NEW!!
for School Year 2023-2024
Effective August 2023

1. **REGISTER EACH STUDENT WITH DODEA (New Students)**
   - Obtain 10-digit DODEA student ID# for all students from the school registrar.
   - You will need each student's ID# for step 3.

2. **REGISTER YOUR FAMILY ON LINQ CONNECT (Optional)**
   - Register at linqconnect.com.
   - Confirm your email address by clicking on the email verification link sent to your email address.
   - Now you can sign in at linqconnect.com using your email and password.
   - LINQ Connect is a secure, online system that allows parents to:
     - Make online payments for their student's meal accounts
     - Remotely monitor their student's accounts
     - Set up automatic recurring payments
     - Submit an online application for free and/or reduced meals

3. **OPTIONS FOR DEPOSITING MONEY INTO YOUR STUDENT'S ACCOUNT**
   - **Option 1:** **NOW AVAILABLE!** Add money to your student's account through LINQ Connect at linqconnect.com.
     - There is a $2.60 bank convenience fee each time you add money through the portal.
     - Click on Add Money to Meal Account and choose either One Time Account Payment or New Recurring Payment.
     - You may transfer money from one student account to another provided they are listed on the same family account.
   - **Option 2:** Make deposits at your local Exchange Customer Service.
     - There will be no transaction fee for this service.
     - You will need each student's DODEA ID# obtained in step 1 above.
   - **Option 3:** You may send cash to school with your student to be added through your school meal cashier.
     - There is no transaction fee for this service.

4. **SUBMIT YOUR 2023/2024 ONLINE APPLICATION FOR FREE OR REDUCED MEALS**
   - <u>Mandatory</u> for all <u>Sure Start</u> students.
   - A new application is required for every school year.
   - You only need **one** application per **household**.
     - Please include **ALL** family members on **one** application.
   - Apply at linqconnect.com. See instructions and FAQ attached.

FAQs RE: NEW SCHOOL MEAL PROGRAM ACCOUNT SYSTEM BEGINNING SY 2023/2024

If my student already had a 22/23 school meal account set up and plans to consume school meals in school year 23/24, what steps do I need to take? All student accounts, balances, and PIN numbers have been automatically imported into LINQ so that your student may continue to purchase school meals. You will need to set up a family account in LINQ Connect if you wish to add money online, set up recurring payments, or monitor your student's account.

I had set up recurring payments through MyPaymentsPlus; will those payments continue to fund my student's account? No – MyPaymentsPlus (MPP) will no longer be used for AAFES school meal payments and automatic payments from MyPaymentsPlus should not continue. You may set up recurring payments for SY 23/24 through LINQ Connect (See #3 Option 1 on previous page.).

When will I be able to see my student's information on LINQ Connect? LINQ Connect is now live for Meal Applications and setting up family accounts. Please note that over the summer students may not show as "enrolled" in the DODEA system until right before the school year begins.

ADDITIONAL FAQs

When I log in to LINQ Connect, I do not see my child's account? You will need to add your children to your LINQ Connect account. Click on the + sign then Link Student and complete information to link your child. You will need to complete this process for each child you wish to add. Over the summer, students may not show as "enrolled" in the DODEA system until right before the school year begins.

What if I have several children in different schools? You can add as many children as you need provided they attend a school utilizing AAFES LINQ School Solutions for their cafeteria account.

Can I set up recurring payments? Yes. Click on +Add Money to Meal Account. Click on New Recurring Payment. Enter the Payment Amount for each child Frequency, Day, Starting Date, Billing Address, Payment Method, and Save.

How can I cancel or change my recurring payment? Under Recurring Payments, click on the three dots to the right of your child's name. You can either change the information and Save or Delete the payment.

Can I transfer my funds from one child's account to another? Yes - click the three dots to the right of your child's name and choose Transfer Money.

Can I set spending limits on my child's account? Yes – click the three dots to the right of your child's name and choose Edit Spending Limit.

INSTRUCTIONS FOR COMPLETING AN ONLINE FREE AND REDUCED MEAL APPLICATION

1. Go to linqconnect.com and click on apply today.

    a. A LINQ Connect account is not required in order to complete a Free and Reduced Meal application.

2. Search for and click on AAFES DODEA. This will take you to the Letter of Household. Please read and then click Next.

3. Enter the following information: Address, City, State, Zip Code, Phone Number and Email Address. **An Email address is required for communicating eligibility status**.

4. Click New Student. This will open a window to enter student information.

    a. Enter as much of the following information as possible including First/Middle/Last Name, Student ID, School, and Date of Birth.

    b. Click Save.

    c. If there are other students that attend this school district, please repeat the steps above to add them to application then click Next.

5. Enter the total number of people in your household, including students.

6. Click New Household Member. Enter First and Last Name and Income for this person then click Save. Repeat this step for each house member.

7. Please review the application to ensure all your information is correct before you submit. Once you have reviewed it, click Next.

8. When signing and submitting the application, you may select your ethnicity/race if you choose to. Enter your name in the Signed By section, click I agree to the Terms of Use. Enter the last 4 digits of your SSN or Click No SSN.

9. Click Submit Application. You will receive an email confirming the application was submitted.