

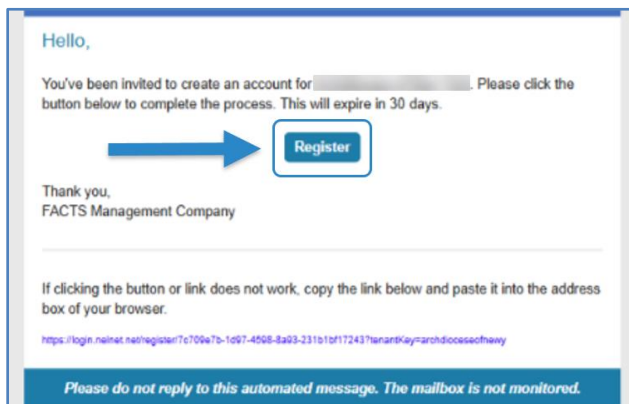
# FACTS Login and Multi-Factor Authentication(MFA) New Parent User Guide

## Before You Call Support

- Make sure your device is using the latest version
- Clear your browser cookies and cache.
- Log completely out of your account before trying again.

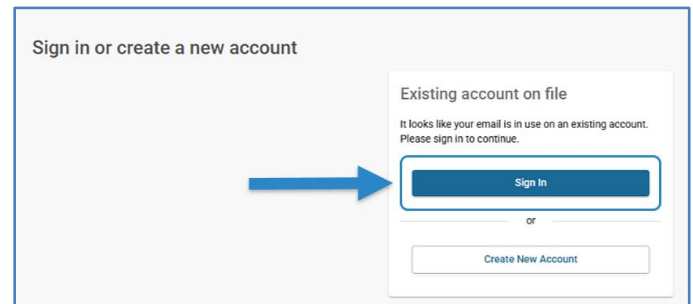
## Setting Up Your Account (First Time Users)

- Click Create an Account.
- You will receive an email invitation. Click Register button within email.
- Enter your email address.
- Follow steps to create a username, password, and MFA authentication questions.



## If You Already Use FACTS at Another School

- Select Create an Account.
- You will receive an email invitation. Click Register button within email.
- Enter your existing FACTS email used at another school.
- Select **SIGN IN** on Existing account window. (Do **NOT** select Create New Account).



## Forgot to Click Registration Email?

You must click the registration link in your email to complete setup. School can resend registration email if needed. Please contact Admissions

## Changing Your MFA Method?

Contact FACTS Parent Support to verify identity and remove MFA to reset preferences. The school **cannot** remove MFA directly.

## Need Help?

**FACTS Parent Support:** 866-441-4637

**FACTS Hours of Operation:** Mon-Fri- 7am-7pm CST, Saturday- 8am-2pm CST

**Admissions Help:** admissions@horizonchristian.school