

Frequently Asked Questions (FAQ): DCPS Meal Payment System Update

Why is this shift happening?

DCPS Food and Nutrition Services awarded a contract to a new operational platform, which will affect the payment system for families. This will enhance our current process by streamlining and making it more efficient for school communities.

How does this impact me?

If you have a school meal account under MySchoolBucks, you will need to create a new account on [LINQ Connect](#). Any existing funds will be transferred to the new platform on 10/6/23 after 3:00 p.m. EDT.

Will my balance from MySchoolBucks crossover to the new LINQ Connect?

Balances will be transferred to LINQ Connect. However, to add funds and check balances, families must make a new account using LINQ Connect.

How do I get started?

Register: Create an account at <https://linqconnect.com> and select Register. Have your student's ID number available. **Verify your Account:** Verify your account by clicking on the email verification link sent to your email address. **Sign In:** Now you can sign in at <https://linqconnect.com> using your email and password.

When I log in, why 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.

I am a DCPS staff member, what do I need to make an adult meal account?

Following the steps above, use your DCPS Staff (PeopleSoft) ID # to identify your unique account.

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 or Google Play Store available now.

How do I add money/make a payment to my student'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 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.

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).

Who should I contact with questions?

If you have any questions, please contact us at food.dcps@k12.dc.gov or give us a call at (202) 299-2159.