



Frequently Asked Questions

- Q:** How do I reset my password for e-snaps?
- A:** You can reset your password by emailing e-snaps@hud.gov to request a password reset.
- Q:** How do I create an e-snaps User Profile?
- A:** [Here you can find a guide to create an e-snaps User Profile.](#)
- Q:** How do I give a staff member access to my agency's e-snaps account?
- A:** See HUD's instructions on [Giving Staff Access to Your Organization's e-snaps Account \(hudexchange.info\)](#)
- Q:** How do I access the CoC Program Project Application in e-snaps?
- A:** You can learn how to [Access the CoC Program Project Application in e-snaps here](#)
- Q:** How do I submit my program application in e-snaps?
- A:** Here you can [Submit the CoC Program Project Application in e-snaps.](#)

Q: HUD's E-snaps FAQ's sheet

A: Here is a list of Common Issues Encountered in e-snaps

Q: Where can I find the e-snaps detailed instructions and navigational guide?

A: Please refer to the e-snaps navigational guide

Q: Can I email e-snaps Ask-A-Question (AAQ) desk for support?

A: No, e-snaps Ask-A-Question (AAQ) is no longer operational. Please email e-snaps@hud.gov instead.

[For More Information on the 2024 NOFO Click Here!](#)