Guardian Quick Start Guide

This guide will walk you through:

✓ The sign-up process for Snap! Spend
✓ Managing payments on Snap! Spend
✓ How to get answers to your Snap! Spend questions

What is Snap! Spend?

Snap! Spend is an online payment system used by teams and clubs to collect dues that allows you to set up automatic payments, manage payments, view payment history online, and receive upcoming payment reminders!

This guide includes clickable links and instructions for sign-up on your mobile device. If you need these instructions for web, please visit our Support Center!

### Secure online payments with Snap! Spend

Snap! Spend is a financial technology company and is not a bank. Banking services provided by Thread Bank; Member FDIC. The Snap! Spend Visa Debit is issued by Thread Bank pursuant to a license from Visa U.S.A. Inc. and may be used everywhere Visa cards are accepted.Your deposits qualify for up to a maximum of $2,500,000 in FDIC insurance coverage when placed at program banks in the Thread Bank deposit sweep program. Your deposits at each program bank become eligible for FDIC insurance up to $250,000, inclusive of any other deposits you may already hold at the bank in the same ownership capacity.

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# How do I sign up for Snap! Spend to make payments?

Your club may send you an email invitation or direct you to a signup link to setup online payments.

Signing up via email invitation:

🔔 Check spam/junk folders.

🔔 Use the email address that the invitation was originally sent to or it will prompt an error code.

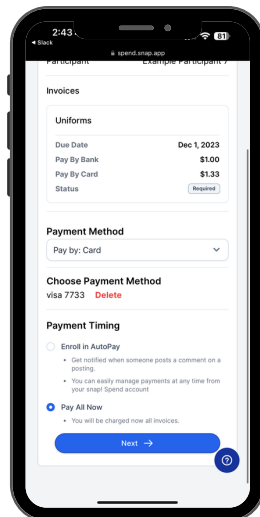🔔 There is a small discount for utilizing the ACH payment method.
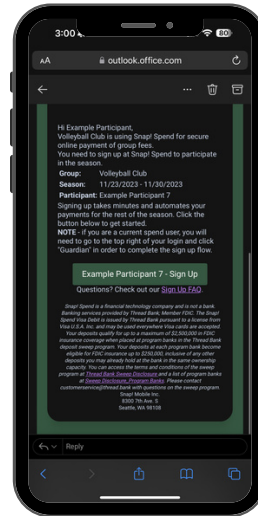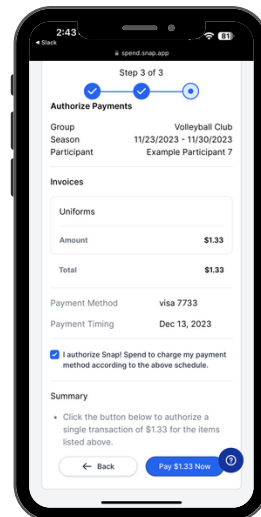
Find the email in your inbox and Click Sign Up.
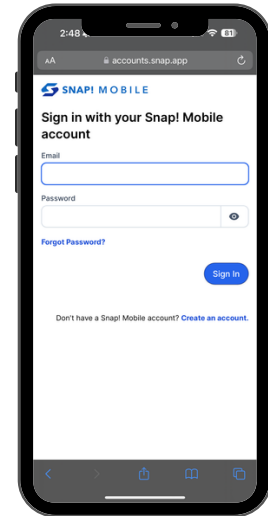
Sign in to your Snap! Mobile account. If you're new to the Snap! Mobile platform, simple click Create an account.
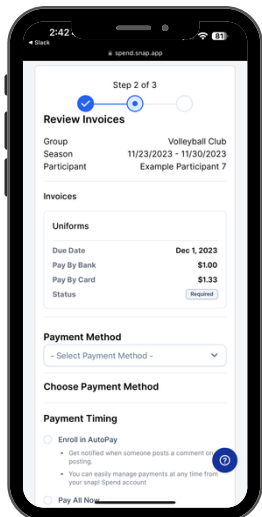
Review the invoices set up by your program.

Select how and when you'd like to pay.
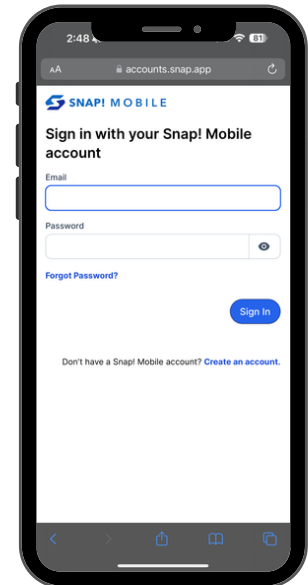
Select the checkbox to authorize payments.
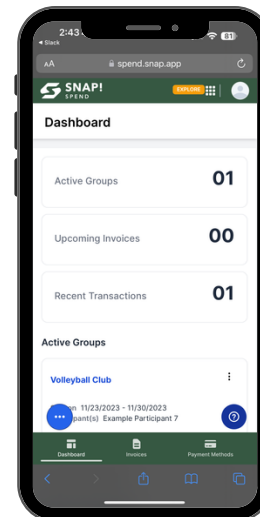
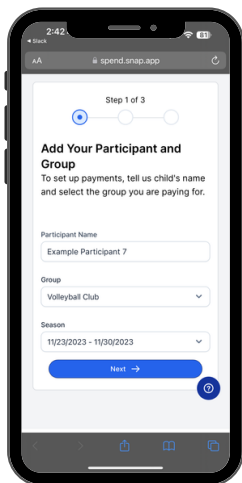Click Pay and you're all set!

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Signing up via direct link:

🔔 Click the signup link provided to you by your program administrator.
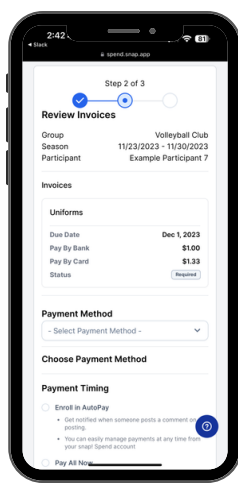
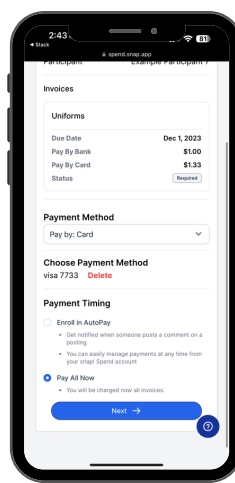🔔 There is a small discount for utilizing the ACH payment method.

Sign in to your Snap! Mobile account. If you're new to the Snap! Mobile platform, simple click Create an account.
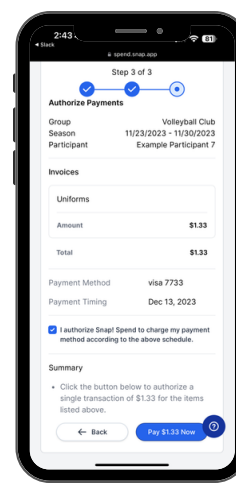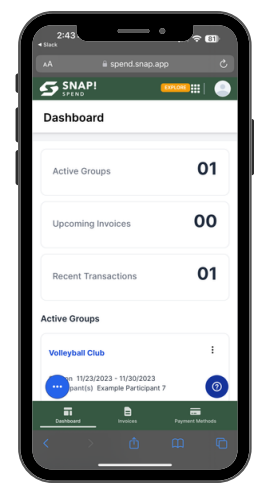

Enter your participant's name and select their group.

Review the invoices set up by your program.

Select how and when you'd like to pay.

Select the checkbox to authorize payments.

Click Pay and you're all set!

How do I know when my sign-up is complete?

Sign-up on our platform is complete when payments are authorized, and a payment method is selected. One of these options must be chosen, and payments must be approved in order to complete the sign-up. If you exit before this final step, you will need to redo the entire sign-up process.
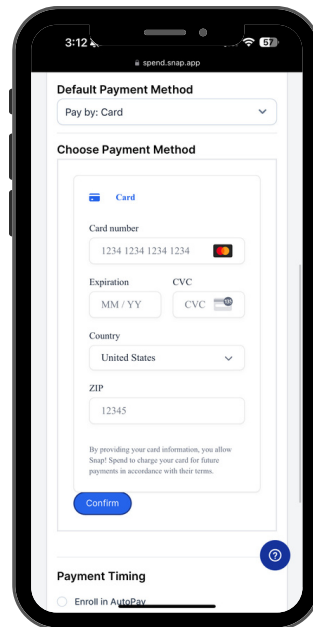
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How do I add a payment method?

During the signup process, you'll be able to select and add your preferred payment method! You can choose to either pay by card or pay by bank (ACH). Note: There is a small discount for utilizing the ACH payment method.
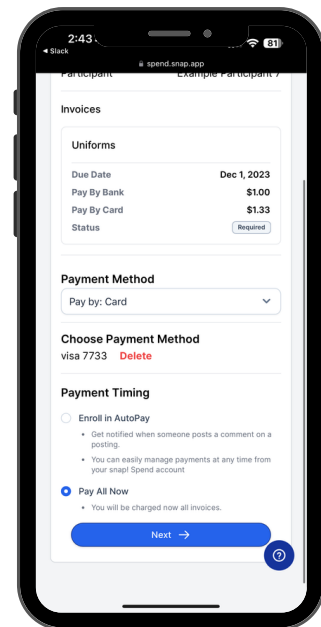
Paying by card:
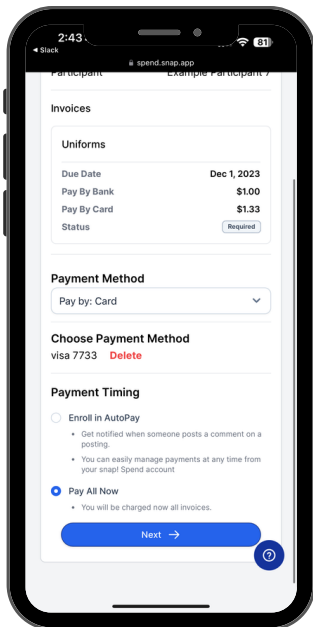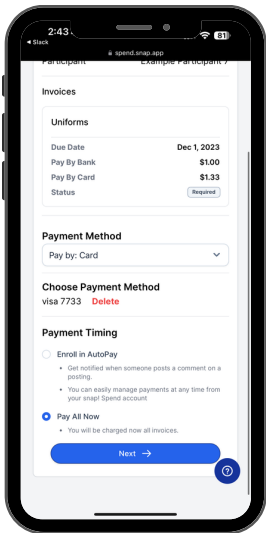

To start, choose Pay by Card from the drop-down menu.
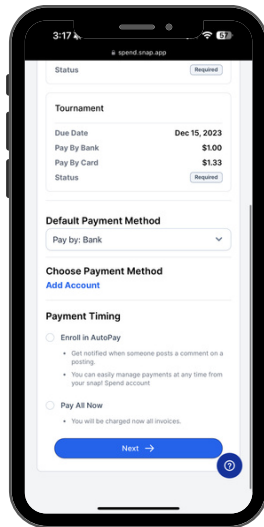
Enter your card details and click Confirm.
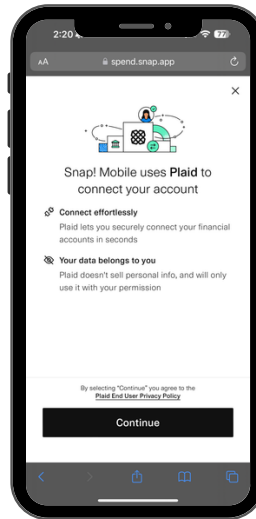
Continue with the rest of the sign-up process.
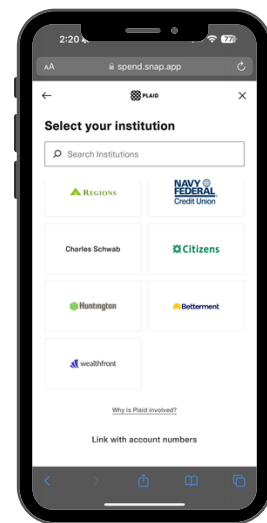
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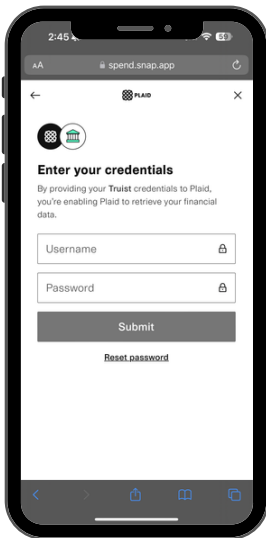# Paying by bank:

To start, choose Pay by Bank from the drop-down menu.
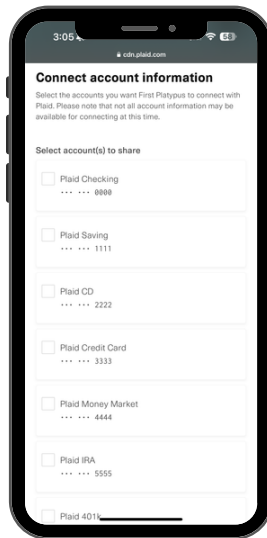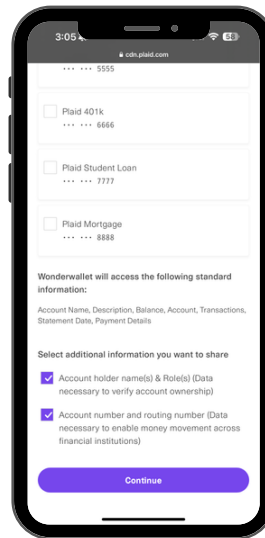

Click Add Account.

Click Continue.

Select your bank.

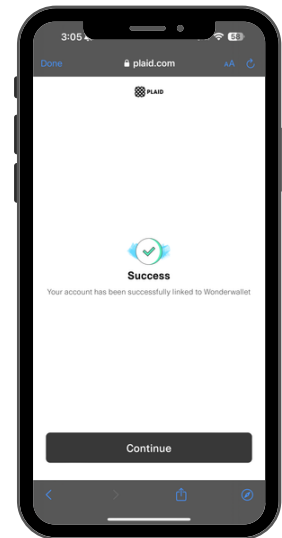Sign in to your online banking.

Select which account you'd like to connect t your Snap! Spend account.

Select your preferences and click Continue.

You're all set!

Notes

When selecting your banking institution, you can scroll down and select "Link with account numbers" to enter your routing and account numbers if you don't want to sign in with your online banking credentials!
If you're having trouble signing up with banking information, please visit this help guide.

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How do I manage my payments?

You can log in to your account at any time to manage your payments. Note: Want more information? Click the underlined phrase!

You can:

➡️ Stop payments from being charged automatically and resume payments when you are ready for them to be charged.

🔔 Payments that are processing or paid cannot be stopped.

➡️ Request a change in the payment schedule (ie. splitting a payment into two payments, requesting a different due date).

🔔 Reach out to your program directly with any requests to change payments or due dates.

➡️ Change your payment method for any or all unpaid payments.

🔔 Payment methods can only be changed if you have upcoming payments.

➡️ Leave the group and remove all unpaid payments from your account and stop receiving automatic notifications from Snap! Spend.

🔔 Leaving the group will remove all remaining invoices for that group, but this does not absolve you of financial responsibility to the program for these payments. You may have pending invoices if you don't have the Leave Group button.
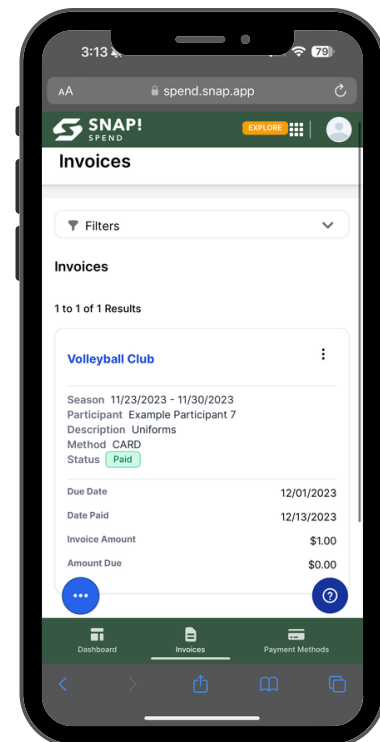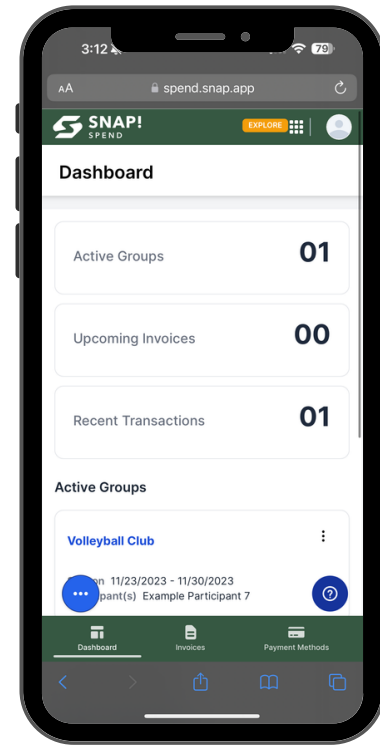
What do I do if I have questions?

We have a Support Center that you can easily access and search for questions. Also, our Help Desk is always happy to answer any of your questions, or you can contact your program directly if you have any program-specific questions!

Visit our Support Center to find how-to articles:

Guardian Resources

Contact the Snap! Spend Help Desk if you have questions about:

- You have any technical issues or questions related to the website or your account.

- You're getting an error message somewhere on your Snap! Spend account.

- You're having an issue with your Snap! Spend login or password.

Contact your program directly if:

- You have a question about an invoice amount or want to change a payment due date.

- You need to change your participant's name (i.e. name is spelled incorrectly).

- You want a refund or a history of your payments.

- You want to split an invoice into two separate payments.

Snap! Spend Help Desk

✉ **spend.support@onsnap.com**

🕐 **7:00 AM-6:00 PM CST**

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