Thank you for placing an order with Geofilter Studio!

Your Geofilter has been successfully submitted to Snapchat, so what's next? The Geofilter will magically appear at your event. Be sure to send us a couple snaps (pictures and videos) of you using the Geofilter, we would love to put it on our website, and share it on our social media!

Please note, Geofilter Studio simply designs the geofilter and uploads it to Snapchat over the area and timeframe requested. Therefore, we do not control the actual functionality of the Geofilter once submitted to Snapchat. All we can do is check if your geofilter is live at the time of your inquiry.

Geofilter isn't showing up? Don't panic! We're here to help!

Geofilters are based on GPS which is not always perfect. There have been reports of Geofilters not working. The rate is 1-2%; Snapchat is unsure of the reasoning, but be aware this can happen.

TIPS AND TRICKS IF YOUR GEOFILTER ISN'T WORKING

TIP 1

You may be early: Sometimes the Geofilter is a few minutes late. Ensure it is 5 to 10 minutes past the time your Geofilter is scheduled to start.

TIP 2

Check the strength of your cell phone reception: Poor reception and/or being inside a thick-walled building can sometimes lead to an inaccurate GPS signals. Try standing outside the building (still inside your geofence) to get a better GPS signal.

TIP 3

Activate Wi-Fi: Wi-Fi may help improve your phone's GPS and signal strength.

TIP 4

Check the correct time: Geofilters only work during the set time it is activated. Please check your email to double check what time your Geofilter is active. Geofilters are submitted in CDT.

TIP 5

Check the correct location: Geofilters only work within the requested geofence. Please check your email to see exactly where the geofence is located.

TIP 6

Check where you are standing within the geofence: Sometimes the edge of the geofence is less reliable. Try standing closer to the middle of your geofence.

TIP 7

Make sure "filters" are turned on in the settings: Snapchat provides a step-by-step guide to activate Geofilters: https://support.snapchat.com/en-US/a/additional-services

TIP 8

Make sure Location Services is setup properly on your device: Snapchat provides a step-by-step guide to activate Locations Services: https://support.snapchat.com/en-US/article/add-filter

TIP 9

Check your phone's free space: Your phone needs available storage to download Geofilters. Make sure your phone has 50 MB available.

> **iPhones:** Settings > General > Storage & iCloud Usage
> **Android:** Settings > Storage

TIP 10

Try using Snapchat on a friend's device: Rarely a particular phone may have issues finding the Geofilter. Try a friends phone, they might be able to access the Geofilter.