



SJS FACTS Family FAQ

Welcome to FACTS

Beginning with the 2026-2027 school year, St. Joseph School will be using FACTS as our primary family information system. FACTS combines student information, grades, attendance, tuition management, billing, and school communications in one convenient location.

This is a comprehensive document that we highly recommend you bookmark/download. Use CNTRL + F to find specific information. Check the Quick Links section at the very end of the FAQ if you cannot find the answer to your question.

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General Questions

Why are we switching from PowerSchool to FACTS?

FACTS provides a single platform for both academic and financial information. Families will be able to view grades, attendance, announcements, calendars, tuition information, lunch information, and billing in one place.

What can I do in FACTS?

- View grades & report cards
- Monitor attendance
- Access school calendars & announcements
- View school directory & parent contact information
- View staff directory
- Update family & emergency information to ensure it is up to date
- Update student medical information & health room forms
- Access tuition & billing information
- View student schedules
- Make tuition & incidental fee payments

Do I need a FACTS Account?

Yes! All families will need a FACTS account to access student information, grades, attendance, tuition & billing information, and other important school resources. This will also be our primary way of communicating with families.

Do both parents need a FACTS Account?

No. At least one parent or guardian must have a FACTS account. However, each parent may create their own account using a unique email address if they would like separate access.

Will there be an app?

No, there is not an app at this time.

Getting Started

How do I access FACTS Family Portal?

Go to <https://sis.factsmgt.com/family-portal/en-us>. **Our district code is MILWAUKEE-DIO (all caps)**. We recommend bookmarking this page for future use.

For a visual, step-by-step guide, copy & paste this link into your browser -

<https://catholicschoolsbq.org/wp-content/uploads/2026/02/Creating-a-Parent-Account-in-FACTS-SIS.pdf>

What email address should I use?

Use the email address currently on file with St. Joseph School. This is the same email you used to set up your tuition & payment account if you've already done so.

What if I didn't receive my account setup email?

Please check your spam/junk folder, search for messages from FACTS, contact the school if you still cannot find the email.

What if I forgot my password?

Select **Forgot User Name/Password** on the login page & follow the instructions to reset your password.

Do I need a different log in for FACTS Family Portal & FACTS Tuition Management?

No, you will use the same login for both.

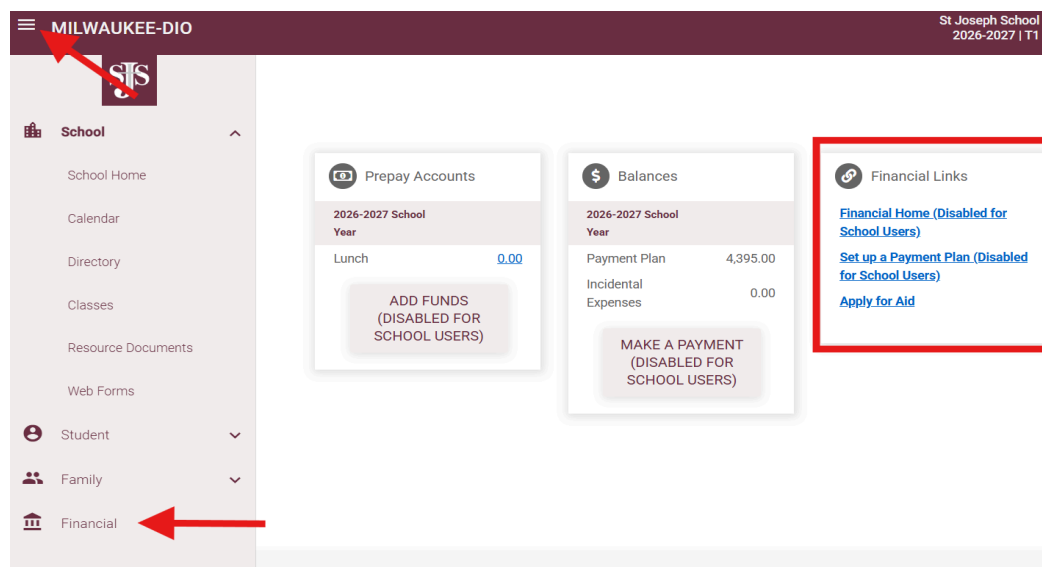
- FACTS Family Portal → <https://logins2.renweb.com/logins/ParentsWeb-Login.aspx>
 - FACTS Payment Plan / Financial Aid → <https://online.factsmgt.com/SignIn.aspx>
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Tuition & Billing

How do I pay tuition?

Tuition payments are managed through FACTS Tuition Management. To access Tuition Management, you can either go to FACTS Family Portal > Financial or you can go to the Tuition Management site at <https://online.factsmgt.com/SignIn.aspx>.

You can access billing and payment information through your FACTS account.



Can I set up automatic payments?

Yes. FACTS allows automatic payments from a bank account or approved credit card.

Can I change my payment method later?

Yes. You can update your financial account information within FACTS at any time.

Will incidental charges appear in FACTS?

Yes. Charges such as field trips, activity fees, lunch fees, and other school-related expenses will be posted to your FACTS account when applicable.

Can I make an additional payment at any time?

Yes. You may log in and make extra payments toward your balance whenever you choose.

What happens if my payment is unsuccessful?

FACTS will notify you if a payment cannot be processed. Failed payments may be subject to additional fees, so please keep your payment information current.

Student, Family, & Staff Information

What is the Directory?

A wonderful way to help parents, students, & staff be connected to you. You control the information that displays by updating the **Family Demographic Web Form** in your FACTS Family Portal.

How do I view the directory?

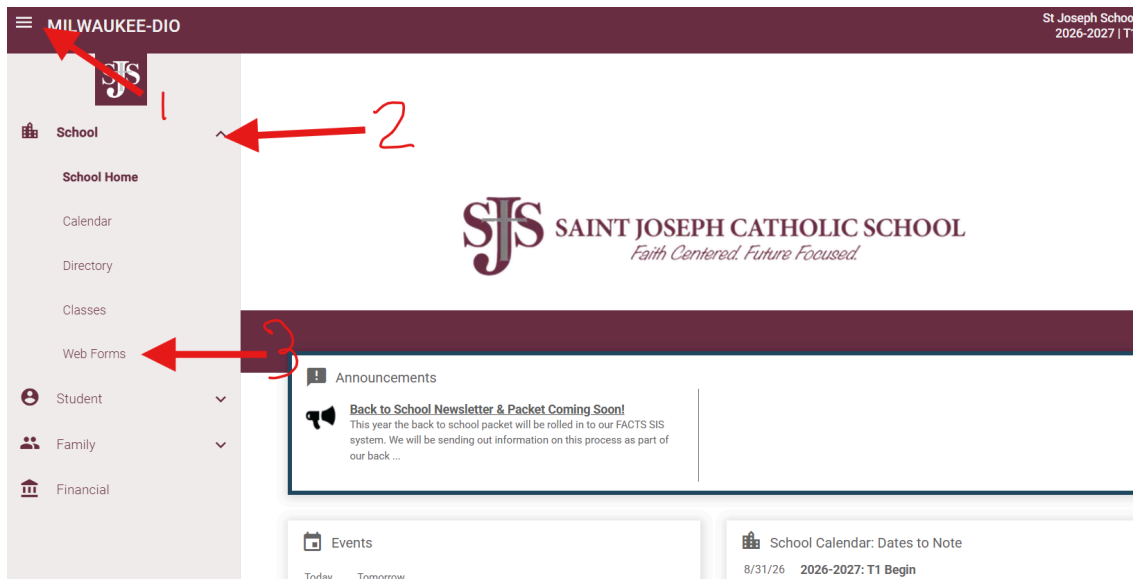
1. Log in to the FACTS Family Portal
2. Select the Menu icon (3 lines on top of each other in top left)
3. On the left side of the page select “Directory”
4. Can select parents, students, or staff

The screenshot shows the FACTS Family Portal interface. At the top, there is a header bar with 'MILWAUKEE-DIO' on the left and 'St Joseph School 2026-2027 | T1' on the right. Below the header is a sidebar menu with icons for School, Calendar, Directory (highlighted with a red arrow), Classes, Web Forms, Student, Family, and Financial. The main content area is titled 'Directory' and features a search bar with the text 'Search by Name' and a 'SEARCH' button. Below the search bar are three tabs: 'Students' (highlighted with a red box), 'Parents', and 'Staff'. A 'Print' button is located in the top right corner of the directory section (highlighted with a red box). Below the tabs is a table of staff members with columns for Staff (Click for info), Title, Department, Email Address (Click to email), and Work Phone. The table lists five staff members: Patricia Bons, Andrea Fitzwilliams, Caila Greco, Keri Kinney, and Cindy Kirchner.

Staff (Click for info)	Title	Department	Email Address (Click to email)	Work Phone
Bons, Patricia	Instructor	Faculty	bonst@stjosephschooltosa.com	414-771-5577x149
Fitzwilliams, Andrea	Instructor		fitzwilliamsa@stjosephschooltosa.com	
Greco, Caila	Instructor	Faculty	grecoc@stjosephschooltosa.com	414-771-5577x153
Kinney, Keri	Instructor	Faculty	kinneyk@stjosephschooltosa.com	414-771-5577x143
Kirchner, Cindy	Instructor	Faculty	kirchnerc@stjosephschooltosa.com	414-771-5577x144

How do I update our demographic information?

1. Go to FACTS Family Portal
2. Select 'Menu'
3. Select 'Web Forms'
4. Select 'Family Demographic From'



5. Update the respective information
6. Be sure to press 'Save' at the end

Enrolled Students	
[Redacted]	Student Demographic Form
[Redacted]	Student Demographic Form
Student Medical	
[Redacted]	Student Medical Form
[Redacted]	Student Medical Form
Custodial Parents	
[Redacted]	Custodial Parent Form
[Redacted]	Custodial Parent Form
Emergency Contacts:	
[Redacted]	Emergency Contacts
[Redacted]	Emergency Contacts
Transportation	
[Redacted]	Transportation Form
[Redacted]	Transportation Form
Grandparents	
Add Person	Add Grandparents

7. Then send an email to sjsoffice@stjosephschooltosa.com with subject line "Demographic Info Update"

Please note that updating address will update parent profile too.

How do I edit what information people can see in the directory?

1. Go to factsmgt.com and choose **Parent Log In** then **FACTS Family Portal**
2. Log in to your FACTS Family Portal with district code **MILWAUKEE-DIO** and your username & password
3. Select **School** then **Web Forms** on the left-hand menu
4. Select the **Family Demographics Form**
5. Scroll down to **Custodial Parent Form**
6. Update the preferences

Please note this may take 24-48 hours for updates to reflect in the system.

How to check notes from health room? / View medical information

1. FACTS Family Portal
2. Menu
3. Student
4. Medical
5. If you have multiple children, select the drop down of which child you are looking at

The screenshot displays the FACTS Family Portal interface. At the top, a dark red header bar contains the text "MILWAUKEE-DIO" on the left and "St Joseph School 2026-2027 | T1" on the right. Below the header, a left-hand navigation menu is visible, with "Medical" highlighted by a red arrow. The main content area shows a student's medical information. A red box highlights the "Student" dropdown menu at the top of the main content area. Below this, a red arrow points to the "General" tab, which is selected. The "General" tab displays fields for "Permission to Treat: No", "Blood Type:", "Doctor:", "Dentist:", and "Insurance:". Below these fields, another red box highlights the "Event Record" section, which shows "No event records." To the right of the "General" tab, there are sections for "Medical Conditions" (showing redacted information), "Allergies" (showing "No allergies."), "Shot Record" (showing "No shot records."), and "Medications" (showing "No medications.>").

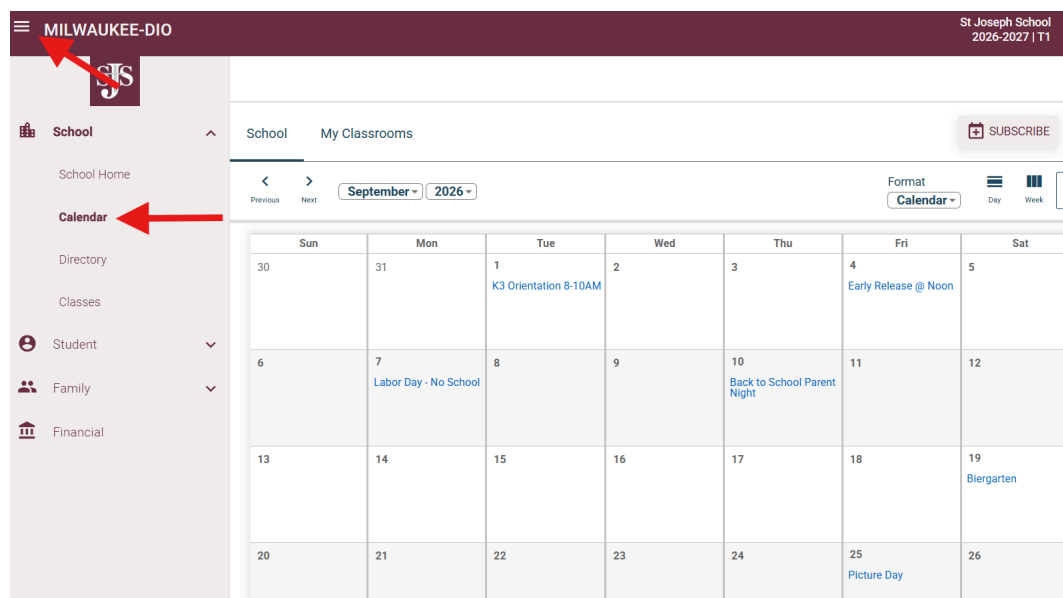
Note - it is very important this information is up to date, please check at the start of the school year and update throughout the year. This is where our school nurse pulls all of their information from and how they will inform you of any incidents.

Please send an email to sjsoffice@stjosephschooltosa.com and any teacher(s) who may need to know, if this information gets updated.

Calendar, Events, & Announcements

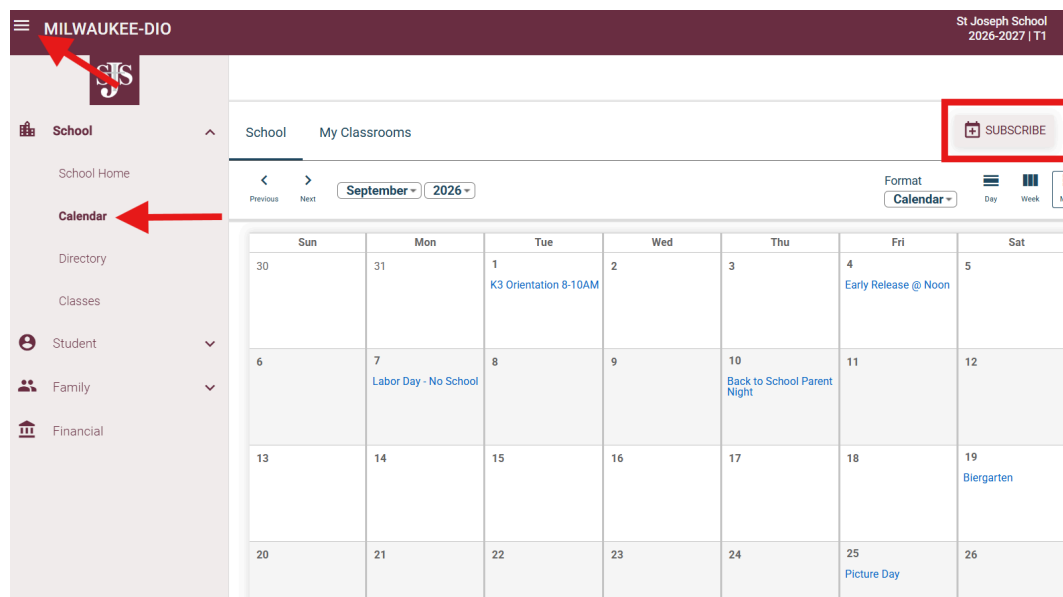
How do I view the calendar in FACTS Family Portal?

All school wide events and important dates will be housed in the FACTS Family Portal calendar. Select Menu and then **Calendar** page.



Am I able to subscribe to this calendar?

Yes! You can subscribe to & print this calendar and we recommend doing so!



How do I view event details?

Select the event to view important details.

The screenshot shows the St. Joseph School website interface. The header includes the school name and the academic year 2026-2027 | T1. A sidebar on the left contains navigation links: School, School Home, Calendar, Directory, Classes, Student, Family, and Financial. The main content area displays a calendar for September 2026. A modal window is open, showing details for the 'Back to School Parent Night' event. The event description states: 'Mandatory back to school parent night. The event begins in the Church with an address from Father and Principal Van Vreede. Parents then have the opportunity to tour the classroom and receive information about the curriculum as well as classroom expectations. Childcare will be available.' The event date is Thursday, September 10, 2026, from 6:00 PM to 7:30 PM. The contact is Bryanna VanVreede, with an email address vanvredeb@stjosephschooltosa.com. A map is available via a [Click for map](#) link.

How can I view important announcements?

Important announcements can be found in the FACTS Family Portal under **School Home** page.

The screenshot shows the St. Joseph School website interface. The header includes the school name and the academic year 2026-2027 | T1. A sidebar on the left contains navigation links: School, School Home, Calendar, Directory, Classes, Student, Family, and Financial. The main content area displays the 'Announcements' and 'Events' sections. The 'Announcements' section features a message titled 'Back to School Newsletter & Packet Coming Soon!' with a speaker icon. The text states: 'This year the back to school packet will be rolled in to our FACTS SIS system. We will be sending out information on this process as part of our back ...'. The 'Events' section shows a calendar view for 'Today' and 'Tomorrow', with a message stating 'No events found.'.

Date	Event
8/31/26	2026-2027: T1 Begin
9/7/26	Labor Day - No School
10/1/26	Teacher Inservice - No School
10/2/26	Teacher Inservice - No School
11/18/26	2026-2027: T1 End
11/19/26	2026-2027: T2 Begin
11/23/26	Conference - No School

Lunch

How do I order lunch?

1. In your Internet browser, navigate to <https://factsmgt.com> and click **Family Login**.
2. Select **FACTS Family Portal**.
3. Type your school's district code (**MILWAUKEE-DIO**), your username, and password.
4. Select **'Student' > 'Lunch'**
5. Select **'Create Web Order'** - if you have multiple students, select the drop down for the student you would like to order for

The screenshot shows the FACTS Family Portal interface. The top header displays 'MILWAUKEE-DIO' and 'St Joseph School 2026-2027 | T1'. The left sidebar contains navigation links: School, Student, Attendance, Medical, Lunch, Family, and Financial. The 'Student' link is highlighted with a red arrow and the number 2. The 'Lunch' link is highlighted with a red arrow and the number 3. The 'Student' dropdown menu is highlighted with a red box and the number 4. The 'CREATE WEB ORDER' button is highlighted with a red box and the number 5. The main content area shows a calendar for September 2026 with a grid of dates and corresponding lunch items and prices. A legend on the right indicates: Red - items ordered and not yet paid through web payment, Blue - items ordered and paid through web payment, Green - items ordered, paid, and changed by school.

6. Click the **date** to place an order
7. Type the **number of items** to order for the student in the quantity column. The total column displays the cost.

The screenshot shows the lunch order form. The top section displays 'Lunch Items for Friday 09/18/2026 (\$0.00)'. Below this, a red box highlights the section for 'Lunch Items for Monday 09/21/2026 (\$3.00)'. The table below shows the order details:

Lunch Item	Price	Quantity	Total
Salami & Provalone Croissant & Gogurt	\$3.00	1	\$3.00

A red arrow points to the total column, which displays '\$3.00'.

8. Repeat for all dates & all students. The grand total will be listed at the bottom.
9. Click **Submit Order**. The Online Lunch Payment screen displays after you place your order.

10. Type **payment information** and click **Submit**.

- a. Please wait a few seconds for the payment transaction to complete.
- b. An email confirmation of your payment will be sent to you.

Please note:

- Items paid for will show on the calendar in blue
- Items NOT paid for will show on the calendar in red
 - If red your child's order will NOT be included in our final counts

How to Order Extras

Follow the steps above, when you get to step #7 enter the quantity for the 'Extra' item in the quantity section

Lunch Items for Tuesday 09/08/2026 (\$0.00)			
Lunch Items for Wednesday 09/09/2026 (\$0.00)			
Lunch Items for Thursday 09/10/2026 (\$0.00)			
Lunch Item	Price	Quantity	Total
Sloppy Joe & Corn	\$3.00		\$0.00
Sloppy Joe & Corn + Extra	\$4.00		\$0.00

Please also view this article in the Family Resource center:

https://www.nbshubhelp.com/Family_Resource_Center/FACTS_SIS/Order_Prepaid_Lunch_in_Family_Portal

Grades

Where can I see my child's grades?

1. Log in to FACTS Family Portal
2. Select **Student**
3. Select **Grades**
4. Select a class from the drop-down menu to view entered grades

Will report cards be available in FACTS?

Yes. Report cards & academic information will be available through Family Portal at the end of each trimester.

Technical Support

Which web browser works best with FACTS?

FACTS recommends using the most current version of **Google Chrome** for the best experience.

What if the portal isn't loading correctly?

- Refresh the page
- Clear your browser cache & cookies
- Use Google Chrome
- Try another device
- Check the system status at <https://status.factsmgt.com/>

Who do I contact for help?

- **Family Portal, Grades, & Technical Questions** → sjsoffice@stjosephschool.com. This is a new system for us as well and we are still in the training process but will work hard to find a solution together!
- **Tuition, Billing, & Financial Questions** → vanvreedeb@stjosephschooltosa.com
- **Admissions & Enrollment Questions** → vanvreedeb@stjosephschooltosa.com

Quick Links & Other Resources

We recommend bookmarking the following links:

- **FACTS Family Portal** → <https://sis.factsmgt.com/family-portal/en-us>
- **FACTS Parent Support** → <https://factsmgt.com/support/>
- **FACTS Parent FAQ** (*payment plans, financial aid, FACTS family portal*) → <https://factsmgt.com/parent-faqs/>
- **Question about Tuition Payment Plan** → call 866-441-4637
- **Question about Financial Aid Application** → call 866-315-9262
- **Other Parent Resources**
 - [Family Resource Center](#)
 - [Access FACTS Family Portal](#) (district code is MILWAUKEE-DIO)
 - [Create a Family Portal Account and Multi-Factor Authentication](#)
 - [Creating a Parent Account in FACTS SIS](#) (district code is MILWAUKEE-DIO)
 - [FACTS Family Portal Introduction](#)
 - [FACTS Family Portal Introduction Video](#) (password is Portal)
 - [How to create Family Portal Login for Parents Video](#) (password is Portal)
 - [Make Payments from FACTS Family Portal](#)