

REGIONAL FOOD BANK OF OKLAHOMA®

Summer Feeding

This document serves as a best-practice guide for utilizing the Kids Café function within Link2Feed to ensure all our sites are using the software in the same way. This allows us to record the most accurate data.

**For questions on Kids Café, please contact Chelsea Casso: ccasso@rfbo.org
For questions on Link2Feed, please contact Janee Rudolph: jrudolph@rfbo.org**

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LINK2FEED

Link2Feed is a Certified B Corporation that believes we can't end hunger if we don't understand it.

Our technology helps organizations around the world feed change, one link at a time.

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About Link2Feed

Link2Feed is certified B Corporation that believes that we can't end hunger if we don't understand it. Their technology helps organizations around the world feed change in their communities. More than 3,100 organizations have used Link2Feed to assist 1.6 million neighbors in need. To learn more about Link2Feed visit www.link2feed.com.

Hardware & Software Requirements:

Hardware Requirements

- Memory (RAM): 512 MB
- Hard Drive Space: 500 MB
- Internet Access: via Ethernet, WiFi, Gobi (4G/4G LTE), Mobile Broadband (4G/4G LTE)

Software Requirements

- Windows 7 or higher
- Mac OS X (10.9) or higher

Required Software

- Web Browser:
 - Google Chrome
 - Mozilla Firefox
 - Safari 7+
 - **Internet Explorer is not supported**
- Javascript enabled
- Cookies enabled
- SSL enabled
- Adobe Flash
 - Required for some reports

Helpful Tips

- Ensure your browser's AutoFill settings are turned off. This will prevent previously-entered information from populating within the text boxes.
- Do you have your login information? The system will only allow you **three** login attempts before locking you out.
- The system also has a 20-minute inactivity timer. If inactive for 20 minutes, the system will log you out completely, prompting you to log in again. Due to this, please only have Link2Feed open in **one** browser tab at a time.

Support

Link2Feed has a robust support system that can be access when logged in by accessing the "Support" tab on the left-side dashboard. This will allow you to access the user manual and Link2Feed Support videos, as well as submit a ticket to Link2Feed's support. Please submit a ticket directly to Link2Feed if the issue lies in the program, such as being locked out or a function not operating as expected.

At Regional Food Bank, you may contact Chelsea Casso for questions regarding questions or issues directly related to Kids Café functions, best practices, or if you are unsure how to accomplish a task. You may reach her at ccasso@rfbo.org or by calling 405-600-3103.

Understanding the EULA

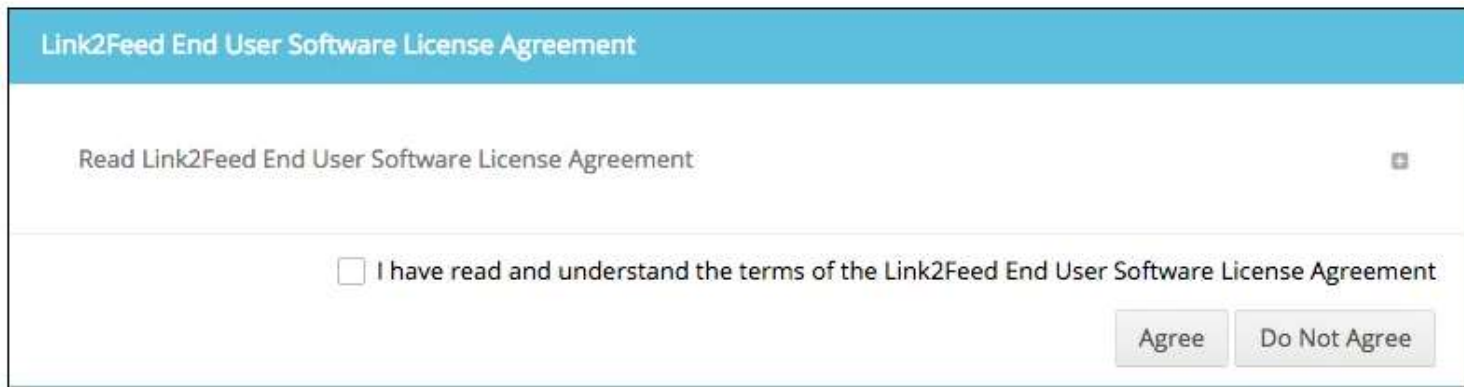
What does EULA mean?

EULA means “End User License Agreement” and is a legal contract between a software application author or publisher and the user of that software application. By accepting the EULA, you are agreeing to use the software application as stated within the agreement, including acknowledging the limitations and restrictions stated in the EULA.

All users must approve the EULA before logging into Link2Feed for the first time. You can review the EULA anytime by visiting: <http://link2feed.com/us-contract-and-licensing/>

Approving the EULA

When logging in for the first time to the Link2Feed portal, you will be prompted to accept the EULA by the following screen:



The screenshot shows a web interface for the Link2Feed End User Software License Agreement. At the top, there is a blue header with the text "Link2Feed End User Software License Agreement". Below the header, there is a section with the text "Read Link2Feed End User Software License Agreement" and a small square icon to the right. Below this section, there is a checkbox followed by the text "I have read and understand the terms of the Link2Feed End User Software License Agreement". At the bottom right, there are two buttons: "Agree" and "Do Not Agree".

Setup

Your site will have been set up within Link2Feed by Regional Food Bank, and your identified agency manager will have been added. As an agency manager, you will have the ability to add additional users to your location. Any volunteer or staff member that will be recording activity should have their own separate user profile within Link2Feed.

Link2Feed User Roles

While Link2Feed offers a variety of roles that can be assigned when creating a user, we have outlined what roles should be selected based on your needs within Link2Feed. **Please note that the agency manager role will have been created already for you, and is only displayed here as a reference between your permissions and those of your meal service workers.**

User	User Permissions	Agency Role	L2F Role(s)
Agency Manager	<ul style="list-style-type: none"> • Add/Edit Users • Reporting on agency • Enter neighbor data • Record meal services 	Directors, managers, full-time staff or long-term volunteer	<ul style="list-style-type: none"> • Agency Manager • Reporter • User (automatically checked)
Meal Service Attendant	<ul style="list-style-type: none"> • Enter neighbor data • Record meal services 	Staff, volunteers	<ul style="list-style-type: none"> • User (automatically checked)

**Agency Managers are also able to set serving times for meal services for their sites. Doing so will prevent any user at that site from recording a meal service outside of those hours. This may be done through the “Agency Settings” page under the “Administration” tab. Instructions can be found [here](#).*

Meal Service

Every user at every site is expected to use the system the same way in order to preserve the integrity of the data. The following instructions should be provided to everyone at your location that will be utilizing Link2Feed to ensure they are knowledgeable on these instructions.

Recording a Meal Service

Only one meal service of each type may be recorded for each site for each day. If a meal service is already in progress for your site, you **will not** be permitted to start a new meal service. Additionally, if your agency manager has dedicated service times for meal service, you **will not** be permitted to create a meal service outside of those hours.

- The number of meals from the previous day must be entered. If this is the first meal service for your location, please enter “0.”
- Temperature of meals and milk received must be entered in addition to maintaining your fridge and freezer logs.
 - If your site receives a daily delivery, please record the temperature of the meal and milk upon receiving your delivery.
 - If your site **does not** receive a daily delivery, please record the temperature of the meal and milk when you remove them from the fridge/freezer.
- Meal types are:
 - Snack: A lighter serving than a meal, served prior to lunch
 - Lunch: Mid-day meal
 - Supper: Evening meal
 - PM Snack: Lighter portion than a meal, served after lunch
- For “Time Received,” enter the time the meal service will begin. When entering the time the meal service will end, account for the total time you are scheduled to be serving. If needed, it is possible to end a meal service prior to this time.
- A signature must be entered for the personnel logging the meal service. Depending on your device, you may need to use a mouse or touchscreen to sign. While this may be difficult, please do so to the best of your ability.

Recording Participants

With each participant, begin by attempting to search for them within the existing roster. There is a search bar in the upper left of this grid for ease of use. From there, you can determine if the participant is an existing participant or new to the system.

- To record a meal for **an existing participant**, locate them (listed alphabetically by last name) in the participant grid. There is a search bar in the upper left of this grid for ease of use. You must click or tap their name **twice** to record a meal for that participant.
- To record a meal for **a new participant**, you will need to add them to the system first. You may do so by clicking “Add a Participant” and entering their information. Only the information marked with asterisks is required to save their information within the system. You must click or tap their name **twice** to record a meal for that

If you begin to enter a participant’s information that currently exists in the system, a pop-up will appear notifying you that the participant may exist within the system already. This pop-up will contain the existing participant’s information for you to review and determine if the new user you are entering matches the existing user. After review, you may choose to determine if the users are the same, or if the system should “dismiss” this potential duplicate and continue creating a new participant.

Prior to ending the meal service:

- Ensure you have entered any damaged meals and eligible carry-over meals in the appropriate boxes.
- In the Notes and Comments section, **please enter a description of the meal served, including meal components.** For example, “BBQ Chicken (2oz MMA), Roll (1oz grain), Green beans (1/2cup), peaches (1/4 cup), Milk (1 cup).”

Meal services must be entered as they are served, on the day the service is taking place. Once you have ended the meal service, you will only have until the end of the day to edit, if needed. After that, changes can only be made by Regional Food Bank.

Reporting

Depending on your user permissions, you may be able to run reports for your site. Reports can be beneficial in giving you an idea on various metrics for your site, such as meals served or information regarding the participants within a program.

There are a few different reports you can access within your agency:

- **Summer Report:** Metrics for the summer meal service program only
- **School Year Report:** Metrics for the school year meal service program only
- **School Year Demographics Report:** Metrics on demographics entered for participants of the school year meal service
- **Reimbursement Report:** Metrics on reimbursement for the selected program
- **Error Log Report:** Metrics on the meal services who have logged errors and the corrective actions

For any report, you will be able to choose the metrics and settings. Some brief guidelines on reporting within Link2Feed:

- The report must have a name, but the naming convention is entirely whatever works best for you. We suggest something similar to “Report Type – Date” in order to distinguish between reports in the future.
- You have the option to schedule the report you are currently running, with its settings, to be ran automatically. If you do not wish to schedule the report, leave the option as “Once Only.”
- **Reports are nearly instant.** Once clicking “Run Report,” you may need to refresh your page for the latest report to display.
- The system will keep a log of reports, with the most recent one for your agency listed at the top. Please be aware of this when running multiple reports on the same day.

Reports and the data within are only seen by those permitted users within your agency, and by Regional Food Bank.