April 7, 2020

Hello Webb Families,

I hope this email finds you well. This message is intended to remind you of the ease and capability you have to update contact information for your student(s) and yourself via The Webb School's RenWeb/FACTS Family Portal (ParentsWeb). The Webb School is relying upon you to provide us with up-to-date contact information, so we can communicate important messages during moments like these and news about your child's academic progress.

- Simply login to RenWeb/FACTS by clicking on the FACTS Login button on the Current Families page from The Webb School's home website: https://www.thewebbschool.com/currentfamilies or visit the site directly via this link: https://factsmgt.com/.
- After entering the School ID: TWS-TN, you will be prompted to enter your User Name and Password. If you have not set up an account in RenWeb/FACTS, click on Create New Family Portal Account. It will then prompt you to enter the District Code: TWS-TN and your email address. You will need to use the email address we have for you in RenWeb/FACTS. If your email has changed, you can update that information once logged in.
- Upon logging into your Family Portal, click on Web Forms in the list on the left-hand side of the page and then select Family Demographic Form.
- You will notice several categories: Enrolled Students, Custodial Parents, Emergency Contacts and Grandparents. If a permanent change of address is required for your student(s), this same change must be made for each applicable student and parent as well.
- Please also keep in mind that we send out text messages through Parent Alert in RenWeb/FACTS with pertinent or emergency information throughout the school year. There must be a cell phone listed for the student(s) and/or parent(s) to receive the text message.

When making a change to your contact information, it is important that certain elements be entered in the appropriate format/style recognized by the RenWeb/FACTS database. Please follow the guidelines below when changing/updating your information:

**Family Portal Data Entry Style Guide DOs and DON'Ts**

**Street Address:** DO spell out the street name, as well as the words Street, Avenue, Road, Court, Boulevard, etc. DO abbreviate directional references such as Southeast, with SE, North with N, Northwest with NW, etc.
**City:** DO spell out the entire city name.
**State:** DO use the Postal Abbreviation for your state of residence i.e.: TN instead of Tennessee or Tenn.
**Phone:** DO use the following format for phone numbers: 931-555-1234.
**Email:** DO double-check your email address to ensure accuracy.
**Countries:** DO spell out your country name like those listed below, unless you are from USA.
Cayman Islands, China, Germany, Jamaica , Vietnam, Taiwan, USA

**DON'T** use NA or Not Applicable for any fields. If you do not have a second email address, phone number, etc., simply leave that field blank.

Thank you in advance for keeping us informed, so that we may better inform you! Should you have difficulties accessing RenWeb/FACTS Family Portal, please contact me at mjames@webbschool.com.


Sincerely,
Melissa James