



This document helps you access and use the FACTS Family Portal, a secure portal that allows you to view and update information specific to your family.

It is essential that you maintain current phone numbers and email addresses in FACTS Family Portal, as we will use these numbers/addresses in the event of an emergency, closing, and/or cancellation.

This document contains the following sections:

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- [Accessing an Existing Parent/Guardian Account](#)
- [Updating Your Information/Completing Web Forms](#)
- [Accessing Your Child's Username and Password](#)
- [Accessing Your Family's ID Numbers](#)
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Creating a New Parent/Guardian Account

Note: If you had an account in the past, your account has not changed. *Skip this section.*

1. Go to <https://caschools.us>, and click **QuickLinks | FACTS Family Portal**.



2. On the FACTS Family Portal page, click the “click here” link to log on to the portal.

3. Click **Create New Account**. Enter your email address (this must be your primary email on file with the school). If you need to confirm the email we have for you in FACTS, please email support@caschools.us.

A screenshot of the 'Create Family Portal Account' form. The form has a dark blue header with the title 'Create Family Portal Account'. Below the header, there are two input fields: 'District Code' with the value 'CA-US' and 'Email Address'. Below the 'Email Address' field, there is a small note: 'This allows a user to create a username and password if their email is tied to a person in FACTS SIS'. At the bottom left, there is a link 'Back to log in' and a dark blue button labeled 'CREATE ACCOUNT'.

4. Click **Create Account**. An email will be sent that includes a link to create your Family Portal login.

Below is an example of the email you should receive. If you do not receive this email, please stop and email support@caschools.us. *This problem can happen for a number of reasons, most likely that we do not have the correct email address for you in the FACTS system.*

FACTS Support - Create Account Request External Inbox x



FACTS Support <autoemail@factsmgt.com>
to me ▾

This email is in response to your request to create an account for FACTS Family Portal. Please click the link below to create your username and password. The link below will remain active for 6 hours. If you did not make this request please contact your FACTS school administrator.

Once you click the link below, you will have 6 hours to create your login credentials.

[Click to create your Family Portal login](#)

5. Select **Click to create your Family Portal login** (this link appears near bottom of the email).

The web browser should display your name.

6. Type a username and password (two times). We strongly recommend that you use your email address for your username. Please choose a username that is easy to remember.

7. Click the **Create Account button**.

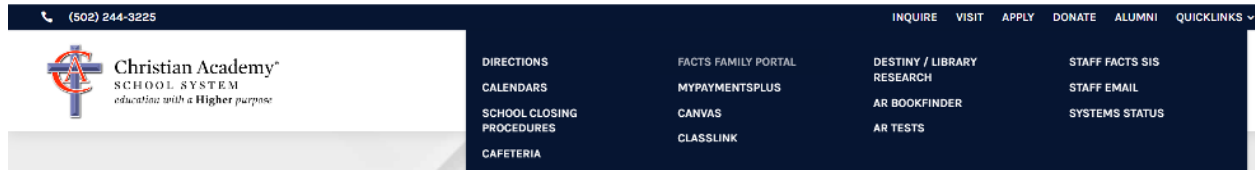
A message displays at the top of the browser: "User Name/Password Successfully Updated." You may now log in to FACTS Family Portal using your User Name and Password.

If you need help creating your account, please email support@caschools.us.

Accessing an Existing Parent/Guardian Account

Note: If you had an account in the past, your account has not changed.

1. Go to <https://caschools.us>, and click **QuickLinks | FACTS Family Portal**.

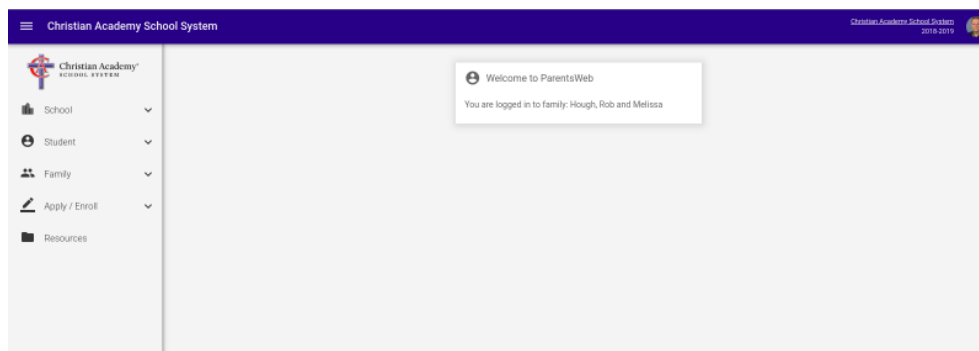


2. On the FACTS Family Portal page, select “click here” to access the portal.

A screenshot of the "Family Portal" login page. It features a dark blue header with the text "Family Portal". Below the header are three input fields: "District Code" with "CA-US" entered, "Username", and "Password". To the left of the "Password" field is a link for "Forgot password?". To the right is a dark blue "LOG IN" button. Below the input fields is a link for "Create new account".

3. Enter your username and password, and click **Log In**.

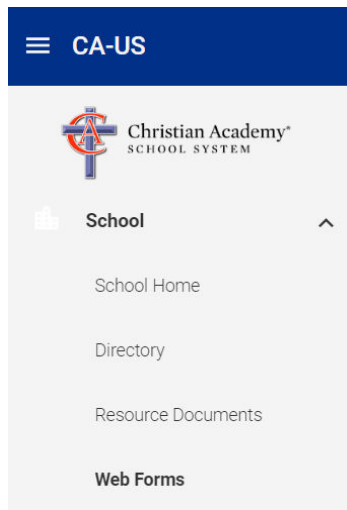
Once you log in, you will be presented with the new, mobile-friendly screen.



If you need help accessing your account, please email support@caschools.us.

Updating Your Information/Completing Web Forms

1. Go to <https://caschools.us>, and click **QuickLinks | FACTS Family Portal**.
2. Login using your username and password.
3. Click **School | Web Forms**.



4. Complete each *required* form and, if applicable, each *requested* form. As needed, complete each *optional* form. An example of an “optional” form would be sports or bus registration.

Note: After you save a form, you should see the following message (at the top *and* bottom of the form):

Save

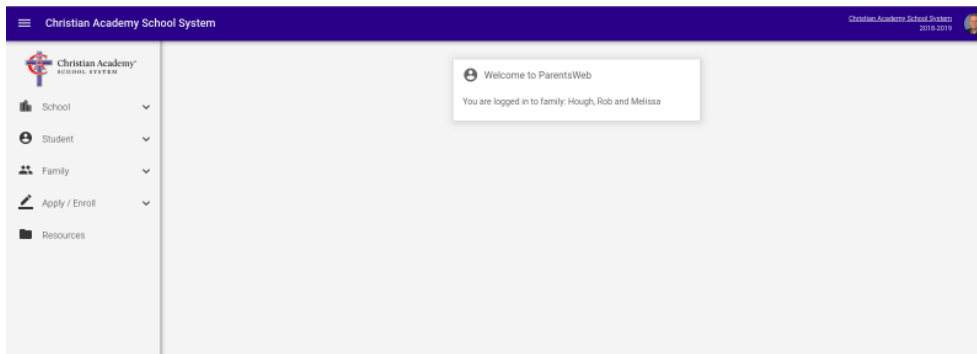
 **Web form saved.**

If you need help completing the web forms, please email support@caschools.us.

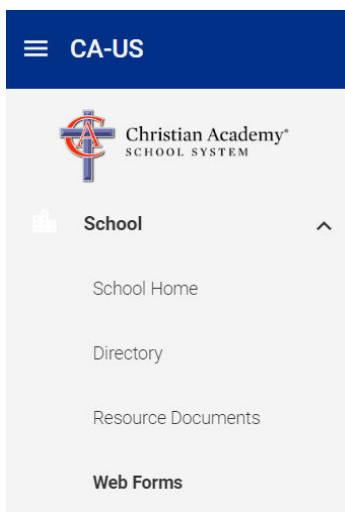
Accessing Your Child's Username and Password

This section helps you view the username and password for your K-12 student. This username and password allows your student to access Google Workspace, Canvas (grades 6-12), and much more.

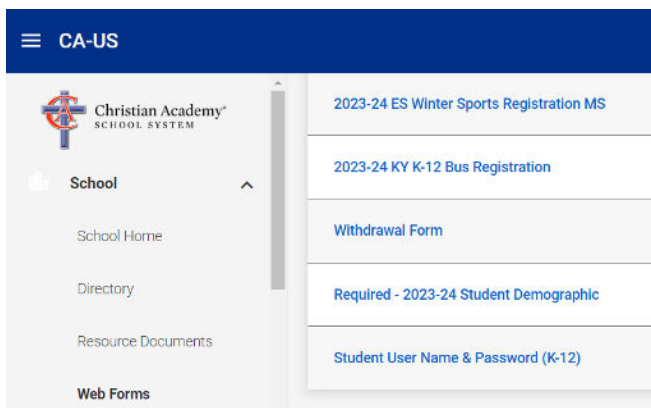
1. Go to <https://caschools.us>, and click **QuickLinks | FACTS Family Portal**.
2. Once you log in, you will be presented with the new, mobile-friendly screen.



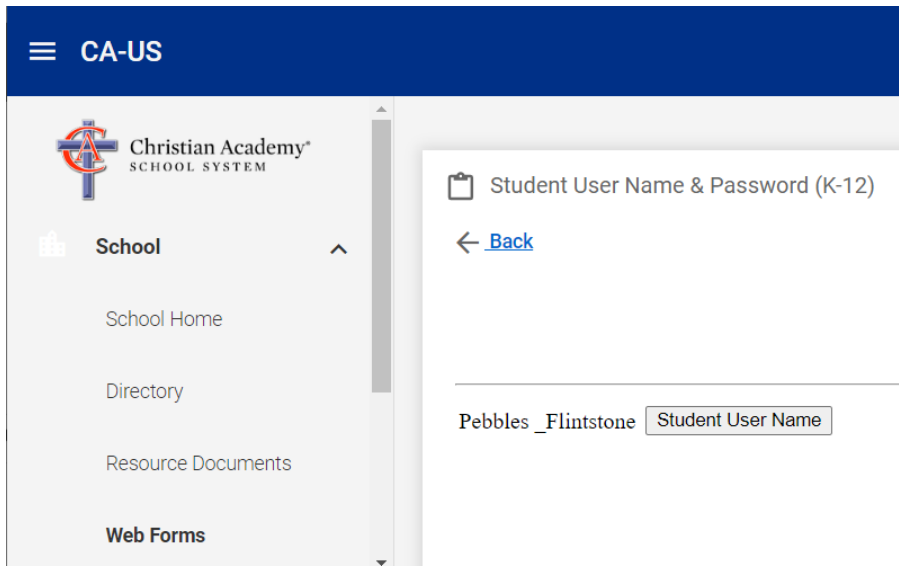
3. Click **School | Web Forms**.



4. Under Web Forms, click **Student Username & Password (K-12)**.



5. A list of your currently-enrolled child(ren) should appear. Click the **Student User Name**.



At this point, you should see a screen with your student's username and password.

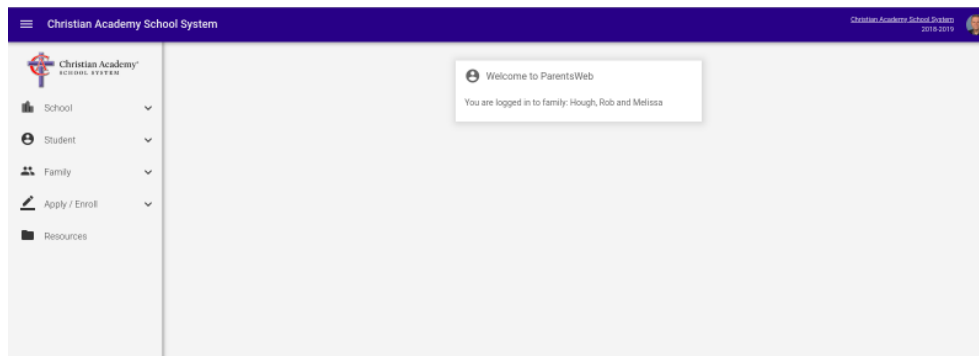
If you need help, please email support@caschools.us.

Accessing Your Family's ID Number(s)

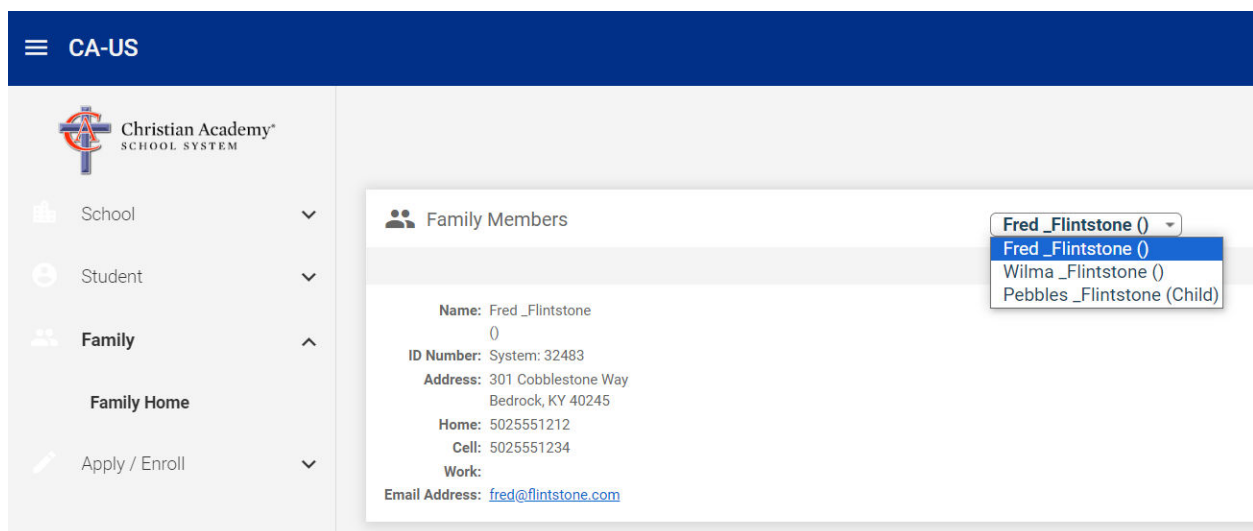
This section helps you access your five-digit FACTS ID number. This is the number that identifies you or your child(ren) in multiple Christian Academy systems.

If your child attends aftercare, sometimes called school-aged care, you will use these ID numbers to check in/out your child. **You need to know the ID number for anyone who will pick up your child(ren).** **You do NOT need to know the ID number for each individual child.**

1. Go to <https://caschools.us>, and click **QuickLinks | FACTS Family Portal**.
2. Once you log in, you will be presented with the new, mobile-friendly screen.



3. Click **Family**. You should see the ID number for each family member. You can select other family members from the drop-down list. *Again, you only need the ID for anyone who will pick up your child(ren) from an aftercare/school-aged care program.*

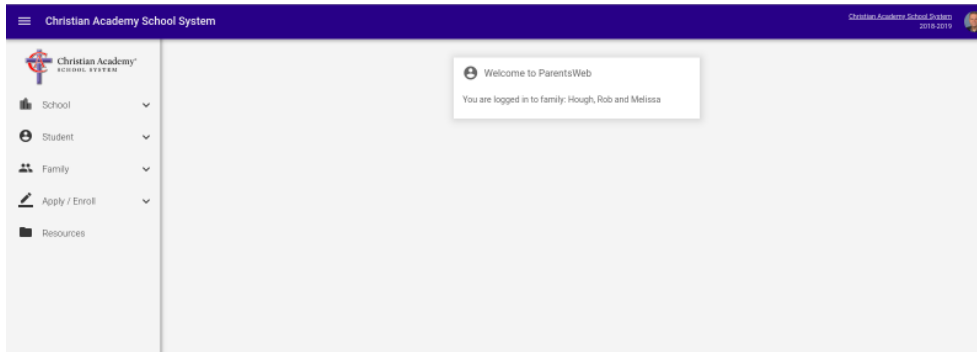


Note: To add a person who needs to pick up a child, submit the Student Demographic web form (see the [Web Forms](#) section in this document). If you do not see an ID number for a person and that person needs to pick up a student from an aftercare program, please email support@caschools.us.

Accessing the Directory (Includes Opting Out)

FACTS Family Portal provides a family directory. This section helps you access the directory and, if desired, remove information from the directory by “opting out.”

1. Go to <https://caschools.us>, and click **QuickLinks | FACTS Family Portal**.
2. Once you log in, you will be presented with the new, mobile-friendly screen.



3. Click **School | Directory**. You can search and filter the directory here.

Please note that your name, address, phone number(s), and email address(es) are automatically available to other parents in the Family Portal school directory unless you opt-out.

To opt-out (this must be done separately for each custodial parent):

1. Click **Web Forms | Required - 2023-24 Custodial Parent Demographic**.
2. Click the button for each custodial parent. *You must repeat the following process for each parent.*
3. Under **Notifications and Permissions**, configure your preferences for directory publication.

Notifications and Permissions

- Auto email progress report
- Directory - Block Name Yes No
- Directory - Block Address Yes No
- Directory - Block Phone Yes No
- Directory - Block Email Yes No
- Directory - Block Cell Yes No

If you need help, please email support@caschools.us.