

InfoSnap Frequently Asked Questions

NOTE: Annual registration emails are only sent to parents/ guardians, and not students.

I have not received an email with the SnapCode for registration

- Please check your Spam folder.
- If the email is not in your Spam folder, contact registration@ghctk12.com

I cannot log into InfoSnap to start/complete registration

- Do you have an existing InfoSnap account from last year?
 - If no -you need to create an account.
 - If yes -you should reset your password by clicking on “Forgot password”.
 - Please be patient as the servers are busy. You may need to wait ten or more minutes.

I tried to reset my password but I received a blank email with no information

- The servers are most likely busy. Please try resetting password again in a few minutes.

If after trying the above, and you still cannot log in, call (818) 360-2361 ext. 456.

I have a question or problem filling out the lunch application

- Contact the Cafeteria at 818-363-7303 or email cafeteria@ghctk12.com

I have a question or problem purchasing the Chromebook Protection Plan from the website

- Contact the Student Store at extension 383.
- Remember, your Chromebook insurance should be renewed every year.

I am having a problem submitting the form

- Please make sure you answered all of the questions. All other issues
- Please call (818) 360-2361 ext. 456 or via email at registration@ghctk12.com.

For additional support please:

- Call the PowerSchool Enrollment Support Number: 866-434-6276 OR
- Go to the Powerschool Enrollment Support Website for Chat Support:
<https://help.powerschool.com/t5/Enrollment-Registration-Family-ct-p/PowerSchoolRegistration>
 - (Navigate to Contact Support at the top > Enrollment (Registration Family Support) > Scroll down and click “Launch Chat Support”)