



HEIGHTS CHRISTIAN SCHOOLS

PRESCHOOL FAMILY PORTAL INSTRUCTIONS

WHAT IS THE PRESCHOOL FAMILY PORTAL?

The Family Portal is a private and secure internet portal accessible from our website that allows preschool parents to view their account balance online and make payments online.

LOGIN TO the Preschool Family Portal

1. Go to HeightsChristianSchools.org
2. Navigate to the **Parent Portal**, click [Preschool Portal Login](#)
3. From the Preschool Family Portal login screen, enter your Username and Password.
 - *If you do not remember your password, please click the Password Reminder.*
4. To view your Preschool financial account or make a payment, click the **Statements** tile to view your statement history or click the **Make Payment** tile to make a payment.

TROUBLESHOOTING

Having trouble with the Preschool Family Portal? Try these common fixes...

PROBLEM	SOLUTION
The buttons on the left-hand side of the screen do not work.	In your browser menu click Tools and the Compatibility View
I cannot make a payment in the Preschool Family Portal using my cell phone or tablet.	Payments are made through the Preschool Family Portal. To view your account or make a payment, click the Statements tile to view your statement history or click the Make Payment tile to make a payment. This site is mobile device friendly.
I have more than one child enrolled at Heights but see only one of my children in the Preschool Family Portal.	The Preschool Family Portal will only contain information about your preschool student. If you have students enrolled in one of our elementary campuses, intermediate program or junior high you can access your TK-8 student information in the FACTS Family Portal .
I do not see the Make Payment tile in the left-hand menu.	Contact the school office.
I forgot my password; my password is not working.	Reset your password using the Forgot Password link below the login screen.
I received an error message when I try to login.	Contact the school office.
I cannot add a new student through Admissions.	<ul style="list-style-type: none">• Click the Personal Tab• Click Add New Student• Enter New Student Info, then click Save• Click Registration Tab• Complete Online Application for New Student

Please feel free to contact the school office for more assistance. Thank you!