

Greetings!

As tax season approaches, families can access their tuition, before-school, and after-school payment history directly through the FACTS Family Portal. This information can be downloaded or printed for your personal records or to share with your tax professional. If you need help accessing your account, we're happy to assist.

## FACTS FAMILY PORTAL FAQ

### HOW TO RETRIEVE TUITION & BEFORE/AFTER SCHOOL PAYMENT RECORDS

This guide will help you quickly access your payment history in the **FACTS FAMILY PORTAL** for tuition, before-school care, and after-school care.

#### How do I log in to my FACTS Family Portal?

1. Go to [FACTSMGT.COM](https://FACTSMGT.COM)
2. **ENTER SCHOOL ID: ECSFW-IN**
3. Click **FAMILY PORTAL LOGIN**
4. Enter the **USERNAME AND PASSWORD** you created when enrolling

👉 If you forgot your login, click "**FORGOT USERNAME/PASSWORD**" on the login page.

#### Where can I find my tuition payment or child care history?

It *is* a little tricky to find.

Once logged in:

1. Select **FINANCIAL** from the left-hand menu
2. Click **HOME**
3. **ON THE RIGHT OF THE PAYMENT PLAN & BILLING** section, you'll see a small link that says "View Details"
4. Click View Details
5. Select the blue button "View Payment Summary.  
From the dropdown menu, choose the **SCHOOL YEAR** you want to view (2025)  
Download or print the statement for your records

This section shows:

- Tuition payments
- Child Care payments
- Field trip or other incidental charges made

#### Can I download or print my records?

Yes!

Most sections include options to:

- **PRINT A STATEMENT (PRINTER ICON TOP RIGHT)**
- **SAVE RECORDS** for your personal files or tax preparer

## What if I don't see what I'm looking for?

If something looks missing or unclear:

Double-check the **SCHOOL YEAR FILTER**

If you still need help, please contact:

FACTS customer service at: **(866)441-4637**

## Important Tax Reminder

- Emmanuel Christian School does **NOT PROVIDE TAX ADVICE**
- Tuition, fees, and care expenses may be treated differently for tax purposes
- Please consult your **TAX PROFESSIONAL** with questions about deductions or reimbursements

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