

FACTS is pleased to present you with online access to your school account with the option of paying your monthly invoice via ACH!



We have used the technology for our Family Portal to allow you to view your school's account and process an ACH payment online. You are considered the Parent in our system and your school's account can be viewed within our [CLA-NH](#) district code. All you need to do is create a user account to access your school's billing account online.

To create your online user account, please follow these instructions:

1. Visit <https://factsmgt.com/> and choose the "FACTS Family Portal" link under "Parent Log In".
2. Select the "Create New Family Portal Account" Link.
3. Enter "CLA-NH" for the district code and the email address on file used to send the invoices.
4. Click "Create Account". An email will be sent to this address with a link to continue with the set up process.
Note: This link is only active for 6 hours, so make sure you have time to complete the registration before creating your account.
5. Once the email is received, click on the link and create a username and password.
6. Return to the above link and input "CLA-NH" for the district code, enter your User Name and Password, select Parent, and then Login.

Family Portal Login

District Code:

User Name:

Password (case-sensitive):

[Forgot User Name/Password?](#)

[Create New Family Portal Account](#)

Once you are logged into the system, follow these instructions to make a payment: 1. Click on "School Information", "School Billing". A summarized listing of outstanding charges will be listed. 2. Select the "PayNow" button next to the charges to be paid.

3. Enter the amount of payment to be made, next to the charge, and click "PayNow". 4. On the payment screen, your email address and name will be pre-populated. Enter the account information for the ACH payment and Submit.

Note: Recurring payments are not currently an option, but there is a box to save this information in our PCI compliant system for future monthly payments.

5. Verify the payment amount and information entered is correct and click "Pay". There are also options to Edit Payment and Cancel Payment if needed.
6. An email confirmation will be received once the payment is finished processing.

If there are any questions on this process, Customer Service or the Business Office will be happy to help!

If there are questions on your billing, please reach out to our Business Office or email Invoice_FactsSIS@nelnet.net.

Yours very truly,



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