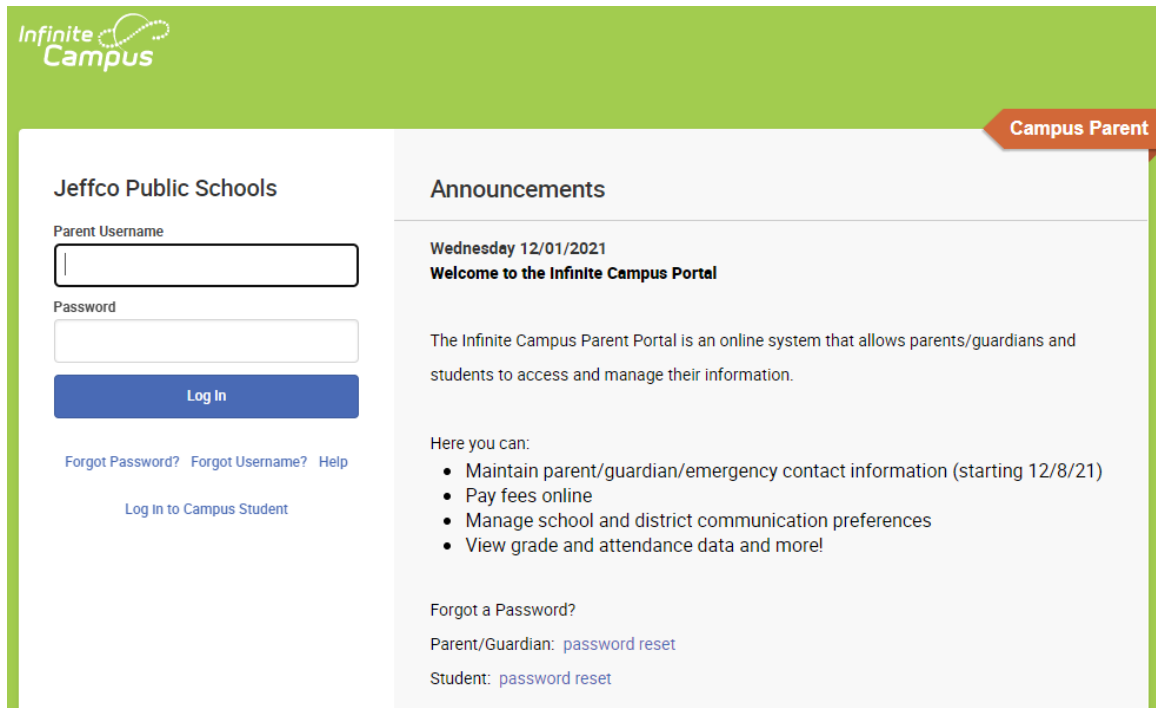


Jeffco Student Fee Payment Frequently Asked Questions

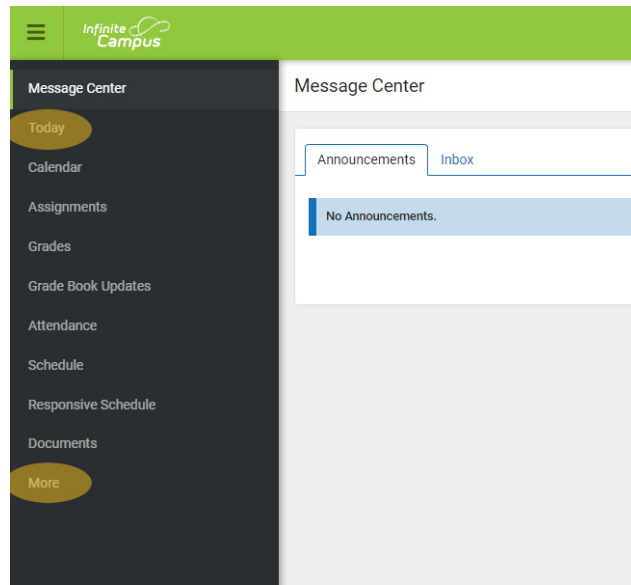
How do I access the Jeffco Student Fee Payment?

Parents will sign into their Infinite Campus Parent Portal account to make student fee payments. If you have forgotten your Infinite Campus Parent Portal information please select the "Forgot Password?" and/or "Forgot Username?" links below the LogIn button.. Infinite Campus Portal can be accessed from the school website or at this link: [Infinite Campus Portal](#).



Where do I obtain my Student's ID number?

Student ID numbers are shown when you log into the Infinite Campus Parent Portal. Once logged in, click on "Today" in the left navigation menu. You should see one of your students and their ID number will appear under their name. To toggle between students (if you have more than one), click on the down arrow next to your student's photo in the upper right corner of the screen just under the green header bar. You may also contact the school where your student is enrolled to obtain the student ID number.



What do I do if I am logged in but don't see any of my students in the Jeffco Student Fee Payment page?

Contact the school's enrollment office. The school may be in the process of updating your student's enrollment.

Can parents get help from the Jeffco Student Fee Payment Pages?

Yes, help is available by clicking the "Need Help ?" button on the bottom of each page.

[Need Help?](#)

How can I see what I owe without going through the process of making a payment?

Once you have accessed the Jeffco Student Fee Payment page, by logging into your Infinite Campus Parent Portal, in the My Students section your attached students will be visible. There is a column titled Statement, click on the statement icon



to view your student's fee statement, which displays fees paid and owed for the current year. **The Statement icon is only available to Parents/Guardians that have logged in using your Infinite Campus Parent Portal account.**

How do I navigate within the Student Fee Payment System, can I use the browser back button?

To ensure the best experience and accuracy of recording your payment, please use only the on page buttons (Next/Back/Submit/Cancel, etc.) to navigate during your transaction, Browser back arrows are not recommended.

How do I make a payment when viewing my student's fee statement?

Select the "Return to student list" icon at the top or bottom of the page, which will allow you to then select the student(s) that you want to proceed with to the selected owed fee section. You can click the [Need Help?](#) icon for additional support.



Student Fee Payment

I know my student has owed fees but none are displayed?

Contact the school's financial office. The school may be in the process of updating fees for your student.

Can I make payments for multiple students in one transaction?

Yes, you may include as many students as you choose when making a payment. To add additional Student's that are not displayed, you can enter the Student's ID and Last Name in the Search for Students section. You will be required to provide the student ID number and last name for each student you search for if not already displayed. Please request this information from the parent/guardian of the student. Click Search.

How do I add additional students to my account?

To add additional Student's that are not displayed (or for Guest Users), you can enter the Student's ID and Last Name in the Search for Students section. You will be required to provide the student ID number and last name for each student you search for if not already displayed. Please request this information from the parent/guardian of the student. Click Search. This will add the student to the My Students section.

The screenshot shows the 'Jeffco Online Fee Pay' interface. At the top, there is a navigation bar with the Jeffco Public Schools logo and the text 'Student Fee Payment'. Below this, there is a section titled 'Search for Students'. This section contains three bullet points: 'Use this section to find students who do not appear in the My Students section below', 'Student ID and Last Name fields are both required for the search', and 'The search button will add students to the list below for this transaction only'. There are two input fields: 'Student ID*' and 'Last Name*'. Below these fields is a blue 'Search' button. At the bottom of the screenshot, the 'My Students' section is partially visible.

I am unable to move forward from the wait symbol (spinning circle.)

While we can't offer advice on individual device configurations, the information in your compatibility settings may be reviewed and updated at your discretion. Users may try using another browser such as Chrome or Safari.

How can I pay a fee for a student if I am not the parent or guardian?

For those who **do not have an Infinite Campus Parent Portal** account and would like to make a payment for a student(s), they may do so by visiting the [Family Portal Page](#) and clicking on the link under I Want to Know at the bottom of the page for "[How to pay for a student fee as a guest](#)". You will be directed to the page to enter the student ID number and last name for each student you search for. Please request this information from the parent/guardian of the student.



Student Fee Payment

What if I see a fee for a class that I know my child will not be taking, or I do not wish to pay for at this time?

Leave the toggle button on No for those fees you do not wish to be paid at this time. You can contact the school's financial office regarding the fee(s) in question.

Add to Cart	Fee Name
<input checked="" type="checkbox"/> Yes	CHROMEBC#68276
<input checked="" type="checkbox"/> Yes	Library Book Loss
<input type="checkbox"/> No	CHROMEBC #68107 LMC

I would like to pay for a fee that is not listed, what do I do?

Contact the school's financial office.

Can I change the quantity of an item?

No, the quantity cannot be changed. If you would like additional quantities, contact the school's financial office.

How do I make a partial payment because the payment will be split with another person?

Please contact the school's financial office to make partial payment.

May I be set up on a payment plan?

Please contact the school's financial office to make arrangements for a payment plan.

How do I set up recurring payments?

Recurring payments are not an option. You will need to continue making payments to the school as necessary, or through the Jeffco Student Fee Payment pages.

Can I transfer money from one student to another?

Payments cannot be transferred between students in Jeffco Student Fee Payment system. Please contact the school's financial office if a refund is due and you wish to apply the refund to a different student's fees.

How will Jeffco know who is paying the fee?

Jeffco will know who is making the payment from the information entered in the Jeffco Student Fee Payment Pages.



Student Fee Payment

What types of debit/credit cards are accepted? Can I pay online with my checking account?

The types of payments accepted in the Jeffco Student Fee Payment system are American Express, Discover, MasterCard or Visa. If you wish to pay by cash or check, the payment will need to be made at the school financial office.


How secure is my credit card transaction?

Jeffco has partnered with [Authorize.net](https://www.authorize.net/), a leading payment gateway since 1996 to accept credit cards safely and securely for our customers.

The Authorize.Net Payment Gateway manages the complex routing of sensitive customer information through the electronic credit card processing networks. The company adheres to strict industry standards for payment processing, including:

- 128-bit Secure Sockets Layer (SSL) technology for secure Internet Protocol (IP) transactions.
- Industry leading encryption hardware and software methods and security protocols to protect customer information.
- Compliance with the Payment Card Industry Data Security Standard (PCI DSS).

Where is the Submit button on the account/payment form/box?

The "Submit" button is at the bottom of the box in red  , so be sure to use the scroll bar on the right side of the box and scroll to the bottom.


I received a strange error message saying something about Integration Broker and/or a Gateway Error after submitting my payment information. Did my payment get processed?

Click the close link of the error message box and check for a statement in the email address you provided. You can access the payment system again and view your statement for each student to determine that the fees were successfully paid.

I made a payment and the screen receipt was displayed indicating that the payment was successful, but I didn't get an emailed receipt.

Be sure to check the junk folder of the email address that was provided during the transaction. The user might want to set an email rule to allow emails from Jeffco Public Schools into their inbox. Contact the school before attempting to pay again.

Once I click the submit payment button, I can't exit out of the payment screen.

The only way out of this screen is to click the End Transaction button  at the top of the screen, or close the browser.

Why do I see one or more pending transactions on my statement when the transaction was declined?

Whenever there is an error with the credit card entry (i.e., incorrect CVV code, incorrect address, incorrect name or incorrect expiration date) banks may show the transaction as pending, or possibly charge the credit card owner. The bank may also



Student Fee Payment

send an email to the credit card owner about the transactions. Depending on the bank, the statement could reflect “pending” anywhere from 24 hours to 30 days. This is controlled by the credit card owner’s bank and they will need to work with the bank to clear these pending transactions from their accounts.

How do I get a receipt?

After you complete your purchase, an email confirmation and receipt will immediately be sent to the email you provided. You may also view and print current year payments online by clicking on the Statement icon when logged into the Student Fee Payments.

How can I get a statement for my student that graduated last year?

If you need a statement from a prior year, please contact the school's financial office at the school your student previously attended.

Who may view payment information?

The parent or guardian may view the payment information by logging into Infinite Campus Parent Portal, Student Fee Payment. Anyone who has made a payment will receive an email receipt that will include all fees paid during the current payment transaction.

How long does it take for funds to reach my child’s school after I make a payment?

School records will be updated immediately with the submission of the payment.

If I am due a refund will it be processed automatically?

Refunds will not be processed automatically. Please contact the school's financial office if you are owed a refund.

I was told a refund had been processed to my credit card, but I still do not have the funds?

Credit card companies and banks can take up to 10 days to process the refund based on their policies. Please contact the school financial secretary to check on the status of the refund. If the secretary notes the refund has been processed through Jeffco Public Schools, contact your credit card company or bank to find out the status of the refund.

Do I need to pay all the fees?

Colorado State Law (CRS 22-32-117) allows the Board of Education to authorize the collection of mandatory fees reasonably necessary for, and reasonably related to the actual cost of textbooks or expendable educational supplies not provided on a free of charge basis as a condition of participation or attendance. Mandatory fees will be waived for students eligible for free or reduced lunch under the National Income Poverty Guidelines. In addition, if the student voluntarily participates in a school-sponsored activity or program not within the academic portion of the educational program, or purchases non-instructional goods such as yearbooks or activity tickets, a fee will be assessed.



Student Fee Payment

Why do I have to pay fees when I pay taxes?

Colorado State Law (CRS 22-32-117) allows the Board of Education to authorize the collection of mandatory fees reasonably necessary for, and reasonably related to the actual cost of textbooks or expendable educational supplies not provided on a free of charge basis as a condition of participation or attendance. Mandatory fees will be waived for students eligible for free or reduced lunch under the National Income Poverty Guidelines. In addition, if the student voluntarily participates in a school-sponsored activity or program not within the academic portion of the educational program, or purchases non-instructional goods such as yearbooks or activity tickets, a fee will be assessed.

Can I make payments for my students lunch account through this system?

No, School Café is the payment system for student lunches and may be accessed at www.SchoolCafe.com/JeffcoSD.