SNACS and the Administrative Review

General

1. **We have our Administrative Review (AR) this school year, do we need to use SNACS for the AR?**

   Yes, all School Food Authorities (SFAs) are required to use SNACS (School Nutrition Accountability Software) for purposes of the AR. SNACS automates and streamlines the AR process. It provides a workspace for information to be shared between the SFA and the DPI School Nutrition Team in a secure manner.

2. **My SFA uses software, does SNACS replace the current software we use?**

   SNACS does not replace school nutrition software your SFA may be using. SNACS will be used for the purposes of the AR and your SFA will be using the Review Module in SNACS. You will use SNACS to correspond with your DPI review team, submit your off-site AR forms, upload the AR documentation requested by the review team, and submit any of your SFAs corrective action responses, if needed. You can continue to use the software your SFA currently uses.

   SNACS does contain other modules that can be used to assist in oversight of school nutrition programs. For more information contact SNACS Support.

3. **I received the following message when trying to login to SNACS, "Your login has been disabled due to intruder detection". What does this mean and how do I login?**

   Your account has been locked due to multiple attempts to login using the incorrect password and or WAMS ID. To correct this, go to the WAMS Website and select the Account Recovery hyperlink. After selecting the Account Recovery link, you will be asked to enter either your User ID or email address but NOT BOTH. After entering your Wisconsin User ID or your email address, you will receive an email message containing a link to the Secret Question and Answer page. If you answer your secret question correctly, you will be able to choose a new password. The last step is to terminate the Account Recovery session so you can login with your new password.

4. **Are there resources available to help me navigate SNACS?**

   Yes! Check out the SNACS How-to Guides under the SNACS for Administrative Review heading for step-by-step guides with screen shots on the following topics:
   - Using SNACS for the Administrative Review
   - Adding a New User
   - Uploading Documentation
   - How to Read an AR Report
   - Submitting Corrective Action

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Wisconsin Access Management System (WAMS) ID

5. **Why do I need a WAMS ID to access SNACS?**

   The WAMS ID allows individuals to access State Internet applications using the same username for different State Web applications, including SNACS. Using a WAMS ID to access SNACS ensures that data exchanged for purposes of the AR is maintained in a secure manner. You may already have a WAMS ID if you access other State Internet Applications. Please note, the WAMS ID is different from the Direct Certification DWD/WIEXT Login.

6. **Why do I need my own WAMS ID, can't we share one for the SFA as a whole?**

   Each person that needs access to SNACS during the AR will need to create their own WAMS ID. The WAMS ID is linked to a user's email address and if there are ever any issues where a user needs to reset their password, update user information or gets locked out of SNACS they will need access to the email account under which the WAMS ID was set-up. The WAMS ID may also be used for access to other State Applications that an individual may need access to.

7. **I have created a WAMS ID and have verified my account. When I login to SNACS I receive the message "Your account does not exist in SNACS. Please contact your SNACS administrator." Why can't I login?**

   Creating and verifying your WAMS ID is the first step in the process of access to SNACS. The SNACS Support Team needs to set-up the SNACS account for the SFA before anyone at the SFA level can login. This is done after your [SNACS Access Request Form](#) is returned.

8. **I have created a WAMS ID and never received a link to activate my account. How do I activate my account?**

   Contact [WAMS Help Support](#) and they will assist you in activating your account.

9. **I need access to SNACS for more than one SFA, can I use the same WAMS ID to login to each SFA I need access to?**

   A user's WAMS ID can only be assigned to one SFA. If you need access to SNACS for more than one SFA you will need to create a different WAMS ID for each SFA and use a different email address for each WAMS ID that needs to be created. A separate SNACS Access Request Form will also need to be completed and returned for each SFA you need access for.

SNACS Access

10. **How do I get access to log-in to SNACS?**

    After your AR has been scheduled, you will be provided a SNACS Access Request Form. This form should be completed and returned to [SNACS Support](#). Once it is returned, we will add you as a user in SNACS and you will be able to login using your WAMS ID and password.

11. **There are multiple users in our SFA that need access to SNACS, should we each submit a SNACS access request form?**

    No, a SNACS Access Request From should only be submitted for the *first* user in each SFA. Your SFA will need to identify one person that will take the lead role during the AR. The AR Lead completes and submits a *SNACS*

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Access Request Form to DPI. Once the SNACS Support Team sets up the SFA's SNACS account, the AR Lead will receive a confirmation email with important access information and training materials. Then the AR Lead can then add other staff that need access to SNACS during the AR.

Navigating SNACS

12. I have tried to access my review in SNACS and the following message appears "No records to display". How do I find my review?

The "No Records to display" message means that your AR has not been started in SNACS. Once your review has been started in SNACS the Nutrition Program Consultant assigned to your review will send you an email with next steps. This will occur approximately 4-6 weeks prior to the scheduled date of your AR. Please contact the Nutrition Program Consultant assigned to your AR if you are unable to access your review and it is scheduled less than 4 weeks away.

13. In SNACS I am getting a message that a sample is overdue and there are other messages displayed there too. Is this something I have to take care of?

You are referring to the messages located on the dashboard when you log into SNACS. Those messages are auto-generated by the software and are program reminders for SFAS that use the other modules in SNACS. If your SFA is only using SNACS for the AR you can delete or simply ignore those messages.

14. I noticed that there are several tabs in SNACS that we don't use for our AR. What are those tabs for and can we use them if we want to?

SNACS can be used for more than the AR. It is designed to automate and simplify participation in school nutrition program(s) and is free to use. Below is a summary of some of the other modules available to SFA in SNACS.

Student Management Module-acts as a student information system. Students can be added to the Student Management Module either manually (one by one via data entry) or by importing all students in one file. Once students are entered into SNACS the other modules can be used.

Eligibility Certification Module- in this module SFAs can manually enter the data from a free and reduced meal application and SNACS will assist with the approval/denial of the applications. There is also access to an online free and reduced price meal application at no cost.

The Eligibility Certification Module can also assign eligibility via Direct Certification (DC). A DC match file can be uploaded into SNACS and the correct eligibility will be assigned for students in the match file. Benefits can also be extended to other members of the household.

This module can also provide guidance through the verification process. SNACS will select the application(s) for verification and track the process including the generation and submission of the Verification Collection Report via SNACS. Notification letters to households can be generated in SNACS. The type of letters that can be generated include eligibility notification letters (for application and DC), verification selection letter, verification follow-up letter, and more.

The Counting and Claiming Module- Student meal data can be uploaded into SNACS. This module can assist with generating the information needed to submit monthly claims for reimbursement and provides assistance with the edit check. **Note:** SNACS Counting and Claiming Module does not contain a POS. Monthly meal data can be uploaded via a template that we can provide, however, SNACS cannot track meals without uploading monthly meal data into the software and SNACS does not track students' meal account balances.

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For more information about using SNACS please contact [SNACS Support](#).

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