



# HEIGHTS CHRISTIAN SCHOOLS

## FAMILY PORTAL INSTRUCTIONS | TK-8

### WHAT IS THE FAMILY PORTAL?

The Family Portal is a private and secure internet portal accessible from our website that allows parents (TK-8<sup>th</sup>) to view their account balance online and make payments online. Parents of TK-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](https://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 <b>Tools</b> and the <b>Compatibility View</b>
I do not seem to have full functionality in the Family Portal.	<ul style="list-style-type: none"> <li>• Access the Family Portal from a home computer, not a cell phone or tablet.</li> <li>• Make sure your internet security settings are set to allow pop-ups.</li> <li>• Try clicking "classic view" on your browser.</li> <li>• Try using a different browser. Internet Explorer seems to work best.</li> </ul>
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 <b>Financial</b> then <b>Financial Home</b> 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!