

Q&A: REGISTERING YOUR CHILD FOR SCHOOL

Who/what is InfoSnap?

InfoSnap is the company behind our online registration system, and they provide comprehensive support to assist families in completing online forms. The InfoSnap Support Team can be reached at

866-752-6850, or infosnap.zendesk.com

We encourage you to contact InfoSnap support if you have difficulty accessing a form, are unable to log in to your account, forget your password, have technical issues with a form, or if a form has been linked to the wrong user account.

Why do I need to create an InfoSnap account?

Having an account allows you to save your progress, then return to complete a form at a later date, or access the confirmation page of a submitted form. By storing your child's and family's information within a password-protected account, you are ensuring the security of that information.

Why do I need an email address to create my account?

All communications between InfoSnap and families will take place via email. This includes creating a new account, confirmation that registration information has been accepted, and more.

How do I go about getting a new password?

Retrieving a password can be done online or by contacting the InfoSnap Support Team directly.

To retrieve a password online, select the 'Forgot password?' link on the Account Sign In screen. From there, you will be directed to enter the email address associated with that account. InfoSnap will then be able to either send a temporary password to your registered email address, or you can choose to answer your security questions and immediately create a new password.

For security and privacy reasons, the InfoSnap Support Team does not have access to your password.

What information will I need to complete my child's registration?

1. Birth Certificate
2. Health Records
3. Proof of Custody, if applicable
4. IEP for all Special Education students, if applicable
5. Proof of Residency (option A is required, along with B and/or C):
 - a. Current lease/rental agreement, purchase agreement or property tax statement
 - b. Active and current utility bill
 - c. Valid IN Driver's License/State ID with current address (or copy of parent driver's license or state ID)

Why can't the school answer my questions?

There are certain situations when the school office can best answer your questions. These include:

- Interpretations of questions (How should I fill this out?)
- Changing information that has already been submitted
- User's record is 'On Hold'
- Incorrect information in fields that cannot be changed (read-only)