Obtaining a Personal User Code (PUC) to Register for SNP Training Events

You will no longer be able to use the SNP Training web site to add individuals to the training database that is used for training registration. This means you will no longer be able to create Personal User Codes (PUCs) or change personal information in the system.

This change will not affect your ability to self-register for any SNP training event(s) once you have an assigned PUC. See Notice CACFP ADC 2003-4 for more information on using the SNP Training web site to register for SNP training events.

Anyone wishing to pre-register for any SNP training event(s), whether they have internet access or not, must request a PUC from the SNP Training Unit using the PUC Request Form attached to this notice, if they do not already have an assigned PUC. The PUC Request Form is also available for download at the SNP Training Self Service Home Page accessed at http://snptraining.dhs.state.tx.us.

The completed PUC Request Form(s) can be faxed to the SNP Training Unit at 512-371-9692. Use one form for each person who needs a PUC and allow up to 7 days for the request(s) to be processed. (NOTE: If a desired class is occurring within 2-3 weeks, you may also include the date and location of the class at the bottom of the form and the SNP Training Unit will pre-register you for the event once your PUC has been assigned.)

A letter will be mailed to each person who has been granted a PUC, indicating the personal information added to the database, along with the assigned PUC. At that time, the person will be able to self-register for SNP training events using the SNP Training Self Service Home Page.

If there are any problems, contractors may either:

- call the SNP Hotline (1-800-982-3261) and select Option 3 to leave a detailed message and phone number; or
- e-mail a detailed explanation of the problem to the SNP Training Unit using the link on the SNP Training Self Service Home Page at http://snptraining.dhs.state.tx.us.

SNP Training Web Site Upgrade

The SNP Training web site will be down from August 4-8, 2003 to perform a software upgrade. During this time, you will not be able to access the SNP Training Self Service Home Page to check for upcoming classes, register or cancel a seat at an upcoming event. For this reason, please arrange to use the SNP Training Self Service Home Page before August 4, 2003 or plan to wait until after August 8, 2003. The SNP Training Unit will be conducting currently scheduled classes during this week. If you are scheduled to attend a class that is scheduled during the upgrade and you need to change your registration status, you may either:

- call the SNP Hotline (1-800-982-3261) and select Option 3 to leave a detailed message and phone number; or
- e-mail a detailed explanation of your request to the SNP Training Unit using the link on the SNP Training Self Service Home Page at http://snptraining.dhs.state.tx.us.