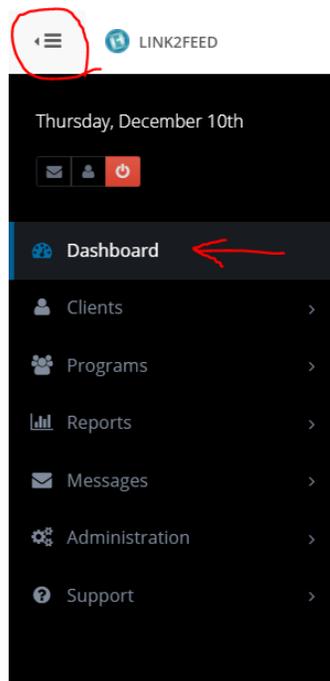




## Link2Feed Live Check-in (TEFAP)

For any questions not answered in cheat sheets or issues during pantry, please call or text Amber at (703) 283-6379 or Carolina (727) 631-3509.

- 1) For check-in, log in to Link2Feed.
  - Open either Chrome or Firefox browser (**Internet Explorer will not work!**)
  - Type **portal.link2feed.com** into the address bar OR open from bookmarks bar
  - Log in using your username and password.
    - i. Email address is likely your personal email.
    - ii. If you cannot remember your password, try: **Data2020!**
    - iii. If this does not work, you can reset the password using your email, or call Amber or Carolina to reset for you.
- 2) Begin check-in by searching for the client to make sure they are in the system. Begin the search by clicking **Dashboard** in the left-hand menu, and then scroll down a bit to see the search bar.





Search for Clients By...

Client ID Date of Birth Name Address Phone

+ New Client

- You can search in multiple ways:
  - i. Best search option is by client ID number, if you are presented with the client card. You can search by client ID either in Name or Client ID tab.
  - ii. By first name, last name, both (either order), or partial word.
    1. It is easiest to search the least common name first (for example, if client is named Buffy Williams, search for Buffy) to avoid an overwhelming number of results.
    2. Partial word search, like Buf Wil, will help to narrow down results while also minimizing chances of a typo.
  - iii. By address or date of birth, in case of spelling error or typo. Make sure to change the tab over the search bar. Be sure to change it back afterward if you wish to resume searching by name or ID.
  - iv. To search by date of birth, use this format: mm/dd/yyyy
  - v. You cannot search by phone number.
- **If a client does not appear in the drop-down search menu, but appears sure that they are already in the system, try these tricks:**
  - i. Try spelling the name differently, or **search by address, date of birth, or Client ID number**. This will be helpful if the name was previously entered into the system incorrectly.
  - ii. Ask client if they signed up within the past week, in which case they will likely not be in the system yet. If so, send them through for today and make note to update your count to include them.
  - iii. Search by other household members. If there are multiple people in the household, you can search for another member and then open the “Personal” tab and scroll to the very bottom to make sure the current client was entered as part of the household.
- **If you notice that a client’s name is spelled incorrectly in the system, please correct spelling or ask Amber or Carolina to correct later.**



- If there are multiple clients listed under the same name, you can verify which is correct by inquiring about client's date of birth, which will also be listed under the drop-down.

3)

A screenshot of a web application's search interface. At the top, there is a blue navigation bar with the text "Search for Clients By..." followed by five tabs: "Client ID", "Date of Birth", "Name", "Address", and "Phone". The "Name" tab is currently selected. Below the navigation bar is a search input field containing the text "john doe". A drop-down menu is open below the input field, showing three search results for "Doe, John" with corresponding dates of birth: "01-02-2015", "07-01-1990", and "01-01-1990". A blue plus sign icon is visible to the left of the first result.

If the client has already been registered into the system, you **can click on their name from the drop-down menu and proceed to check them in.**

- If the client is a proxy for someone else, be sure to check-in **with the name of the client they are picking up for.** If that client is not in the system, or does not have a proxy listed, proxy pick-up cannot take place until the absent client has come to a distribution and filled out a new TEFAP form.
- Once you have selected the client's name from the drop-down menu, you will be sent directly to the **Service tab.**

A screenshot of a client profile page in a web application. The page is titled "AFFB Alta Vista Elementary" and includes a search bar and user information "Carolina". A red alert banner at the top reads "Alert 1" and contains the text: "Last Updated: 09-16-2020 @ 09:28 AM", "TEFAP filed 08/26/2020", "No proxy", and "Please complete this L2F profile after COVID19". Below the alert, there are five tabs: "PERSONAL", "MONTHLY INCOME", "SERVICES", "NOTES", and "ACTIVITY". The "SERVICES" tab is currently selected and highlighted in yellow.

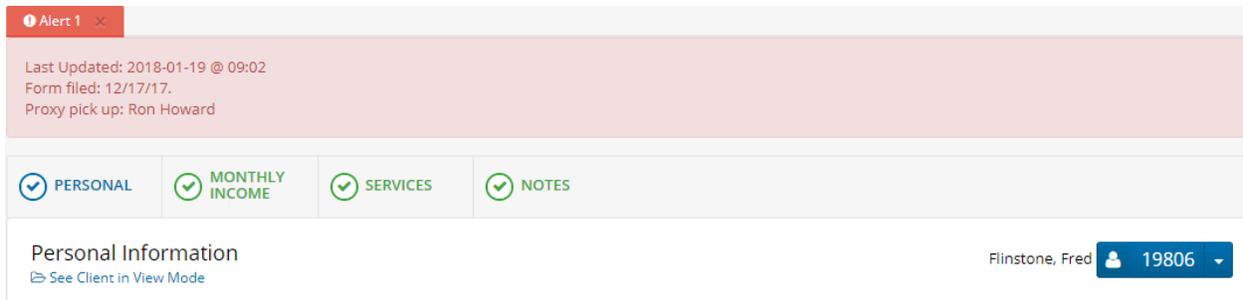
- i. If you are sent instead to the Personal tab, scroll through to the service tab by clicking "Save" at the bottom of the page.



- After selecting their name from the drop-down, click on the blue box that says “New TEFAP Mobile Pantry.”



- Ensure that a red banner appears at the top of the page with the date that the TEFAP form was signed. This is also where a proxy will be listed, if one has been designated.



- If this banner does not appear, you can check in the “Notes” tab to make sure there isn’t a TEFAP note there.
- If no red banner appears, **the client will need to fill out the TEFAP form ONLY** before checking in.
  - You may help them fill out the form or ask an intake volunteer to help if needed.
  - Be sure ALL fields on TEFAP form are completed (including city, zip, eligibility CHECKED OFF not circled).
  - Be sure to ask if they would like to note a proxy to pick up for them, and to mark this at the bottom of the form.
  - If a client later wants to add a new proxy for future pick-up, they must sign a new TEFAP form.**
  - If client is NOT listed as a proxy for someone, they may NOT pick up for that person until the person has signed a TEFAP form designating them as proxy.
- When checking in a TEFAP client, you will need to check the box stating that client has signed the hard copy.
  - IF CLIENT HAS RED BANNER with “form filed” date within the last year, they do NOT need to fill out a new form.**



Client eSignature

The client must sign the form before you can save the changes.

**Disclaimer**  
*I certify that my yearly household gross income is at or below the income listed on this form for households with the same number of people OR that I participate in the program(s) that I have checked on this form. I also certify that as of today, I reside in the State of Florida. This certification is being submitted in connection with the receipt of Federal assistance. Program officials may verify what I have certified to be true. I understand that making a false certification may result in having to pay the State agency for the value of the food improperly issued to me and may subject me to civil or criminal prosecution under State and Federal law.*

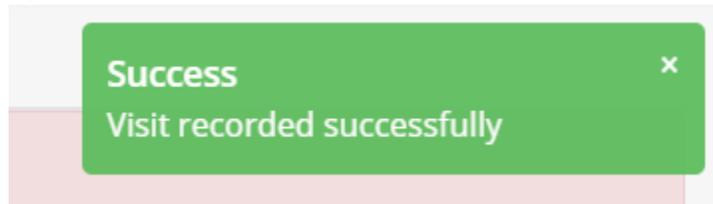
In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and

\* Signature Type  
 Hard Copy Signature

\* Client Signature  
 Client has Signed Hard Copy

Date  
 2018-01-19

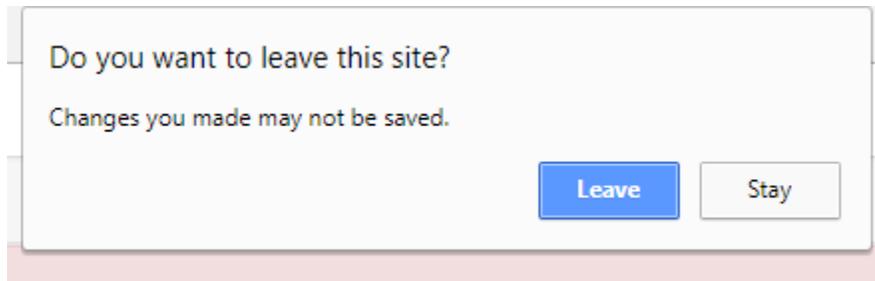
- 4) Leave all names checked for the question about which household members are receiving services for the visit.
- 5) **Log the visit by clicking “Save” in the bottom right-hand corner of the page.** A green pop-up will appear in the top right-hand corner informing you that the visit has been logged successfully.



- 6) You can verify that you successfully logged the visit by scrolling down to the bottom of the Services tab:

Visit / Service Date	Location / Program	Summary / Items Provided	
2018-01-19	<b>Location</b> Partner Agency Training <b>Program</b> Mobile Pantry		
2017-12-19	<b>Location</b> Partner Agency Training <b>Program</b> TEFAP Mobile Pantry		

- 7) When navigating away from the services page to check in a new client, a dialog box may appear asking if you are sure you want to leave the page. If you have already Saved the visit, choose “Leave.” If not, choose “Stay.”



- 8) Ask client if they have already received an ID card. If not, extras are available in the box. Write in their name (make sure to spell correctly) and Client ID. Client ID is located in the top right hand corner of the Services tab.

PERSONAL MONTHLY INCOME SERVICES NOTES

Services Flintstone, Fred 19806

See Client in View Mode

Household Summary

Household Size	3	No. Visits (last 30 days)	21	Eligible Programs
Adults (18-59)	2			✓ TEFAP Mobile Pantry ✓ TEFAP Partner Agency Pantry
Seniors (60+)	0			Dietary Considerations
Children (0-17)	1			
Children's Ages	9			

New TEFAP Mobile Pantry New TEFAP Partner Agency Last Profile Review

- 9) Check-in is complete!