



FACTS FAMILY PORTAL INSTRUCTIONS

All Cornerstone families need access to the FACTS Family Portal to pay tuition, order lunch, view report cards, and access a variety of other features.

Please follow the instructions below to create your FACTS Family Portal account, then review the remaining instructions for lunch ordering and FACTS Tuition Management. **Creating an account in FACTS is mandatory. All financial payments will be collected through FACTS.**

Create an Account

To create a new FACTS Family Portal account:

1. Using a laptop or desktop computer, visit our website at www.cornerstonechristian.com.
2. Under Quicklinks at the bottom of the page, select **FACTS Family Portal Login**.
3. Select **Create new account** at the bottom of the login window.
4. This will take you to the Create Family Portal Account window. The District Code should autofill (CCA-IL).
5. In the email address field, enter the email address that you provided to the school at the time of enrollment.
6. FACTS will send an email to this account, prompting you to create a username and password.
7. You may now log in to the FACTS Family Portal and the FACTS Family mobile app using the District Code (CCA-IL) and your new username and password.

FACTS Tuition Management

Cornerstone Christian Academy partners with FACTS Tuition Management for collection of all tuition payments, Before School Care/After School Care charges, and other incidentals (ex. Winterim, music charges, etc). All charges will be billed and paid through FACTS.

Creating an account in FACTS is mandatory. All financial payments will be collected through FACTS.

FACTS offers two different payment methods:

1. Automatic Bank Payment (ACH): —ACH payments are those payments you have authorized FACTS to process directly through your financial institution. It is simply a bank-to-bank transfer of funds that you have pre-approved from either your checking or savings account.
2. Credit Card — If you elect to use this option, your payment, along with a 2.95 % convenience fee (assessed by FACTS), will be automatically charged to your credit card

(AMEX, MasterCard, Visa, or Discover are accepted). Paying with your credit card allows you to take advantage of various bonus programs offered by your credit card company.

Returning families will use their existing FACTS login and follow the steps below.

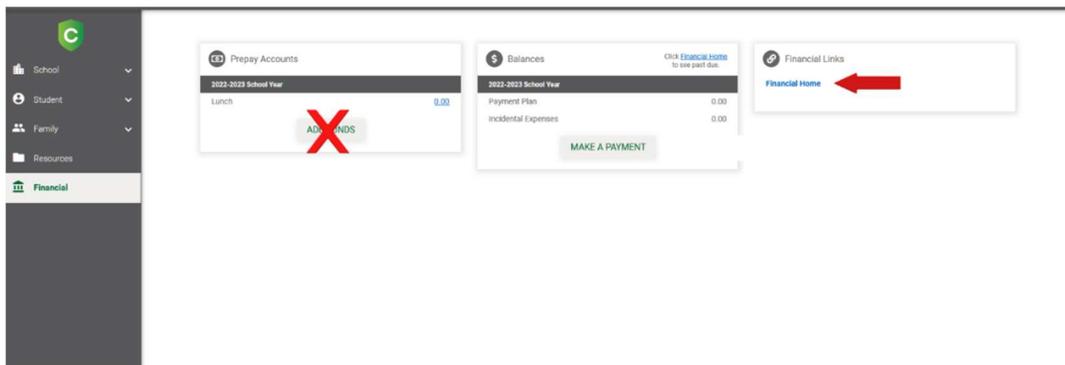
New families (or those families who have yet to establish a FACTS account) **will need to set up a FACTS account first and then follow the steps below.**

Convenient Online Enrollment

Step 1: Log in to FACTS and select the **Financial** tab.



Step 2: Select the **Financial Home** link on the right side of the screen. (Disregard the options marked with an “X.” These are not available to CCA families as they are not compatible with our systems.) Lunch ordering will remain the same as in previous years.



Step 3: Please select your contact preference and create a PIN to be used if/when you must communicate with FACTS via telephone regarding your financial account.

Review Items

The following item(s) require your attention before proceeding

Select Your Contact Preference

I certify that I am the subscriber to the provided cellular or other wireless number. To stay informed and receive the best service, I authorize and its representatives and agents to contact me regarding my account at any current and future numbers that I provide for my cellular telephone or other wireless device using automatic dialing systems, artificial or prerecorded messages, and/or SMS text messages. I understand that standard message and data rates may be charged by my service provider(s).

Yes, I agree to such contact related to my account.

OK

Create A 4-Digit PIN To Continue

The 4-Digit PIN will be used to validate your identity when you make inquiries by telephone. Choose something you will easily remember.

*4-Digit PIN

This field is required

OK

Step 4: Select **Set up a Payment Plan**.

 **Payment Plan & Billing** [View Details](#)

2022-2023 SCHOOL YEAR

 **Set up a Payment Plan**

[Set up a Payment Plan](#)

Step 5: Select **Begin** to get started.

Welcome

Thank you for choosing to set up a payment plan. Click the Begin button to get started.

For questions, please contact the school at 309-662-9900 or FACTS customer support at 866-441-4637.



Step 6: Select a payment schedule. When you submitted your enrollment contract and enrollment fee earlier this year, you selected a payment plan (annual, semester or monthly plan). Please select a plan again. If you choose a different plan now, we will make the adjustment on your tuition invoice.

Please note the following service fees:

- Annual payment – due August 1 (no service fee)
- Semester payments – due August 1 and January 1 (\$25 per semester)
- Monthly payments – due on the 1st of the month from July – April (\$15 per month)

The Payment Plan/Enrollment Fee listed on the right side of this screen shows \$0. While FACTS collects Tuition Management program fees, Cornerstone will pay those fees for our families. Additionally, the FACTS enrollment fee (paid by CCA on your behalf) is independent from Cornerstone's enrollment/re-enrollment fee collected as part of the admissions/continued enrollment process.



Progress Tracker



Payment Plan Options

Select a payment schedule

Show: All Items Selected



Pay in Full

Select	Payment Method	Number of Payments	Beginning Month	Available Payment Days	Last Day to Enroll	Payment Plan Enrollment Fee
<input type="radio"/>	Automatic Payments from: • Bank Account • Credit/Debit Card	1	August 2022	1st	29 Jul 2022	\$0.00

Semester

Select	Payment Method	Number of Payments	Payment Months	Available Payment Days	Last Day to Enroll	Payment Plan Enrollment Fee
<input type="radio"/>	Automatic Payments from: • Bank Account • Credit/Debit Card	2	August 2022 January 2023	1st	29 Jul 2022	\$0.00

Monthly

Select	Payment Method	Number of Payments	Beginning Month	Available Payment Days	Last Day to Enroll	Payment Plan Enrollment Fee
<input type="radio"/>	Automatic Payments from: • Bank Account • Credit/Debit Card	10	July 2022	1st	16 Jun 2022	\$0.00

Step 7: Please choose your payment account preference. There is no fee if using a checking or savings account. FACTS assesses and collects a 2.95% fee for the use of credit/debit cards.



Progress Tracker



Payment Details

Please enter your primary financial account for payments

Pay using: -- Select --

Cornerstone Christian Academy allows you to pay using: a bank account (checking or savings) or a credit/debit card (Visa, Mastercard, American Express, Discover, Diners Club, JCB or UnionPay).



The following processing fees may apply:

- Credit Card - up to 2.95%
- Debit Card - up to 2.95%
- Checking or Savings account - no fee

The amount will be disclosed once you select your payment method. Card transactions for Cornerstone Christian Academy are processed by FACTS Management Company, USA.

Back Next Cancel

Step 8: Enter your financial account information and **Save**. Please note: your financial information is secure and encrypted.

Cornerstone Christian Academy

2022-2023 School Year VIEW MENU

Progress Tracker

Plan Options **Payment Details** Payment Schedule Review & Authorize

Add Account

Bank Account

Required fields are marked with an *

Please enter your name exactly as it appears on your Bank Account.

Account Holder Name*

Bank Name*

Account Type*

Routing Number* ?

Account Number* ?

 |

Step 9: Please verify payment information is correct. Please mark the box if you'd like to have incidental expenses automatically processed from the account listed above. Incidental charges would not be withdrawn until the due date listed on the invoice.

Cornerstone Christian Academy

2022-2023 School Year VIEW MENU

Progress Tracker

Plan Options **Payment Details** Payment Schedule Review & Authorize

Payment Details

Please enter your primary financial account for payments

Paying ?

Card transactions for Cornerstone Christian Academy are processed by FACTS Management Company, USA.

Cornerstone Christian Academy allows you to pay using: a bank account (checking or savings) or a credit/debit card (Visa, Mastercard, American Express, Discover, Diners Club, JCB or UnionPay).

Incidental Expenses
Incidental expenses may be billed separately. If enrolled in auto pay, these payments will be automatically processed from the account above.

Yes, please enroll me in auto pay for incidental expenses



Step 10: This screen simply shows the payment schedule based on the plan selected (annual, semester, or monthly).

Cornerstone Christian Academy

2022-2023 School Year [LIVE HELP](#)

Progress Tracker

Plan Options Payment Details **Payment Schedule** Review & Authorize

Payment Schedule

Future Payment Schedule

Payments will be on the 1st of the month.

Payment Date	Description
Friday, July 1, 2022	Payment
Monday, August 1, 2022	Payment
Thursday, September 1, 2022	Payment
Monday, October 3, 2022	Payment
Tuesday, November 1, 2022	Payment
Thursday, December 1, 2022	Payment
Tuesday, January 3, 2023	Payment
Wednesday, February 1, 2023	Payment
Wednesday, March 1, 2023	Payment
Monday, April 3, 2023	Payment

Card transactions for Cornerstone Christian Academy are processed by FACTS Management Company, USA.

Step 11: Please review and authorize the payment plan agreement. Also, please read and accept the terms and conditions of this payment plan. Click **Done** when finished. Tuition invoices will be entered by June 1st for the upcoming school year. Payments will be withdrawn based on the payment schedule you selected (listed in Step 10).

Cornerstone Christian Academy

2022-2023 School Year [LIVE HELP](#)

Progress Tracker

Plan Options Payment Details Payment Schedule **Review & Authorize**

Review & Authorize

FACTS Returned Payment Fee Policy

The payment amount will be available once your institution finalizes your payment plan agreement.

Payment Method
██████████
(Change)

I have read and accept the terms and conditions of this payment plan (Plan details and Terms & Conditions are listed below)

[Back](#) [Done](#) | [Cancel](#)

Once submitted you will have the option to print this agreement from your account.

After families are set up with an account, Cornerstone will enter the balance due based on published tuition rates and applicable service fees. Your payment method may be changed at any time by logging in to your FACTS account or by contacting FACTS at 866-441-4637.

Please contact Todd Corley at todd.corley@cornerstonechristian.com with any other questions related to your account.

Lunch Ordering with FACTS

Cornerstone families may order catered student lunches through the FACTS Family Portal. Lunches are ordered on a monthly basis and have a limited ordering window. During the first 15 days of each month, orders may be placed for lunches served the following month. For example, orders for lunches that will be served in October may be placed from September 1st - 15th. Orders for lunches served in November may be placed October 1st - 15th, and so forth.

Please compare the FACTS lunch calendar with our website calendar to avoid ordering lunch on days your child may not be at school. Per our handbook policy, student lunches are non-transferrable and non-refundable. This includes lunches missed for field trips, illness, and other excused absences.

Lunches will be served beginning the Tuesday following Labor Day.

Follow the instructions below to order lunches in the FACTS Family Portal via web browser or mobile app.

Using a web browser:

1. Log in to your FACTS Family Portal account. The District Code is CCA-IL.
2. Select **Student** from the left side menu, then choose **Lunch**.
3. The lunch calendar will appear, defaulting to the current week. Adjust the calendar dates using the drop-down date menu. The calendar view can be changed to “Month” using the icons in the top right corner.
4. Lunches are ordered **by student**, not by family. Please note the student name above the calendar. To order for multiple children, you will need to change the student name and place your order for each student.
5. Review the lunch options for each day listed on the calendar—lunch options are the same each week.
6. To order lunch, choose **Create web order** from the top right corner of the calendar window, then select the dates you wish to order lunch.
7. After choosing your desired lunch dates, select **Order Items** at the bottom of the page. This will take you to the payment window.
8. Complete your payment information in the payment window and submit. Please note that FACTS will save your order, similar to an online shopping cart, until payment is submitted. **If you do not receive a confirmation email, your order was not processed.** Be sure to

complete the payment process to ensure your order has been placed. After payment is received, orders will appear in blue in the Family Portal lunch calendar. Any order selected, but not paid for, will appear red on the lunch calendar.

Using the FACTS Family mobile app:

1. Log in to your FACTS Family Portal account. The District Code is CCA-IL.
2. Choose the lunch icon from the main menu screen.
3. The lunch calendar will appear, defaulting to the current week. Adjust the calendar week using the arrows in the top left corner of the calendar.
4. Lunches are ordered **by student**, not by family. Please note the student name above the calendar. To order for multiple children, you will need to change the student name and place your order for each student.
5. Review the lunch options for each day by selecting a day of the week. Lunch items for that day will be listed below the calendar. Lunch options are the same each week.
6. To order lunch, choose **Create web order** from the top right corner of the calendar window, then select the dates you wish to order lunch.
7. After choosing your desired lunch dates, select **Order Items** at the bottom of the page. This will take you to the payment window.
8. Complete your payment information in the payment window and submit. Please note that FACTS will save your order, similar to an online shopping cart, until payment is submitted. **If you do not receive a confirmation email, your order was not processed.** Be sure to complete the payment process to ensure your order has been placed. After payment is received, orders will appear in blue in the Family Portal lunch calendar. Any order selected, but not paid for, will appear red on the lunch calendar.