



## INTRODUCTION TO FACTS Family Portal & CANVAS

**FACTS Family Portal** gives you an opportunity to get more involved in your student's academic progress. The **Family Portal** is a private and secure way for parents to view student academic information. You can see your student's grades and attendance as well as other useful school information or communicate with school staff.

How to access the **FACTS Family Portal**:

- Make sure that you have provided the school with your email address.
- Go to [www.knoxvillecatholic.com](http://www.knoxvillecatholic.com) and click the yellow plus (+) sign on the top right. Choose **FACTS Login**.
- Click **Create New Family Portal Account**. The district code is **kchs-tn**.
- Type the email address you registered with the school, click **Create Account**, and follow the prompts to finish.

Once you have signed into **Family Portal**, you may set preferences or change family information by clicking on *Family* and choosing *Family Home*. Should you discover that you are not receiving emails from the school, please make sure that your email filter settings are set to always allow emails from addresses @renweb.com and @knoxvillecatholic.com. **FACTS Family Portal** is mobile responsive and may be accessed in your phone's browser.

**Your student will have his/her own login and account for the Family Portal.** Instructions for accessing and utilizing the Family Portal will be provided to students on the first day of school.

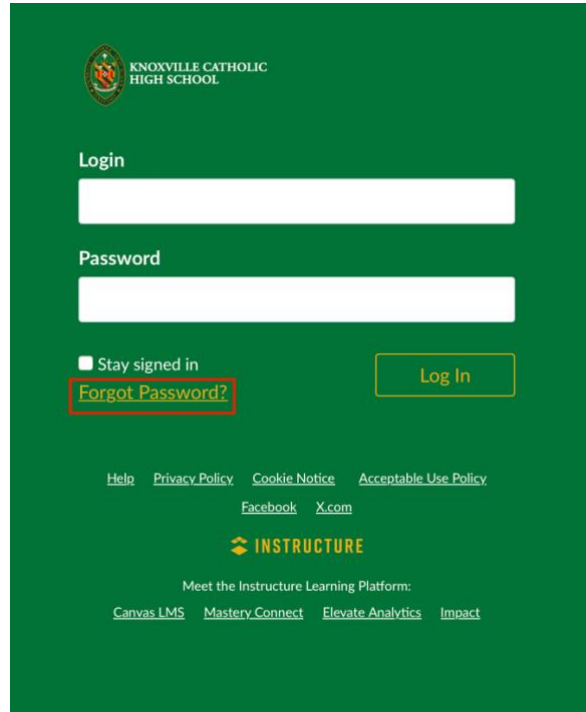
Knoxville Catholic uses **Canvas** learning management system to deliver course content. Students will receive login information and instructions on the first day of school. Parents/guardians who have registered for a **FACTS** account will have access to Canvas.

**Canvas** is used to deliver course content, resources, homework, lesson plans, and quizzes to students. Teachers are required to post lesson plans for the upcoming week on Canvas by Sunday at 8:00 p.m. The KCHS Canvas Parent/Guardian Observer URL is: [knoxvillecatholic.instructure.com/login/canvas](http://knoxvillecatholic.instructure.com/login/canvas)

1. To create your Observer account in Canvas go to the URL above or the [KCHS website](http://www.knoxvillecatholic.com) and click on the gold triangle plus sign in the top, right corner.
2. Then click on the Canvas Parent Login button.

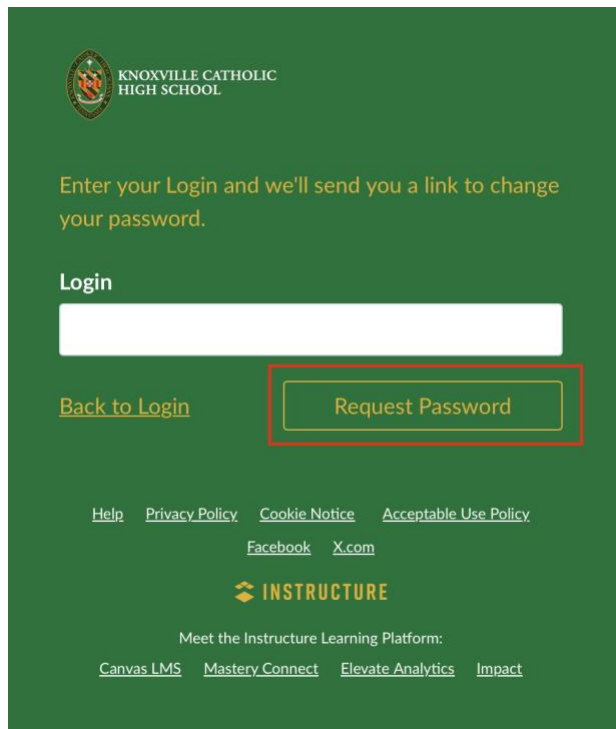


3. Click “Forgot Password?”



The image shows the login page for Knoxville Catholic High School. At the top left is the school's logo. Below it, the text "KNOXVILLE CATHOLIC HIGH SCHOOL" is displayed. The page has a dark green background. In the center, there is a "Login" section with two white input fields for "Login" and "Password". Below these fields, there is a checkbox labeled "Stay signed in" and a link "Forgot Password?" which is highlighted with a red rectangle. To the right of the "Forgot Password?" link is a yellow "Log In" button. At the bottom of the page, there are links for "Help", "Privacy Policy", "Cookie Notice", and "Acceptable Use Policy". Below these are links for "Facebook" and "X.com". In the center, there is a logo for "INSTRUCTURE" and the text "Meet the Instructure Learning Platform:". Below this, there are links for "Canvas LMS", "Mastery Connect", "Elevate Analytics", and "Impact".

4. Fill in the SAME email address used to login for FACTS and click “Request Password”



The image shows the "Forgot Password" page for Knoxville Catholic High School. At the top left is the school's logo. Below it, the text "KNOXVILLE CATHOLIC HIGH SCHOOL" is displayed. The page has a dark green background. In the center, there is a section titled "Enter your Login and we'll send you a link to change your password." Below this text is a white input field for "Login". Below the input field, there is a link "Back to Login" and a yellow "Request Password" button, which is highlighted with a red rectangle. At the bottom of the page, there are links for "Help", "Privacy Policy", "Cookie Notice", and "Acceptable Use Policy". Below these are links for "Facebook" and "X.com". In the center, there is a logo for "INSTRUCTURE" and the text "Meet the Instructure Learning Platform:". Below this, there are links for "Canvas LMS", "Mastery Connect", "Elevate Analytics", and "Impact".

Once you reset your password, you will be automatically linked to your student(s)' account and can begin observing your student(s) in Canvas immediately.

**Additional Training:**

- Learn how to modify your Canvas notification here:
  - <https://community.canvaslms.com/t5/Canvas-Basics-Guide/How-do-I-manage-my-Canvas-notification-settings/ta-p/615326>

If you have any trouble logging into Canvas please contact [Luzzette.slough@knoxvillecatholic.com](mailto:Luzzette.slough@knoxvillecatholic.com).