

FACTS FAMILY PORTAL

The Fletcher School utilizes a web-based information system to provide parents with important news about school activities and student progress. Through this system you will be able to:

- view announcements
- edit family information forms
- edit student health and emergency contact forms
- register for before and after school programs
- access resource documents and newsletters
- access the student and staff directories
- check the calendar for after-school activities, holidays, and deadlines
- view your child's schedule
- access your child's progress reports
- order lunch
- view your financial statement
- complete re-enrollment

To log in to the FACTS Family Portal:

1. Connect to The Fletcher School website at: www.thefletcherschool.org.
2. Select the **FACTS Family Portal** icon in the upper left corner of the Home Page.
3. Enter the District Code: **tfs-nc**
4. Enter your User Name. If you are a new parent, enter the email address you provided to the School and select **Create New Family Portal Account**. You will receive an e-mail with a link to create your password. Follow the directions provided.
5. Enter your Password. Click **Log In**.

FACTS Family Portal Quick Reference Guide

The website is organized into three main sections: School, Student, and Family. These sections are listed in a navigation menu in the left hand column. Each section provides a sub-menu to specific areas. Here is a quick reference to what can be found in each section:

School	Student	Family
School Home	Student Home	Family Home
Calendar	Report Card	Family Members
Directory	Attendance	Family Contact Info and Preferences
Resource Documents	Lunch	Family Billing
Web Forms	Schedules	
Surveys		

If you have questions or problems with FACTS, please contact Patti Stodghill at 704-365-4658 ext. 1116 or pstodghill@thefletcherschool.org.

SCHOOL

When you log-in to Family Portal you are on the **School Home** page. Here you will find a quick look at calendar activities for the day as well as an Announcements sections. Click on an announcement link to see details in a pop-up box. Announcements recap some of the items listed in E-notes.

The **Calendar** page is full of information about activities, athletics, and holidays. For details about activities, click on the event on the calendar to open an information box.

The **Directory** page provides contact information for faculty, staff and families. The default view is an alphabetical list of students. Filters are available to view the list by parent name or to select students in a specific grade or class. You will need to select "Search" to refresh the view. You can also find staff email and phone extensions in the Staff directory.

To locate **email addresses and cell phone numbers**, click on the name of the student to open a pop-up box with family information. Each family member will have a link. The parents' links are asterisked. Select the parent link and you will find e-mail, cell phone, and address information. Please remember that parents have the option of blocking their contact information from the directory

The **Classes** page (Middle and Upper School students only) is your quick link to class websites where you can find grades. Select a class and then choose a link from the menu. Select the Gradebook Report for a view of the Progress Report for this class. (Remember that grades are updated only once a week.)

The difference between **Resource Documents** and Web Forms can be confusing. You should think of Resource Documents as a file of all the E-Note attachments, flyers, forms and various mailings. Health Room documents for specific conditions are also located here. These forms are saved for you to refer to as needed. You can read or download them but you can't type in them. To open a document, click on the link. Documents can be sorted by order added or name.

Web Forms are interactive and intended to be completed by you. This is where you go to change your phone number, address, emergency contacts, and your student's medical information. It is also where you find registration forms for after-school programs and activities. These forms are not intended to be printed. They are completed on-line and submitted, or saved, to transmit your information and permissions to the school. Always remember to "sign" your registration forms and permissions by typing your name in the authorization box. Please remember that your updates do not occur in real-time. They must be uploaded by school personnel after you submit them. A couple of important notes about Family Demographic web forms:

- Home phone numbers are linked together for everyone listed at the same address.
- List yourselves on the Emergency Contact List if you want to be called first - this form is printed and taken on field trips and to athletic events. The Emergency Contact List does not pull information from any other fields in FACTS, so you must change phone numbers and emails here as well as in the Parent Information form.
- The information typed into a Web Form is uploaded to our data base so it should be appropriate for the question and formatted as you would want to see it in a report or in the Directory. For example, do not enter names in lower case letters, put a message in a phone number field, list your occupation as something humorous, or list your child's grandparents as "Memaw and Papaw."
- It is your responsibility to maintain the accuracy of your family information. Please remember to update your information when circumstances change.

STUDENT

The Grades link is another way to see the student progress report. Use the Select a Class and Select a Term drop-down boxes to view the grade book report for an specific class. (Remember that grades are updated only once a week.)

To place a **Lunch** order, select the Student link from the left-hand menu. Choose Lunch and a calendar view will appear with the menu selections for each day. Change the layout to Month to see the entire month on the page. It can be difficult to read this view so you may wish to print the monthly menu that is sent in E-Notes and stored in Resource Documents. Select "Create Web Order" on the upper right-hand side of the page to open the order form. Select the Collapsible Display Type and click on your student. You can then expand and collapse the food selections for each day with a click. Select your meals by changing the quantity of each item with the arrows to reflect your choices. Please refer to the printable menu to understand what is included in a selection. When you have completed your order and reviewed the Grand Total that has accrued at the bottom of the page, click on "Order Items" to record your selection. If you miss this step, **your order will not be saved!** You may order for the whole month or a week at a time. A few important points to remember about lunch:

- Lunch orders are submitted to FLIK (our food service vendor) one week at a time. Every Thursday afternoon we submit the order for the following Monday through Friday. Once submitted, you cannot change your order online.
- You can change your order any time prior to submission.
- Lunch fees are charged to your account after the fact. If your child does not attend lunch due to a field trip or absence, your account will not be charged for the lunch items ordered.

You will receive a monthly billing statement that itemizes your charges about a week before your bank account is debited.

To see your child's daily schedule, select **Schedules**.

FAMILY

The Family link in Family Portal provides a summary of your family demographic information as well as links to Web Forms and Billing. Select a family member from the drop-down menu to view the information we have on record for this person. To update information, click on the Web Forms link for Demographic Forms. Please remember that student addresses are updated through the custodial parent. To see your **Family Billing**, select the "Details" button of the category you wish to view.

APPLY/ENROLL

During the **Enrollment/Re-Enrollment period**, this page will be active and you will be able to access the enrollment/re-enrollment packet through this link.