CUSTOMER EXPERIENCE WITH PREMIER INTEGRATION

Bringing the FACTS Student Information System and the FACTS Payment Platform Together – All In One Place!

As we move forward in the 2024-2025 school year, Christ the King Diocesan Schools is excited to share a more convenient way to access your FACTS account for both the Student Information System (SIS/FACTS Family Portal, formerly known as RenWeb) and FACTS Tuition Management (Payment Portal) with only one sign on! Going forward you will access both student information (grades, schedules, etc.) AND financial information under ONE SINGLE SIGN ON.

With our new integrated experience, you will no longer log in to your FACTS Tuition Management account separately. You can access your tuition account directly from your SIS Family Portal where you log in for your student's grades, homework ordering lunches and other important information.

To log in to the SIS Family Portal, visit www.factsmgt.com and click on **LOG IN HERE.** Select FACTS Family Portal under the "For Families" section. Log in with our school district code (CTK-TX), your existing user name and password. (*If you do not already have a SIS Family Portal log in, click on CREATE NEW ACCOUNT. Using your email that is on file with the school, set up a new log in and password.)*

Once you are logged into the SIS Family Portal, you will see a **FINANCIAL** option on the left navigation bar. When you click on this option, you will see your tuition account balances and incidental billing balances which will be for lunches going forward. While on the FINANCIAL page, click on **FINANCIAL HOME** option in the far right box to see payment details for your tuition account (payment schedule, balance summary, etc.). Click on the red arrow in the top right corner to return back to the SIS Family Portal.

Now to the portion of the process that we have been waiting on for online lunch ordering:

ORDERING LUNCHES IN THE SIS FAMILY PORTAL

The process for ordering lunches is very similar to the previous process. The most noticeable difference is the payment processing step.

Parents may log into the **SIS Family Portal** and order lunches for their students. As soon as their order is submitted through Family Portal, it displays in FACTS SIS. If the order is changed in FACTS SIS, the change is immediately reflected on Family Portal.

See screen shot for an example of what the screen will look like as you begin the lunch ordering process:

Order lunch   Order status

The First Academy   The First Academy 2020-2021   CA

Note
- **Red** - items ordered and not yet paid through web payment
- **Blue** - items ordered and paid through web payment
- **Green** - items ordered and paid through web payment, then modified by school *(currently not being used at CTK Schools)*

TO PLACE LUNCH ORDERS:
1. In your Internet browser, navigate to https://factsmgt.com and click **Log In Here**.
2. Select **FACTS Family Portal** under "For Families" option.
3. Type our school's district code (CTK-TX), your username and password.
4. When Family Portal displays, click the **Student** dropdown on the left navigation panel, then select **Lunch**.
5. Click **+CREATE WEB ORDER**.
6. Click the student name for which you wish to place an order.
7. Click the date to place an order and a drop down will show with items available for that date along with price.
8. Type the number of items to order for the student in the **Quantity** column. The **Total** column displays the cost.
9. *Repeat for all dates and all students.* The **Grand Total** for all lunches ordered is listed at the bottom.
10. Click **Submit Order**. Review your order(s) and click **CONFIRM & PAY**.
11. Select payment method and click **PAY NOW**. Please wait a few seconds for the payment transaction to complete. *Please note:* Most families will need to enter their payment information to complete the process for their first lunch orders in the new system. Your payment information can be saved for future lunch orders so that you will not have to re-enter for future lunch orders. Your lunch payments will be listed under incidental billing on the FINANCIAL tab in the SIS Family Portal for future reference.
12. Any lunch credits applied for absences due to illness or school-related activities will be applied to the family's incidental billing account. These credits will be applied to future lunch orders.

*PLEASE NOTE: FACTS SUGGESTS THAT LUNCH ORDERS BE PLACED USING
GOOGLE CHROME OR FIREFOX AS YOUR BROWSER!*