InfoSnap Frequently Asked Questions

When registering my child, do I need to provide my child's birth certificate? My child has been attending school in Lexington County School District One.
No.
If your child has been attending school in Lexington County School District One schools, you do not need to provide the birth certificate again.
All the information that is "**required**" in InfoSnap is marked with a **red ***.

Do I still need to bring proof of residency to the school on schedule pick up day?
Yes.
You will need to bring a current electric bill/statement or other utility bill showing your name and home address within the district and your South Carolina driver's license or other state or federal photograph identification.
If you are unable to produce any of the documents listed above, please contact the school or the Office of Student Services at 803-821-1029 to discuss alternative documentation that may be acceptable.

If I am enrolling my child in a Lexington One school <u>for the very first time</u>, can I do that online by following the InfoSnap links on the district's website?
No.
Before you do anything, make sure you know which school your child will attend by going to our website and choosing the "School Locator" under "Schools" tab at the top.
Once there, just enter your home address. The system will let you know what schools your child will attend.
Then, go to the school and enroll your child by establishing an initial enrollment record. You will need to bring your child's birth certificate, a completed South Carolina Certificate of Immunization and proof of residency.
For proof of residency, bring a current electric bill/statement or other utility bill showing your name and home address within the district and your South Carolina driver's license or other state or federal photograph identification.
If you are unable to produce any of the documents listed above, please contact the school or the Office of Student Services at 803-821-1029 to discuss alternative documentation that may be acceptable.
Once you enroll your child, the school can provide you with a secure code (snapcode) that will allow you to complete the remainder of the registration information online.

What is a snapcode?
A snapcode is like a key to your child's data for the upcoming school year.
You will receive a separate and unique snapcode for each one of your children each school year.
Please make sure that you enter the snapcode exactly as it appears with no spaces or punctuation.

If I enrolled my child for kindergarten back in January do I still need to register online?
Yes. In January you enrolled your student in the school district.
This online process allows you to register your student for the new school year, fill out some paperwork and even pay fees before schedule pick up days. Then, you will have many of the things already done that you normally do when you go to the school.
You'll still need to go to find out your child's teacher, prepay for a yearbook, join the booster club or PTA/PTO, pay for parking passes — things like that.

Is there a fee to use InfoSnap?
No. There is no fee.

Does InfoSnap charge us a fee when we pay our school fees online?
Note that there is **not** an additional convenience or transaction fee for payments made online with a credit card.

Should I create an account?
If you created an account for a previous school year, you will use that same account. Keep reading for more information, if you do not remember your login information.
If this is your first time using InfoSnap, you will need to create an InfoSnap account. You can use your email address or mobile telephone number to create and log into your account.
Setting up the account first enables you to securely save your work and come back at a later time. This helps if something happens, you get interrupted or you just need to finish later.

What if I created an account last year but I can't remember the email address I used?
For technical support, visit https://infosnap.zendesk.com or click "Contact Us" from any InfoSnap page.

What if I do not remember the password I used for my account?
On the Account Sign In page, click the "Forgot Password?" link to have instructions sent to the email address you used on your account.
-OR-
Get technical support, visit https://infosnap.zendesk.com or click "Contact Us" from any InfoSnap page.

Do I have to answer all the questions?
You must fill out any question marked with a **red asterisk (*)**.

Do I have to pay my fees online?
No.
Although you register online, you do not have to pay your fees online.
You can pay your fees at school on Schedule Pick Up day when you pick up your child's teacher assignment or schedule information. Just choose the "Skip Online Payment/Handle at School" option on the payment page.

The payment page seems slow.
Once Submit is clicked on the payment page, parents should not close or stop the browser or use the browser back button. Please wait and allow 1-2 minutes for the page to process. A change should not be made to the payment type once Submit has been clicked on the Payment page.

I qualified for free or reduced price meals last year.
If you want to register online and feel that you qualify for free or reduced price meals, just choose the "Skip Online Payment/Handle at School" option on the payment page.

What if I make a mistake?
If you would like to make a change, prior to submitting the form, you can navigate back to a previous page or move forward to the next page using the "< Prev" and "Next >" buttons.
If you are on the "Review" page, just click on the underlined field to return to that page.

If you already submitted the form with an error or inaccurate information, then you will need to contact your student's school. They can then make the change for you.

I've completed the form, now what?
Once you finish entering your information, click "Submit."
This sends all of the information you entered to the school. If you find that you cannot click on this button, you need to make sure that you have answered all REQUIRED questions marked with a **red asterisk (*)**.

What if I have more than one student in the district?
We've learned that it is helpful to complete and submit one form for just one of your children before you start on another form for another child.
Once you do that, then you will able to "snap" (share) your family information (such as your contact information) that is the same for each of your children and won't have to enter it again. However, you will need to provide certain information that is specific only to that child.

I'm not sure how to answer a question. I don't understand what the question is asking.
You can call your school to ask any general questions about the form. A list of schools and the front desk telephone numbers for those schools can be found on our website at
http://www.lexington1.net/schools/overview.

Help! I'm having technical difficulties.
For technical support, visit https://infosnap.zendesk.com or click "Contact Us" from any InfoSnap page.