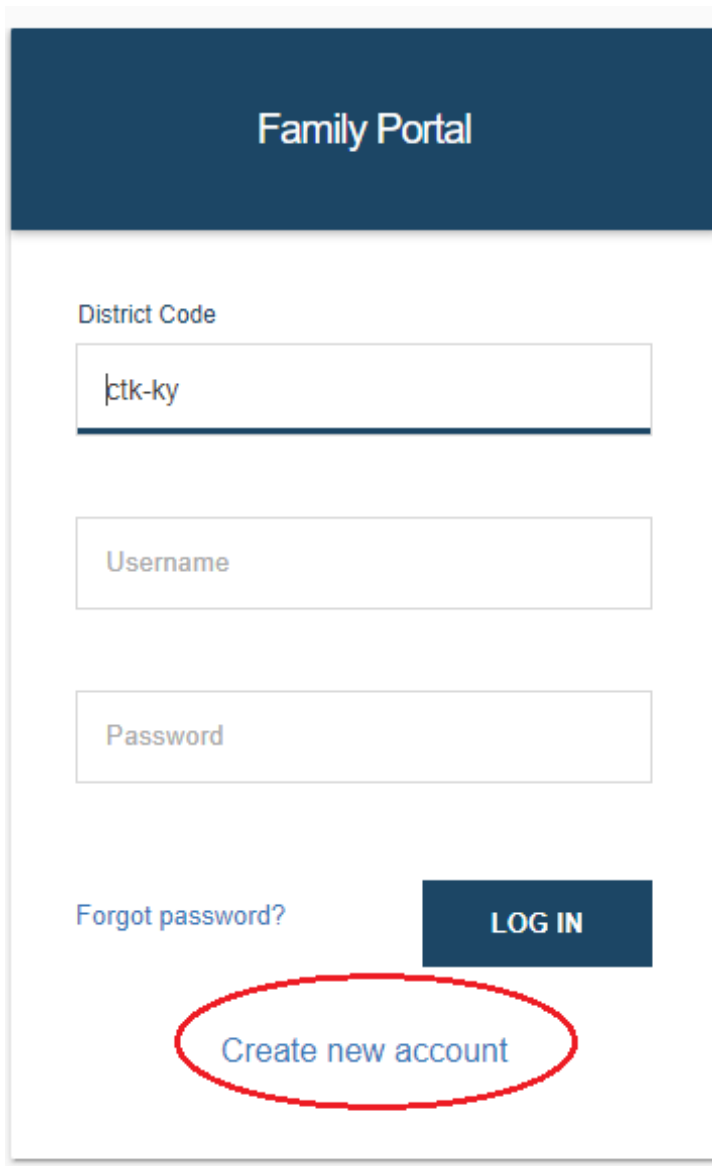


SET UP RENWEB FAMILY PORTAL ACCOUNT – PARENT OR STUDENT

[Our Student Information System for grades, report cards, email communication, etc., is FACTS SIS. Its legacy name, which you might still see references to, is RenWeb.]

0) This process requires that an email address be on file for you in RenWeb; you will get an error in absence of one. A spouse with existing RenWeb access can use the CKS Family Demographic form in the School | Web Forms section of Family Portal to update your record to include your e-mail address if need be; otherwise, contact the front office to update your address. **NOTE: The email address on file must be unique to the account; that is, the same email address cannot be used in multiple RenWeb records – parent or student.**

1) *[This step is best done on a computer instead of a phone or mobile device.]* Go to our Family Portal login page at <https://ctk-ky.client.renweb.com/pwr/> and click the link to create an account:



Family Portal

District Code

ctk-ky

Username

Password

[Forgot password?](#)

[LOG IN](#)

[Create new account](#)

3) Fill in our district code (CTK-KY) and your e-mail address that we have on file for you, and click the button to initiate the creation of their account:

The screenshot shows the 'Create Family Portal Account' form for FACTS, a @net Company. The form has two input fields: 'District Code' with the value 'ctk-ky' and 'Email Address' with the value 'youraddress@gmail.com'. A red arrow points to the 'District Code' field with the text 'not case-sensitive'. Another red arrow points to the 'Email Address' field with the text 'must be your address on file in RenWeb'. Below the email field is a small note: 'This allows a user to create a username and password if their email is tied to a person in FACTS SIS'. At the bottom, there is a 'Back to log in' link and a 'CREATE ACCOUNT' button. A red arrow points to the 'CREATE ACCOUNT' button.

4) You will receive an e-mail with a link and instructions to complete the process by setting a password. NOTE: That link will be valid for only six hours, after which the process will have to be started anew.

5) Once the account is created and verified at Step 4 above, it may be used to access RenWeb data either via the FACTS Family app on an Apple or Android device, or via the Family Portal website (the link from Step 1) on computers/Chromebooks or mobile devices.

6) **NOTE:** The FACTS Family App requires an annual subscription. If you have children at multiple RenWeb/FACTS schools, you do not have to pay for multiple subscription, but you will need to contact App support at appsupport@factsmgt.com to request a waiver of the subscription fee for additional district codes.