How to Order lunches on your FACTS Family Portal Account
(formerly known as Renweb ParentsWeb Account)

1. Go to the Renweb link: https://www.renweb.com/ The link can be found on the front page of the CTK School website: www.ctkcathedralschool.org, near the bottom of the Home page under "Visit Renweb".

2. Log into your **Family Portal** – you will need the **District Code** which is **CTK-TX**; and your **User Name** and **Password**.

3. Once you are logged into your **Family Portal**, on the left side column, select "**Student**". Then from the drop down list, select "**Lunch**".

4. Next, you will see your student(s) name at the top of the white screen. Next to the student(s) name you will see **(+CREATE WEB ORDER).**

5. Select **(+CREATE WEB ORDER),** then you will see "*Lunch Ordering*" and the lunches that are available to order will be shown. The CTK Café will usually have one month of lunches available to order.   Scroll down for subsequent lunch dates.

6. To select a lunch item, click the box below **"QTY"** and enter the number of items you wish to order Continue with each day's lunch menu.   As an example; you would enter a **number one (1)** for the lunch tray - *"Salisbury Steak, Mashed potatoes, Brown gravy, Dessert, Drink"* as one item for one student.

7. Once you have completed your orders for each student's lunches, scroll to the bottom of the screen, and the "**Grand Total $_____**" will appear for the lunches and/or individual lunch items you have selected above for your student or students.

8. Next select **("Order Items")**. Please wait a few seconds for the lunch order to process.

9. The next screen you will see is the "**Online Lunch Payment"** screen. You will enter your payment information. After you have entered the payment information, click on the **"Submit"** button. Please wait a few seconds for the payment transaction to complete.   You will receive an email confirmation of your payment: *"Payment @ cryptpay3.com "School Lunch Payment Received".*

Please remember that the lunch items will turn RED – if the items are ordered and not yet paid through your web payment, and they will show BLUE – if the items are ordered and payment has *completed* through your online web payment.

As an option, parents may put extra money into their Family Billing Account $ for extra items; milk or juice, hot pocket, Ramen noodles or the occasional forgotten lunch.   Once you are logged into your **"Family Portal"** (formerly known as ParentWeb Account), on the right side column, select "**Family**".   Next you will see "**Family Home**", you will see the **"PayNow"** section on the far right side. Select the **PayNow** button. On the next screen you will be able to select the amount of money you want to put into your Family Billing Account $. (Remember, that a negative amount indicates a credit. This account is separate from your online lunch orders.) You will then be able to track your balance in your Family Billing Account$.

If you experience problems with your online lunch payments not completing, FACTS (Renweb) suggests that parents use *Google Chrome or Firefox* as their browser, and do not use *Safari*.

Also, you should set your computer to allow "Cookies" from the FACTS (Renweb) website and also to allow "Cross-Site Tracking" in the "Privacy Settings" from the Renweb website.   Sometimes the "Ad Blocker" will catch the FACTS Payment token when submitting a payment.

Do not leave the order page / payment page until the transaction has completed, which may take several seconds to complete.

Also try removing your financial information from the payment page, and then re-entering your financial information to re-set the bank or credit card numbers and that may clear up the issues that you are having with your payments not completing.