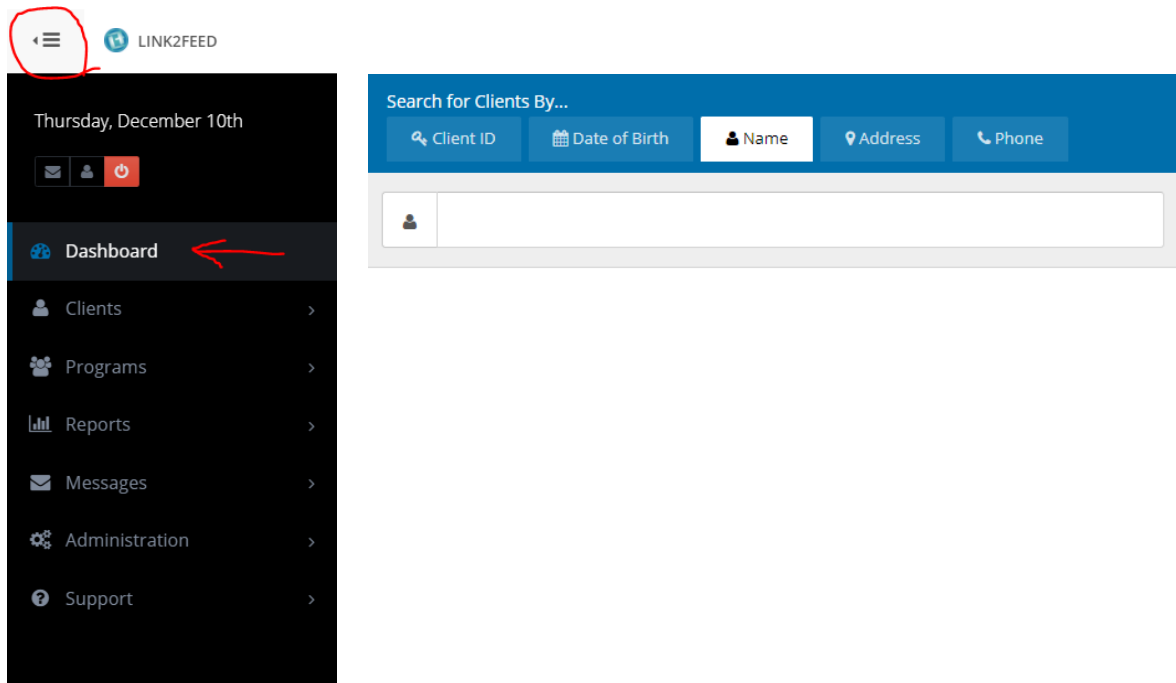




Link2Feed Live Check-in (non-TEFAP)

Please call Amber at (703) 283-6379 or Carolina at (727) 631-3509 if you need help.

- 1) For check-in, log in to Link2Feed.
 - Open either Chrome, Firefox, or Safari (if Mac user) browser (**Internet Explorer will not work!**).
 - Type **portal.link2feed.com** into the URL bar.
 - Log in by using your username and password.
 - i. Username is your personal email address.
 - ii. If you cannot remember your password, you can reset the password through your email or contact Carolina or Amber to reset for you.
- 2) Begin check-in by searching for the client to see whether they are already in the database. You can begin a search for a client by going to Dashboard and using the search bar.



- You can search in multiple ways:
 - i. Client ID number is the best way to search if the client has a card with ID number.
 - ii. By first name, last name, both, or partial words.



- You can search for a client with the first three letters of the first and last names. For example, if the name is Buffy Williams, search “buf wil” to avoid an overwhelming number of results while also minimizing the chance of a typo.
 - iii. By date of birth; the format must be **mm/dd/yyyy**
 - iv. You *cannot* search by phone number or address.
 - v. To search by name, date of birth, or client ID, make sure to change the tab over the search bar (you can search by ID# under the “Name” tab instead of switching to the “Client ID” tab).
- **If a client does not appear in the drop-down search menu, but indicates they already completed paperwork and should already be in the database, try these tricks:**
 - i. Try searching by **different spellings of name, date of birth or client ID number**. This will be helpful if the name was previously entered into the database incorrectly.
 - ii. Ask client if they signed up by filling out a paperwork, in which case they may not be registered in the database yet.
 - 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 bottom to make sure the current client was entered as part of the household.
 - iv. If you are doing *live registration*, please go ahead and register the client directly into L2F.
 - **If you notice that a client’s name is spelled incorrectly in the database, please correct it in the “Personal” tab or write a note to Amber or Carolina to fix it later.**

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 dropdown menu is open below the input field, displaying three search results. Each result consists of a name and a date of birth. The first result is "Doe, John" with a date of birth of "01-02-2015". The second result is "Doe, John" with a date of birth of "07-01-1990". The third result is "Doe, John" with a date of birth of "01-01-1990". A blue button with a white plus sign is located to the left of the search results.



- If there are multiple clients listed under the same name, you can identify the correct profile by verifying the date of birth, which will also be listed in the drop-down.
- If the client has already been registered in the database, you can click on their name from the drop-down menu and **proceed to check them in**.
- Once you have selected the client's name from the drop-down menu, you will be sent directly to the **"Services"** tab.
 - i. If you are sent instead to the "Personal" tab and asked to review the profile, please review client address and number of household members, then click "Save & Next" at the bottom of the page until you are directed to the "Services" tab.
- When you are ready to check-in the client's visit, click on the blue, square button for the corresponding pantry*.

***Make sure to select the correct pantry.**

A screenshot of the LINK2FEED web application interface. The top navigation bar shows the user is logged in as 'LINK2FEED' and is viewing the profile for 'Bethlehem Baptist Church'. The main content area is divided into tabs: PERSONAL, MONTHLY INCOME, SERVICES (highlighted in yellow), NOTES, and ACTIVITY. Below the tabs, the 'Services' section is active, displaying a 'Household Summary' table. The table has two columns: household characteristics and service metrics. A red arrow points to a blue button labeled 'New Partner Agency Pantry' located below the table.







Household Summary	
Household Size	No. Visits (last 30 days)
Adults (18-59)	Total Monthly Gross Income
Seniors (60+)	\$2,997.00
Children (0-17)	

Who from the household is receiving services for this visit?

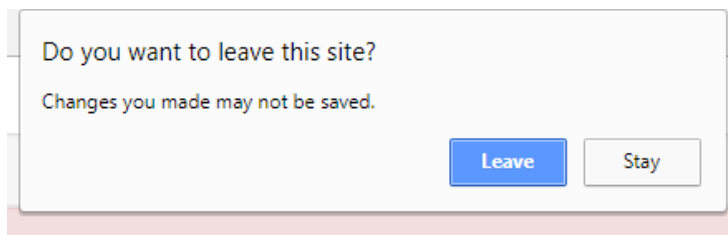
- Carolina Test
- Loulou Test
- Test Account



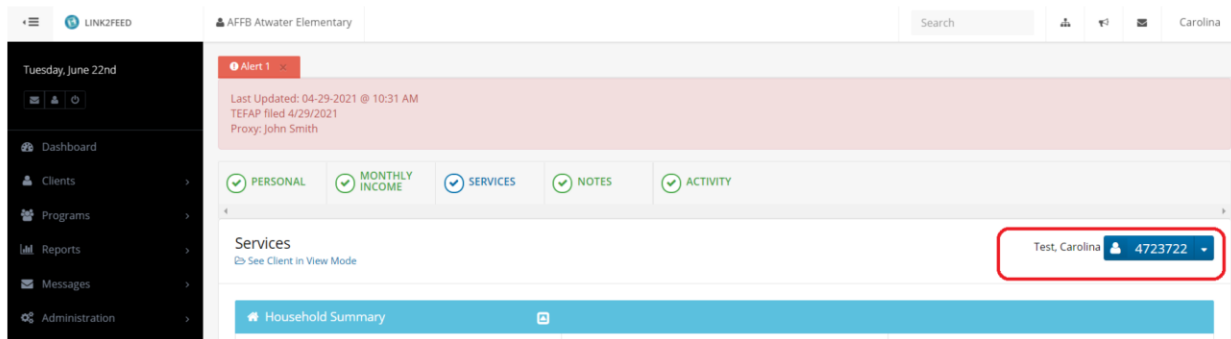
- Always leave all names checked for household members receiving service for the visit.
 - **The visit is logged by clicking “Save” in the bottom right-hand corner of the page.** A green pop-up should appear in the top right-hand corner informing you that the visit has been logged successfully.
- 3) You can verify that you successfully logged the visit by scrolling down on the “Services” tab. The visit(s) you recorded will appear on the log.

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

- 4) When navigating away from the “Services” tab 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.”

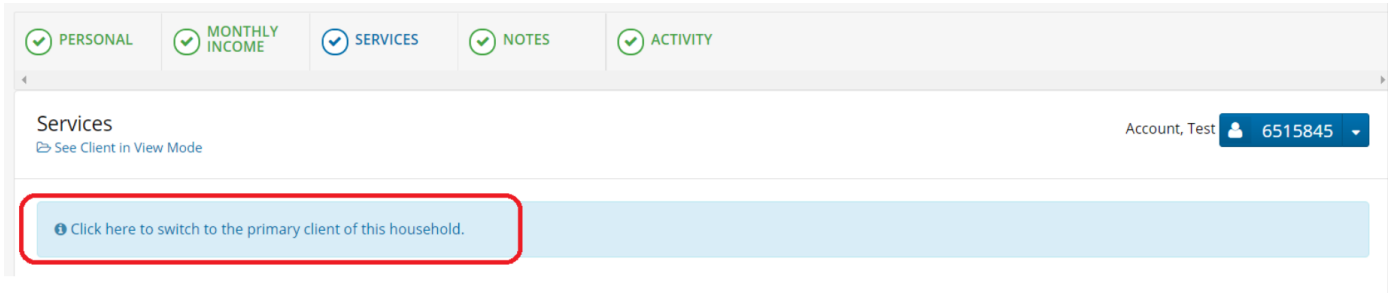


- 5) If a client does not have an ID card, you can issue a new card* at the time of check-in. Write in their name (make sure to spell correctly) and client ID. Client ID is in the top right-hand corner of the “Services” tab.





*Only the “primary client” can receive a client card.
If the client is **not** a “primary client,” you will see the indicator appear underneath the client’s name and ID.



*Please click on the blue banner to switch to the “primary client.”

6) Check-in is complete!

Profile Review

When a client has not visited a pantry in more than 180 days, Link2Feed will automatically flag the client’s profile for a review to help ensure that client information stays up to date.

Profile Review Required — This client has not visited in over 180 days. You must review the profile.

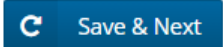
You must click "Save" or "Next" on each page in order to continue.

You will see an alert that says, “Failed” – sounds ominous but you haven’t failed anything!

Failed ×
The requested page "services", cannot be accessed until a profile review has been completed.

This alert is to notify you that you will not be able to record a visit in the “Services” tab until you review “Person” and “Monthly Income” tabs.

During check-in, please check for **changes in these four fields**: address, total number of household members, receipt of benefits such as SNAP (food stamps) and Medicaid, and income.

Go ahead and click  at the bottom of each page until you reach the “Services” tab for recording a visit.