



# Parent Release Notes

---

## LINQ ONLINE ORDERING—AUGUST 2020

This document describes enhancements currently in place for **Online Ordering**.

## LINQ Online Ordering

**EMS LINQ, Inc.**

2528 INDEPENDENCE BLVD., STE. 200 | WILMINGTON, NC 28412



# LINQ Online Ordering Parent Release Notes

---

## Main Features

- **NEW! Parents must Create an Account for their students to begin the Online Ordering process.**
  - Go to [onlineordering.linq.com](https://onlineordering.linq.com).
  - Click the **SIGN UP NOW** link on the homepage to create an account.

LINQ

Sign In With Your Sign In Name

FORGOT YOUR PASSWORD?

SIGN IN

DON'T HAVE AN ACCOUNT? SIGN UP NOW

- Verify your email address.

LINQ

Signup for Meal Ordering

Verification is necessary. Please click Send button.

SEND VERIFICATION CODE

First Name

Last Name

Confirm New Password

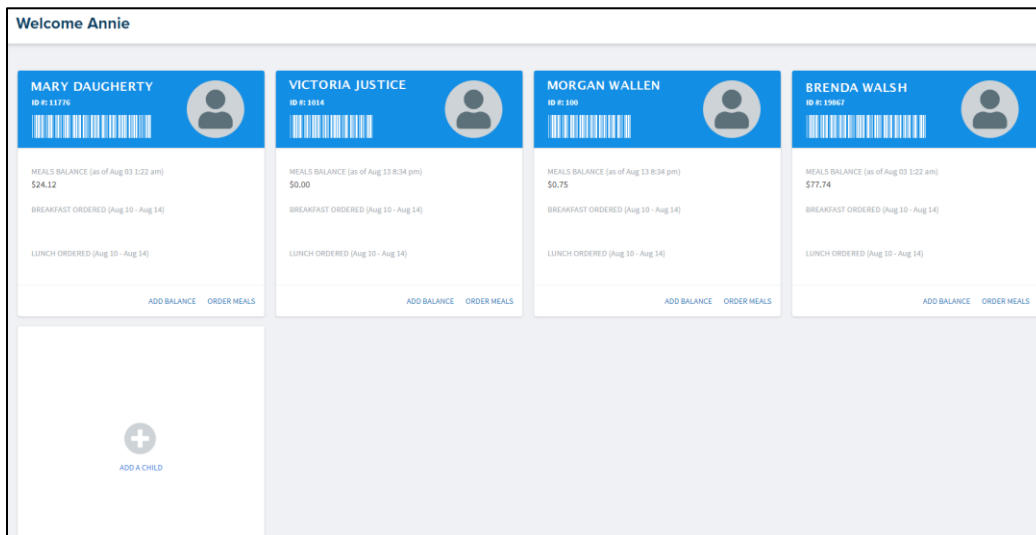
CREATE

CANCEL



## LINQ Online Ordering Parent Release Notes

- Input your email address in the **Email** field.
- Click the **SEND VERIFICATION CODE** button.
- Go to your email inbox and look for an email from *Microsoft on behalf of onlineordering.linq.com*. The email may take a few minutes to appear in your inbox.
  - If you still do see not the email, check your spam folder.
  - If you do not receive an email, you can click the **SEND NEW CODE** button on the **Signup** form.
- Once you have the verification code, enter the code into the **Verification Code** field.
- Click **Verify Code**.
- Enter your **First Name, Last Name, New Password** and **Confirm New Password** in the appropriate fields.
  - Password requirements:
    - Must be between 8-16 characters and,
    - Contain (3) three out of (4) four of the following: **lowercase characters, uppercase characters, digits (0-9)**, and one or more of the following **symbols @#\$\$%^&\* \_-+=[\]{}|\:;?/'~"() ;**.
- Click **Create**.
- **NEW! Students can be added to created accounts!**



To add a student to an account:

- Click the **Add a Child** button.

## LINQ Online Ordering Parent Release Notes

- Select your **School District** from the dropdown list.

- Enter their **Student ID**.
  - Unsure of their Student ID? Your district should be able to provide your Student IDs.
- Enter the student's **Last Name**.
  - The last name must match the school record exactly.
  - Your district should be able to assist in verifying the student's last names match.

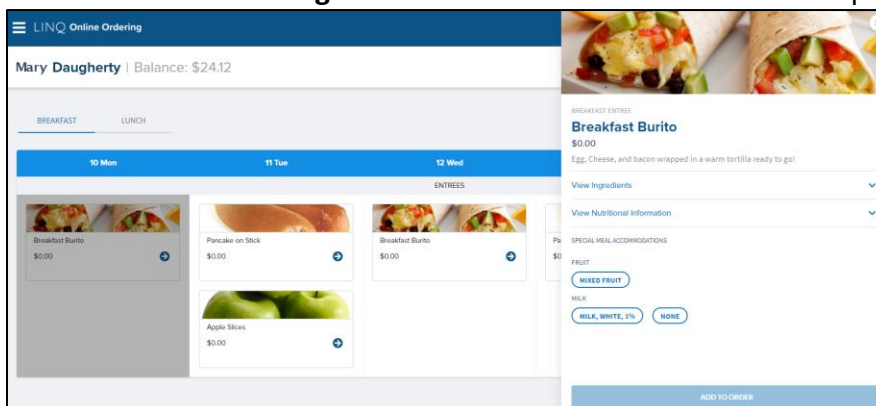
## Other Features

### Students

#### Student Cards

#### Order Meals

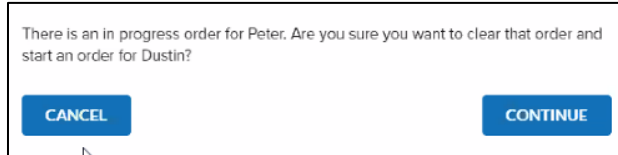
- Click **Order Meals** on a student card.
- Select your entrée choice for each day that you would like to order a meal.
  - You can view **Ingredient and Nutrition Information** on a pop-up.



## LINQ Online Ordering Parent Release Notes

---

- If a parent starts an order but does not complete the order, the order will not be deleted when they close the browser or log out. The order will remain in the cart until they complete the order or clear the cart by selecting another student.



- Select **one option from each Category** to complete your meal and **Add to Cart**.
  - You cannot add to an order until you have selected an option from each Category.
  - You can only order **one meal** per student per day.
    - Select a **Pickup Location** for each meal.
- When you have completed adding all the weekly meals to your cart, click the **Cart** icon in the upper right-hand corner.
  - You have the option to **Delete** an order here.
- When your cart is complete, click **Check Out**.
- Select a **Pickup Location** for each meal that you ordered.
  - **Pickup Locations** indicate where either you or your student will pick up their meal to be brought home, *or* where the meal will be delivered to your student on the **school site**. *Example: if your student(s) is partaking in classroom learning and your school site is feeding in the classroom, select Classroom for the Pickup Location.*
- Once you have selected a **Pickup Location** for every meal, click **Place Order**.
  - An **Order Confirmation** page will open.
    - Please note that while the **price for each meal** and the **order total** display on the **Order Confirmation** page, your student(s) will not be charged for the meal until the meal is served. Therefore, the meal balance will not be updated until the meal is served, and then the data will be updated in the nightly data import.
  - You will also receive an **Order Confirmation** via email.

### Add to Balance

- Click **Add to Balance** from the **Student Card** or **Order Confirmation** page.
  - You will be directed to the login page of your district's payment center/website.
  - Follow your normal process to add funds to your student's meal account.
- Any updates to the meal account will be reflect on **LINQ Online Ordering** when your district updates their data (typically nightly).