



## Jeffco Student Fee Payment Frequently Asked Questions

### How do I access the Jeffco Student Fee Payment?

Parents will sign into their Jeffco Connect account to make student fee payments. If you have forgotten your Jeffco Connect information please contact the school enrollment secretary for assistance. Jeffco Connect can be accessed from the school website or at <https://jeffcoconnect.jeffco.k12.co.us>

### How do I sign into Jeffco Connect to pay fees?

If you already have a Campus Parent Portal user ID and password you should be able to access Jeffco Connect using this information. If you are unable to access Jeffco Connect, contact your child's school for new access instructions. Jeffco Connect can be accessed from the school website or at <https://jeffco.connect.jeffco.k12.co.us>

### Where do I obtain my Student's ID number?

The student ID number is on the child's report card near the top of the page, or you may 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" buttons on each page.

### 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 Jeffco Connect account you may view your student's fee statement, which displays fees paid and owed for the current year.

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

Select the "Return to student list" icon at the bottom of the page, which will allow you to select and pay fees.

### 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 students, or to search for students that are not displayed in "My Students", click the "Search for Students" icon located at the top of the "Search and Select Students" page.



### **How do I add additional students to my account?**

Update Jeffco Connect with the information for students that you are the parent or guardian.

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

While we can't offer advice on individual computer 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?**

You will need the student ID and student's last name to access their account, which will need to be requested from the parent/guardian. Payers will select "Pay Jeffco Student Fees Without a Login" on the Jeffco Connect Login in page. Jeffco Connect can be accessed from the school website or at <https://jeffcoconnect.jeffco.k12.co.us>

### **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 box that is associated with the fee for this class unchecked and the amount will not be included in your total.

### **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.



### **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, 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).

### **I went to the Authorize.Net payment screen and did not want to enter my payment information. When I click the close link, the payment box keeps showing up again and again and I can't get back to the payment screens.**

You will need to exit your session and start over from Jeffco Connect. Close the Internet browser tab that the payment box is appearing in and go back to Jeffco Connect.

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

The "Submit" button is at the bottom of the box, 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 received a screen that had many strange words, numbers and symbols on it rather than seeing the payment pages with all the graphics.**

Exit the payment system, return to Jeffco Connect and try again. The user should also try deleting their temporary internet files (cache).

### **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 close the browser. Clicking on the "Close" button doesn't do anything.

**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 CCV 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 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 purchases and payments online by clicking on the Fee Statement page by logging into your Jeffco Connect account.

**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 Jeffco Connect. 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.

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

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**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](http://www.SchoolCafe.com/JeffcoSD).