

FACTS FAQs

GENERAL FACTS INFORMATION

What is FACTS?

FACTS is an online platform providing flexible payment plan options to families at private and faith-based schools. Families can budget their tuition, making private school more accessible and affordable.

How will I know my payment plan was created successfully?

Once your information is received and processed by FACTS, you will receive a confirmation notice. This notice will confirm your payment plan information. Please check this information for accuracy, and contact your school or FACTS with any discrepancies.

Is my information secure?

Yes. Your personal information, including payment information, is protected with the highest security standards in the industry. For more information on security, visit FACTSmgt.com/Security-Compliance.

When will my payments be due?

Payment options available for SVdP as well as information on dates and times of payment processing will be available from your FACTS account.

What happens when my payment falls on a weekend or a holiday?

Your payment will be processed on the next business day.

What happens if a payment is returned?

Returned payments may be subject to a FACTS returned payment fee. Watch for a returned payment notice for additional information.

How do I make changes once my agreement is in the FACTS system?

Changes to your address, phone number, email address, or banking information can be made at Online.FACTSmgt.com or by contacting SVdP or FACTS. Any changes to payment dates or amounts need to be approved by SVdP and SVdP

will then need to notify FACTS. All changes must be received by FACTS at least two business days prior to the automatic payment date in order to affect the upcoming payment.

What is the cost to set up a payment plan?

If an enrollment fee is due, the amount of the fee is indicated when setting up your agreement. If applicable, the nonrefundable FACTS enrollment fee will be automatically processed within 14 days of the agreement being posted to the FACTS system.

Does FACTS provide customer service?

FACTS is committed to doing all it can to provide you with the highest quality customer service in the industry. Whether you want to view your account online or speak with one of our highly trained customer service representatives, FACTS is dedicated to serving you. To view your payment plan details, log in to your FACTS account at Online.FACTSmgt.com. Customer Care Representatives are also available to assist you 24/7 at 866-441-4637.

SIGN IN ISSUES

My username and/or password are not recognized

If you have received an error on your screen, the message should provide the necessary steps to resolve this issue. You may have typed either your username or password incorrectly. Check to make sure that your Caps Lock isn't turned on as passwords are case-sensitive. If you don't remember your account or password, you can retrieve them [here](#).

I have not received an e-mail after requesting my username/password

E-mail can take several minutes to be delivered. If you have not received an e-mail within 15 minutes, be sure to check your spam or junk e-mail folder. For your security, account-related correspondence is only sent to the e-mail address we have on file. If you have activated a new or different e-mail address but have not updated this information with us, you will need to check the previously used e-mail address or contact Customer Service.

What is a registration code? How do I find it?

You should have received your registration code with your e-mail or postal correspondence from us. If you are expecting e-mail correspondence, please check your spam or junk e-mail folder. If you did not receive any correspondence or have misplaced it, please contact Customer Service.

My account is locked

You can unlock your account by clicking [here](#). Accounts can be locked due to reaching the maximum number of attempts with incorrect log in information or due to inactivity. If you are still unable to access your account contact Customer Service.

I have forgotten the e-mail address I used when I registered (or the e-mail address I used is no longer valid)

You will need to contact Customer Service for assistance.

How do I change my password, security questions, or e-mail address?

You must first log in. You can then access the My Profile link to update your account information.

COMMON QUESTIONS

I receive a message at the top of the page that says my cookies are not enabled

Configure your browser to allow cookies. Then close all browser windows and restart the browser. If you need help enabling cookies in your browser, see our instructions [here](#).

I receive a message at the top of the page that says I already have a session open

Close all browser windows and tabs and restart your browser. If you are using AOL you will need to sign off and close AOL and then restart AOL.

How can I make this web site a favorite or bookmark in my browser?

You can add a bookmark to the current page by pressing [Ctrl] + D concurrently in any browser. You will want to bookmark the home page at <https://online.factsmgt.com>.

When I click on a paperclip or other document link to view, nothing happens

Adobe reader is required to view some documents stored in our system. You can download a free copy of Adobe reader at <http://get.adobe.com/reader/>.