Where do I go to access the updated portal?

Go to linqconnect.com to get started with the new parent payment portal. Use your existing Titan Family Portal username and password to access your account in LINQ Connect.

Will my balance from Titan Family Portal crossover to the new LINQ Connect?

Yes, all student information, payment details and recurring payments, linked students and staff, linked payment methods, username and password, and all previous settings will transfer into the new system. Once you log in, you will see them in your account details.

What do I need to update if I use the mobile app to access the account for my student?

You will need to download the new LINQ Connect app in your app store. If you use the website, you will automatically be redirected. The app can be downloaded now and will go live on May 23rd.

What is changing in the update?

In addition to a new look and feel, the update creates a more streamlined experience. You will no longer be required to navigate through numerous menus and will find all of your students and districts in one place.

What do I need to do if I am currently using Titan Family Portal through a browser?

If you use the site on a computer, it will automatically redirect you to the new URL. If you use the mobile app, you will need to download the new LINQ Connect app in the Apple store or Google Play Store.

What if I don't remember my username or password?

You will complete your username and click "forgot password". Your username is your email address you receive any notifications from.

LINQCONNECT.COM

Who do I reach out to if I have questions or need help?

You can reach out to Support@linqconnect.com.

Is my information safe?

Yes, your information is safe and secure. LINQ follows the highest level of Payment Card Industry Data Security Standards (PCI-DSS) to protect your information.

Why is the change happening?

LINQ is focused on empowering the business of K-12 and giving the best experiences to end users of our systems. Updating the portal is just one step in the strategy of how we are working to build the best tools for the districts we serve.