**Town of Erie Team Picture FAQs**

**How do I order pictures?**
The most common ways to order:
1. [Pre-order online](https://www.teamsideline.com/sites/parkerrec/content/9179/www.mylifetouch.com) at MyLifetouch.com and use the Picture DayID that is on the picture day order form. Pre-order closes end of day on picture day and the website will reopen once proofs are available.
2. Order the day of pictures are taken with a paper order form. Lifetouch accepts exact cash, check and credit cards on site.

3. Wait for proofs to arrive in the mail 2-3 weeks after picture day and order online at MyLifetouch.com

**It's after picture day weekend and the website link says ordering is closed. How can I order?**
Everyone who took a picture will receive a proof sheet 2-3 weeks after picture day with a unique ID and access code. Families can then go online to place an order or call 1-800-736-4753 if you did not receive your proof.

**When/how will my pictures be delivered?**
Pre-ordered packages and proofs will be mailed home to athletes 2-3 weeks after picture day. Families can then go online to place an order or call 1-800-736-4753 with any ordering questions.

**Where are team pictures taken?**
Picture sessions are generally held at the Erie Parks & Rec Game day locations. Please contact your coach to confirm picture day location.

**I can't attend my scheduled picture time, but I am available that same weekend, what do I do?**
Make up options are not available for team pictures, but you may attend a separate time for individual pictures. The picture dates remain the same. Please contact your Town of Erie Sports Coordinator with questions.

**Is there a make-up schedule for pictures?**
No, there is no make-up for pictures. If you do not take a picture on Saturday, you will not be in the team picture.
\*\*Please Note:  Lifetouch can NOT use an image from previous picture days to add to the team picture.

**Customer Service Contact Information**

* Online Ordering Questions: 1-800-736-4753
* Local Customer Service: 303-565-5203
* Colorado@lifetouch.com