

Frequently Asked Questions (FAQs)

InfoSnap

A product of PowerSchool

1. How do I get started?

Visit the **ENGLISH** site or the **SPANISH** site. There are two options for each language for accessing the site. If you will be completing online registration using your personal device, you may select either link. If you will be using a public device, for enhanced security, please use the link that will time out after seconds of inactivity and will require login credentials to continue. (Note that you may toggle between the English and Spanish sites using the dropdown arrow at the top center of the login page, but this could result in previous information entered not being saved.)

Then, enter your student's snapcode.

2. Is the InfoSnap site secure?

Yes. In addition, it is best practice to be mindful of the privacy and settings of the device you select to use and to choose a secure network for your Internet or Wi-Fi connection. Be aware of your surroundings as you are verifying and entering personal, identifiable, information. Be sure to log out completely when you are at a stopping point or are completely done.

For more information, read the [InfoSnap Privacy Policy](#).

3. What's a snapcode?

The snapcode is like a key to your child's demographic and contact information. You should receive from your child's school a unique snapcode for each child. This code changes yearly. Make sure you enter it exactly as it appears on the letter you receive, with no spaces or punctuation.

4. Should I create an account?

If you've never completed online registration with InfoSnap, you will need to create an InfoSnap Account. This allows you to securely save your work and come back at a later time if necessary. You may use your email address **or** cell phone number to create an account. *NOTE: Accounts created with a cellular number cannot receive confirmation emails for recordkeeping.*

If you already have an account, you can sign in and complete the form. (You should use the same account to complete forms for multiple children.)

If you have forgotten your password, you may recover it by selecting Forgot Password on the InfoSnap Account Login screen. This will generate a temporary password that will be sent to your email account, and may be time-sensitive. If you are using a phone number to login, use the click here link on the page to instructions specific to cell phone accounts.

5. Do I have to answer all the questions?

Questions marked with a red asterisk (*) are required. You will not be able to submit if required fields have been omitted.

6. What if I make a mistake?

If you would like to make a change, click on the underlined field or click "< Prev" to return to a previous page.

7. Can I save the work I have done and return later to complete the forms?

Yes.

8. I've completed the forms, now what?

When you have finished entering your information, click "Submit." This will send all of the information you've entered to the school. If you cannot click on this button, you will need to make sure that you have answered all required fields.

9. What do I need to print once I make my online submission?

- Certificate of Residence
- Any school-specific form, if applicable

10. If I have more than one student in the district, do I need to do this for each child?

Yes, because you'll need to provide information that is specific for each child. We recommend that you submit one child's verification, and then start another. Doing this will allow you to "snap over" shared family information to your other children's forms, which will save you time.

11. Can I go back to work on my child's verification if I have already submitted?

No. Once you have reviewed and submitted your form online for a child, you will NOT be able to return to that child's forms to make edits. You will, however, be able to return to the Submission Confirmation page.

12. How do I get help if I'm having technical difficulties?

For technical support, visit the [family support center](#) to review support resources or to submit a request for help. You may also call InfoSnap at 866-752-6850, Monday to Friday, 8 am – 5 pm CST.

13. What do I do if I don't understand what a question is asking?

You may wish to contact your school to ask any general questions about the content on the form or the process. In addition, you might refer to the school for assistance with the following:

- Interpretations of questions
- Changing submitted information
- Obtaining or recovering a snapcode
- User's record is 'On Hold'
- Incorrect information within "read-only" fields

14. What is my deadline for completing online registration/verification?

Refer to the communication sent to you from your child's school since the deadlines may vary for each school level.