

Important Update for Family Portal Access

Heritage Christian School families may notice a change when signing in to the FACTS Family Portal. FACTS has introduced a new Multi-Factor Authentication process, and this new security step is required by FACTS to better protect private family and student information.

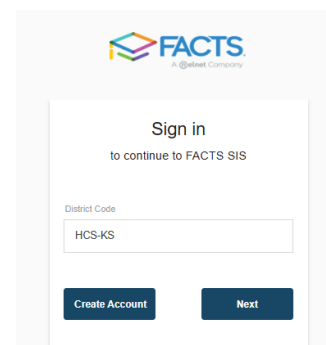
We know changes like this can be confusing, and we appreciate your patience as you work through the new login process. Most families will simply need to complete the new setup one time, and FACTS has provided several support tools to make it easier.

Please make sure you are using your own login

Each parent should have their **own** Family Portal username and password. If one parent previously handled the login for both adults, now is the time for each parent to confirm they have their own account. This is especially important if you choose an authenticator app, because that method is tied to one individual account and cannot be shared the way a password sometimes was.

How to get started

- Go to the HCS website and open the [Resources Page](#) page.
- Click the [Family Portal](#) link.
- Enter the district code: **HCS-KS**.
- Sign in with your own FACTS username and password.
- Follow the prompts to complete MFA setup.



You may be asked to choose one of two methods

- **Email verification:** FACTS sends a one-time code to your email.
- **Authenticator app:** You use an authenticator app on your phone or computer to verify your login.

A few helpful reminders

- With the exception of scholarship information, all needed links for present HCS families are now located on the [Resources Page](#).
- If you have not logged in to the family portal since MFA was introduced, you will likely need to follow the setup prompts the first time.
- If you are using a computer, email verification may be the simplest option.
- If you are using a phone, FACTS may prompt you to use an authenticator app.
- If you already selected an authenticator app, future logins will need to use that same method unless FACTS Support changes it for you.
- If a family has been sharing one login, that should now be corrected so each parent has their own access.

Need help?

FACTS provides these parent resources:

- [Accessing Family Portal & Using MFA](#)
- [MFA Set Up Link](#)
- [MFA FAQ for Families](#)

If you still cannot access your account after using the FACTS resources, please contact FACTS Parent Help Support at **866-441-4637**. Our office can help direct you to the right resource, but most MFA issues must be handled through FACTS.