

Changes to Family Portal Login Page – What to Expect

When will this change go into effect?


On January 9, 2023, FACTS Student Information Systems (SIS) executed the following change.

What’s changing on the FACTS SIS Family Portal Login screen?

1. A parent or student will navigate to <https://factsmgt.com/> and will tap/click on Family Login (top right) and then tap/click on FACTS Family Portal. The next page that loads after the user taps/clicks on “FACTS Family Portal” is the new Family Portal login page (as seen in the image below where it reads “New Family Portal Login – Step 1”). *Notice in the “New Family Portal Login – Step 1” screenshot below it only shows the District Code field. This is the first change from the old to the new login screen.*
2. Once a parent/student enters a valid FACTS SIS district code (**SHS-WI**) into the new login page and taps Login the next page that loads will show the District Code, Username and Password fields (as seen in the image below reading “New Family Portal Login – Step 2”). *This screen is where you’ll see the second change. **There were no changes made to the functions, tools, or features within Family Portal. All areas within Family Portal, after a successful login, remain unchanged.***

Please note that the parent/student might be prompted to update their password after entering their login credentials on the Step 2 page. Please also note that as a security enhancement there is no longer an option to recover the username for the parent/student. The parent/student must contact the school to recover their username. You can still recover your password via the Forgot Password link on the Step 2 image. The option to create a new Family Portal account for parents/students is now located on the Step 2 image (as seen below).

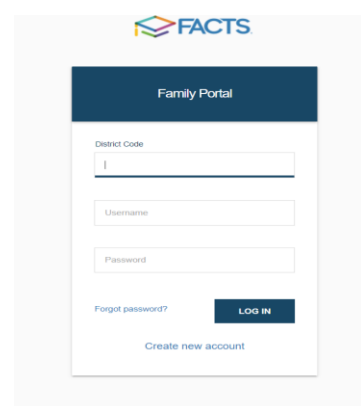
Old Family Portal Login Page



New Family Portal Login – Step 1



New Family Portal Login – Step 2



Sacred Heart School’s District Code is SHS-WI.