



Dear St. Patrick Families,

There is a known issue within Online Enrollment for the 2018-2019 school year.

Families who currently have a FACTS Tuition Management account are unable to select a payment plan or update their contact information. This is preventing them from completing their enrollment packets.

We are currently working with RenWeb and FACTS Tuition Management to resolve the problem.

In the meantime, we have put a temporary solution into place and are asking all families who have encountered this problem to follow the steps below to submit your Online Enrollment packet.

- Log in to your ParentsWeb account.
- Choose Family Information.
- Choose Enrollment/Re-enrollment.
- Scroll down and click on the FACTS page (should have yellow icon beside it).
- Click on the option **No, Skip a payment plan selection**.
- It will state you have selected to skip the payment plan.
- Click on Save & Next.
- You will be brought back to RenWeb Online Enrollment.
- The FACTS page should now have a green checkmark beside it.
- You should now see the **Review and submit Enrollment packet** page.
- Click on this page .
- Review all the information then click the option at the top of the page for **Review and Submit Enrollment Packet**.
- You will get a message stating your packet has been submitted.

If you have not enrolled yet, please remember that enrollment can only be done on a computer. Online enrollment is not compatible with mobile devices.

If you have any questions please do not hesitate to contact Penny or Allison at the school office by calling 904-768-6323.

Your Partner in Faith & Education,

A handwritten signature in purple ink that reads "Mr. Kent".

Mr. Kent  
Principal

**601 Airport Center Drive East—Jacksonville FL 32218 church (904)768-2593 school (904)768-6323**

***The Mission of St. Patrick Catholic School is to lay the foundations for students through Catholic traditions and high standards of education in a safe, nurturing, and welcoming environment.***