

Photo Program FAQS ~ updated 6/13/2017

How do I get access to the Alumni Association Photo Program? ~Access to the photos in our program are a benefit of paid membership in the US Naval Academy Alumni Association, membership details and cost are available at www.usna.com/membership

Does my user ID and password give me access to photo program? ~Your username and password allow you access to event registration and viewing your account profile but the photo program is a benefit of yearly, four year and lifetime paid membership in the Alumni Association

How long does it take to process my membership request and have access to photos? ~ You must have a username and password created to process your membership request, once your payment for membership is submitted it can take minimum 24 but up to *48 hours to complete your membership request *Peak time: April through July as new families are submitting new parent/plebe information and membership.

When setting up your parent account profile please make sure to choose Class of 2021 Parent. Your plebe will have an account set up for he/she during I-Day in-processing.

I signed up for membership but still cannot see pictures? ~ Membership request during peak times can delay membership processing by 48 hours ~Membership request submitted during weekend hours- Alumni Assoc. business hours are Monday thru Friday 8:00 am to 5:00 pm *When setting up your parent profile please make sure to choose Class of 2021 Parent as your interest.

Can I download and print any photos in program? ~YES! as benefit you may download and print as many pictures as you wish. The photos remain on our photo program page throughout you plebe parent year.

Is facial recognition available in the photo program? ~ At this time we cannot offer facial recognition and keep the photos secured as a benefit of membership and protects the safety and security of your plebe.

Why do the photo albums take time to load? ~Cause and effect- we have found when a new album(s) are uploaded and announced thru the photo of the day the access to the photos will slow with the volume of parents using our website.

Having access issues or received a “photos unavailable” error? ~Use the friendly url: www.usna.com/photoprogram vs navigating the website for access.

How can I find my plebes specific company or pictures? ~ While we do our best to provide company letters for the albums and capture as many faces as we can, we do not always have access to plebe summer training areas, approval of the individual companies to participate in the photo program and many of the plebes

look very similar in the plebe uniforms and covers. ~Many parents have shared they did not recognize their son or daughter even when their plebes pointed themselves out in photos from the summer. ~We will do our best to monitor album uploads and cover companies missed through-out the 6 week program.

How many pictures are included in each album? Each album will have maximum of 999 photos per the Flickr photo platform. Many albums of photos can and will be uploaded from our photographer but we try to keep the albums to less than 1000, more than that can be overwhelming. The families of Class of 2020 had over 65,000 photos to hunt for their Waldo through Plebe summer!

Hope this helps!