



Link2Feed Newsletter: June 2022

Contents:

- Upcoming Webinars
- Changing Contrast Settings
- Maintaining MOU's & User Lists
- FAQ of the Month:
- Link2Feed Trainings

You're invited! Upcoming Link2Feed Webinars: June 28th and July 12th

June 28th Topic: Changes to Link2Feed-Release 2.12

Link2Feed release 2.12 will be in effect and on the live site starting July 11. If you would like to learn more about the new release features and changes, please join us for a detailed explanation and demonstration on June 28th, from 10AM-10:45 AM. This webinar will be open to *all* Link2Feed users, both volunteers and agencies, and will be recorded if you cannot make it.

Date and Time: June 28th from 10AM-10:45AM

How: Join Zoom Meeting

<https://us06web.zoom.us/j/83154457057?pwd=NTIjbU1COTRWQkxZb0I5VjVPZmFWdz09>

Meeting ID: 831 5445 7057

Passcode: 890656

Topic: How Food Bank of the Rockies Uses Data Collected from Link2Feed

Join us for our monthly Webinar Series for Active Link2Feed Users! On the second Tuesday of the month, we will host a half-hour, lunch-time Zoom call to review various features of Link2Feed. This month we are focusing on how Food Bank of the Rockies uses the data collected from Link2Feed to best serve our communities.

***Please note, this webinar is open to all Link2Feed volunteers as well.**

If you have any questions in advance, email them to L2F@foodbankrockies.org. Otherwise, once the webinar has started, type them into the Zoom chat! No RSVP is required.

Date: Tuesday, July 12th at 12:30pm

How: Join Zoom Meeting

<https://zoom.us/j/97720221912?pwd=VmlETU9uNmhMTzhFV0lnTFZyM0tnZz09>

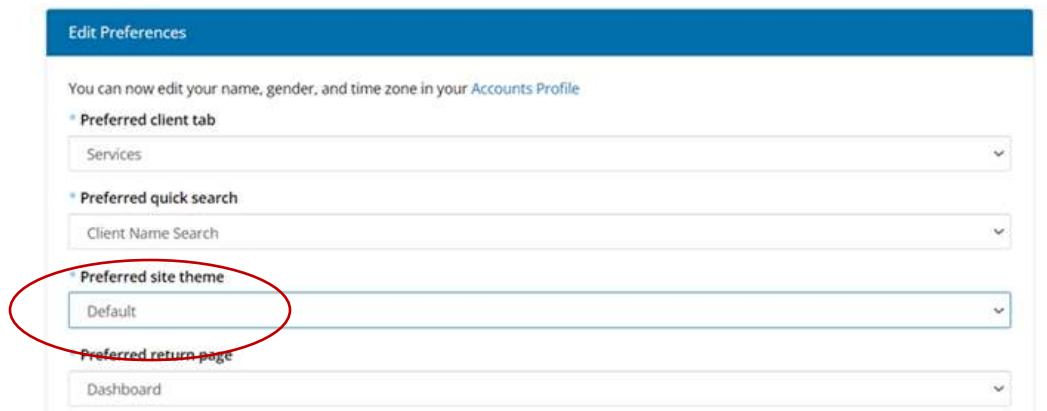
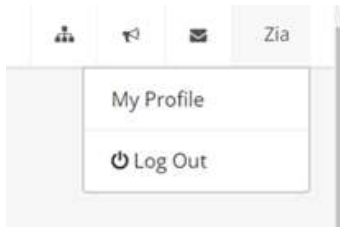
Meeting ID: 977 2022 1912

Passcode: 406418

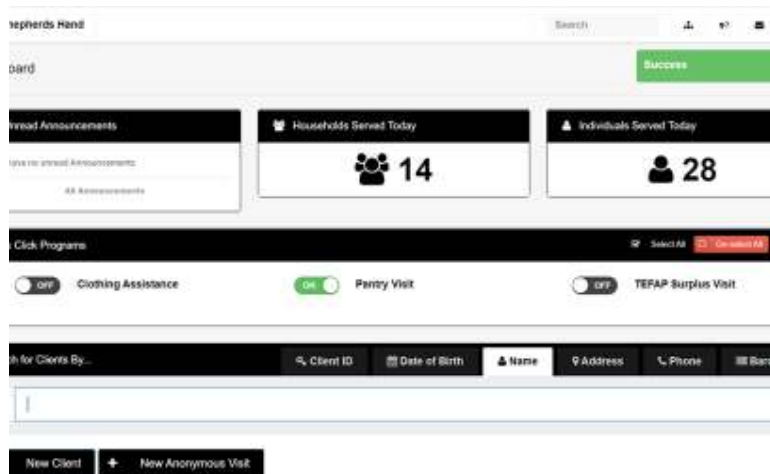
Link2Feed Contrast Settings

Are you having difficulties seeing the Link2Feed screen? Link2Feed contrast color settings are available and can be changed with the instructions below.

1. Select the Case Management Application (make sure you are on the Dashboard page where the client Search Bar lives)
2. Click on the volunteer's name in the upper right-hand corner.
3. Select My Profile



4. Preferred site theme-> high contrast
5. Save and the high contrast view should now look like this:

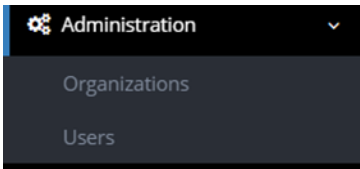


Maintaining MOUs and User Lists





The Memorandum of Understanding (MOU) is an important component of data privacy within Link2Feed. We require that all organizations turn in at least one copy of a signed MOU to Food Bank of the Rockies. Additionally, all users must have a signed copy of an MOU on file at their organization. Link2Feed partners are required to show copies of MOUs during partner reviews and paperless TEFAP audits (when applicable).

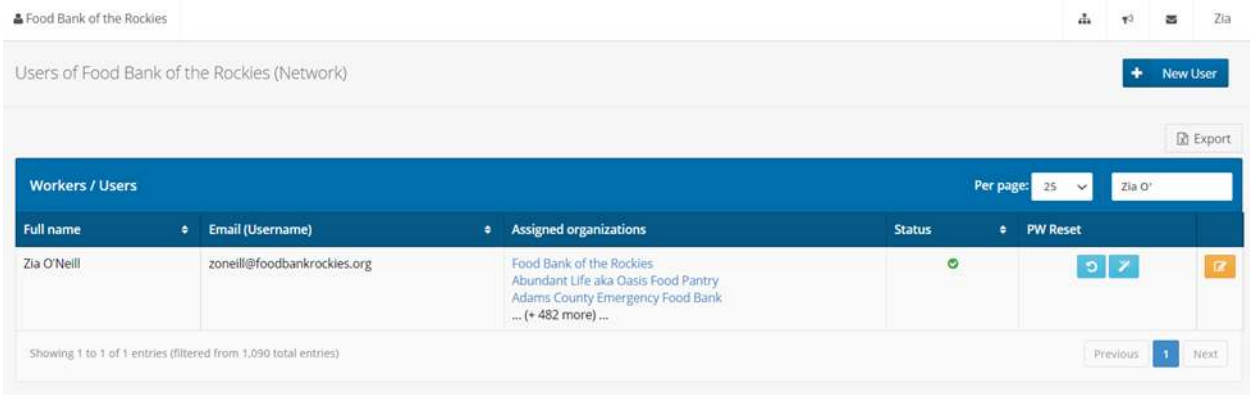
Access Control: User will not permit sharing credentials, and passwords to any other users within or outside of organization.

- All assigned users must read, understand and sign MOU prior to receiving L2F password and accessing the data base.
- Partner Agency will retain signed MOUs on file for auditing purposes.
- Partner Agency will maintain users by reviewing users on a regular basis to include but not limited to: reassigning user roles, deleting inactive users, changing Two Factor Authentication password.
- Partner Agency along with User will adhere to any policies and procedures that are put in place by FBR and L2F.
- User will be trained and capable to enter information into L2F correctly following confidentiality protocols.
- User will not access data base outside of Partner Agency's facility and operational hours.

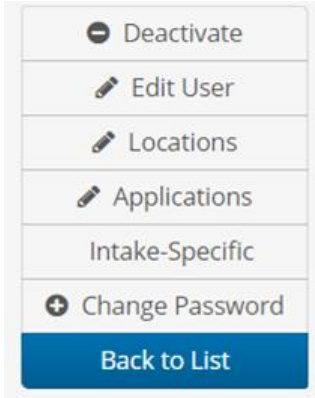


Additionally, it is the responsibility of Agency Managers to review users on a regular basis. If a user is departing your organization, please deactivate their Link2Feed profile. It is also beneficial to review existing user roles to ensure that all users have appropriate permissions.

To review users, first click Administration and then Users. Within Users, you will see an option to add a new user , view/edit existing users , reset passwords , or change passwords .



To learn more about how to add a new user, visit the [Link2Feed User Manual](#).



If you need to edit or deactivate an existing user, select the orange button. Once you have selected a user, the menu of options is located on the right-hand side. To deactivate a user, simply select deactivate. If you need to reactivate a user, make sure to review their profile as some settings may have changed.

To edit a user or review settings, click Edit User to start at the beginning of a user's profile. If you just need to review a setting regarding applications (i.e. reporting, preferences) click Edit Applications and Link2Feed will skip to the final pages of editing a user's profile.

For more information on editing or removing a user, please refer to the [Link2Feed User Manual](#).

FAQ of the Month:

Question: “Adding household members’ information takes too long and holds the line up. How can I speed up this process?”

Answer: When there's a long line and you need to update the household member information in Link2Feed, find one of the paper intake forms or the new profile review forms (discussed below). Write the client's ID# on the paper, and just ask the client to use the paper form to write down their household member information in the designated table. The client can disregard the other questions. In the meantime, you can assist another client as the one client fills out the form. Since you have the client's ID#, you can then refer to the page, find the client's profile at a later time, and update the information. If you're working at one of our Mobile Pantry sites, you can even put this form into the Link2Feed box to be brought back to Food Bank of the Rockies and the Link2Feed team can update the information at a later point in time.

Also, the Link2Feed team recently added a half-sheet forced profile review form (currently being printed in neon green). If you have a client whose profile is in review, and you're worried about time, you can provide this half-sheet to the client. It's not as in depth as the full intake form but allows Food Bank of the Rockies to gather and update the important information!

Food Bank of the Rockies collects household member information for a few reasons. The first is to collect information about the number of children and seniors that are served. Some of the Food Bank of the Rockies pantry sites use this information to provide additional kids or senior meal programs. If we do not have their information on file in Link2Feed, we do not know to provide the additional meal programs and we cannot certify certain clients to receive extra food boxes. Recording visits for children and seniors also provides a headcount that allows Food Bank of the Rockies to



appropriately order these additional meal boxes based on the average number of clients served. Better data allows for better ordering, and thus better services for clients.

Future Trainings

If you know of other Partners looking to get started with Link2Feed, please refer them to the following link to sign up for beginner trainings: <http://bit.ly/L2FRSVP>

Thank you for being dedicated Link2Feed users, we appreciate your participation!

Further Questions?

Email: L2F@foodbankrockies.org

Watch: <https://www.youtube.com/user/link2feed/videos>

Visit: <https://www.foodbankrockies.org/partner-portal/link2feed/>

Wherever hunger rises, so can we.