



## FAMILY PORTAL

### Updating Information for a Student, Parent, or Family via FACTS Family Portal

As the need arises throughout the school year, Parents can update and make changes to important information related to their child/children and family via FACTS Family Portal using the Family Demographic Form. Parents can change demographic information for students, parents, and families. Parents can also update student medical information, emergency contact information, transportation for student rides information, and grandparent's information.

#### Family Demographic Form Information Categories

- |                     |                      |                  |
|---------------------|----------------------|------------------|
| ■ Enrolled Students | ■ Custodial Parents  | ■ Transportation |
| ■ Student Medical   | ■ Emergency Contacts | ■ Grandparents   |

#### Enrolled Students – *Student Demographic Form*

The ***Student Demographic Form*** has 3 sections. If you have more than one child in attendance at CCS, there is a separate form for each child. The *Student Demographic Form* includes: Demographic Details (Name Information, Birthdate, Gender, & Ethnicity), Contact Information (Family Phone Numbers, Email, and Address), and Religious Affiliation (Denomination and Church Information).

If your family moves or changes churches during the school year, you can update and make those changes in information for your child in the *Student Demographic Form* portal.

#### Student Medical – *Student Medical Form*

The ***Student Medical Form*** has 5 sections. If you have more than one child in attendance at CCS, there is a separate form for each child. The *Student Medical Form* includes: Demographic Details (Name Information), Physician and Insurance (Student's Doctor Information, Preferred Hospital Information, Permission to Treat Information, & Insurance Information), Medication Information, Medical Condition Information, Allergy Information.

If your child changes doctors, your family changes insurance, or your child has changes in medicine, medical condition, or allergy information during the school year, you can update and make those changes in information for your child using the *Student Medical Form* portal.

#### Custodial Parents – *Custodial Parent Form*

The ***Custodial Parent Form*** has 5 sections. There is a separate form for each parent. The *Custodial Parent Form* includes: Demographic Details (Name Information, Birthdate, Marital Status, & Gender), Contact Information (Phone Numbers, Email, and Address), Religious Affiliation (Denomination and Church Information), Employment Information (Company, Occupation, Phone, & Address), and Parent Preferences (Directory Preferences & Parent Alert Preferences).

If your family moves or changes churches, your home or cell phone number changes, or your employment information changes during the school year, you can update and make those changes in information for yourself or your spouse in the *Custodial Parent Form* portal.

## IMPORTANT INFORMATION ABOUT PARENT PREFERENCES:

### Family Directory

In the Parent Preferences section of the *Custodial Parent Form*, you can identify the preferences you have for your families' inclusion in the FACTS Family Online Family Directory. The Family Directory includes the following information: parents name, student(s) name, address, phone numbers, and email addresses. You can choose which of this information you want displayed in the Family Directory, with the option to have your families' information blocked and not appear in the Family Directory. Please note that the Default Setting in FACTS Family Portal for the Family Directory is to include all of the above information. If you desire for certain information to not be included or for your family to be blocked from appearing in the Family Directory, you must identify this in your Parent Preferences.

### Parent Alerts

In the Parent Preferences section of the *Custodial Parent Form*, you can also identify the preferences you have for receiving Parent Alerts from CCS. Parent Alerts include Text Messages, Voice Messages, Text to Speech Messages. You can choose which phone number(s) you want to receive Parent Alert Messages from **Home, Cell, and/or Work** (blue arrows). You also have the option to block Parent Alert messages (green arrow) .

Please note, if you want to receive **PARENT ALERT TEXT MESSAGES** on your cell phone, you **MUST** have your cell phone number listed in the Cell Phone Field in the Contact Information section of the *Custodial Parent Form*. If you do not have a home phone and you list your cell phone number in the Home Phone Field of the *Custodial Parent Form*, you **WILL NOT** receive Parent Alert Text Messages. FACTS pulls phone numbers for Parent Alert Text Messages from the Cell Phone Field of Contact Information.

### Auto Email Gradebook Progress Report (New for 2024-2025 School Year)

In the Parent Preferences section of the *Custodial Parent Form*, you can identify the preferences you have to receive an Automated Email for Progress Reports for your child/children (red arrow). The options for identifying your preferences to receive an Auto Email Gradebook Progress Report are - never, daily, or weekly.

#### Parent Preferences:

Auto Email Gradebook Progress Report:



#### Send updates on Offers

and Services: ☐ Yes ☒ No

Directory: Block Name: ☐ Yes ☒ No

Directory: Block Address: ☐ Yes ☒ No

Directory: Block Email: ☐ Yes ☒ No

Directory: Block Phone (Home): ☒ Yes ☐ No

Directory: Block Cell: ☒ Yes ☐ No

Parent Alert: Home Phone: ☐ Yes ☒ No

Parent Alert: Cell Phone: ☒ Yes ☐ No

Parent Alert: Work Phone: ☐ Yes ☒ No

Parent Alert: No Text: ☐ Yes ☒ No



## Emergency Contacts – [Emergency Contacts Form](#)

The **Emergency Contacts Form** allows parents to enter names of individuals who are approved as Emergency Contacts. If you have more than one child in attendance at CCS, there is a separate form for each child. You may update and change your child/children's Emergency Contacts as needed in the *Emergency Contacts Form* portal throughout the year.

## Transportation – [Transportation Form](#)

The **Transportation Form** allows parents to enter names of individuals who are approved as Transportation Contacts to drop-off and pick-up your child/children from school. If you have more than one child in attendance at CCS, there is a separate form for each child. You may update and change your child/children's Transportation Contacts as needed in the *Transportation Form* portal throughout the year.

## Grandparents – [Grandparents Form](#)

The **Grandparents Form** has 2 sections: Demographic Details (Name Information, Birthdate, & Gender) and Contact Information (Phone Numbers, Email, and Address). If your child/children's grandparents move during the school year, change phone numbers, or email addresses, you can update and make those changes in information for a grandparent in the *Grandparents Form* portal.

# Making Modifications or Changes using the Family Demographic Form

Instructions for logging into FACTS Family Portal to make modifications or changes using the Family Demographic Form are provided below:

1. Sign in to FACTS Family Portal at the following web address:  
<https://accounts.renweb.com/Account/Login>
2. Login into FACTS Family Portal with your username and password.
3. On the FACTS Family Portal home page under **School Information**, access **Web Forms** on the left hand side of the page. On the *Web Forms* page click on the *Family Demographic Form*. On the *Family Demographic Form* page you may modify or update information for each specific form --- Student Demographics, Student Medical, Custodial Parent, Emergency Contacts, Transportation, and Grandparents.

## Visit the Web Forms Menu and Select the Family Demographic Form

The screenshot illustrates the navigation process within the FACTS Family Portal. On the left, the 'School' menu is expanded, showing options like 'School Home', 'Calendar', 'Directory', 'Classes', 'Resource Documents', and 'Web Forms' (highlighted in yellow). Below this are 'Student' and 'Family' sections. A red arrow points from the 'Web Forms' menu item to a central box labeled 'Web Forms' containing the 'Family Demographic Form' link. A second red arrow points from this box to the right-hand side of the page, which displays a grid of form links categorized by student and parent status.

Enrolled Students	
Student 1 Serra	<a href="#">Student Demographic Form</a>
Student 2 Serra	<a href="#">Student Demographic Form</a>
Student 3 Serra	<a href="#">Student Demographic Form</a>
Student Medical	
Student 1 Serra	<a href="#">Student Medical Form</a>
Student 2 Serra	<a href="#">Student Medical Form</a>
Student 3 Serra	<a href="#">Student Medical Form</a>
Custodial Parents	
Father Serra	<a href="#">Custodial Parent Form</a>
Mother Serra	<a href="#">Custodial Parent Form</a>
Emergency Contacts:	
Student 1 Serra	<a href="#">Emergency Contacts</a>
Student 2 Serra	<a href="#">Emergency Contacts</a>
Student 3 Serra	<a href="#">Emergency Contacts</a>
Transportation	
Student 1 Serra	<a href="#">Transportation Form</a>
Student 2 Serra	<a href="#">Transportation Form</a>
Student 3 Serra	<a href="#">Transportation Form</a>
Grandparents	
Add Person	<a href="#">Add Grandparents</a>