

FACTS FAQ for PARENTS

What is my login?

Generally, your temporary login will be your first initial and your last name. Example: if your name is Joe Smith, your temporary login will be jsmith. Your temporary passcode will be school358. Once you log in for the first time, click on the bubble with your initials in the upper right corner, and change your login and passcode. If this formula does not work, please contact the front office at (907) 522-3636 or by email at office@alsalaska.org, and they can provide you with your username and passcode.

Where can I fill out a usage form?

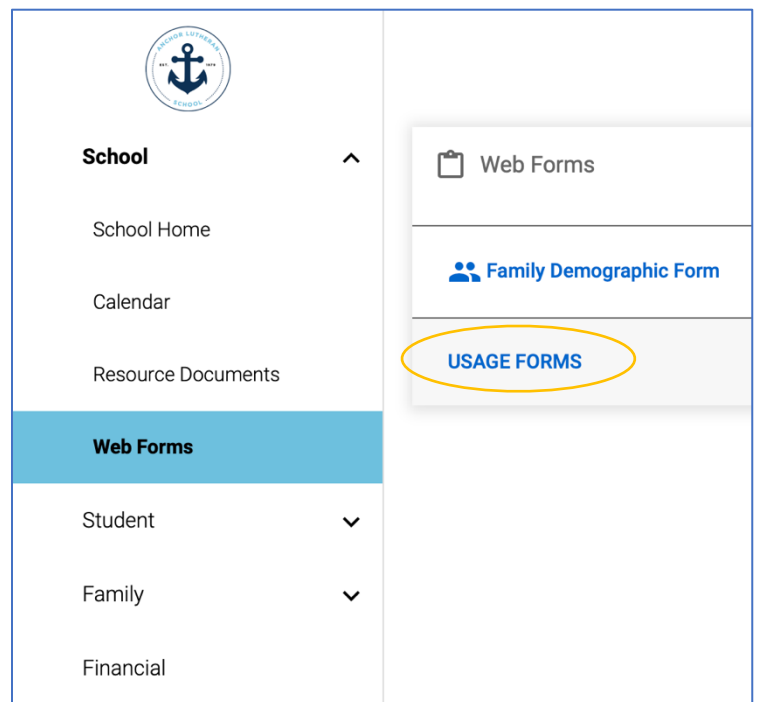
Usage forms can now be found online on the FACTS Family Portal! To find them, click on **Web Forms**, then select, **Usage Forms**. Select the form for the appropriate child and month, and complete. Please note that Usage Forms close on the 15th of the prior month. After that time, you can call the office to make any changes, or submit a Usage Change Form for review.

How can I change my usage?

To change your usage, go to your FACTS Family Portal and select Web Forms, then Usage Forms. You can submit a Usage Change Form request from here, for review by the office.

What is my code to pick up my child from child-watch or preschool?

You can find your Pickup ID on your FACTS Family Portal. To do so, click on Family, and select the desired pickup person from the drop down menu. Your 6-digit pickup ID shows up as "ID Number: System 012345". Alternately, you can call the front office at 907-522-3636 and ask for your Pickup ID.

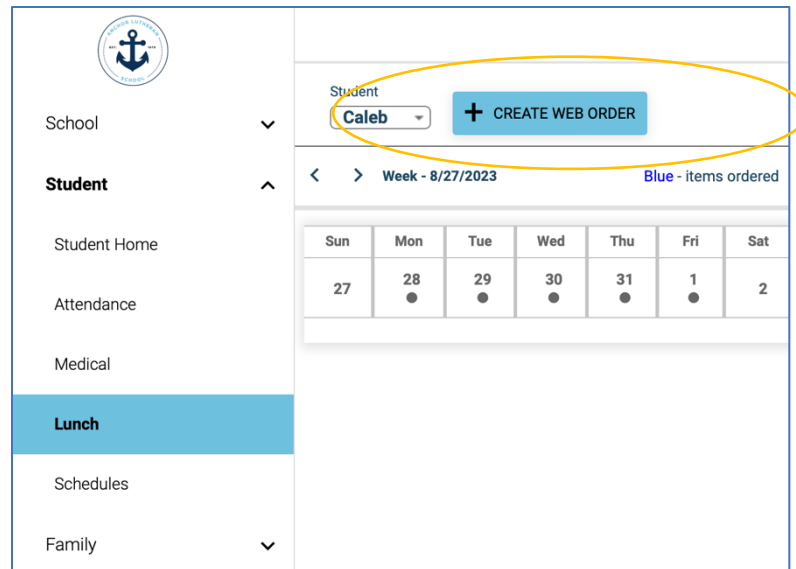


How can I order hot lunch for my child? (pre-order)

Hot Lunch can be ordered online through the FACTS Family Portal! Please note that this does not charge you; you will be billed for Hot Lunch at the end of each month.

To order Hot Lunch online, please go to your FACTS Family Portal and select Student. Then Select Lunch. Select the appropriate child from the drop down, and then click on “+ CREATE WEB ORDER”.

From here you can select the lunch items you want to order for your child, and then be sure to scroll all the way to the bottom of the page to submit.



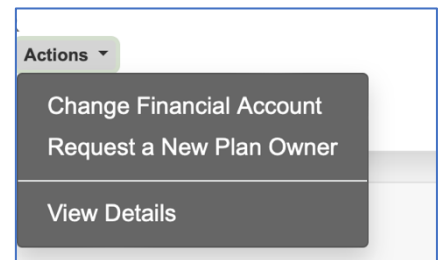
When will I get my bill?

Your tuition bill should already be going! If you notice a problem with your tuition bill, please call our Finance Office at 907-522-3636 or email bookkeeper@alsalaska.org.

Any Child Watch, Child Care, Hot Lunch, and other charges will be billed at the end of each month. You will receive an email from FACTS when those charges are posted. **Please go into your FACTS Family Portal and make sure your email is correct.** Once you receive your first email, you will have the opportunity to sign up for automatic payments.

What if I need to change my bank information that's set up on autopay?

To update your bank or payment information, you can log into your FACTS Family Portal, and click on Financial, and then Financial Home. From there, you will see a little grey box titled “Actions”, and you can select the appropriate action you'd like to make. Alternately, you may call FACTS Customer Service at (866) 441-4637.



Can I just pay at the front office?

Preferably, payments should be made through the FACTS Family Portal. This enables you to track each payment. The front office will continue to accept check and cash payments.

What if I don't want to be on autopay?

Autopay is the best option! However, if you do not wish to be on autopay, you may choose to be on an invoice only plan. This is true for tuition payments, as well as incidental and childcare billing. You will receive an email with your invoice each month, and you can log into your FACTS Family Portal to make a payment. Late Fees will apply if payments are not made within the appropriate time.

Why do I see kids who aren't mine on my pick-up code?

Children will appear on your pick-up code if you are an authorized emergency pick-up person for that child. If you see a child in that list for whom this is not the case, please notify the front office right away.