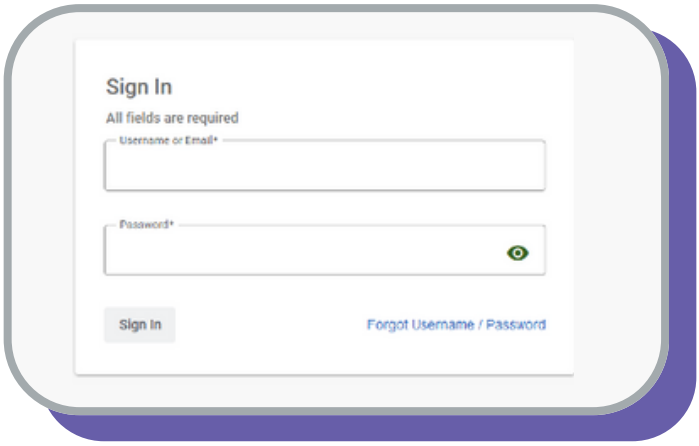
FACTS SIS Multi-Factor Authentication Login Process

Upon first log in with Multi-Factor Authentication (MFA), follow these steps to access the Family Portal.

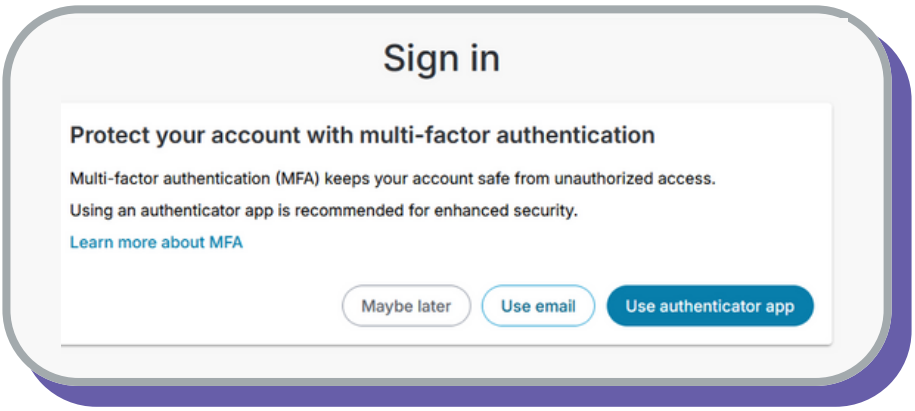
1.) Navigate to the **Family Portal login**, enter your school's **District Code** and click **Next**.

2.) Sign in with your existing **FACTS SIS** username and password for the Family Portal.

Important: *If you have a separate FACTS user account for Financial Aid Management or from another school that uses FACTS, verify that those credentials (username and password) didn't autofill.*

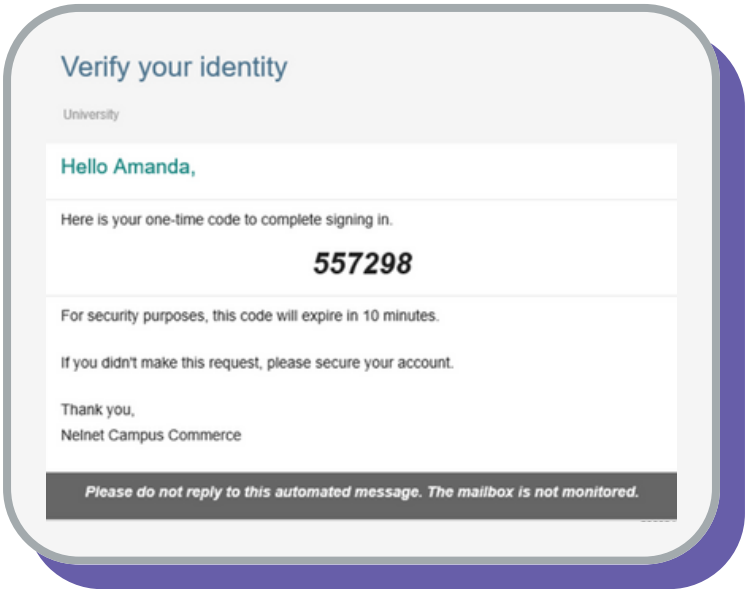


3.) If you have not set up Multi-Factor Authentication (MFA), you'll be prompted to complete during login. You may choose to receive a verification code by **email** or use any **authenticator app** of your preference. FACTS does not require or limit which app you use.



- If you chose the **email verification method**, follow the instructions below:

1. Click **Begin.**
2. Click **Sign Up Using Email.**
   - If only one email is stored on your profile, the authentication code will automatically be sent there.
   - If you have multiple email addresses saved to your profile, select the one where you'd like the authentication code sent.
3. Click **Send Code to Email.**
4. Check your email inbox to access your one-time use code.
5. Type the provided code in the Authentication Code text box.
6. Click **Submit.**
7. Choose two authentication questions and provide answers.
8. When finished, click **Save** to log in to your account.



- If you choose the **authenticator app method**, follow the instructions below: (Please d*ownload your preferred authenticator app before proceeding.)*

1. Click **Begin.**
2. Click **Sign Up Using App.**
3. To register:
    - Using an authenticator app on your smartphone, scan the QR code or type in the code provided.
    - Using an authenticator app on your desktop, copy and paste the code provided.
4. Follow the remaining setup prompts in your authenticator app.
5. Once completed, return to the MFA setup screen and click **Next.**
6. Enter a **Verification Code** from your app to ensure that the app is appropriately linked to your account.
7. Click **Next.**
8. Select **Print** or **Download**. In the event that you lose your device or cannot access your authenticator app, these backup recovery codes can be used to access your account and should be stored in a safe place.
9. Click **Next.** Multi-factor authentication is complete.
10. Click **Next** to choose authentication questions and answers.
11. Choose two authentication questions and provide answers.
12. When finished, click **Save** to log in to your account.