# SJS FACTS Family FAQ

## Welcome to FACTS

Beginning with the 2026-2027 school year, St. Joseph School will be using FACTS as our primarily 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?

Yes! There is one available in the app store for $5/year.

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# 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

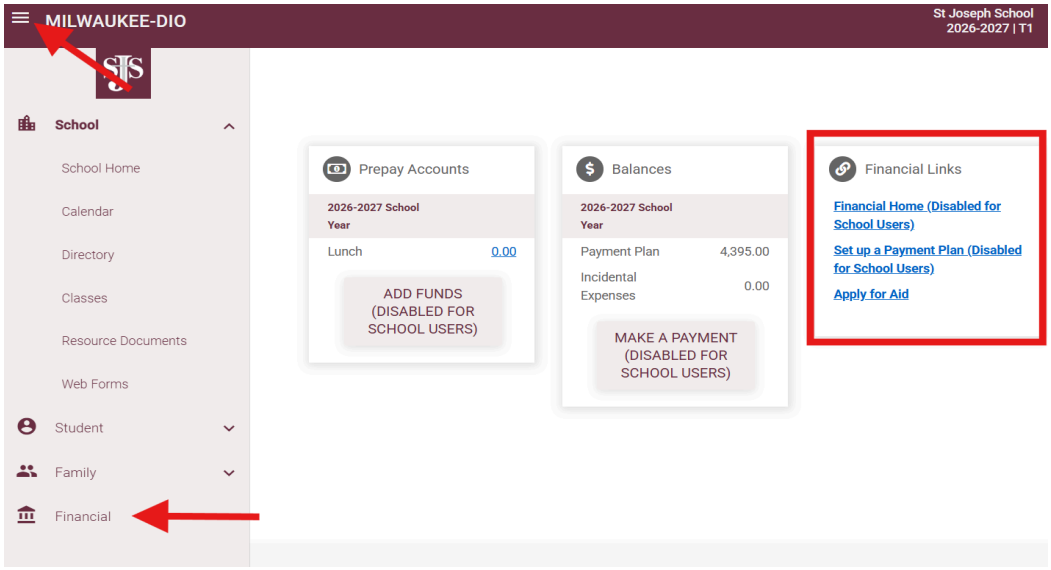
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# Tuition & Billing

## 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.

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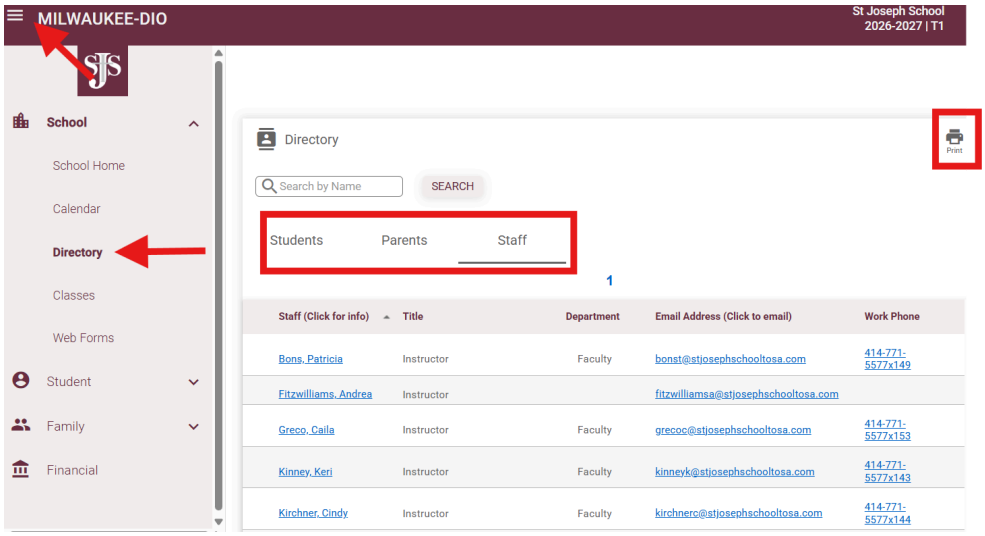
# Student, Family, & Staff Information

### 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.

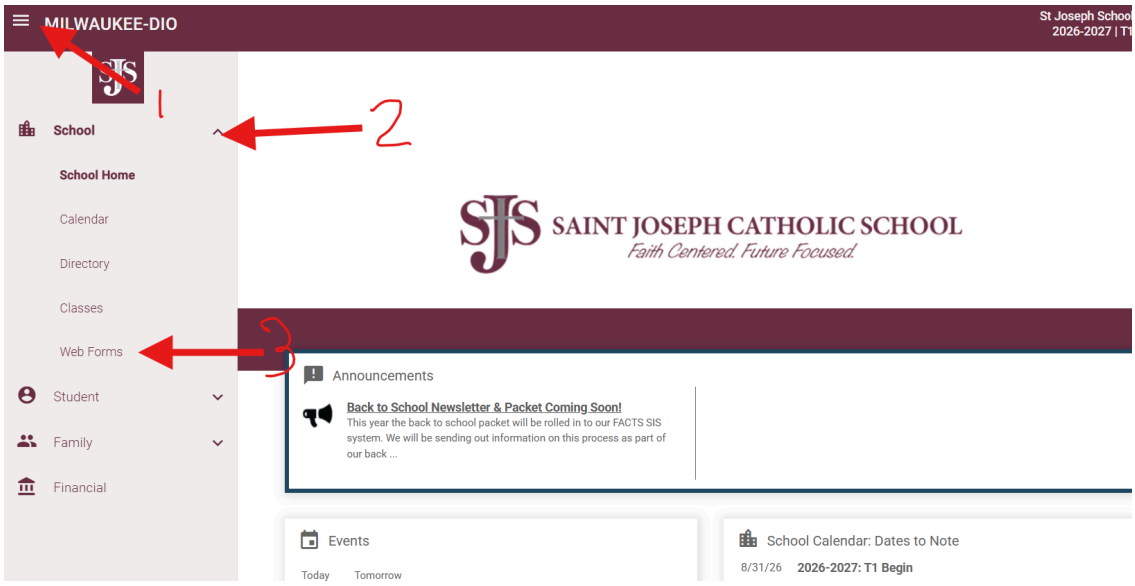
### How do I view the directory?

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

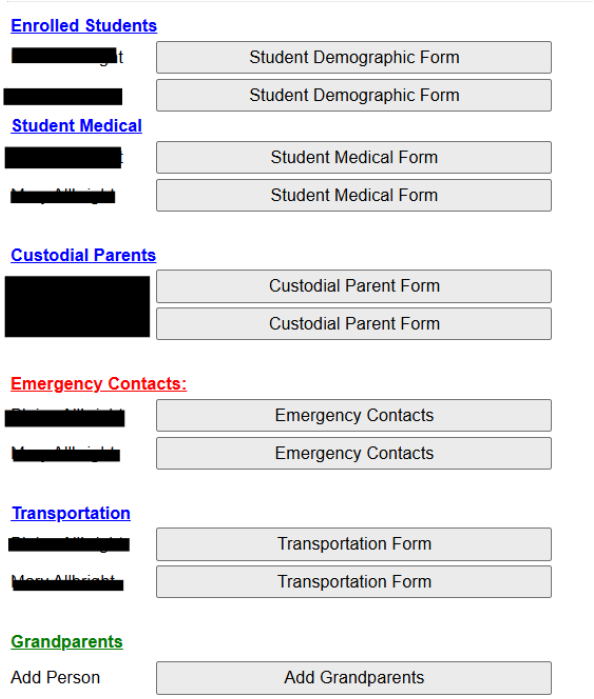



### How do I update our demographic information?

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




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.

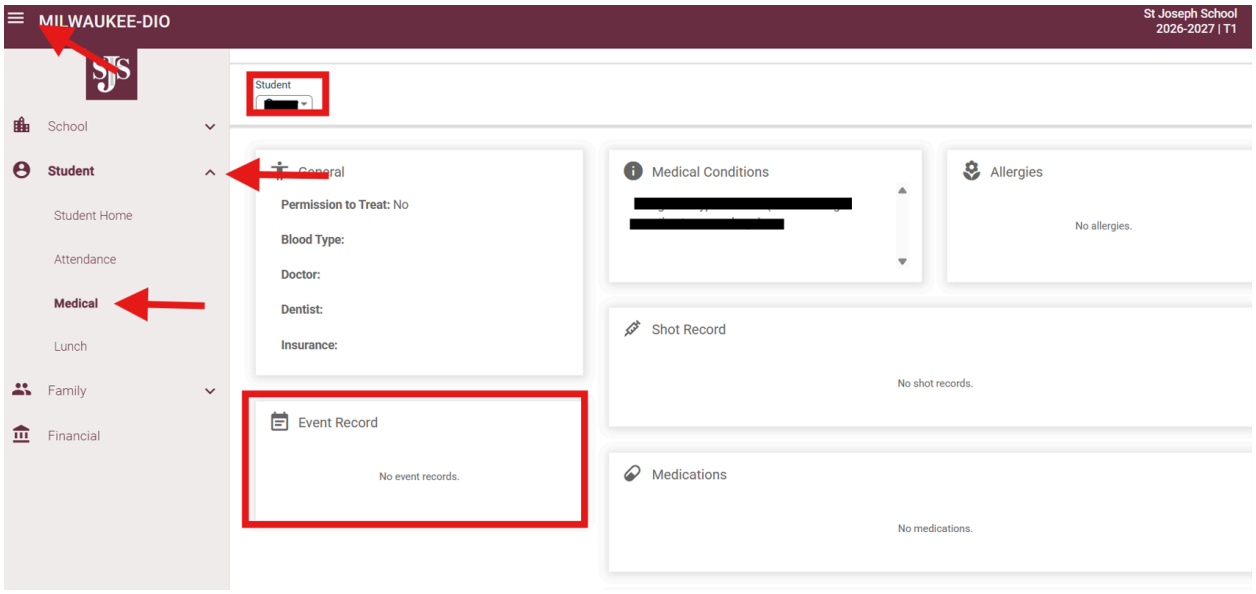
## How do I edit what information people can see in the directory?

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




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.

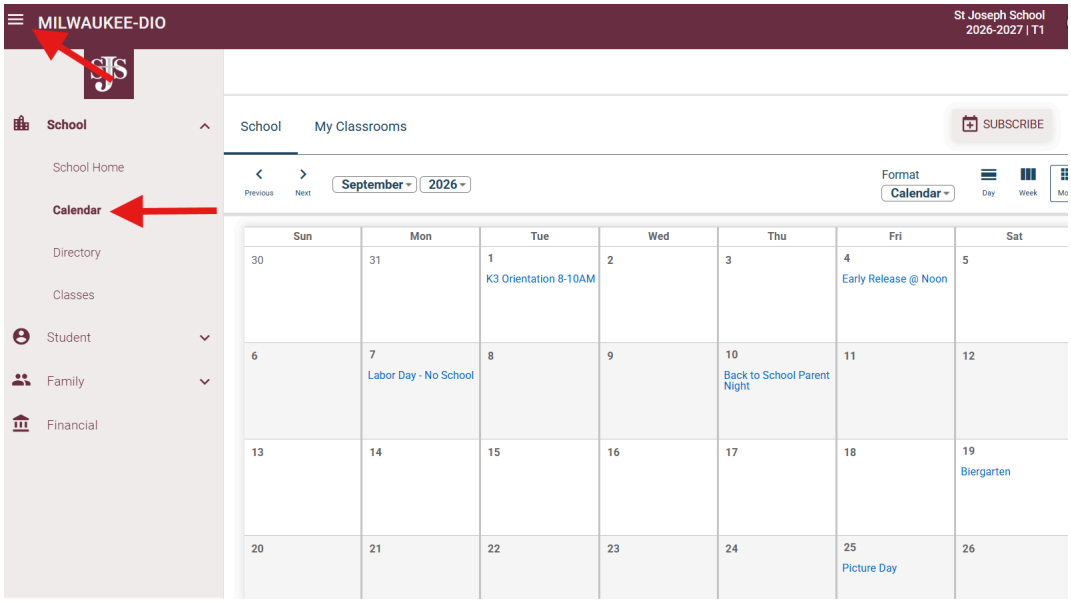
Please send an email to sjsoffice@stjosephschooltosa.com and any teacher(s) who may need to know, if this information gets updated.

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# Calendar, Events, & Announcements

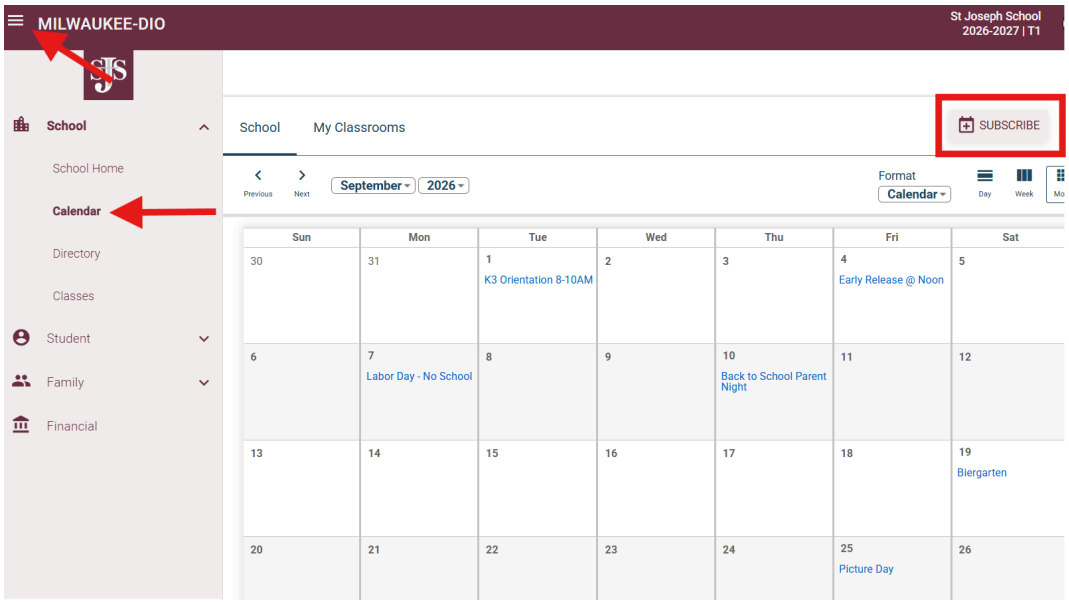
## How do I view the calendar in FACTS Family Portal?

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



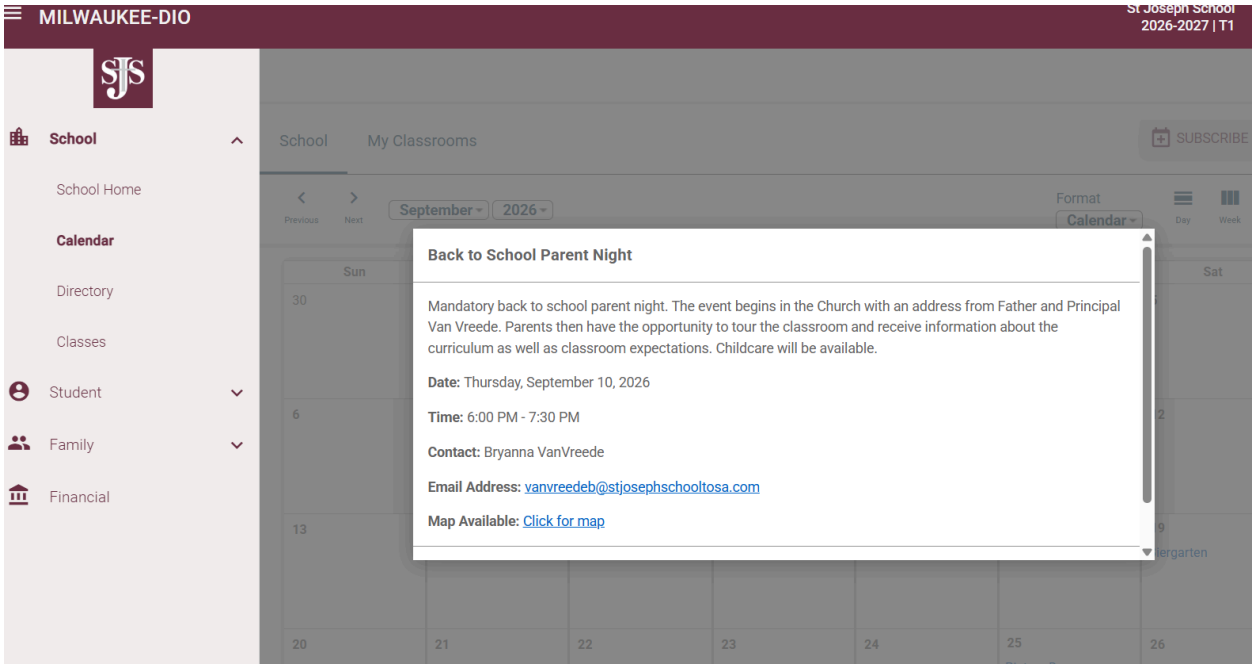

## Am I able to subscribe to this calendar?

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



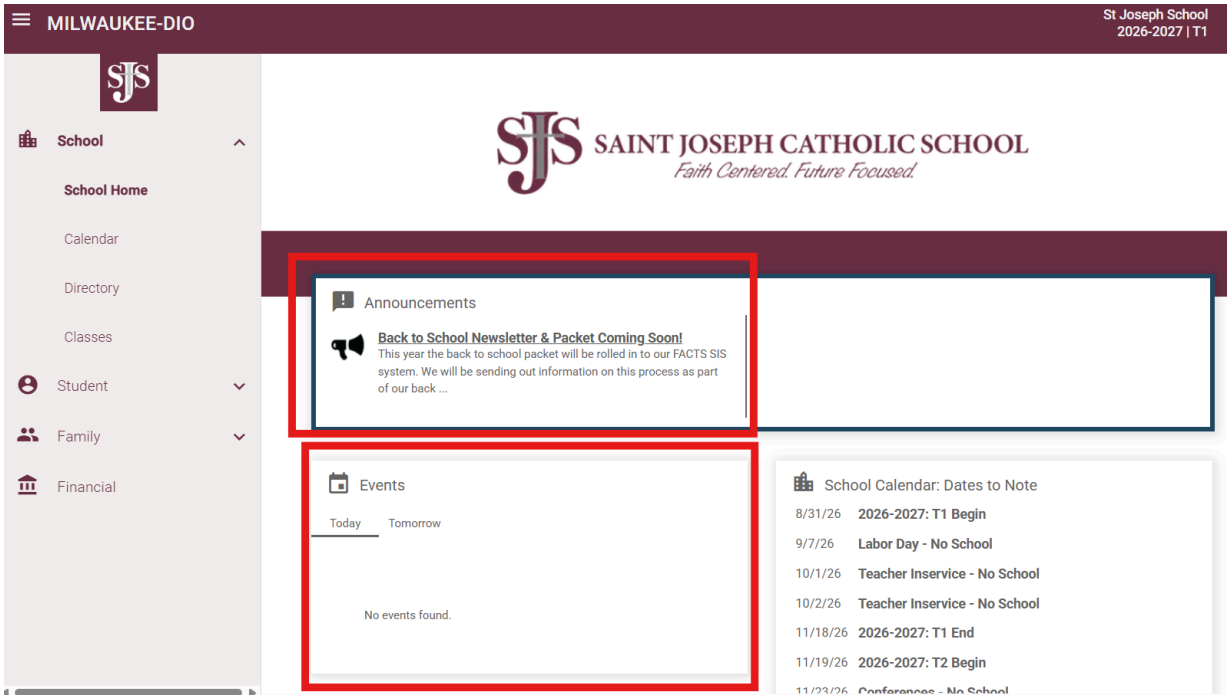
## How do I view event details?

Select the event to view important details.




## How can I view important announcements?

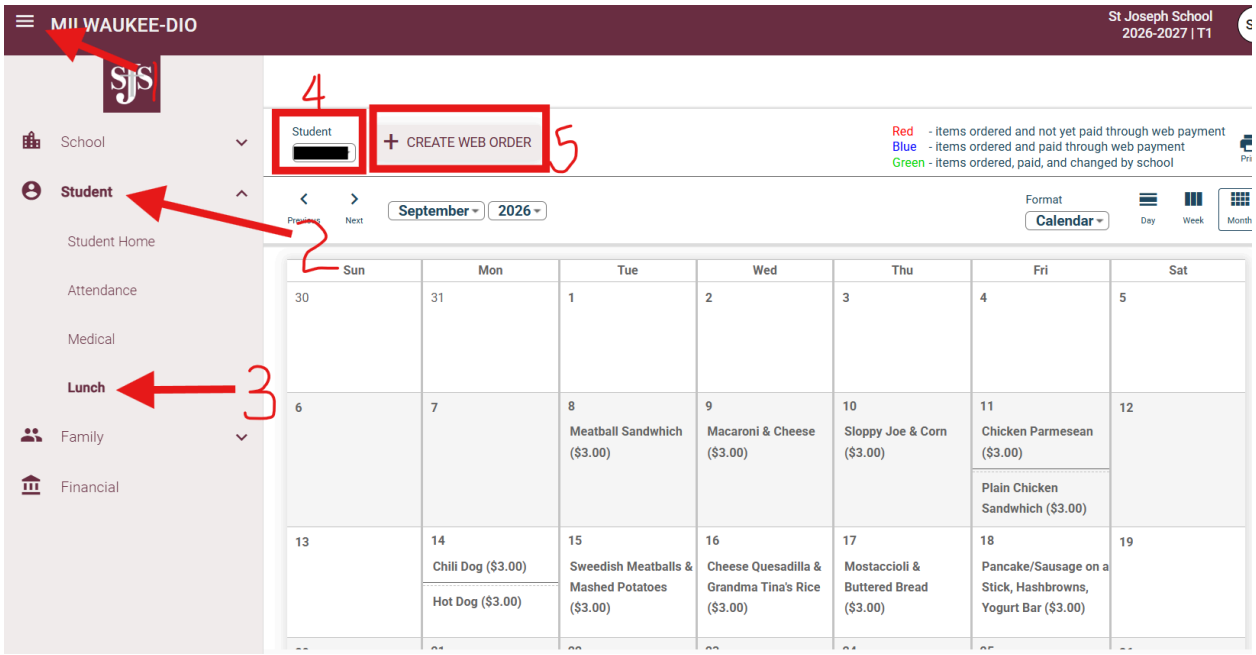
Important announcements can be found in the FACTS Family Portal under **School Home** page.



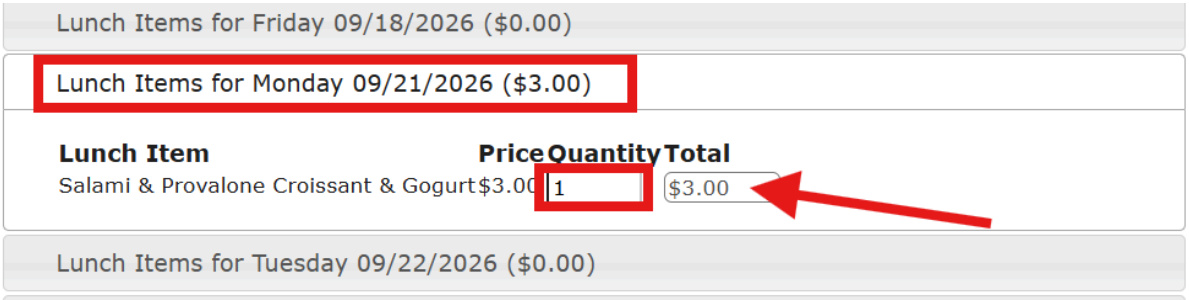
# Lunch

## 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




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.




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.

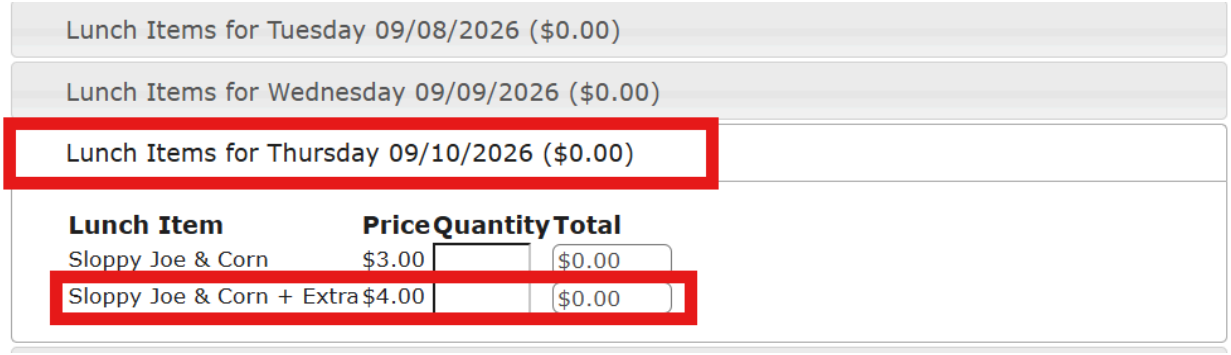
10. Type **payment information** and click **Submit**.
    a. Please wait a few seconds for the payment transaction to complete.
    b. An email confirmation of your payment will be sent to you.

**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




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.

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# 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