

FACTS Login & MFA Help Guide

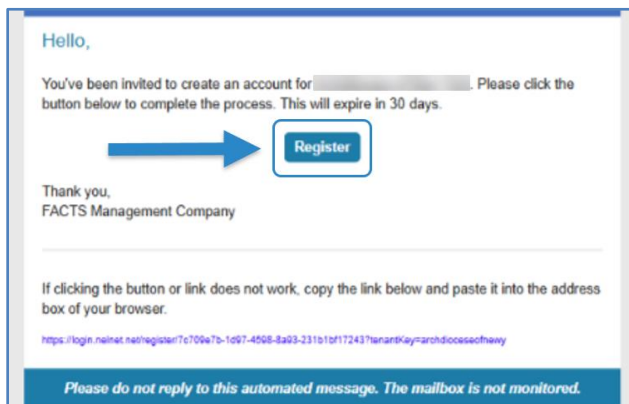
For Parent User Reference

Before You Call Support

- Clear your browser cookies and cache.
- Log completely out of your account before trying again.

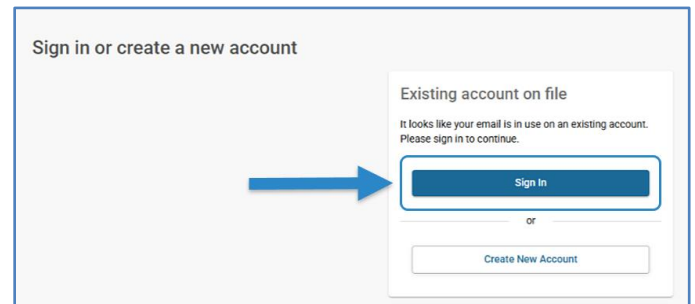
Setting Up Your Account (First Time Users)

- Click Create an Account.
- You will receive an email invitation. Click Register button within email.
- Enter your email address.
- Follow steps to create a username, password, and MFA authentication questions.



If You Already Use FACTS at Another School

- Select Create an Account.
- You will receive an email invitation. Click Register button within email.
- Enter your existing FACTS email used at another school.
- Select **SIGN IN** on Existing account window. (Do **NOT** select Create New Account).



Forgot to Click Registration Email?

You must click the registration link in your email to complete setup. School can resend registration email if needed.

Changing Your MFA Method

Contact FACTS Parent Support to verify identity and remove MFA to reset preferences.

School **cannot** remove MFA directly.

Need Help?

FACTS Parent Support: 866-441-4637

Hours of Operation: Mon-Fri- 7am-7pm CST, Saturday- 8am-2pm CST