

TECHNICAL SUPPORT FOR FAMILIES

InfoSnap

A product of PowerSchool

PowerSchool Registration service will be offline nationwide for scheduled maintenance on the dates listed below from 10 p. m CDT to 12 a. m. CDT. During these times, InfoSnap will not be available.

- **Saturday, May 13 , 2017**
- **Saturday, May 20, 2017**

InfoSnap

InfoSnap provides comprehensive support to assist families in accessing and completing online forms. The InfoSnap Support Team can be contacted at 866-752-6850 Monday to Friday, 8am – 5pm CST, or any time by [submitting a request](#) to the Help Center. For more family support resources, click [here](#).

Families can utilize InfoSnap support if they are having difficulty accessing a form, are unable to log in to their account, have forgotten their password, are having technical issues with a form, or if a form has been linked to the wrong user account.

School

There are certain situations where it is appropriate for school administrators to provide families with the assistance they require. These situations include:

- Interpretation of questions (How should I fill this out?)
- Changing submitted information
- User never received or misplaced snapcode
- User's record is 'On Hold'
- Incorrect information within "read-only" fields