

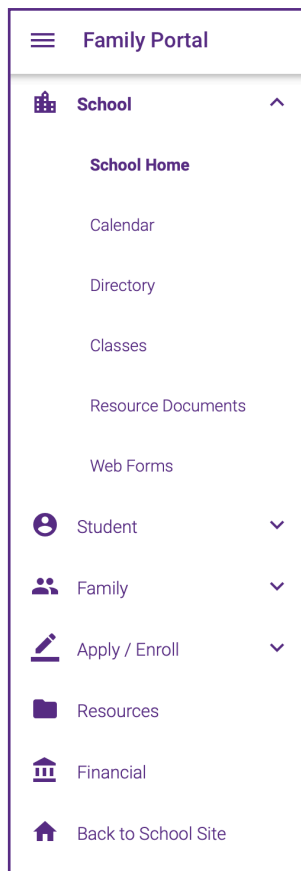


# Maintaining Your Account

## FACTS Family Portal

Parents have several important areas to manage in their FACTS Family Portal. Please verify that your parent account is set up with your preferences and accurate information.

**Web Forms** are where parents update family contact information, student medical information, and set their **Preferences** for emergency contacts. It is vital to keep this information accurate and up to date as the school uses this information for communication, student pick-up, and emergencies. (Please do not contact the school to update your information.)



### Areas That Can Be Modified Using A Web Form:

- Student Demographics
- Emergency Contacts
- Medical Form
- Custodial Information
- Grandparents Information
- Transportation (Pick-Up) Form

### To Access Web Forms:

1. On the left side of **Family Portal**, click **School > Web Forms**
2. Click **Family Demographic Web Forms**, and select the area to edit


To set **Preferences**, select **Custodial Parent Form**, and scroll down to **Parent Preferences** to edit:

- Directory Preferences
- Parent Emergency Alert

Changes to **Web Forms** are reflected in the system within two school days. Any **Custodial, Emergency Contact, or Transportation** changes update all linked family accounts.

To view the **Directory** in the **Family Portal**, on the left-hand side, click **School > Directory**

### To Edit What Personal Details Show In The School Directory:

1. In the **Family Portal**, on the left-hand-side, click **Family > Family Home**
2. View **Family Members** in the drop-down menu at the top
3. To view or change the settings, next to **Preferences** click 

If you have any questions regarding the FACTS Family Portal, please contact:

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