



Parent Portal (FACTS) Instructions to Set Up and Update Account

Holy Spirit Episcopal School uses a parent portal powered by FACTS (formerly RenWeb) as our family information service to update the school directory online. Parents and students may utilize this service via smart phone or web browser, or they can download the FACTS Family App through the iTunes store for \$4.99.

If you wish to access the [FACTS Parent Portal](#) through your desktop, you can find the log in link through our website in the [Parent Resources](#) page, under Life at HSES.

1. All parents must register for a username and password. Simply click the "[Family Portal Login](#)" link.
2. If you already have an existing account, log in using your existing username and password information. If you do not have an account set up, click on "Create New Family Portal Account."
3. The required district code is **HSE-TX**. The email you provide must match the email address you have on record with the school. If this has changed or you are unable to register, please contact [Brian Smith](#) with your correct email address. You will be able to access the Parent Portal after your email address is updated. Enter the district code (HSE-TX) and email address to receive an email from FACTS with a link to create your login.
4. Within the Parent Portal, you will find a left navigation menu with various sections such as "School", "Student" and "Family". Click on "School" to update contact information.
5. Navigate to the School Information section and click on the "Web Forms" page to find the "Family Demographic Form."
6. Use this category to update student and family demographics, custodial parent information, emergency contacts, transportation/carpool information, grandparent information and more.
7. We encourage families to check and update this information throughout the year. Once the information is updated, it will synchronize with our database within 48 hours. Please ensure that the information provided on this form and the information in FACTS match.