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Snapchat

Snaps, chats, Stories, the Snap Map and Family Center — explained in plain English, one step at a time

A plain-English guide for grandparents, parents and families

Take your time — you can't break it

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(330) 200-8042 · BillsHomeTech.com

For the Snapchat app on iPhone & Android · facts current November 2026

What's Inside

This is your guide to Snapchat, the app where many teens and grandkids actually reply. It's written for grandparents who want to keep up with the young people in their lives, and for parents and guardians who want to understand what their teen is using. Read it in any order and at your own pace. Every feature comes with what it actually does *for you*, plus slow, step-by-step directions. Snapchat changes its screens often, so wherever a menu name matters, this guide tells you what to look for if yours looks a little different.

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PART 1

Getting Started

What Snapchat is, why the young people in your life love it, and how to get your own account set up and connected to family.

CHAPTER 1

A Note from Bill

Hello, and welcome. If you've ever sent a grandchild a text and waited days for an answer, only to hear "Oh, I'm on Snapchat," this guide is for **you**. It's also for the parent or guardian who's been asked, "Can I have Snapchat?" and wants to understand what they'd be saying yes to.

I'm Bill. I've spent more than 30 years working with technology, and these days I help folks here in Portage County feel at home with theirs. I wrote this guide the way I'd explain Snapchat sitting at your kitchen table: patiently, in plain English, and without making you feel silly for asking. When a word like "Snap," "Story" or "streak" comes up, I'll stop and explain it right then.

What this guide will do for you

- Explain what Snapchat is and why so many teens use it instead of texting.
- Help you set up your own account and add your grandkids or children as friends.
- Walk you through sending a photo, a message, and making a video call.
- Show you how messages disappear, and how to keep the ones you want.
- Cover Stories, Memories, the Snap Map and those famous streaks.
- Lay out the privacy settings, Family Center for parents, and the scams every family should know about.

The big promise: you can't break it

You can't hurt anything by looking around Snapchat. If you send a goofy photo by accident, the worst that happens is a grandchild gets a laugh. The only things that call for real care are your password, the codes Snapchat texts you, and who can see your location. I'll mark those clearly.

WHAT THIS DOES FOR YOU

Why this matters

Learning a little Snapchat meets young people where they already are. A quick photo of your garden or your dog, sent the way they like to talk, often gets a faster and warmer reply than a phone call or an email.

And I'm only a phone call away

If anything in this guide leaves you unsure, call me at **(330) 200-8042**. There's no such thing as a silly question, especially when it's about staying close to your family.

So let's start with the simplest question: what *is* Snapchat?

— Bill

CHAPTER 2

What Snapchat Is, and Why Teens Use It

Snapchat is a free app for your phone, made by a company called Snap Inc. It's built around the camera. Instead of typing long messages, people mostly send quick photos and short videos to each other. Each of those photos or videos is called a **Snap**.

The big idea: messages that disappear

What makes Snapchat different is that most things don't stick around. A Snap is meant to be seen and then gone. Text messages in Snapchat (called **Chats**) also clear away on their own after a while, unless someone chooses to save them. Chapter 7 explains exactly when.

Why so many teens reply there first

Ask a teenager why they use Snapchat and you'll hear a few reasons again and again. Knowing them helps you understand the app, and the young person, a little better:

- **It feels like talking, not writing.** A Snap of a face or a funny moment says "thinking of you" without a paragraph of text.
- **It's where their friends are.** Group chats for school, sports and friend groups often live on Snapchat, so that's the app they check.
- **Less pressure.** Because Snaps fade away, people feel freer to send everyday, unpolished moments.
- **Fun camera effects. Lenses** are playful effects that add puppy ears, silly voices or sparkles to a face. They're a big part of the fun.
- **Streaks.** Many friends keep a daily back-and-forth going, called a streak (Chapter 14).

GOOD TO KNOW

Disappearing doesn't mean private

Anyone who sees a Snap or a Chat can take a screenshot, save it, or snap a picture of their screen with another phone. Snapchat says so plainly in its own help pages. A good family rule: only send what you'd be comfortable seeing again.

What Snapchat isn't

- **It isn't a photo album.** Unless you save them, Snaps don't build up anywhere. Chapter 12 covers **Memories**, where you can keep your own.
- **It isn't Facebook.** There's no big public news feed of your friends' posts. Most sharing is between friends who've added each other.
- **It isn't only for kids.** Plenty of adults use it, and you're welcome there.

WHAT THIS DOES FOR YOU

What this does for you

Once you understand that Snapchat is about quick, casual moments, the rest of the app makes sense. You don't have to be clever or polished. A Snap of the birdfeeder with "Look who came by!" is exactly right.

CHAPTER 3

Creating Your Own Snapchat Account

Signing up is free and takes about ten minutes. Do it on a calm day, with your phone charged and connected to Wi-Fi. A grandchild can sit with you, but the account should be yours, in your name, with your own password.

Who can have an account

Snapchat's minimum age is **13**. Some countries set a higher minimum. Snap says it removes accounts it learns belong to anyone younger. For adults, there's nothing special to do, but do enter your real birthday: Snapchat uses it to decide which settings and protections apply to an account.

Getting the real app

1. On an iPhone, open the **App Store**. On an Android phone, open **Google Play**.
2. Search for **Snapchat**. The real app is made by **Snap Inc.** and has a yellow icon with a white ghost.
3. Tap **Get** or **Install**. The app is free; you won't be asked to pay to download it.

> HEADS UP
> **Skip look-alike apps**
> Search results sometimes show other apps with ghost icons or "for Snapchat" in the name. Those aren't Snapchat, and some ask for your Snapchat password. Only install the one from Snap Inc.

Signing up, step by step

1. Open Snapchat and tap **Sign Up**.
2. Enter your first and last name. This is your **display name** — what friends see. You can change it later.
3. Enter your birthday.
4. Choose a **username**. This is the one-of-a-kind name people use to find you, like *grandma.joan.oh*. Choose carefully: Snapchat only lets you change your username once a year.

5. Create a password you don't use anywhere else. Write it down and keep it somewhere safe at home.
6. Add your mobile number or email address so Snapchat can send you a code to confirm it's you. It's wise to add both eventually; you'll need both for two-step sign-in (Chapter 16).
7. Snapchat may offer to look through your phone's contacts to find friends. That's optional. You can say yes, or skip it and add people by username (Chapter 5).
8. When the app asks to use your camera and microphone, tap **Allow**. Snapchat needs them to take Snaps and make calls.

TIP

Pick a username family can recognize

Something like your first name plus a word or town works well. Avoid your birth year, your full address or anything you'd use as a password hint.

WHAT THIS DOES FOR YOU

What this does for you

Your own account means your own privacy settings, your own friends list and your own Memories. You're not borrowing a grandchild's phone or password, which keeps both of you safer.

CHAPTER 4

A Tour of the Screens

Snapchat surprises people because it opens straight to the **camera**, not a list of messages. That's on purpose. Everything else is a swipe or a tap away. Here's the lay of the land.

The tabs along the bottom

Tab	What it's for
Camera	The home screen. The big round button takes a photo; press and hold it to record a video.
Chat	Your conversations with friends, like a text message inbox. Swipe right from the camera or tap the speech-bubble icon.
Map	The **Snap Map**, which can show friends who've chosen to share their location with you (Chapter 13).
Stories	Short collections of Snaps your friends have posted for all their friends to see (Chapter 11). Swipe left from the camera.
Spotlight	Short public videos from people you don't know, a bit like TikTok. Entirely optional.

GOOD TO KNOW

Your screen may look a little different

Snapchat rearranges its tabs and icons from time to time. If something isn't where this guide says, look for the same word or a similar icon nearby. The ideas stay the same.

Your Profile and Settings

Tap your little picture or **Bitmoji** (a cartoon avatar some people make of themselves) in the top-left corner of the camera screen. That's your **Profile**. In the top-right of your Profile is a **gear** icon. That gear opens **Settings**, where every privacy and account choice in this guide lives.

1. From the camera screen, tap your Profile picture in the top-left corner.
2. Tap the **gear** in the top-right corner to open Settings.
3. Scroll slowly. You'll see account items near the top, and privacy choices further down in a section Snapchat labels **App & Privacy**.
4. Tap the back arrow at the top-left to return.

TIP

The one-swipe trick

If you ever get lost, tap the **camera** tab at the bottom. It always takes you back to where Snapchat starts.

WHAT THIS DOES FOR YOU

What this does for you

Knowing three places — Camera, Chat and the gear in your Profile — covers most of what you'll ever do. The rest you can explore when you're curious.

CHAPTER 5

Adding Your Grandkids and Family as Friends

On Snapchat, you can only really talk with people you've added as **friends**, and who've added you back. That's a good thing: it keeps strangers out. Here are the easy ways to connect with family.

Add someone by their username

1. Ask your grandchild or family member for their exact Snapchat username. Usernames are one of a kind, so spelling matters.
2. In Snapchat, tap the **magnifying glass** (search) at the top of the screen.
3. Type their username or name.
4. When you see the right person, tap **+ Add**.
5. They'll get a friend request. Once they accept, you're connected.

Add someone in person with a Snapcode

A **Snapcode** is a square, dotted code (like a QR code) tied to each person's account. It's the quickest way to add someone who's standing right next to you.

1. Ask your family member to open their Profile. Their Snapcode appears there.
2. On your phone, open the Snapchat camera and point it at their Snapcode.
3. Press and hold on the code on your screen.
4. Tap **Add Friend**.

Find Friends (it used to be called Quick Add)

Snapchat suggests people you might know under **Find Friends**, which used to be called **Quick Add**. Suggestions come from things like mutual friends and contacts. You don't have to add anyone suggested. If you'd rather not show up in other people's suggestions, you can turn that off (Chapter 15).

HEADS UP

Only add people you know in real life

This is the most important habit on Snapchat, for every age. If you get a friend request from someone you don't recognize, even if they seem friendly or share mutual friends, simply ignore it. Chapter 22 explains why fake friend requests are a common first step for scammers.

WHAT THIS DOES FOR YOU

What this does for you

Once your family is on your friends list, sending them a Snap or a Chat is two taps away, and they'll see it where they're already looking.

PART 2

Snaps, Chats & Calls

Sending photos and messages, understanding how they disappear, keeping the ones that matter, and calling the grandkids face to face.

CHAPTER 6

Sending Your First Snap

A **Snap** is simply a photo or short video you send through Snapchat. Your first one can be anything: your coffee cup, the view out the window, or a smile. Here's how.

Take and send a photo Snap

1. Open Snapchat. You'll see the camera.
2. To flip between the front camera (your face) and the back camera, tap the flip icon (two curved arrows) or double-tap the screen.
3. Tap the big round button at the bottom once to take a photo.
4. If you like, tap the **T** icon to type a caption, or the pencil to draw. You can skip this.
5. Tap **Send To** (or the blue arrow) in the bottom-right corner.
6. Tap the name of the friend or friends you want to send it to. A check appears next to each one.
7. Tap the send arrow at the bottom. Done!

Record a short video Snap

Press and **hold** the round button instead of tapping it. Snapchat records while you hold and stops when you let go. Then send it the same way.

What happens after you send it

- In your **Chat** list, a small arrow next to the friend's name shows the Snap was sent.
- When they open it, the arrow turns hollow (an outline) so you know it was seen.
- Snaps are designed to disappear after everyone has opened them. If you want to keep a Snap, save it before you send it: tap the **download** arrow on the editing screen to put it in your Memories (Chapter 12).

> **TIP**
>
> **Lenses are the fun part**
>
> On the camera screen, tap the smiley-face icon next to the round button. A row of **Lenses** appears. Point the camera at your face and swipe through them. Grandkids often get a kick out of a grandparent with puppy ears.

WHAT THIS DOES FOR YOU

What this does for you

A Snap takes less effort than a phone call and says "I'm thinking of you" right away. Many young people answer a Snap within minutes, often with one of their own.

CHAPTER 7

Chatting: Messages That Disappear

The **Chat** tab works much like text messages: you type, they reply. The difference is that, by default, Chats clear away on their own after they've been read. This surprises a lot of grandparents, so let's go slowly.

Send a Chat

1. Tap the **Chat** tab (the speech bubble) at the bottom of the screen.
2. Tap the name of the person you want to talk with. If they're not listed, tap the new chat icon and pick them from your friends.
3. Tap the message box at the bottom, type your message, and tap **Send**.

When Chats disappear, in plain words

Out of the box, Chats with a friend are deleted **24 hours after everyone has viewed them**. Messages nobody opens are cleared after 31 days. Snaps you send are designed to be deleted once everyone has opened them.

Change how long a conversation keeps its messages

You can change this setting for each conversation. Anyone in the chat can change it, and Snapchat posts a small notice in the chat so everybody knows.

1. On the **Chat** screen, press and hold the friend's or group's name.
2. Tap **Chat and Notification Settings**.
3. Tap **Delete Chats…**
4. Choose **After Viewing**, **24 Hours After Viewing**, **7 Days After Viewing** or **Never**.

> GOOD TO KNOW
>
> **Gone means gone**
>
> Changing this setting can clear chats you've already viewed, so save anything special first (Chapter 8). And Snapchat can't bring back a Chat or Snap that has already been deleted, unless someone saved it.

TIP

A good setting for family chats

Many grandparents choose **Never** for their conversation with a grandchild, so the sweet notes stay put. Talk it over with them first; it's a shared choice and they'll see the notice.

WHAT THIS DOES FOR YOU

What this does for you

Once you know messages clear away, you won't panic when a conversation looks empty, and you can choose to keep the chats that mean the most to you.

CHAPTER 8

Keeping a Chat or Snap You Want to Save

Sometimes a grandchild sends something you'd love to keep: a funny message, a photo from a game, a "love you." Snapchat lets you save individual messages and Snaps in the chat.

Save a single message in a chat

1. Open the conversation.
2. Press and hold the message you want to keep.
3. Tap **Save in Chat**.
4. The message now shows a gray background. That's how you know it's saved.

Everyone in the chat can see which messages are saved, because of that gray background. To un-save one, press and hold it again and choose to unsave it.

Save a Snap someone sent you

Some Snaps can be saved in the chat right after you view them, depending on the sender's settings. Snaps saved in a chat stay in that conversation. To keep one for good, you can also save it to your Memories (Chapter 12).

About screenshots

If someone takes a screenshot of a Chat or a Snap, Snapchat usually shows a small screenshot notice in the chat. Saving someone's Story Snap also lets the person who posted it know. But Snapchat can't stop screenshots, and it can't detect a picture taken with a second phone.

HEADS UP

The screenshot notice is a courtesy, not a lock

Teens sometimes feel safe sending something private because "it disappears" or "I'll know if they screenshot." Neither is a real protection. This is worth a gentle family conversation (Chapter 21).

WHAT THIS DOES FOR YOU

What this does for you

You can hold on to the messages that make you smile, without saving everything, and you'll understand what others can see you've kept.

CHAPTER 9

Voice and Video Calls

Snapchat can make free voice calls and video calls to your friends over the internet. For many teens, it's the app they'll actually pick up. Calls use Wi-Fi or your phone's data, not your calling minutes.

Make a call

1. Tap the **Chat** tab and open the conversation with the person you want to call.
2. At the top of the conversation, tap the **phone** icon for a voice call, or the **video camera** icon for a video call.
3. Wait for them to answer. Their phone rings with a Snapchat call.
4. To end the call, tap the red hang-up button.

Answering a call

When a friend calls you on Snapchat, your phone shows an incoming call notice. Tap to answer with voice or video. If you'd rather not be on camera, answer with voice only.

Calls from a computer

Snapchat also works in a web browser on a computer, called **Snapchat for Web**. Go to **web.snapchat.com** in an up-to-date Chrome, Edge or Safari browser and sign in. Then open a friend's conversation and click the video or phone icon. A big screen can make a video call easier to see.

TIP

Too many call alerts?

If a busy group chat keeps ringing, you can mute calls from it: press and hold the name on the Chat screen, tap **Chat and Notification Settings**, and turn on **Mute Calls**. Nobody is told.

GOOD TO KNOW

Calls can be recorded too

Just like Chats, a video call can be captured with a screenshot or another device. Behave on a Snapchat call the way you would on any video call.

WHAT THIS DOES FOR YOU

What this does for you

Seeing a grandchild's face from across the country, in the app they already have open, is one of the nicest things Snapchat can do for a family.

CHAPTER 10

Group Chats with the Family

A **group chat** is one conversation with several people at once. A family group, with grandparents, parents and grandkids together, can become the place everyone shares news and photos.

Start a family group

1. Tap the **Chat** tab.
2. Tap the new chat icon (a speech bubble with a pencil or plus sign).
3. Tap the names of everyone you want to include. Everyone must already be your friend.
4. Tap **Chat with Group** (or similar). You can give the group a name, like "Miller Family."
5. Type a first message to say hello.

Add someone later

Open the group, tap the group's name or picture at the top, and look for **Add Members**. You can only add people who are your friends.

Muting a busy group

If the group gets chatty, press and hold its name on the Chat screen, tap **Chat and Notification Settings**, and turn on **Mute Chats**. You'll still see the messages when you open the app; your phone just won't buzz for each one. Muting doesn't tell anyone.

TIP

Set the family group to keep messages

Group chats follow the same disappearing rules as Chapter 7. If you'd like family news to stay, press and hold the group's name and set **Delete Chats** to **Never**, after checking with the group.

WHAT THIS DOES FOR YOU

What this does for you

One family group means one message reaches everyone, and you're in the loop on the news the grandkids share with each other.

PART 3

Stories, Memories, the Map & Streaks

Watching what friends share, keeping your own photos, understanding the Snap Map and Ghost Mode, and what all the fuss about streaks is.

CHAPTER 11

Stories: Watching and Posting

A **Story** is a set of Snaps someone posts for *all* their friends to see, instead of sending to one person. A grandchild's Story might show a soccer game, a school concert or a pizza night. It's like a little window into their day.

Watch a friend's Story

1. From the camera screen, swipe left, or tap the **Stories** tab at the bottom.
2. Friends with new Stories appear near the top, usually in small circles.
3. Tap a friend's circle to watch. Each Snap plays for a few seconds.
4. Tap the right side of the screen to skip ahead; swipe down to stop watching.
5. To reply privately, swipe up or tap the reply box at the bottom and type a message. Only they see it.

> TIP
> **Watching shows your name**
> The person who posted a Story can see a list of who viewed it. That's usually a nice thing — it tells a grandchild you're paying attention — but it's good to know.

Post your own Story

1. Take a Snap as usual (Chapter 6).
2. Tap **Send To**.
3. At the top of the list, tap **My Story**.
4. Tap the send arrow. Your Snap now sits in your Story for your friends to see.

Who can see your Story

In Settings, under the privacy controls, **View My Story** lets you choose **My Friends** or **Custom** (to hide your Story from particular friends). Snapchat no longer offers an "Everyone" choice here. Adults 18 and over can post to a separate **public** Story if they want a wider audience, but you never have to.

Whatever setting you have when you post stays with that Snap, even if you change the setting later.

Private Stories for a smaller group

A **Private Story** goes only to the people you pick, for example just your children and grandchildren. When you choose where to send a Snap, look for the option to create a new Private Story, and select the friends to include.

WHAT THIS DOES FOR YOU

What this does for you

Stories let you keep up with grandkids' lives without asking a dozen questions, and they give you an easy way to share yours, like the tomatoes finally ripening, with the whole family at once.

CHAPTER 12

Memories: Keeping Your Photos

Memories is Snapchat's own photo album for the Snaps *you* choose to keep. Unlike everyday Snaps, things in Memories don't disappear. It's tied to your account, so if you get a new phone and sign in, your Memories are still there.

Save a Snap to Memories

1. After taking a photo or video, look for the **download** (save) arrow on the editing screen.
2. Tap it. Snapchat saves the Snap to your Memories.
3. To look at your Memories later, tap the small photo-card icon below the round camera button, or swipe up from the camera screen.

How much space is free, and what it costs after

Snapchat now gives each account up to **5GB** of Memories storage for free. That's a lot of photos for most grandparents. People who've saved years of videos may need more, and Snapchat sells storage plans:

Plan (U.S., as of November 2026)	Memories storage	Price
Free	Up to 5GB	No charge
Memories storage plan	100GB	$1.99 a month or $20 a year
Snapchat+	250GB	Included with the subscription (Chapter 24)
Snapchat+ Platinum	5TB	Included with the subscription

Snapchat says no Memories will be archived before January 2027, and that it will give notice in the app before anything changes.

TIP

A free way to keep photos for good

If you only want to keep a handful of special Snaps, you can save them to your phone's own photo library too. Then they're backed up with the rest of your pictures, and you don't need a Snapchat storage plan.

HEADS UP

Check before you pay

Prices can vary by country and device. The price shown in the app or your phone's app store is the one you'll actually be charged.

WHAT THIS DOES FOR YOU

What this does for you

Memories gives you one place to keep the Snaps you love, and you can decide calmly whether you ever need more than the free space.

CHAPTER 13

The Snap Map and Ghost Mode

The **Snap Map** is a map inside Snapchat. If a friend chooses to share their location with you, you can see roughly where they are. This is the feature parents and grandparents most often ask about, so here are the facts.

The basics

- **Location sharing on the Snap Map is off by default** for everyone.
- When it's on, precise location can only be shared with **friends** — never with strangers. There's no setting to share it with people who aren't your friends.
- You choose which friends see it.
- Snaps that someone submits to the Map itself can still appear there, whatever their location setting.

Your four choices

Setting	Who sees you
My Friends	All your Snapchat friends can see your location.
My Friends, Except…	All your friends except the ones you pick.
Only These Friends	Only the friends you choose, for example just your children.
Ghost Mode	Nobody on the Map can see where you are.

Turn on Ghost Mode, or change who sees you

1. Tap the **Map** tab at the bottom of the screen.
2. Tap the **gear** icon at the top of the Map.
3. Turn on **Ghost Mode**. Snapchat may ask how long: **3 hours**, **24 hours**, or until you turn it off.
4. Or, below Ghost Mode, choose **My Friends**, **My Friends, Except…** or **Only These Friends**.

GOOD TO KNOW

Ghost Mode isn't a full off switch

Ghost Mode hides you from other people on the Map. Snapchat itself may still use your location if your phone allows it. To stop that entirely, turn off location permission for Snapchat in your phone's own Settings app.

STAY SAFE

Location is a family decision

Sharing a live location with close family can be reassuring. Sharing it with a wide circle of friends — some of whom a teen may barely know — is a different matter. Parents can see who a teen shares location with through Family Center (Chapter 19).

WHAT THIS DOES FOR YOU

What this does for you

You stay in charge of who knows where you are. Ghost Mode with a timer is handy when you want a little privacy for an afternoon.

CHAPTER 14

Streaks, Explained

If a grandchild has ever worried about "losing my streak," here's what they mean. A **Snapstreak** (or just **streak**) counts how many days in a row two friends have sent each other Snaps. A small flame and a number appear next to the friend's name in the Chat list.

How streaks work

- Both people need to send a Snap — a photo or video, not just a typed Chat — every day.
- If more than a day passes without a new Snap from everyone in the chat, the streak ends.
- Group chats can have streaks too.

If a streak was lost

Snapchat lets you restore a streak for a short time after it ends; Snap has said up to about a week. Look for a **Restore** button next to the chat on the Chat screen. If there's no button, it's probably been too long.

- Every account gets **one free Streak Restore**. After that, restores cost money, and the price shown on the phone applies.
- Snapchat+ subscribers get one free restore each month. Unused ones don't carry over.
- If the button won't work, Snapchat Support has a form to request help, but not every streak can be restored.

TIP

Keeping a streak with a grandchild

A daily Snap of your morning coffee or the weather outside is enough. It's a lovely little ritual, and the grandkids will notice.

HEADS UP

Streaks can feel like pressure

Some teens feel they *must* keep streaks alive, even when tired or busy. It can help to say out loud that a lost streak is no big deal, and that paying to restore one is optional.

WHAT THIS DOES FOR YOU

What this does for you

Understanding streaks helps you share in a teen's fun — and spot when it's turning into stress.

PART 4

Privacy & Account Safety

The handful of settings that decide who can reach you and what they see, plus how to lock your account down and get back in if something goes wrong.

CHAPTER 15

Your Privacy Settings, One by One

Snapchat keeps its privacy choices together in Settings. It takes about five minutes to go through them once. Do it for yourself, and offer to sit with a teen while they check theirs.

Getting there

1. Tap your Profile picture in the top-left corner of the camera screen.
2. Tap the **gear** in the top-right corner.
3. Scroll down to the **App & Privacy** section. Depending on your version, the choices below may sit under a heading such as **My Privacy and Data** or **Privacy Controls**.

The settings that matter most

Setting	What it decides
Contact Me	Who can send you Snaps, Chats and calls. Choose **Friends**, or **Friends and Contacts** (people in your phone's contacts too). Snapchat no longer offers "Everyone" for regular accounts.
View My Story	**My Friends** or **Custom** (hide it from certain friends). See Chapter 11.
See My Location	Who sees you on the Snap Map, including Ghost Mode. See Chapter 13.
See Me in Find Friends	Whether Snapchat suggests your account to other people. Turn it off if you'd rather only be found by people you give your username to.

Bill's suggested settings for a grandparent

- **Contact Me:** Friends.
- **View My Story:** My Friends.
- **See My Location:** Ghost Mode, or Only These Friends if you'd like family to see you.
- **See Me in Find Friends:** off, if you'd rather not appear in strangers' suggestions.

TIP

The camera and microphone are separate

Your phone's own Settings app controls whether Snapchat can use your camera, microphone, contacts and location. If something stops working, like calls with no sound, check there first.

WHAT THIS DOES FOR YOU

What this does for you

With these four choices set, only people you've added can reach you, only friends see your Stories, and you decide who knows where you are.

CHAPTER 16

Passwords, Two-Factor Sign-In and a Recovery Code

Two-factor authentication (often shortened to **2FA**) means signing in on a new phone takes your password *plus* a code. Even if someone learns your password, they can't get in without that code. It's the single best thing you can do to protect a Snapchat account.

Before you start

Snapchat requires both a **mobile number** and an **email address** on your account to use two-factor authentication, and you need to keep both up to date.

Turn on two-factor with text messages

1. Open **Settings** (the gear in your Profile).
2. Tap **My Account**, then **Two-Factor Authentication**.
3. Tap **Continue**.
4. Choose **SMS** (text message) as the way to get codes, and follow the prompts.

Or use an authenticator app

An **authenticator app**, such as Google Authenticator or Duo, makes the codes on your phone instead of texting them. Snapchat says an authenticator app or a **passkey** is even stronger than text messages. In the same Two-Factor Authentication screen, choose **Authentication App** and tap **Set Up Automatically**.

HEADS UP

Don't delete the authenticator app

If you use an authenticator app and later delete it or lose the phone, you could be locked out. That's why the recovery code below matters.

Make a recovery code and keep it safe

1. In **Two-Factor Authentication**, tap **Recovery Code**.
2. Tap **Generate Code** and enter your password.
3. Write the code on paper and keep it with your important papers.

If you ever can't get a code by text or app, the recovery code lets you sign in. Using it turns two-factor off, so turn it back on afterward. Snapchat can't replace a lost recovery code.

SCAM ALERT

Never share a Snapchat code

Snapchat will never email or text you asking for your password or your sign-in codes, or ask you to click a login link. Anyone asking — even a "friend" — is trying to take over your account.

WHAT THIS DOES FOR YOU

What this does for you

With two-factor and a recovery code on paper, a stolen or guessed password isn't enough for a stranger to get into your account and message your family pretending to be you.

CHAPTER 17

Muting, Blocking and Reporting

Sooner or later you'll want to quiet someone, or keep someone away entirely. Snapchat gives you three tools, from gentle to firm.

Mute: quiet, but still friends

Muting stops the buzzing without unfriending anyone. Press and hold a name on the Chat screen, tap **Chat and Notification Settings**, and turn on **Mute Chats** or **Mute Calls**. The person isn't told. They can still send you things; you just won't be alerted.

Block: they can't reach you

1. On the Chat screen, press and hold the person's name.
2. Tap **Manage Friendship**.
3. Tap **Block** and confirm.

If someone who *isn't* your friend messages you, Snapchat shows a **Report or Block** option right in the chat. The person won't be told that you blocked them.

Report: tell Snapchat

- **Report an account:** press and hold their name, tap **Manage Friendship**, then **Report**.
- **Report one message:** press and hold the message, then tap **Report**.
- Snapchat doesn't tell the reported person who reported them.

TIP

Report first, then block

If someone is bothering you or a family member, report the account before you block it. That way Snapchat's safety team gets the details while they're easy to find.

WHAT THIS DOES FOR YOU

What this does for you

You never have to put up with a pest or a stranger. A few taps and they're gone, quietly.

CHAPTER 18

Locked Out, Forgot the Password, or Hacked

It happens to everyone: a new phone, a forgotten password, or a strange message saying someone signed in. Take a breath. Most of the time you can get back in yourself.

If you forgot your password

1. On the Snapchat sign-in screen, tap **Forgot your password?**
2. Choose to get a reset link or code by **text** or **email**.
3. Follow the link or enter the code, then make a new password you don't use anywhere else.

> GOOD TO KNOW
>
> **Why your email and phone number matter**
>
> Snapchat Support can't reset your password if you no longer have the email address or phone number on the account. Check them now, while everything is working: **Settings** > **My Account**.

If you think someone got into your account

Snapchat calls this a **compromised** account. Signs include friends getting messages you didn't send, a sign-in alert you didn't request, or settings you didn't change. Do these things, in order:

1. Change your password right away, using a reset link sent by text or email.
2. Check that the email address and phone number on the account are still yours. If someone changed them, look for Snapchat's notice in your email; it may let you undo the change.
3. Look at the list of devices signed in to your account and remove any you don't recognize.
4. Turn on two-factor authentication or create a passkey (Chapter 16).
5. Tell family and friends not to trust any odd messages sent from your account in the meantime.

SCAM ALERT

"Your account has been hacked — click here"

Scammers use exactly that kind of urgent message to trick people into typing their password on a fake page. Don't follow links in a message like that. Open the Snapchat app yourself, or type **accounts.snapchat.com** into your browser.

WHAT THIS DOES FOR YOU

What this does for you

Knowing these steps turns a scary moment into a ten-minute fix, and protects the family members who'd otherwise get messages from someone pretending to be you.

PART 5

For Parents & Guardians

Family Center, the protections Snapchat builds in for teens, and how to talk calmly about private photos and pressure.

CHAPTER 19

Family Center: Snapchat's Parent Tools

Family Center is Snapchat's set of tools for parents and guardians of teens aged 13 to 17. It's designed to work a bit like real life: you can know who your teen is friends with and who they've been talking to, without reading their private conversations. Grandparents who help raise a teen can use it too, with the family's agreement.

What you can see and do

Feature	What it does
Friends list	Your teen's Snapchat friends.
Recent conversations	Who your teen has been messaging lately. You see the names, not the messages.
New friends, with clues	When your teen adds someone, you can see how they might know them: mutual friends, whether the person is saved in your teen's phone contacts, and shared communities such as a school.
Time on Snapchat	Your teen's average daily time over the past week, broken down by activity, such as chatting, the camera, the Snap Map and Stories.
Content controls	Filter out Stories and other content Snapchat has flagged as sensitive or suggestive.
My AI	See whether your teen has chatted with My AI (Chapter 24), and turn their access to it on or off. You can't read those chats.
Report	Report a worrying account to Snapchat's safety team.

What Family Center doesn't do

- It doesn't show you the content of your teen's Snaps or Chats.
- It doesn't work in secret. Both you and your teen have to agree to join.
- It isn't a replacement for talking. Think of it as a conversation starter.

Setting it up

You'll need your own Snapchat account (Chapter 3), and you and your teen must be friends on Snapchat (Chapter 5). Plan to do this together, with both phones in the same room.

1. On your phone, open Snapchat and tap your Profile picture in the top-left corner.
2. Tap the **gear** to open Settings.

3. Scroll to **Family Center** and tap it. Tap **Continue** if asked.
4. Follow the prompts and choose your teen from your friends list to send the invitation.
5. On your teen's phone, they open the invitation and accept it.
6. Once you're linked, open Family Center from Settings any time to check in.

TIP

Look at the friends list together the first time

Scroll through it side by side and ask, kindly, about anyone you don't recognize. "How do you know them?" is a fair question, and it teaches the habit of only adding people they know in real life.

Location features for families

Snapchat has been adding family location tools to Family Center, so a parent and teen can choose to share locations with each other. Both sides have to agree. If your family already uses another map, such as Find My on iPhone, Google's Find Hub or Life360, you may not need a second one.

GOOD TO KNOW

Family Center is for teens, not adults

It's built for families with a teen aged 13 to 17. It can't be used to watch another adult's account, and nobody should try.

WHAT THIS DOES FOR YOU

What this does for you

Instead of worrying about who your teen might be talking to, you can see the names, notice a stranger early, and start a calm conversation, while still giving them some privacy.

CHAPTER 20

The Protections Snapchat Builds In for Teens

Snapchat sets up accounts for 13- to 17-year-olds differently from adult accounts. Many of these protections are on automatically, and Snapchat says they can't be switched off. That's one more reason a teen's real birthday matters at sign-up.

What's on by default for teens

- **Private by default.** A teen's friends list is hidden from others.
- **Messages from friends and contacts only.** Only people a teen has accepted as a friend, or who are saved in the teen's phone contacts, can message them.
- **Fewer strangers' friend requests.** Snapchat holds back friend requests from people a teen probably doesn't know, for example someone with no mutual friends.
- **Harder to find in search.** Teens don't show up in search results or suggestions unless there's a sign of a real connection, such as mutual friends or phone contacts.
- **Warnings about unfamiliar people.** If someone without shared friends or a contact link messages a teen, Snapchat shows a warning in the chat.
- **Location off.** Sharing on the Snap Map is off unless the teen turns it on, and even then it's friends only (Chapter 13).
- **Younger teens share with friends only.** Teens 13 to 15 can share Stories and Spotlight videos only with accepted friends. Public profiles are off by default for 16- and 17-year-olds.
- **The birthday is locked.** Teens can't change the birthday on an existing account to appear older.

HEADS UP

Protections work best with the true age

If a teen signed up with a made-up older birthday, many of these protections won't apply. If you think that's happened, talk it over together calmly; Snapchat Support is the place to ask about fixing it.

What still needs a grown-up

- No setting can stop a teen from accepting a stranger's friend request if they choose to.
- Warnings only help if a teen stops and reads them.
- For daily time limits, the phone's own tools are the most dependable: Screen Time on iPhone or Google Family Link on Android.

WHAT THIS DOES FOR YOU

What this does for you

Knowing what Snapchat already does lets you focus on the parts only a family can do: talking, setting expectations, and being someone a teen can come to.

CHAPTER 21

Private Photos, Pressure and Sextortion: A Calm Family Talk

This is the hardest chapter in this guide, and one of the most important. Because Snaps seem to disappear, some young people feel safe sending private or revealing photos. Criminals know this. A growing scam called **sextortion** targets teens, and sometimes adults: someone gets hold of a private photo, or tricks a person into sending one, and then threatens to share it unless they pay.

How it usually starts

- A friend request from someone who seems to be a teen of about the same age, often very friendly and attractive.
- Flattery and quick, intense attention, then a request to trade photos.
- Soon after, threats: "Pay me or I'll send this to your friends and family." Demands are often for money or gift cards, with a short deadline.

What to say before anything happens

The single most protective thing a family can do is to say, plainly and ahead of time: **"If anyone ever threatens you online, come to me. You won't be in trouble. We'll handle it together."** Scammers rely on shame and secrecy. A teen who knows they can come to you takes that power away.

- Anyone can screenshot a Snap; "it disappears" is not protection (Chapter 8).
- People online aren't always who they say they are.
- Never send a photo you wouldn't want anyone else to see.

If it happens: what to do

1. **Stay calm and reassure them.** The person to blame is the criminal, not your child.
2. **Don't pay and don't send anything more.** Snapchat's advice is not to respond to or meet any demands. Paying rarely ends it.
3. **Keep the evidence.** Don't delete the account or the messages yet; they may be needed.
4. **Report it in Snapchat.** Press and hold the person's name or message, tap **Report**, and choose the option under nudity and sexual content about someone leaking or threatening to leak private images.

5. **Block the account** after reporting it (Chapter 17).
6. **Get the images taken down.** For anyone under 18, the National Center for Missing & Exploited Children's free **Take It Down** service (takeitdown.ncmec.org) helps stop the photos from being shared. The photo never leaves your device; only a digital fingerprint is sent, and you can stay anonymous. Snapchat uses those fingerprints to find and remove matching images.
7. **Report the crime.** You can report to NCMEC's **CyberTipline** (missingkids.org/cybertipline) and to your local police.

STAY SAFE

If someone is in danger, call 911

If you believe your child or anyone else is in immediate danger, call 911 first. Snapchat also works with Crisis Text Line in the U.S.: a teen who needs someone to talk to can text **KIND** to **741741**.

GOOD TO KNOW

For adults

Take It Down is for images taken before age 18. For adults, Snap points to a separate free service called **StopNCII** (stopncii.org), which works in a similar way.

WHAT THIS DOES FOR YOU

What this does for you

A short, calm talk now means that if a frightening message ever arrives, your teen knows exactly who to turn to, and you know exactly what to do next.

PART 6

Scams & Staying Safe

The tricks scammers use on Snapchat, from fake friends to fake "Snapchat Support," and the simple habits that stop them.

CHAPTER 22

Fake Friends and Money Scams

Most scams on Snapchat start the same way: a friend request from someone you don't really know, or a message from a friend's account that someone else has taken over. Once you know the patterns, they're much easier to spot.

Fake friend requests

Scammers make accounts with friendly photos and names, then send lots of friend requests, hoping a few people accept. Once you're "friends," they can message you. That's why Chapter 5 says to add only people you know in real life.

- No mutual friends, or only one or two you don't know well.
- A brand-new-looking profile with very few Snaps.
- Very quick friendliness, compliments or romance.
- A move toward money: an investment, a prize, a sad story, or a request for gift cards.

GOOD TO KNOW

Snapchat warns you, too

Snapchat shows warnings in chats from accounts that other people have blocked or reported, or that seem to come from somewhere unusual for your circle of friends. If you see a warning, take it seriously.

A "friend" suddenly needs money

If a grandchild's or friend's account messages you asking for money, gift cards or a code, stop. The account may have been taken over. Call or text that person on their regular phone number, outside of Snapchat, before you do anything.

SCAM ALERT

Gift cards are a red flag

No real friend, company or government office needs to be paid in gift cards. If a message on Snapchat asks you to buy gift cards and send the numbers, it's a scam, every time.

"Free" Snapchat+ or gift cards

Snapchat warns about offers of a free gift card or free Snapchat+ in exchange for adding an email address to your account. That email belongs to the scammer, and adding it hands them a way to take over your account. Never add an email address you don't own.

Who's real? Check the badge

Some public figures and creators have a **Snap Star** badge, which means Snapchat has confirmed the account is run by that real person or their team. A subscriber badge does *not* confirm who someone is. Look-alike accounts often copy a famous person's name and photos.

If you've been taken in

1. Stop replying, and don't send any more money.
2. Report the account in Snapchat, then block it (Chapter 17).
3. If you paid by card or bank, call the number on the back of your card or your bank right away.
4. If you shared your password or a code, change your password now and follow Chapter 18.
5. Tell a family member. Scams are crimes, and there's no shame in having been targeted.

WHAT THIS DOES FOR YOU

What this does for you

With these patterns in mind, a strange friend request or a sudden plea for money becomes something you calmly ignore or check, not something that costs you.

CHAPTER 23

Phishing, Fake "Snapchat Support" and Look-Alike Apps

Phishing is when a scammer pretends to be a company you trust to get your password or a code. On Snapchat, the goal is usually to take over your account, then use it to fool your friends and family.

What Snapchat will never do

- Email or text you asking for your password.
- Ask for your two-factor sign-in codes (Chapter 16).
- Send you a link and ask you to sign in through it.

The urgency trick

Snapchat itself points out that hackers use urgency, such as telling you "your account has been hacked," to rush you. The more a message hurries you, the more reason to slow down.

How to check a message from "Snapchat"

1. Don't tap any link in the message.
2. Open the Snapchat app yourself, or type **accounts.snapchat.com** into your browser.
3. Real Snapchat account emails come from the **accounts.snapchat.com** address. Anything else is suspect.
4. In the app, check your account's devices and sessions list for anything you don't recognize (Chapter 18).

SCAM ALERT

Fake support numbers

If you search the web for a "Snapchat support phone number," you may find numbers run by scammers who ask for remote access to your phone or payment to "fix" your account. Snapchat's help is through its app and its official Support website. Never give a stranger remote access or a sign-in code.

Look-alike apps and "helper" sites

Watch out for apps and websites that promise to show who viewed your profile, recover deleted Snaps, save Snaps secretly, or add followers. They often ask for your Snapchat username and password, and they're a common way accounts get stolen. Only use the official Snapchat app from Snap Inc. (Chapter 3) and Snapchat's own website.

WHAT THIS DOES FOR YOU

What this does for you

Three simple rules (no codes, no links, no look-alike apps) protect your account, and the family members who'd otherwise get messages from someone pretending to be you.

PART 7

Costs, Extras & Getting Help

Snapchat+ and what costs money, the My AI chatbot, fixing common problems, taking a break or deleting your account, and when to call Bill.

CHAPTER 24

Snapchat+, My AI and What Costs Money

Snapchat itself is free, and everything in Chapters 1 through 23 works without paying a cent. Snapchat also sells optional extras. Here's what they are, so you can decide calmly, and so you can recognize a charge if a teen signs up.

The paid options

Option (U.S.)	What it adds	About (as of November 2026)
Snapchat+	Early and extra features, one free Streak Restore a month, 250GB of Memories storage	$3.99 a month
Snapchat+ Platinum	Everything in Snapchat+, fewer ads (no Sponsored Snaps or ads between Stories), 5TB of Memories storage	$15.99 a month
Memories storage plan	100GB of Memories storage only (Chapter 12)	$1.99 a month
Streak Restores	Bring back a lost streak after your free restore is used (Chapter 14)	Price shown on your phone

Prices are from public reports and vary by country and device. The price shown in the app or your phone's app store is the one you'll actually be charged.

TIP

Do you need Snapchat+?

For keeping up with family, almost certainly not. Snaps, Chats, calls, Stories, the Snap Map and Memories up to 5GB are all free.

Canceling a subscription

Cancel in the same place you signed up. If you subscribed on an iPhone, the subscription is managed in your Apple Account subscriptions (in the iPhone's **Settings** app, tap your name, then **Subscriptions**). On Android, open **Google Play**, tap your profile picture, then **Payments & subscriptions**. Deleting the Snapchat app does *not* cancel a subscription.

HEADS UP

Check a teen's purchases

If you see a Snapchat charge you don't recognize, check the subscriptions list on the phone it came from. On a child's phone, Apple's Ask to Buy or Google Family Link purchase approvals can require a parent's OK first.

My AI: the chatbot in your Chat list

My AI is a chatbot, a computer program that answers questions in a chat, pinned near the top of the Chat screen. It can suggest a recipe or answer a trivia question. It isn't a person, it can be wrong, and it isn't a doctor, lawyer or financial adviser.

- **To remove it from your Chat list:** press and hold **My AI** on the Chat screen, open its chat settings, and choose to unpin it or clear it from your Chat feed. Depending on your account, some of these options may not appear.
- **Clearing it from the feed doesn't delete what you told it.** To delete that, open **Settings** and look in the privacy controls for **Clear Data** and the option to clear My AI data. Snapchat says removal from its servers can take up to 30 days.
- **For a teen:** parents can turn My AI off through Family Center (Chapter 19).

HEADS UP

Don't tell a chatbot your secrets

Never give My AI, or any chatbot, your passwords, card numbers, Social Security number or private health details.

WHAT THIS DOES FOR YOU

What this does for you

You'll know what's free, what isn't and how to stop a charge, so no subscription catches you by surprise.

CHAPTER 25

Fixing Common Problems

Most Snapchat troubles have a simple cause. Try the steps here in order, slowly. You can't break anything by trying them.

"My Snap or message disappeared"

That's usually Snapchat working as designed (Chapter 7). Snapchat can't recover Chats or Snaps that have been deleted unless someone saved them. To keep future ones, save messages in the chat (Chapter 8) or set the conversation's **Delete Chats** setting to **Never**.

"No sound on calls" or "the camera won't work"

1. Close Snapchat completely and open it again.
2. Check your phone's own Settings app: make sure Snapchat is allowed to use the **Camera** and **Microphone**.
3. Check the volume and that the phone isn't on silent.
4. Make sure the Snapchat app is up to date in the App Store or Google Play.
5. Restart the phone.

"I'm not getting notifications"

1. In your phone's Settings app, find **Snapchat** and make sure notifications are allowed.
2. In Snapchat, check that you haven't muted that chat (Chapter 10).
3. Check that your phone isn't in a Focus or Do Not Disturb mode.

"I'm getting a new phone"

Your friends, Chats saved in chat and Memories belong to your account, not the phone. Before you switch, check that your Memories are fully backed up:

1. Open **Settings** (the gear in your Profile).
2. Under **App & Privacy**, tap **My App**, then **Memories**.
3. Check that **Backup Progress** says **Complete** before you sign out or remove the app.
4. On the new phone, install Snapchat and sign in with your username and password.

GOOD TO KNOW

Photos only on your camera roll

Snapchat doesn't back up your phone's camera roll to Memories. Those photos are protected by your phone's own backup, such as iCloud Photos or Google Photos.

"I lost my streak" or "I can't get in"

See Chapter 14 for streaks, and Chapter 18 for forgotten passwords, lock-outs and hacked accounts.

WHAT THIS DOES FOR YOU

What this does for you

Most problems take two minutes to fix once you know where to look, and you'll know when it's worth asking for a hand.

CHAPTER 26

Taking a Break, Saving Your Data or Deleting Your Account

If Snapchat isn't for you, or a teen wants a break, you have choices short of deleting everything.

Gentler options first

- **Turn off notifications** for Snapchat in your phone's Settings app. The app stays, but it stops buzzing.
- **Mute busy chats** (Chapter 10) or turn on **Ghost Mode** (Chapter 13).
- **Remove the app from your phone.** Your account and Memories stay safe, and you can sign in again later.

Save a copy of your Memories first

Before deleting an account, download your Memories so you keep the photos and videos you saved.

1. In Snapchat, open **Settings** and tap **My Data**. Or on a computer, go to **accounts.snapchat.com** and sign in.
2. Choose to export your **Memories**, pick the dates, confirm your email address and submit.
3. When Snapchat emails you that it's ready, go back to the same page, choose **See exports** and **Download**.

Deleting your account

1. In Snapchat, open **Settings** and tap **Delete Account**. You can also start at **accounts.snapchat.com**.
2. Sign in, enter your password and confirm.

- Your account is first **deactivated** for 30 days.
- If you change your mind within those 30 days, simply sign back in to Snapchat with your username and password to reactivate it. Only you can do this; Snapchat Support can't do it for you.
- After that, the account is deleted permanently, and it can't be brought back.

HEADS UP

Cancel subscriptions separately

Deleting your account doesn't automatically cancel a Snapchat+ subscription bought through Apple or Google. Cancel it there too (Chapter 24).

WHAT THIS DOES FOR YOU

What this does for you

You can step back in a way that suits you, and you won't lose the photos that matter on the way out.

CHAPTER 27

When to Call Bill

This guide covers a lot, and most people can do all of it on their own with a little patience. But sometimes a patient helper sitting beside you, or on the phone with you, saves a lot of frustration.

Times a hand is worth it

- Setting up Snapchat for the first time and adding the whole family.
- Going through the privacy settings in Chapter 15 together, on your phone and a teen's.
- Setting up Family Center (Chapter 19) and understanding what you're seeing.
- Getting back into an account after a forgotten password or a hack (Chapter 18).
- Turning on two-factor sign-in and making a recovery code (Chapter 16).
- A message or charge that you're not sure about, before you click or pay anything.
- Moving to a new phone without losing your Memories.

What working with Bill is like

I bring more than 30 years of professional experience with technology, and I work with folks across Portage County. We go at your pace. I explain each step in plain English, I write down what you'll want to remember, and you stay in charge of your own accounts and passwords.

FROM BILL

Book a time with Bill

$49 remote · $99 in your home. Call **(330) 200-8042** or book online at **billshometech.com/book**.

GOOD TO KNOW

Meet Sophie

When you call or visit the website, you may be greeted by Sophie, Bill's AI receptionist. She can answer simple questions and book a time for you.

CHAPTER 28

Your Snapchat Cheat-Sheet

The essentials on one page.

To do this	Do this
Open Settings	Tap your Profile picture (top left), then the gear (top right).
Send a Snap	Tap the round button, then Send To, pick friends, tap send.
Keep a Chat	Press and hold the message, tap Save in Chat. Or set Delete Chats to Never.
Keep a Snap	Tap the download arrow before sending to save it to Memories.
Hide your location	Map tab, gear, turn on Ghost Mode.
Who can contact me	Settings, App & Privacy, Contact Me: Friends.
Protect the account	Settings, My Account, Two-Factor Authentication, plus a Recovery Code.
Block someone	Press and hold their name, Manage Friendship, Block.
Parent tools	Settings, Family Center.
Real Snapchat website	accounts.snapchat.com

Write it down once

Item	Yours
My Snapchat username	_____
Email on the account	_____
Phone number on the account	_____
Where I keep my recovery code	_____
Family usernames	_____

HEADS UP

Keep your password separate

Don't write your password on the same paper as your username if that paper leaves the house. Keep it somewhere safe at home.

When something's wrong, in order

1. Pause. Don't click links or share codes while you're rushed.
2. Close Snapchat and open it again; check for an app update.
3. Check your phone's Settings app for Snapchat's permissions and notifications.
4. Forgot the password or think you were hacked? Follow Chapter 18.
5. A stranger or a threat? Report, block, and tell a family member (Chapters 17 and 21).
6. Still stuck? Call Bill at **(330) 200-8042** or book at **billshometech.com/book**.