



HEIGHTS CHRISTIAN SCHOOLS

FAMILY PORTAL INSTRUCTIONS

WHAT IS THE FAMILY PORTAL?

The Family Portal is a private and secure internet portal accessible from our website that allows parents (PS-8th) to view their account balance online and make payments online. Parents of K-8 students will be able to access grades, homework assignments, and email teachers as well.

LOGIN TO the Family Portal

1. Go to HeightsChristianSchools.org
2. Navigate to the **Parent Portal**, click [Family Portal Login](#)
3. To set up an account:
 - a) Click "Create New Family Portal Account"
 - b) Enter your email address
(It must match the email address you provided to our school that we have in our system)
 - c) Click "Create Account"
(You will be sent an email from the Family Portal allowing you to set up a Username and Password)
4. From the Family Portal login screen, enter your Username and Password.
5. To view your FACTS financial account or make a payment, click **Financial** then **Financial Home** to access your FACTS financial account.

TROUBLESHOOTING

Having trouble with the Family Portal? Try these common fixes...

PROBLEM	SOLUTION
What is the District Code?	FRM-CA
The buttons on the left-hand side of the screen do not work.	In your browser menu click Tools and the Compatibility View
I do not seem to have full functionality in the Family Portal.	<ul style="list-style-type: none"> • Access the Family Portal from a home computer, not a cell phone or tablet. • Make sure your internet security settings are set to allow pop-ups. • Try clicking "classic view" on your browser. • Try using a different browser. Internet Explorer seems to work best.
I cannot make a payment in the Family Portal using my cell phone or tablet.	Payments are made through the FACTS website. To view your FACTS account or make a payment, click Financial then Financial Home to access your FACTS financial account. This site is mobile device friendly.
I have more than one child enrolled at Heights but see only one of my children in the Family Portal.	Contact the school office.
I do not see the Financial link in the left-hand menu.	Contact the school office.
I forgot my password; my password is not working.	Reset your password using the Forgot Password link below the login screen.
I received an error message when I try to login.	Contact the school office.

Please feel free to contact the school office for more assistance. Thank you!