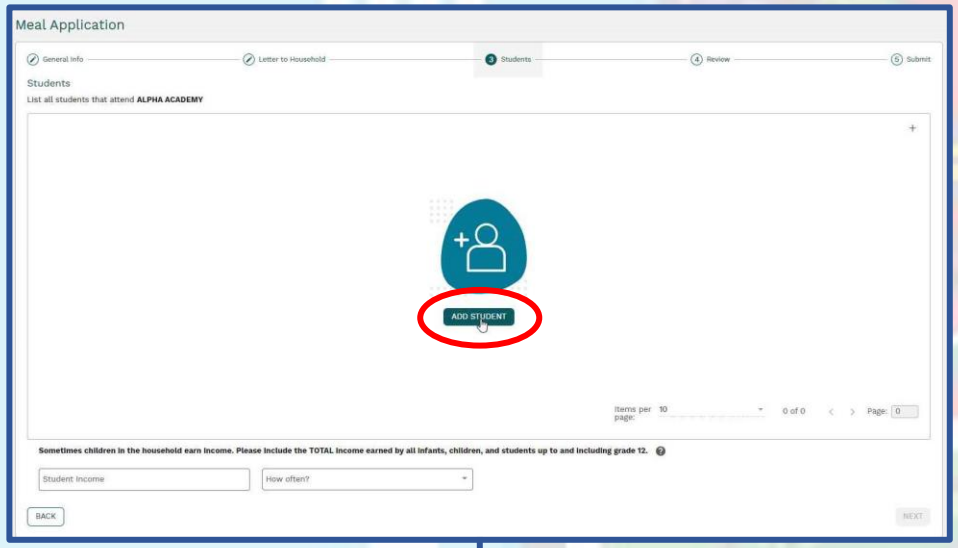
After this information is entered, click the "Next" button.

Application Process (cont.')

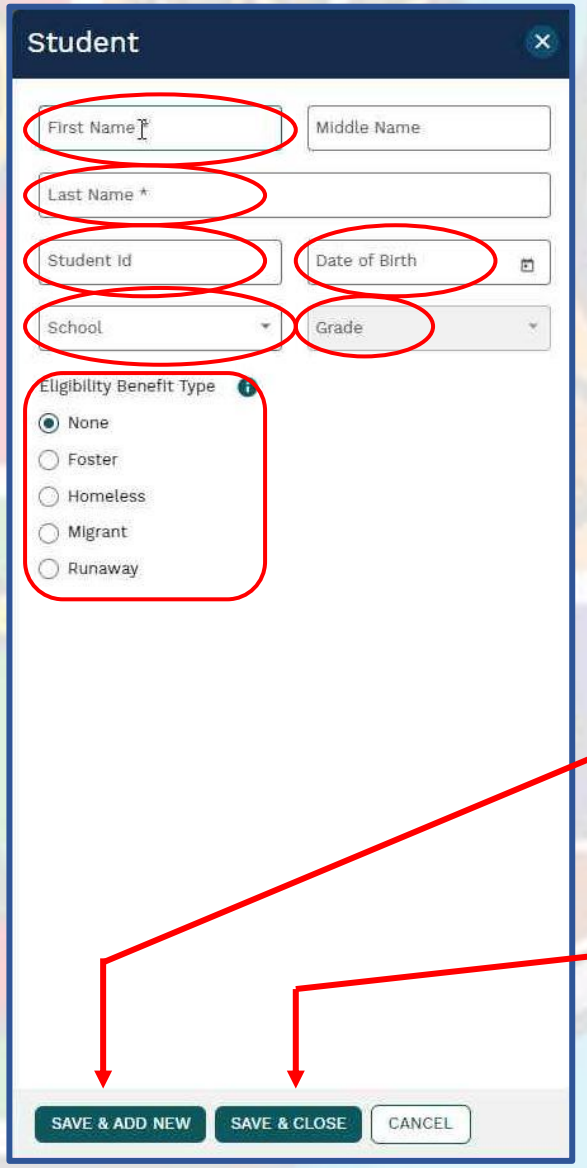


You will be directed to another screen where you will be provided with a Letter to your household regarding the application process. After you have read the information, please click the "Next" button at the bottom of the screen

Application Process (cont.)



On this screen is where you will add & edit all the students attending Alpha Academy in your household. Click the "Add Student" button to begin.



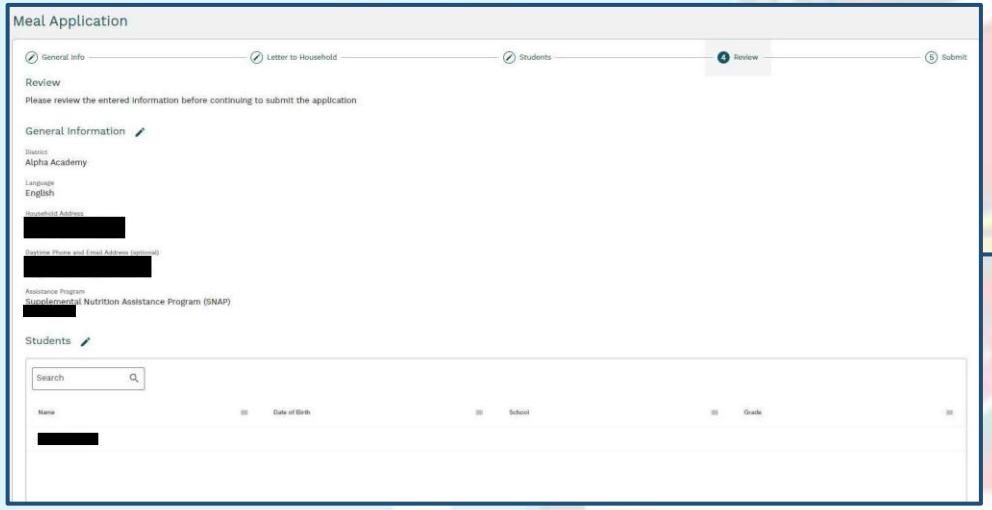
You will be directed to another screen where you will enter the student's info:

1. First Name
2. Last Name
3. Student ID
4. DOB
5. School (Alpha Academy)
6. Grade
7. Eligibility Type

After this information is entered, click the "Save & Add New" button if you have more students to enter.

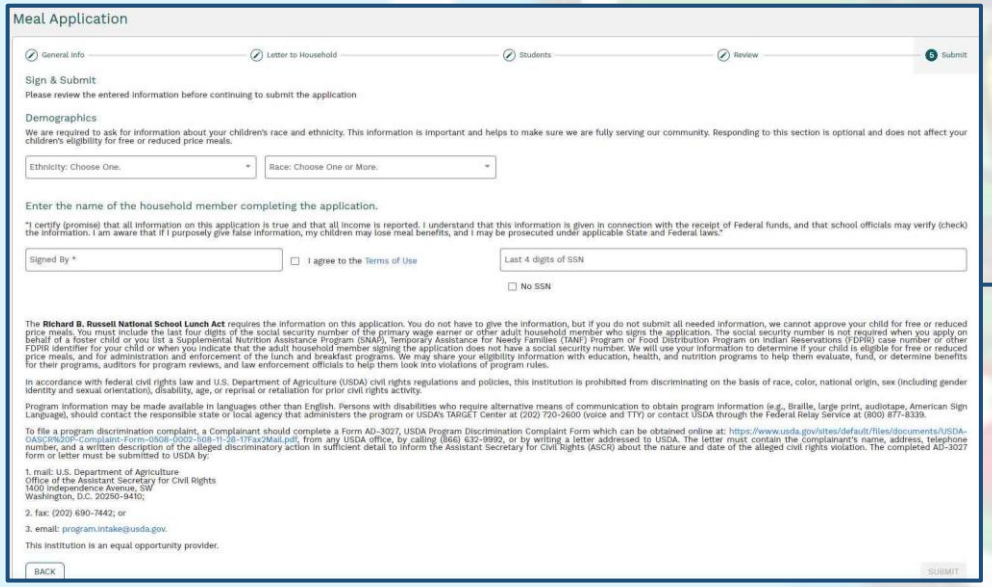
When you are done, click the "Save & Close" button, then click "NEXT".

Application Process (cont.')



Here you will review all the information entered. Please make sure your student's information is correct, as well as your household income information. Make any changes necessary on this page.

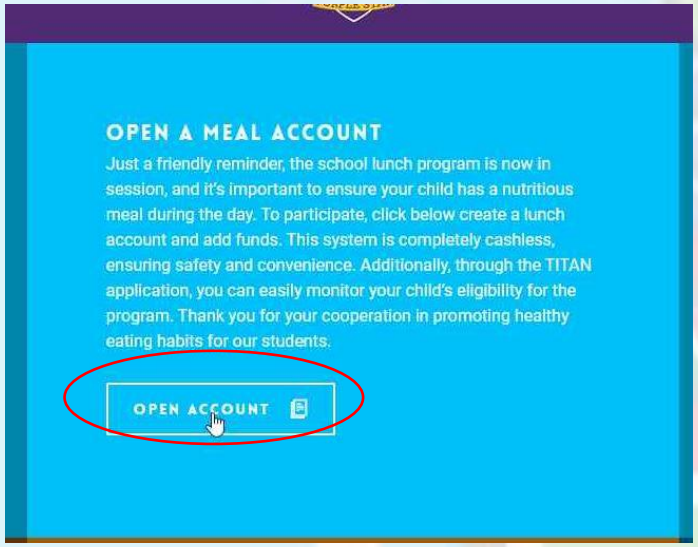
Once you are done, click the "Next" button at the bottom of the screen.



On this final screen, you will be asked to enter the Demographics of the student. Once complete, you will sign the document, click the box to agree to the "terms of use" and click the "Submit" button.

Once your application is complete, the Nutritional Department will be notified of the submission. The application is then received & submitted for approval . A letter of your eligibility status is then generated automatically and sent to your home. The system will determine your eligibility by your income information entered during the application process. Alpha Academy does not determine your eligibility.

Meal Account Set-up and Payments Process

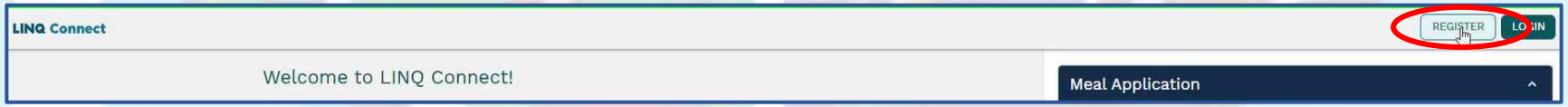


Visit the School's website at: https://www.alphaacademy.education/.

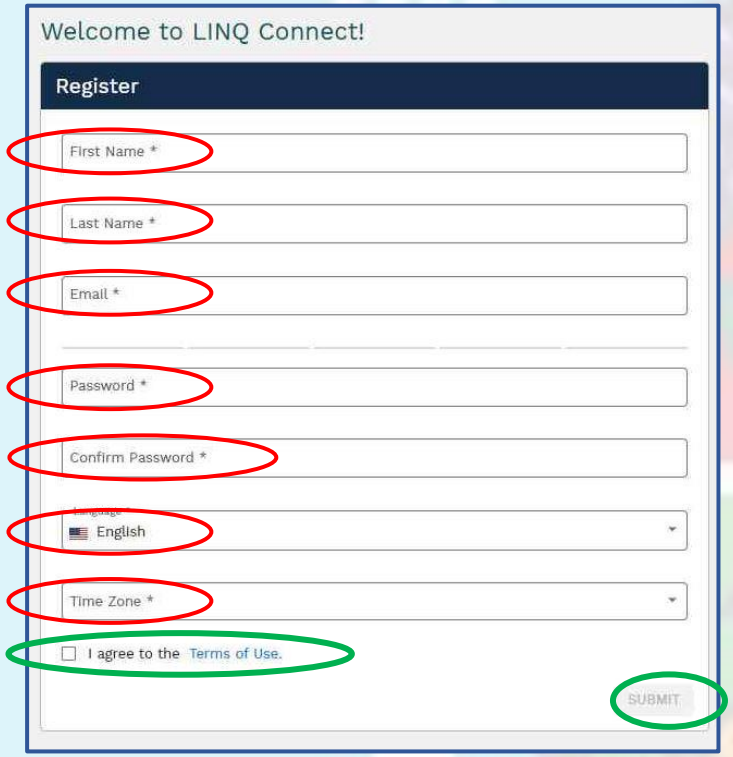
Once on the home screen, click on the Nutrition Department tab and locate the box with "Open a Meal Account".

Click "Open Account"

You will be brought back to the LINQ Connect website at: https://linqconnect.com/. On the top right corner of the page (above the Meal Application button), please click the "Register" button to proceed.



Meal Account Set-up and Payments Process (cont.')

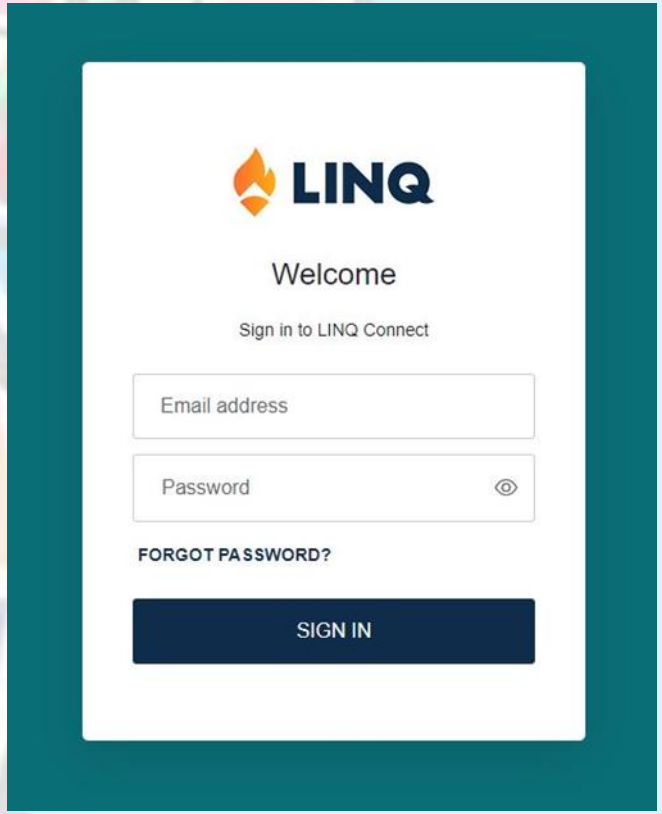


Please fill out the information requested on the screen. All fields are required to create an account by the parent or the individual who will be responsible for replenishing the students lunch account.

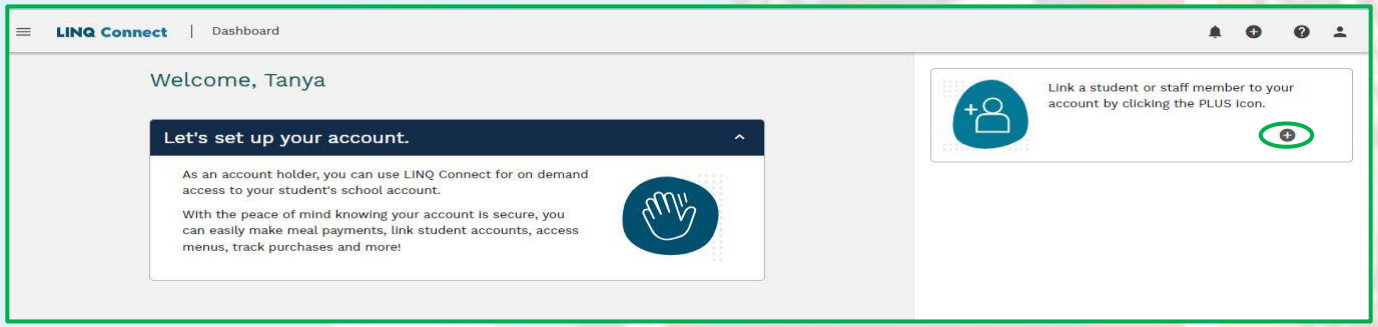
1. Parents First Name
2. Parents Last Name
3. Email address
4. New Password
5. New password confirmation
6. Language Preferred
7. Time Zone (Eastern)

Once you have entered all the required information, please click the Terms of Use link at the bottom of the screen. Once you are complete with the terms, please click the box stating you agree with the "Terms of Use".

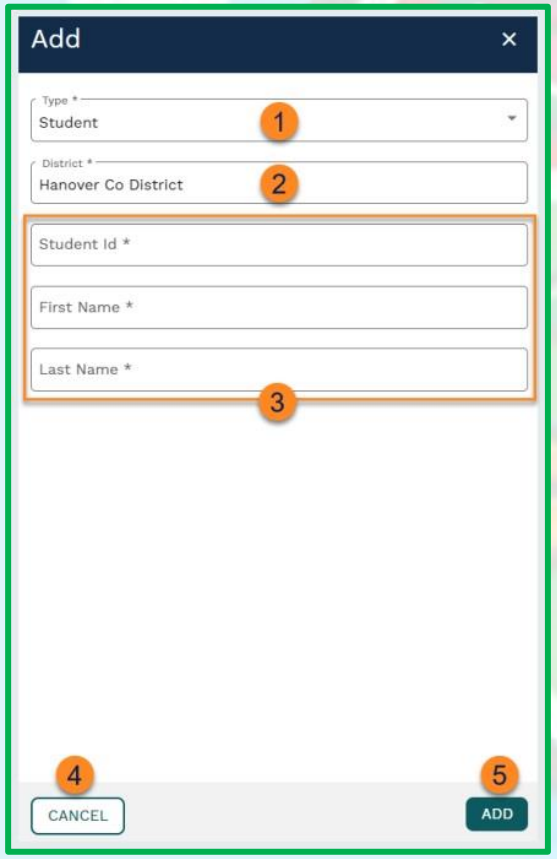
Click "SUBMIT" to login to your new account.



Meal Account Set-up and Payments Process (cont.')



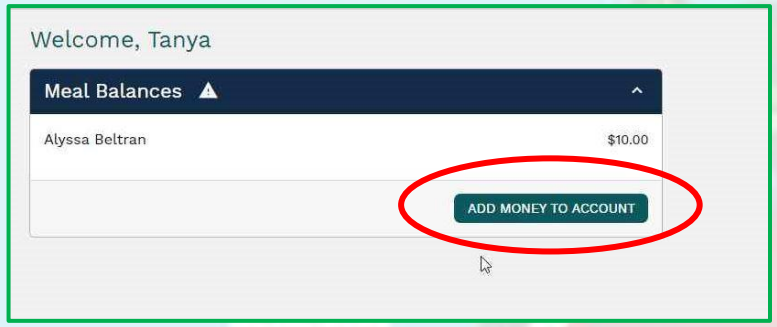
Click (+) at the top of any LINQ Connect screen to access the Add menu.



Another window will generate. Please fill out the form completely with the following information:

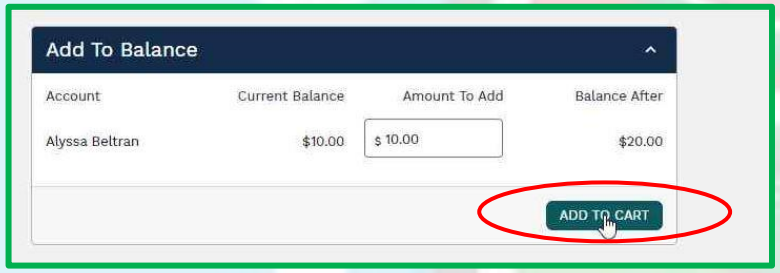
1. **Type**: Select Student
2. **District**: Start typing "Alpha", then Select the school's name.
3. **Information**: Student ID, First Name, Last Name, and Date of Birth are all required.
4. **Add**: Click to link the matching student to your account.

Meal Account Set-up and Payments Process (cont.')



You will return to your LINQ Account Dashboard where your students meal balance accounts will appear. This is the screen you will see every time you log into your account.

Please click on the "**Add Money to Account**" button to be directed to the meal account screen.

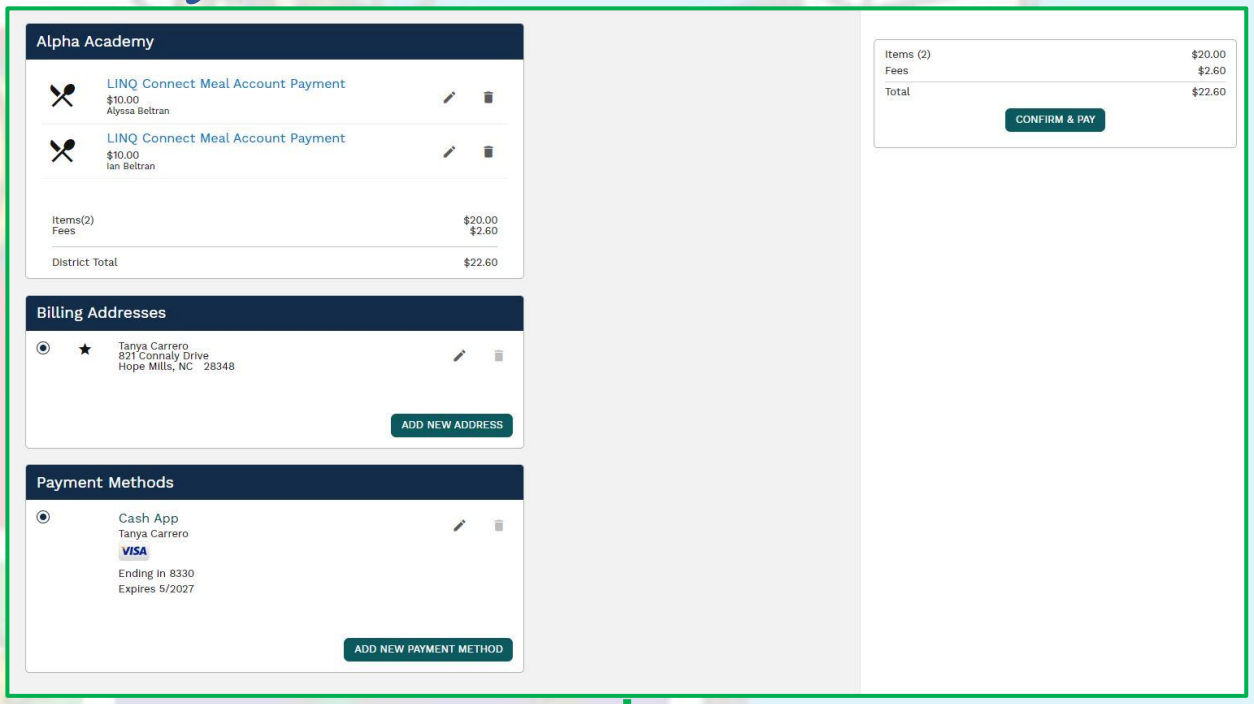


In the "Add to Balance" tab, notice the **Current Balance** of each linked account. Enter the "**Amount to Add**" to each account and hit enter. Notice the calculated future "**Balance After**" checking out. Click "**Add to Cart**" to add the payment amount to the cart.

When you are ready to make your payment, click the **shopping cart icon** at the top right of your screen. This will bring you to your pending items.

Meal Account Set-up and Payments Process (cont.')

This is what your cart will look like containing the items you previously added. Click the **Pencil** to edit an item, or the **Trashcan** to remove an item. **Total**: Notice the sum of items. **Close**: Click to return to the previous screen. **Go to Checkout**: Click to proceed to checkout.



District Name: Notice the items for each district, the item(s) total, associated fees, and the district total. Click the **Pencil** to edit, or the **Trashcan** to remove an item. In the **Billing Addresses** tab, select a saved address. Click **Add New Address** to create a new address. **Payment Methods**: Select a saved payment method. Click the **Trashcan** to delete the saved payment method. Click **Add New Payment Method** to create a new payment method. **Summary**: Notice the total items and amount, fees, and grand total. Click **Confirm & Pay** to confirm the purchase and submit payment.

FAQ's

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 email address and password. Check your email for the verification link.

What if I forget my Username or Password?

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

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

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

What if I have several students in different districts?

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

How do I add money/make a payment to my child's account?

Once you have added your child to your LINQ Connect account, you can add money by clicking the Add Money to Account button on the dashboard or by clicking the Meal Accounts button on the student card. You can choose to either Add to Balance or set up a New Recurring Payment with Auto Pay. If you select Add to Balance, the funds will be immediately available on your student's account upon completion of the transaction. 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.

Can I set up automatic meal payments?

Yes. Click on Auto Pay. Enter the Payment Amount for each student, Frequency, Day, Starting Date, Billing Address, Payment Method, and click Save.

FAQ's

How can I cancel or change my automatic meal payments?

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

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

If your school district has added the transfer funds feature, you can transfer funds between accounts. To determine if you have access, navigate 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. Funds can only be transferred for students within the same school district.

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

You can set specific spending limits on your student's account only if your school district has added the spending limits feature. To determine if you have access, navigate to the Spending Limits card on the Meal Accounts page and locate your child's name. Click on the pencil icon to the right to set a spending limit.

Where do I find fees assigned to my student's account?

Fees assigned to your student will display on their student card on the Dashboard. Optional fees, such as sports tickets, can be added to your cart from the Online Store.

Why can't I see assigned fees in LINQ Connect?

You will only see assigned fees if your district is using the Fee Management module. Only unpaid assigned fees display on your child's student card and dashboard.

How do I view items in the Online Store?

There are two ways to do this. The first way is to select Fees on the student card. The second way is to select Store from the Navigation panel.

FAQ's

Where can I download forms that are attached to fees (e.g., permission slips)?

There are two ways to access forms and links. First, go to the Online Store and select the Fee. Forms will be listed by name at the bottom of the screen. Click on a form to download it to your device. Second, you can select Forms from the Navigation panel and you'll see a complete library of forms and links.

How do I see my Transaction History?

Transaction History includes all in school meal purchases as well as any online payments, fee payments or store purchases. You can see this detailed history and obtain an email copy of transactions by clicking Transaction > History.

If I have more than one child in the district, can I deposit money one time and have the amount divided evenly among each of my student's accounts?

Yes, if your district has "Shared Accounts" for its students and you've requested this for your student. To determine if your student has been set up for shared accounts, select any payment option. If siblings are sharing an account, you'll see all your student's names listed next to the deposit amount. You can then enter the deposit amount—funds added will be shared between accounts until the funds have been depleted.

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

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

Is there a fee or service charge for making online payments?

Yes, you can find the processing fee during checkout.

FAQ's

What credit cards/methods of payment can I use?

Go to the Payment Methods card on your profile and select New Payment Method to identify which methods you can use.

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."

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:

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

I am trying to make a payment but the "Confirm and Pay" button is gray, 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 correctly:

1. Billing address
2. Credit card information

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.

FAQ's

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

Click on History to view previous transaction history.

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).

How can I remove a student from my LINQ Connect account?

Open the student card and click on the three dots in the bottom right-hand corner, where you can select Remove.

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.

Why is there a "pending" charge on my bank statement after my card was declined?

It is common practice in the banking industry to hold the transaction fee on online payments. The fee may temporarily appear on your bank statement, but the fee will automatically be removed in approximately 1-8 banking days. If you have any questions about this fee, please contact your credit card company directly.

How can I apply for free/reduced meals online?

1. Apply Go to https://linqconnect.com and click Start Meal Application.
2. Log In If you have already registered for a LINQ Connect account and have logged in, you can click on Start Meal Application.

FAQ's

How will I find out the status of my free/reduced meal application?

The district will notify you within 10 school days, either by email or letter. If you have not received a notice, please contact the school district's child nutrition department directly. You can access your eligibility letter once your district has processed the application within the Notification bell in the upper right corner of the dashboard.

How can I update my email address and password?

In the upper right-hand corner, 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.

Can I see my student's school menu online?

Yes, if the school is using TITAN Menu Planning. From the login screen on linqconnect.com, enter your district's name into Check District Menu.

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

- If you would like a refund
- If you have a question about your child's meal service or activity on their account
- If you would like to restrict your student from purchasing items due to allergens or restrictions
- If you have questions related to your student's meal account

My spouse and I are no longer together. Can we both have access to LINQ Connect to view our student's accounts, but with separate accounts and logins?

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

FAQ's

Can I access my account through any browser?

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

Can I access my account through a mobile app?

Yes, you will need to download the new LINQ Connect app in the Apple Store available soon or Google Play Store available now. The app can be downloaded now and will go live on May 23rd.

How can I deposit funds to the Feed it Forward program?

On the Meal Accounts page, scroll to the Feed it Forward section and select an available district and will help support your district in funding meals for those who cannot. Please note this is separate from your student(s) having an account balance.

What Is the web address for meal applications?

Please utilize https://linqconnect.com for your meal applications. Will there be an option for families to view menus If the district doesn't use the Front of House portion of Titan? If your district has enabled this feature, you can view your school's menu through LINQ Connect.

Will there be an option for families to view menus If the district doesn't use the Front of House portion of Titan?

If your district has enabled this feature, you can view your school's menu through LINQ Connect.

Will families need to create a login to view menus?

No, an account is not required to view menus, they can view on linqconnect.com by entering the district name in the Check District Menus card.

Nutritional Department POC's

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LINQ Connect Support

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Option #2

then Option #1