



FACTS Questions Who should you call?

Please see the info below to determine who you should call for support.

QUESTION/CONCERN	WHO TO CONTACT
<p>How do I:</p> <ul style="list-style-type: none"> • Set up a FACTS account • Update FACTS account • Update my banking information • Make changes to your payments • Get more information about FACTS 	<p>FACTS Customer Support 866.441.4637 stfrancisnewark.org/FACTS District Code: SFDS-OH</p>
<p>I need to:</p> <ul style="list-style-type: none"> • Discuss TRIP info posted to your account • Discuss your St. Francis Parish Grant disbursement • Discuss any tuition invoice discrepancies 	<p>Parish Accounting Ernie Loy, Accountant 740.345.9874 ext. 223 eloy@stfrancisparish.net</p>
<p>I can't:</p> <ul style="list-style-type: none"> • Login to my FACTS Family Portal • Find information within the Family Portal 	<p>Parish Technical Support Dave Stenson, Information Systems 740.345.9874 ext. 237 dstenson@stfrancisparish.net</p>
<p>I need help:</p> <ul style="list-style-type: none"> • Completing my application packet • Completing my enrollment packet • Uploading documents to FACTS 	<p>Admissions & Enrollment Team Jane Snow, Admissions & Enrollment Coordinator 740.345.4049 ext. 308 enrollment@stfrancisparish.net</p>

After hours, you might find the info you're looking for on our website: www.stfrancisnewark.org/tuition.