

## FACTS Tuition Management Frequently Asked Questions

1. **Do I have to set up a payment plan?** Yes, every parent will be required to login and create an account and set up a payment plan. Payment plans include a one-time payment, semi-annual, quarterly, or monthly payments.
2. **Will all my payments for tuition and fees go through this FACTS account?** Yes, all payments for tuition should be made through this account.
3. **How do I pay the registration fee?** After you finish creating your account and choosing your payment plan, it will prompt you to make your payment for the registration fee.
4. **Can I make a payment at any time without penalty?** Yes, after your account is set up, you can login and make a payment or you can call in a payment at 1-866-441-4637.
5. **I have another family member or friend that assists in tuition payments, can they make payments on this account?** Yes, you can login to your account and add any other authorized users who will be allowed to login with your account, or they may also call the customer service and make a payment on your behalf. 1-866-441-4637.
6. **If I already have an account with FACTS do I need to create a new account?** You may be able to use the login and password with your existing account. Some schools have the login set up through a Family Portal. These will not work, and you will need to create a separate account.

Please contact Susan Thibodeaux at 225.753.9782, ext. 25 or [sthibodeaux@smhsbr.org](mailto:sthibodeaux@smhsbr.org) with any additional questions.