RCSS ONLINE MEAL ORDERING

How to Create an Account

1. Go to onlineordering.linq.com
2. Select "sign up now" on the login page
3. Verify your email address
   a. Input your email address in the "email" field
   b. Select "send verification code"
   c. Go to your email inbox and look for an email from "Microsoft on behalf of onlineordering.linq.com." Allow a few minutes for the email to appear in your inbox. If you do see an email, check your spam folder. If you do not receive an email, you the "send new code" button on the sign-up screen
   d. Input the code provided via email in the "verification code" field
   e. Select "verify code"
4. Input first name, last name, new password and confirm new password in the respective fields
   a. Password requirements - must be 8-16 characters and contain 3 out of 4 of the following: lowercase characters, uppercase characters, digits (0-9), and one or more of the following symbols @#$%^^&*_-+=[]{}|\:',?/`~"();.
5. Select "Create"

How to Add Student(s) to Account

1. Select "Add a Child"
2. Select your school district from the drop down
3. Input student ID
   a. This is your student's lunch number. If your student does not know their number, it can be found on your student's schedule, report card, by accessing PowerSchool, or by contacting your student's school.
4. Input student's last name
   a. The last name must match the school record exactly
      i. The student's name as recorded at the school may be found on the student's schedule, report card, by accessing PowerSchool, or by contacting your student's school.

How to Order Meals

1. Select "Order Meals" on a student card
2. Select your entrée choice for each day you would like to order a meal
3. View ingredient and nutrition information on the slide out
4. Select one option from each category to complete your meal and add to cart. You cannot add to order until you have selected an option from each category. You can only order one meal per student per day
5. When you have added all the meals you would like to order to your cart, select the cart icon in the upper right-hand corner
6. You have the option to delete an order if you have changed your mind
7. When your cart is complete, select "check-out"
8. Select a pickup location for each meal that you ordered. Pick up locations indicate either where 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. Ex. If your student is a Remote Only student, select the nearest High School where you would like to participate in curbside pick-up for the meals for your student.
9. Once you have selected a pickup location for every meal, select "place order"
10. You will be directed to the order confirmation page. Please note that while the price for each meal and the order total display on the confirmation page, your student 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 the data is updated in the nightly data import
11. You will also receive an order confirmation via email

How to Add to Balance

1. Select "add to balance" from the student card or order confirm page
2. You will be directed to the login page of your district's payment center
3. Follow your normal process to add funds to your student's meal account
4. Any updates to the meal account will be reflect on the online ordering platform when your district updates their data (typically nightly)

Additional Meal Preorder Information

➢ The pre-order system may be accessed using the menu app or by visiting the menus website and clicking on "Online Ordering," or as directed above.

➢ *For Elementary Students participating in In-School learning, teachers will pre-order meals for students each day.*

➢ Meal pre-orders are required for all take-home meals in all grade levels.
   o A-group students will receive take-home meals on Tuesday afternoon for Wednesday through Friday.
   o B-group students will receive take-home meals on Friday afternoon for Monday through Wednesday.
   o Elementary schools only, teachers will place orders for take-home meals. Make sure your child(s) teacher is aware if you want your student to receive take-home meals so they can order appropriately.

➢ Meal pre-orders are optional for onsite meals in Middle/High.

➢ **FOR THE FIRST WEEK ONLY – B-GROUP STUDENTS:** families may pick up take-home meals for Monday, August 17th through Wednesday, August 19th on Monday, August 17th from 9:00 a.m. to 10:00 a.m. at their home school. **Pre-orders for these meals are required. Orders must be placed by 2:00 p.m. on Friday, August 14th.**

Curbside Meal Pick-Up for Full Remote Learning Students

➢ Meal pick-up for full remote learning students will be available at all RCSS High Schools (Eastern Randolph High, Providence Grove High, Randleman High, Southwestern Randolph High, Trinity High, Uwharrie Ridge 6-12 and Wheatmore High).
   o Pick-up will be available on Monday and Tuesday each week from 10:00 a.m. to 11:00 a.m.
   o Monday meals include breakfast and lunch for Monday.
   o Tuesday meals include breakfast and lunch for Tuesday through Friday.

➢ Families **must** pre-order meals to pick-up (see instructions on previous page).
   o When ordering, use the A-group menu;
   o Only order meals for Monday (In house menu) and Tuesday (Take Home Meals)
   o Be sure to select the High School that you will be picking up the meals.

➢ No meal delivery will be available.