

FeePay FAQ – Frequently Asked Questions

How do I register for FeePay access?

Go to InverGrove.FeePay.com, click on “Sign Up” in the upper right-hand corner and follow the prompts. Multiple students (Elementary, Middle, or Secondary) can be registered under one parent account.

If you previously made payments through SchoolView, your login and password for SchoolView are your login and password for FeePay.

Will my credit card or bank information be secure when I make a payment online?

FeePay is PCI-compliant, giving you full protection of your payment and your student’s information. “PCI-compliant” is the highest security rating in the e-commerce industry.

How soon will my payment be added to my student’s meal account?

Your payment is verified immediately when you make it online. It is finalized in the FeePay system within 24 hours and posted to your student’s account on the first business day following.

How will I know that the payment was accepted?

When the charge is authorized, an email verifying that the payment was processed is sent immediately to the email address you provided for your account.

How will I know what my student’s account balance is?

You can see your student’s account balance at any time on FeePay by clicking on Account Summary.

How will I know when my student’s account needs more money?

FeePay can alert you when your child’s account is low. Click Meal Accounts, Alerts, then Add New Alert. When you add a new alert, you can choose your child’s name, the amount when you want to be alerted about his/her account, and the email account the alert will be sent to.

You can see all payments made online or by cash or check to your student’s account – along with all of your student’s food service purchases – for any range of dates by clicking on Payments History.

I have more than one child in the school district. Can I make payments for all of them?

You can make payments for all of your children who attend schools in Inver Grove Heights Schools. The payments you assign to each child’s account, along with the amount and due date, are detailed in the Account Summary.

How can I see what my child eats for lunch?

You can see everything your child eats by date and meal, along with the amounts spent, in the Meal Purchase History. You can see up to 120 days of meal purchases.

What do I do if my payment is declined?

If your payment is declined, verify that all the billing information is correct. If all information is correct and payment is still declined, contact the issuing credit card company for more information.

What do I do if I forget my password?

Use the question prompts at the FeePay login screen to recall your password. If this does not allow access, please contact support@FeePay.com.

Who do I contact for questions regarding Food Service FeePay online payments?

Email support@feepay.com or call Leslie Thorson at 651-306-7822 or email thorsonl@isd199.org.