

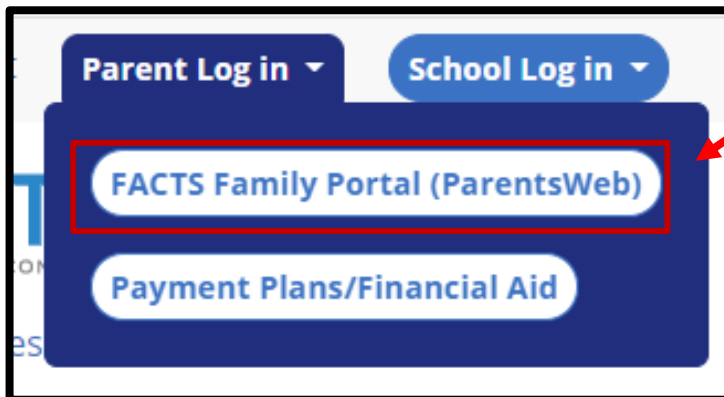
FACTS Family Portal (ParentsWeb) Setup Instructions

- ❖ FACTS Student Information System is an online tool our school uses for communicating with teachers and parents, maintaining student records, and managing family financial accounting.
- ❖ FACTS Family Portal (**ParentsWeb**) allows parents to access school information such as lesson plans, grades, school calendar, and pay tuition and school fees from a web browser.

1. Go to <https://factsmgt.com>.
2. At the top right corner, click **Parent Log in**.



3. From the menu, click **FACTS Family Portal (ParentsWeb)**.



4. Next, at the bottom of the screen, click the **Create New Family Portal Account** link.

FACTS
A nelnet COMPANY

Family Portal Login

District Code:

User Name:

Password (case-sensitive):

[Forgot User Name/Password?](#)

[Create New Family Portal Account](#)

5. The Family Portal Login screen appears. In the **District Code** field, enter **CHFBC**. Then enter the email address you have on file with the school.

FACTS
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Family Portal Login

District Code: * Required

Email:

[Back to Login](#)

6. Next, click **Create Account**.

FACTS
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Family Portal Login

District Code: * Required

Email:

[Back to Login](#)

7. A message appears stating that an email will be sent to the email address entered. Please note, you will need to click the link provided inside the email **within 6 hours**.

FACTS
A netnet COMPANY

Family Portal Login

District Code:
CHFBC

Email:
nmacmillan@castlehills.school

An email has been sent to nmacmillan@castlehills.school. Please check the email and click link provided to gain access to page where you can create your username and password. For security purpose that link will only be active for 6 hours.

Create Account [Back to Login](#)

8. Open the email sent from FACTS Customer Support. Next, click the **Click to create your ParentsWeb login** link.

This email is in response to your request to create an account for RenWeb's ParentsWeb. Please click the link below to create your username and password. The link below will remain active for 6 hours. If you did not make this request please contact your RenWeb school administrator.

Once you click the link below, you will have 6 hours to create your login credentials.

[Click to create your ParentsWeb login](#)

9. The **Change/Create Password** screen appears. In the **Username** field, enter the username you would like to use to login into ParentsWeb. Next, in the **Password** field, enter the password you would like to use. Passwords must be at least 6 characters long and include letters and numbers. Then in the **Confirm** field, enter the password again. Finally, **click Save Username and/or Password**.

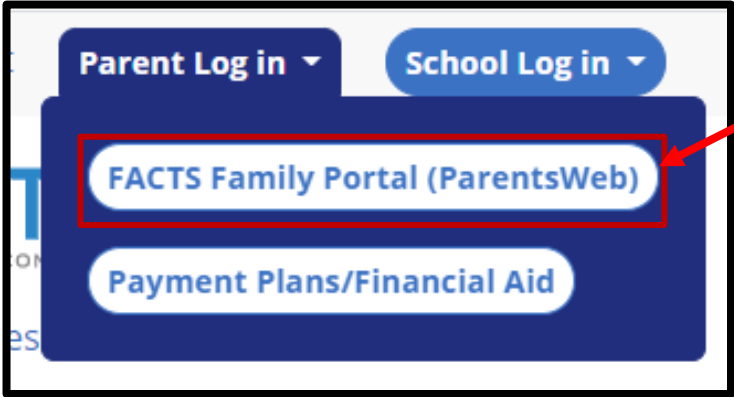
Name	Person ID	Username	Password	Confirm
A Test Family	1204381	<input type="text"/>	<input type="text"/>	<input type="text"/>

Save Username and/or Password

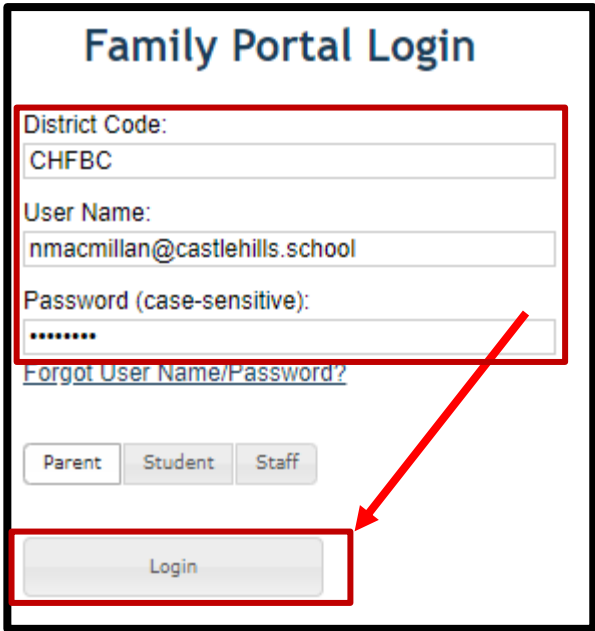
10. A message will appear at the top of the screen stating that your username and password have been created successfully. If you receive any error messages, or need help logging in, please contact Nicole MacMillan at (210) 878-1060 or nmacmillan@castlehills.school.



11. You are now able to log into your ParentsWeb account. From your web browser, go to: <https://factsmgt.com>. Next, click **Parent Log in**. From the menu, click **FACTS Family Portal (ParentsWeb)** (ParentsWeb).



12. The FACTS Portal Login screen appears. In the **District Code** field, type **CHFBC**. ***Remember this code as you will have to type it in whenever you log into FACTS.*** Next, enter your username and password into the **User Name** and **Password** fields. Then click **Login**.



13. ParentsWeb appears. ParentsWeb gives you the ability to view the school calendar, lesson plans, your student’s grades, and provides access to FACTS Tuition account, which is how you pay school fees and tuition.

