



Accessing (users with existing access)

1. In Chrome, Firefox, Safari, or Edge go to <https://familyportal.renweb.com/>
2. Enter the **District Code: STM-NC**
3. Enter your **Username** and **Password**

Creating Your Account

1. In Chrome, Firefox, Safari, or Edge go to <https://familyportal.renweb.com/>
2. Click the **Create new account** link
3. Enter the **District Code: STM-NC**
4. Enter your **Email Address** (the one you provided to the school)
5. Click **Create Account**
6. An email will be sent to you with a link that will allow you to create a unique username and password
7. After completing this process, you can log in to Family Portal
8. An email will be sent which includes a link to create your login. The link is active for 6 hours.
9. Click the link and type in a **Username** (you may use default username provided in email)

Change/Create Password				
Name	Person ID	User Name	Password	Confirm
Callie Johnston	11519	<input type="text" value="cjohnston"/>	<input type="password" value="*****"/>	<input type="password" value="*****"/>
<input type="button" value="Save User Name and/or Password"/>				

10. Type in a **Password** – remember this - the school cannot access for you later
11. Confirm the **Password**
12. Click **Save Username and/or Password** button
13. Close the window
14. Log back into the Family Portal here



Updating Your Contact Information

1. Log into your FACTS family portal account
2. Expand the School Menu on the left
3. Select **Web Forms**
4. Select **Contact Information**
5. Click the **Custodial Parent** button to access the form
6. Update the form. Please make sure to verify or update the phone numbers, email address(es), and home address. This information will be used for email messages from teachers and any email or phone “blasts” to the entire school.
7. Click the **Save** button at the bottom of the page
8. If applicable, click the **Return to main form** button at the top of the page to update the contact information for the additional Custodial Parent

Electronic School Forms

If applicable, there may be a few electronic school forms to complete. Those will be found in FACTS.

1. Log into your FACTS family portal account
2. Expand the School Menu on the left
3. Select **Web Forms**
4. Select the form to complete
5. Click the Save button at the bottom of the form
6. If applicable, click the **Return to main form** button at the top of the page to complete additional forms