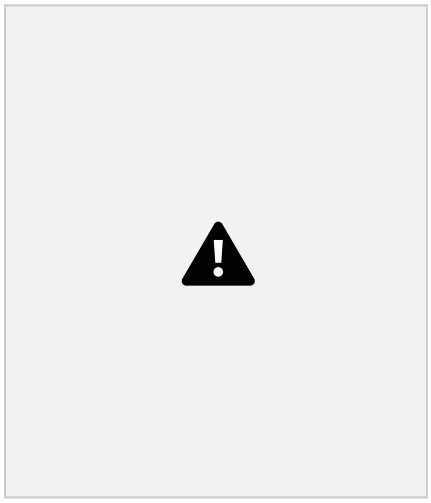
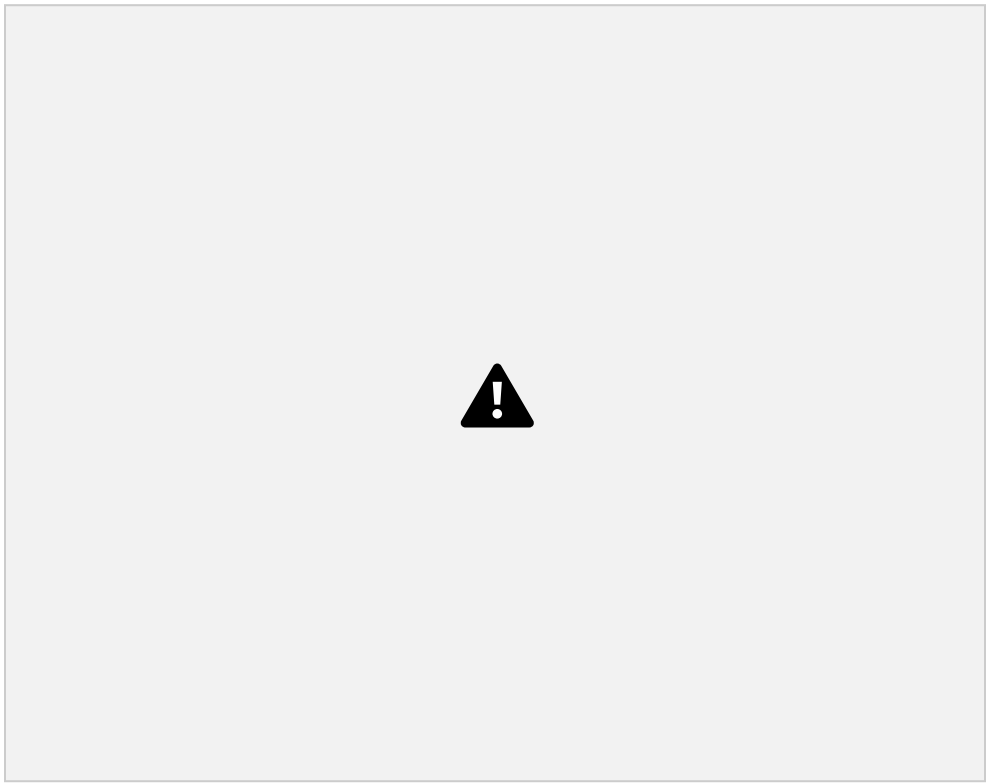
When logging into Family Portal, please go to factsmgt.com and select the For Families column. Click on the Family Portal Login link and you will be asked to enter your District code (WEST-TX).



After clicking Next, you will see the login screen:



If you enter your Username and Password, but get an error code, please type in your email and click the "Forgot Username/Password" button at the bottom right. It will send a link to your email and you can follow the steps to secure your account and login successfully.

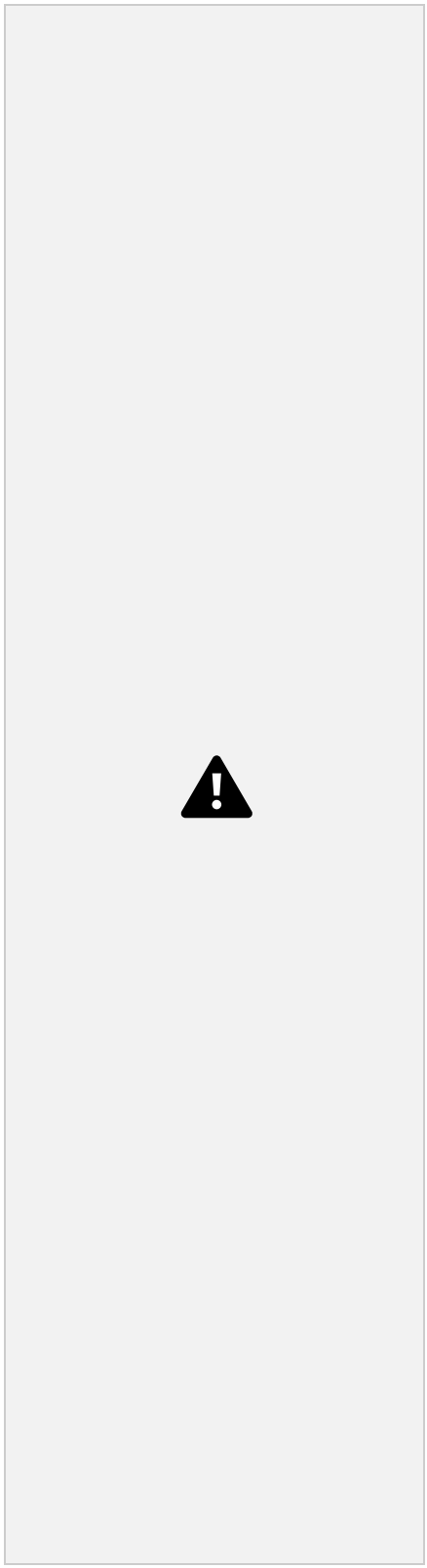
You will be asked to setup your MFA (Multi-Factor Authentication) where you can pick a code to go to email or an Authenticator App on your phone.

If you have any problems with these steps, you may need to call the Parent Line 866-441-4637 for assistance.

I am also including directions for Parents as well as Faculty and Staff to clear cache and cookies to improve functionality in FACTS SIS. You can share this email with others if they are experiencing difficulties in the system.

In order to improve your experience with the FACTS SIS system, we suggest that you perform some maintenance processes on your devices.

In your browser, you will need to **Clear Cache and Cookies.** This will remove temporary files that may have been stored on your device during use. The following list explains how to clear cache and cookies on the different web browsers. *We do NOT want Browsing History or Download History selected, that should not be deleted.



After clearing those temporary files, we suggest you check to see if any **updates are available** in your web browser. You can go to the Settings page of your browser and select the "About

Chrome" or "About Edge" button at the bottom of the settings menu. This will automatically cause the browser to search for updates and may begin to update right away. Once finished, you will be suggested to Relaunch or Restart. Follow the directions as necessary. *Updating Safari may be a full Operating system update, which takes a few hours. Please plan to do this at the end of the day if necessary.*

Finally, we suggest a **full Restart** of your device to put the files back in an orderly configuration, to reduce errors and improve functionality. Here at FACTS, we no longer Shut down our computers but do restarts at the end of every workday. This process has helped us have better performance within the system.

I hope this helps at your school. Please let me know if you need any further assistance.
Have a lovely day!