


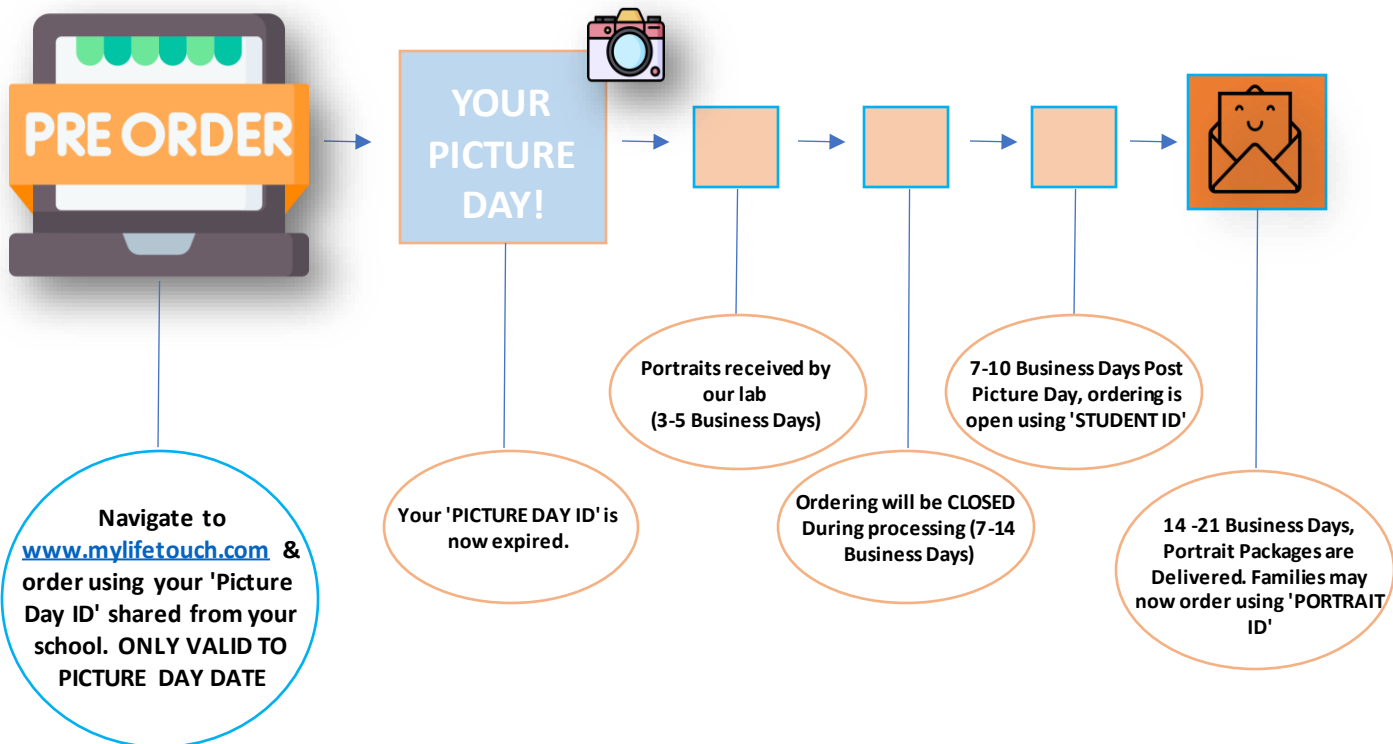
Pictures are the BIG Picture

Every picture tells a story, and nothing should get in the way of that. We believe life is about making memories and sharing them with others. Our intent is to help people live in the moment, capture memories, and share what matters, knowing that every moment counts. With our large network of photographers nationwide we can help preserve every moment so you can enjoy and capture life's memories.

CONTACT INFORMATION

Our talented Customer Success team will be happy to help you with any questions pertaining to ordering, packages or payments. They can be contacted by calling **1-800-736-4753** or navigate to www.MyLifetouch.com & utilize the chat function. 

TIMELINE



HOW TO ORDER

Option One: Pre-Order before picture day!

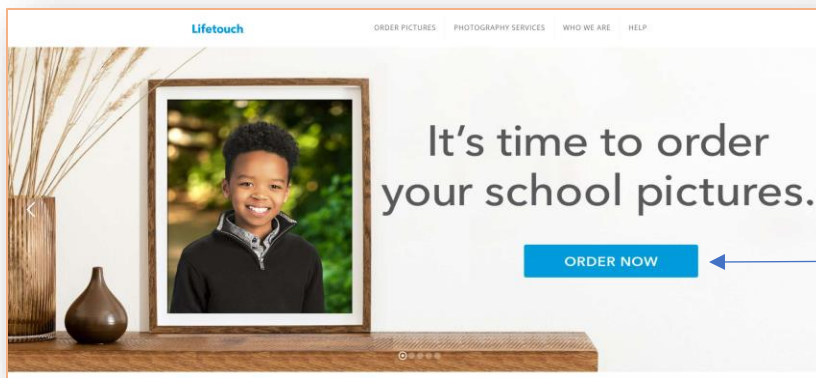
- Your school has provided you with a Picture Day Reminder that includes your 'PICTURE DAY ID'.
NOTE, This number is only valid up until picture day

Option Two: Order before portraits are processed/delivered

- Prior to delivery you will be able to order by using your child's 'STUDENT ID' (**Only applicable if Student ID was included with data provided by the school for picture day**). This will not be available immediately, and will be open approximately 7-14 days post-picture day

Option Three: Order once initial packages are delivered

- All students will receive a Portrait ID code within a packet at delivery (even if a preorder was not placed). This will include ordering instructions and your 'PORTRAIT ID'



[CLICK
HERE](#)

PRE
PICTURE
DAY
ORDERING

Picture Day ID Student ID

Enter the Picture Day ID found on your flyer or Portrait ID found on your proof sheet.

[Start Order](#)

Where can I find my Picture Day ID? [?](#)

Picture Day ID Student ID

To shop using your school's [Student ID](#) for your student, sign in or create an account

[Get Started](#)

By signing in or creating an account, you agree to our [Terms of Service](#) and [Privacy Policy](#).

POST
PICTURE
DAY
ORDERING

When ordering with 'STUDENT ID', you will be prompted to enter 'City'. It must be typed how we have your school's city in our system. Try the nearest major city if no results populate

HOW TO ORDER CONTINUED

Your photos are ready! Order on mylifetouch.com

(Tus fotos están listas! Encarga en línea en mylifetouch.com)

Scan to order now
¡Toca un código para encargar ahora!

Use these credentials to order for:
Usa estos documentos para encargar para:

Portrait ID: **Taylor** Access Code: **XY40**
ID del usuario: **M312-4568** Código de acceso:

Shutterfly
Order pictures on mylifetouch.com and enjoy **\$25 Off** at Shutterfly.
*Offer expires July 31, 2024. Taxes, shipping and handling may apply. Other restrictions apply. Learn more at mylifetouch.com/R1202P

Questions? Contact our Help Center at lifetouch.com/support-us. Select K-12 School Photography for assistance.
¿Preguntas? Comunícate con nuestro Centro de Ayuda en lifetouch.com/support-us.
Selecciona Fotografía Escolar K-12 para recibir asistencia. Encarga fotos en mylifetouch.com y disfruta de un descuento* de \$25 en Shutterfly. La oferta vence el 31 de julio de 2024. Pueden corresponder cargos en concepto de impuestos, envío y manejo. Consulta los otros restricciones: conoce algo más en lifetouch.com/R1202P

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When initial orders are received, ALL STUDENTS PHOTOGRAPHED will receive ordering instructions that include their 'PORTRAIT ID'

FAQ

Why is my Picture Day ID not working?

Picture Day ID is only valid up until picture day, after that time Student ID should be used or orders can be placed with your Portrait ID once initial packages are processed/delivered.

What if I Pre-Order & my child misses picture day OR I'm not happy with the portrait?

If your school is set up for a RETAKE picture day, simply send your child to the camera and their new image will be processed with original order contents selected.

What are my options if I'm still not happy with the retake portrait?

Contact our Customer Success team to request a refund. They can be contacted by calling **1-800-736-4753** or navigate to www.MyLifetouch.com & utilize the chat function.

Can my child go to a different school's picture day to be photographed if they miss picture day?

No, we encourage you to utilize retake picture days if applicable. Students should be photographed at their current school, so images are stored accurately due to data privacy.

I never received a proof sheet/ordering instructions with my Portrait ID. How can I get one?

Contact our Customer Success team to request a replacement. They can be contacted by calling **1-800-736-4753** or navigate to www.MyLifetouch.com & utilize the chat function.

How long do I have to order pictures?

You can order for 11 months after picture day. Many of our packages include a digital image. Use your digital images to order prints and products at www.shutterfly.com for years to come!

I paid for pictures and have not received them/missing some items. Who can I contact?

Contact our Customer Success team to request a refund or replacement. They can be contacted by calling **1-800-736-4753** or navigate to www.MyLifetouch.com & utilize the chat function.