FACTS Troubleshooting Guide

This guide contains recommended troubleshooting tips from the FACTS company. If you are still having problems, you may contact FACTS at 866-800-6593 or send an email to help@stmarkspbg.org.

Which web browser should I use?
FACTS recommends Google Chrome for the best user experience. Chrome can be downloaded at www.google.com/chrome.

How do I access FACTS Family Online?
Go to https://logins2.renweb.com/logins/ParentsWeb-Login.aspx

What is the district code?
STMK-FL

I forgot my password.
Click the "Forgot Username/Password" link at the FACTS Family Online login screen. Be sure to set your spam filters to allow emails from factsmgt.com and renweb.com so they do not get marked as spam. Check your spam folder to see if any messages were redirected there.

FACTS is asking me to reset my password.
FACTS requires parents to reset passwords once per year. You will be prompted to change your password the first time you log in after your password expires. You are required to choose a new password, and FACTS does not allow you to reuse old passwords.

I'm getting an error when opening my enrollment packet.
If you get the error "A new window has opened to Online Enrollment," it is because your browser is blocking pop-ups or redirected windows. Please see "How to Allow Pop-ups" in this document.

I'm getting an error when accessing the FACTS Tuition link.
These errors may be solved by clearing your browser's cache and cookie files. Please see "How to Clear Cache and Cookies" in this document. If the error persists, please email help@stmarkspbg.org.

How to Allow Pop-ups

Google Chrome
1. Go to the "Enrollment/Reenrollment" page. If it is blocked, the message "Pop-up blocked" will appear in your URL window.
2. You should see a box with a red dot appearing next to the "Star" icon in your URL window.
3. Click this box and choose "Always allow pop-ups and redirects." Click Done.
4. Click the "Enrollment/Reenrollment" link again.

Safari
1. From the Safari menu, choose Preferences... and click the Security tab.
2. Ensure the Block pop-up windows option is not checked. Unchecking this option will allow pop-ups for all web sites.
3. Click the "Enrollment/Reenrollment" link again.

Internet Explorer
1. Open Internet Explorer, then go to the web page that you want to allow pop-ups.
2. In Internet Explorer's Address field, highlight the entire web address of the current page, then right-click and choose the Copy command.
3. From the Tools menu (the gear icon on the far right), select Internet options. The Internet Options dialog box opens.
4. Click on the Privacy tab.
5. Under Pop-up Blocker ensure the Turn on Pop-up Blocker checkbox is checked, and then click Settings. The Pop-up Blocker Settings dialog box opens.
6. Right-click in the Address of website to allow: field, then choose the Paste command.

Microsoft Edge (Windows 10)
1. Click the ellipsis icon (...) in the upper right corner of your web browser, and then click Settings.
2. In the Advanced settings section, click View advanced settings.
3. In the Block pop-ups section, click the switch to Off. Pop-ups are now allowed.
4. To block pop-ups once again, click the switch to On.

Firefox
1. Open Firefox, then go to the web page that you want to allow pop-ups.
2. In Firefox's URL window, highlight the entire web address of the current page, then choose the Copy command from the Edit menu or right-click and choose the Copy command.
3. Click the icon with three horizontal bars in the upper right side of the browser toolbar.
4. Select Options (Windows) or Preferences (macOS).
5. In the left sidebar, click on the Content icon to display the Content section.
6. In the Pop-ups section, ensure the Block pop-up windows checkbox is selected, then click the adjacent Exceptions... button.
7. In the Address of web site: field, choose the Paste command from the Edit menu or right-click and choose the Paste command, and then click Allow.

These instructions apply to the latest version of each browser. A complete guide can be found at:
https://www.isc.upenn.edu/how-to/configuring-your-web-browser-allow-pop-windows

How to Clear Cache and Cookies

Google Chrome
1. Enter chrome://settings/clearBrowserData into your address window.
2. Make sure "Cookies and other site data" and "Cached images and files" are checked.
3. Click "Clear data"

Safari
1. From the Safari menu, select Clear History.
2. Select the desired time range, and then click Clear History.
3. Go to Safari > Quit Safari to exit the browser completely.

Internet Explorer
1. Select Tools > Delete browsing history. If the menu bar is hidden, press Alt to make it visible.
2. Deselect Preserve Favorites website data, and make sure "Temporary Internet files" and "Cookies and website data" are checked.
3. Click Delete. You will see a confirmation at the bottom of the window when the process is complete.
4. Exit/quit all browser windows and re-open the browser.

Microsoft Edge (Windows 10)
1. In the top right, click the Hub icon (looks like star with three horizontal lines).
2. Click the History icon (looks like a clock), and then select Clear all history.
3. Select Browsing history, then Cookies and saved website data, and then Cached data and files. Click Clear.
4. After the "All Clear" message appears, exit/quit all browser windows and re-open the browser.

Firefox
1. From the History menu, select Clear Recent History. If the menu bar is hidden, press Alt to make it visible.
2. From the Time range to clear: drop-down menu, select the desired range; to clear your entire cache, select Everything.
3. Next to "Details", click the down arrow to choose which elements of the history to clear; to clear your entire cache, select all items.
4. Click Clear Now.
5. Exit/quit all browser windows and re-open the browser.

These instructions apply to the latest version of each browser. A complete guide can be found at:
https://kb.iu.edu/d/ahic