Catholic Schools
ARCHDIOCESE of BALTIMORE

Welcome to the Family Portal

How to log in and set up Multi-Factor Authentication (MFA)

Which family are you?

Every family signs in to the same place. What you do next depends on whether you are new to FACTS or already have a FACTS account of any kind.

PAGE 2

New Family

You are new to FACTS and do not have a username yet.

Your path

1. Create an account
2. Register from your email invitation
3. Set up MFA (page 5)

PAGES 3 AND 4

Current Family

You already have a FACTS account for any FACTS product, such as Payment Plans, Family Portal, or Financial Aid.

Your path

1. Connect your existing account (page 3)
2. Or sign in with your existing SIS login (page 4)
3. Set up MFA when prompted (page 5)

YOUR DISTRICT CODE

Go to **Baltimore Family Portal**

baltimore-dio

Before You Start

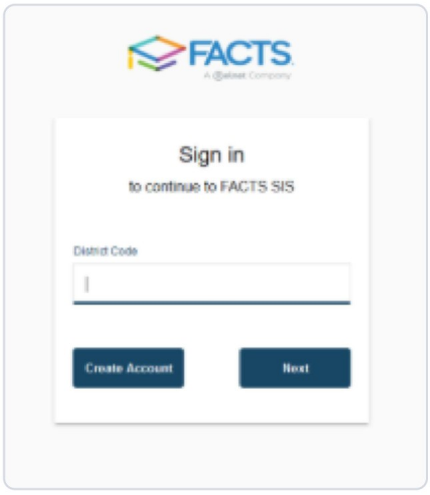
- Clear your browser cookies and cache.
- Log completely out of any FACTS account before trying again.
- Use your own email address. Shared email addresses can cause password reset confusion.

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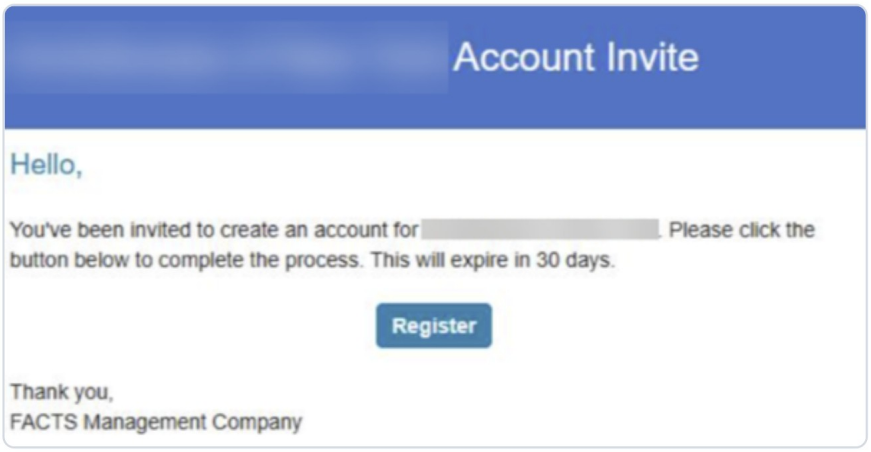
Setting Up Your Account (New Families)

New Family: your first time with FACTS

1. Click **Create an Account**.



Click Create Account on the sign in screen.



The email you will receive. Click the Register button.

2. You will receive an email invitation. Click the **Register** button within the email.
3. Enter your email address.
4. Follow the steps to create a username, password, and MFA authentication questions.

Cannot find the email, or forgot to click it?

If you cannot find the email, be sure to check your spam or junk folder. You must click the registration link in your email to complete setup. The invitation expires in 30 days, and your school can resend it if needed.

What comes next?

After you register, you will set up MFA. The steps are on page 5. Already have a FACTS account for any product, such as Payment Plans, Family Portal, or Financial Aid? See page 3.

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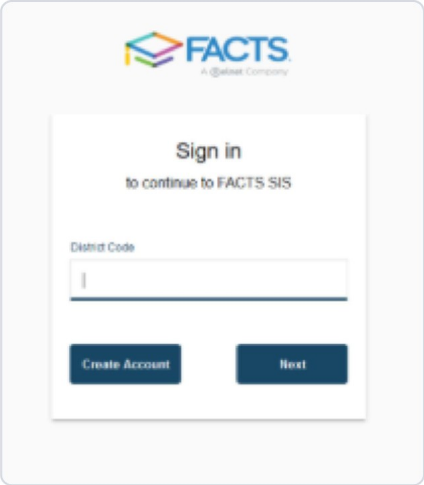
I Have a FACTS Account

Current Family: connect any existing FACTS account

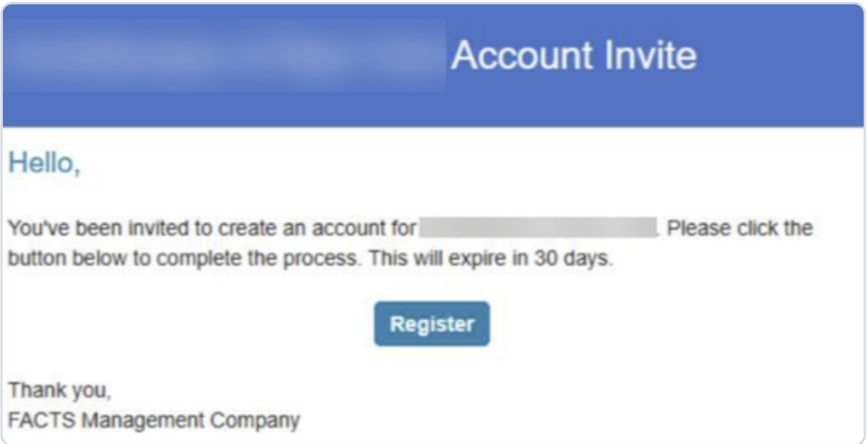
I have a FACTS account

This includes any existing FACTS account, across all FACTS products, such as Payment Plans, Family Portal, and Financial Aid. Use the email associated with that account. Click **Register** in your invitation email and you will be able to connect your existing account to your new Family Portal account.

1 Select **Create an Account**.

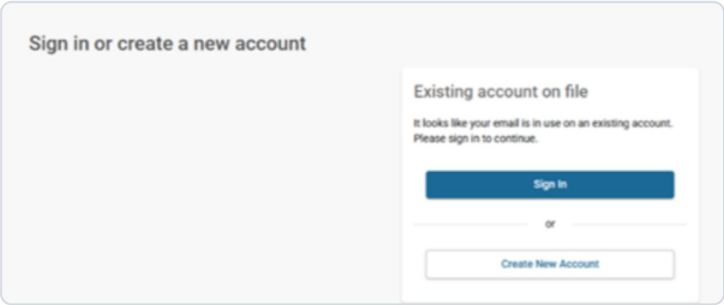


Click Create Account on the sign in screen.



The email you will receive.

2 You will receive an email invitation. Click the **Register** button within the email.



Your next screen. Choose Sign In, not Create New Account.

3 Enter the email associated with your existing FACTS account.

4 Select **SIGN IN** on the Existing account window. Do **NOT** select Create New Account.

Cannot find the email?

Be sure to check your spam or junk folder. Your school can resend the invitation if needed.

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Current Family

Sign in with your existing login and set up MFA

YOUR DISTRICT CODE

baltimore-dio

I have created a Family Portal account for BALTIMORE-DIO district code

1. Go to **Baltimore Family Portal** and click **Next**.

2. Sign in with your **existing FACTS SIS username and password** for the Family Portal.

   Important
   If you have a separate FACTS user account for Financial Aid Management or from another school that uses FACTS, verify that those credentials (username and password) did not autofill.

3. If you have not set up Multi-Factor Authentication (MFA), you will be prompted to complete it during login. You may receive a code by **email** or use any **authenticator app** of your preference.

   Steps are on the last page.

   Does your username show "Migration"?
   It is unlikely that your username will show "Migration," but if it does, that is not an error. Log in with your SIS username and password, and you will be prompted to create a new unique username and password.

Have a FACTS account for another product or school?
If you have an account for Payment Plans, Family Portal, or Financial Aid, follow the "I Have a FACTS Account" steps on page 3 so your existing account is connected and not duplicated.

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Set Up MFA

For new and current families. Choose email or an authenticator app.

Email Verification Method

1. Click **Begin**.
2. Click **Use email**.
   - If only one email address is stored on your profile, the authentication code is automatically sent.
   - If you have multiple email addresses saved to your profile, select the one where you would like the authentication code sent. You must select the email address to which you want the code sent each time you attempt to log in.
3. Click **Send code**.
4. Open your email inbox to access your one-time use code.
5. Type the code in the Verification code text box.
6. Click **Submit code**.
7. Select and answer two authentication questions.
8. Click **Save** to log in to your account.

Need to change your MFA method later?

Contact FACTS Parent Support to verify your identity and remove MFA so you can reset your preferences. Your school **cannot** remove MFA directly.

Authenticator App Method

1. Click **Begin**.
2. Click **Use authenticator app**.
3. To register:
   - Using an authenticator app on your smartphone, scan the QR code or type in the code provided.
   - Using an authenticator app on your desktop, copy and paste the code provided.
4. Follow the remaining setup prompts in your authenticator app.
5. Type the Verification code from your app to ensure the app is appropriately linked to your account.
6. Click **Submit code**.
7. You may print the recovery codes.

   OR

   Click **Download recovery codes**.
   - If you lose your device or cannot access your authenticator app, use these backup recovery codes to access your account. Store them in a safe place.
8. Click **Continue**, and the multi-factor authentication is complete.
9. Wait for the system to redirect you.

   OR

   Click **Continue**.
10. Select and answer two authentication questions.
11. Click **Save** to log in to your account.

NEED HELP?

FACTS Parent Support, Mon-Fri 7am-7pm CST, Saturday 8am-2pm CST

866-441-4637