

# How to fix Snapchat error does not work

If you're a regular Snapchat user, there will be times when Snapchat stops or doesn't work. At that time you will not be able to log in or not send or receive messages. Therefore this article will guide you how to fix Snapchat not working error.

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## Instructions to fix Snapchat not working error

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## What to do when Snapchat is not working

When Snapchat is not working, the common question among users is 'Is there a problem with my SnapChat?' and 'Why doesn't Snapchat work?' If you can't send and receive Snapchat, you'll ask the same question.

In this case, you can blame Snapchat's server for having millions of other people experiencing the same problem. When Snapchat's server is not working properly, usually due to overloaded servers, maintenance or technical problems.

To check Snapchat's status, visit Downtdetector. This is a website that provides reliable information regarding the status of applications and websites, including Snapchat. You can quickly find out if other users have similar problems and can view activity maps.

<https://downtdetector.com/status/snapchat/>

The screenshot displays a website interface for Snapchat. At the top left, there is a definition of Snapchat: "Snapchat is a service for sending and receiving photos, videos and text messages on mobile phones. The sender of a message is able to determine the period that a message can be viewed by setting a limit between one and ten seconds." To the right is the Snapchat logo. Further right is a Creative Cloud advertisement with the text "Make it with Creative Cloud. Apps for photography, design, video, and web from \$5.99/mo." Below these are several utility sections: "Possible problems at Snapchat" with a "Live Outage Map" button; a line graph titled "Snapchat problems last 24 hours" showing a peak in activity around 22:00 with "11 reports"; a "Check past issues" button; a "Most reported problems" list including "Sending snaps (54%)", "Receiving snaps or refresh (37%)", and "Taking pictures or video (8%)"; a "Resolved issues" list for October 4th, 5th, and 6th; a "How do you rate Snapchat over the past 3 months?" section with five stars; a "Having problems? Complain here:" section with links for "Via Twitter" and "Via Facebook"; and a "Check the status of Snapchat in other countries" section with a row of international flags.

Unfortunately, in this case, you can't do much. Server error is just one of many errors that occur with Snapchat. Therefore you must wait until the problem is fixed.

## Message failed in Snapchat

If after checking Downtetector and still unable to send and receive messages on Snapchat, you probably have a problem with your phone or application. Try the following tips to get the application working again.

### 1. Turn on Wifi and check the Internet connection

This seems like an overly simplistic action, but you should check your Internet connection. When not connected to Wifi or without mobile data, you can't send and receive Snapchat.

### 2. Exit and update Snapchat

Restarting Snapchat may also fix the problem. Close and exit the application, then restart it. You can try logging out and logging into Snapchat.

If Snapchat still doesn't work, visit the App Store or Google Play to check for new updates. The application may be outdated and this makes it not work properly.

### 3. Clear the Snapchat cache

Snapchat stores your data in cache, just like most other apps. Clearing cache on Android and iOS is very important to phone performance, the same thing happens with Snapchat.

Occasionally, one of the files in the cache may be corrupted. If Snapchat doesn't work, navigate to the app, go to the profile icon in the upper left corner of the screen, then click the gear icon in the upper right corner.



# Voicemail

6,294



Create your first group chat!  
Tap to add friends or family



Add Friends



## Stories

+ Private Story



Add to My Story



## Friends



My Friends



## Bitmoji



Create My Bitmoji



Snap Map



## < Settings

My Data

Report an Issue

Help Center

Safety Center

Shake to Report

### MORE INFORMATION

Privacy Center

Terms of Service

Other Legal

### ACCOUNT ACTIONS

Clear Cache

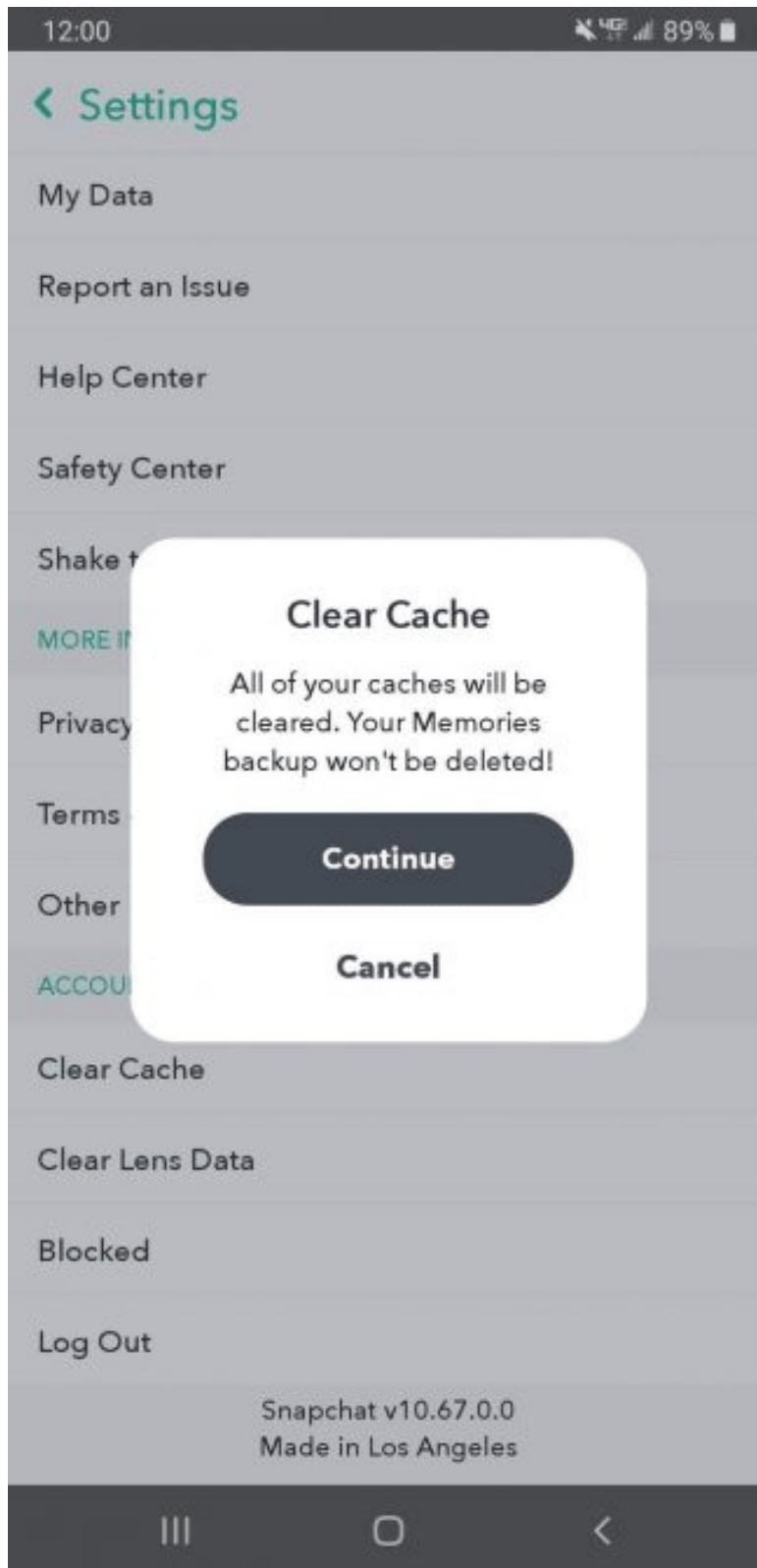
Clear Lens Data

Blocked

Log Out

Snapchat v10.67.0.0  
Made in Los Angeles





Scroll down to **Clear Cache** in **Account Actions** . Click on **Clear Cache**> **Continue** .


#### **4. Delete Snapchat chats**

Deleting Snapchat chats can also help launch the application. It should be noted that this action only deletes opened or unopened snaps.



# Voicemail

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 **Create your first group chat!** ✕  
Tap to add friends or family

 **Add Friends** ➤

## Stories

[+ Private Story](#)

 **Add to My Story** ⋮

## Friends

 **My Friends** ➤

## Bitmoji

 **Create My Bitmoji** ➤

## Snap Map



## < Settings

Snap Store

Ads

Data Saver

### PRIVACY

Clear Conversation

Clear Search History

Clear Top Locations

Contact Syncing

Our Story Snaps

Permissions

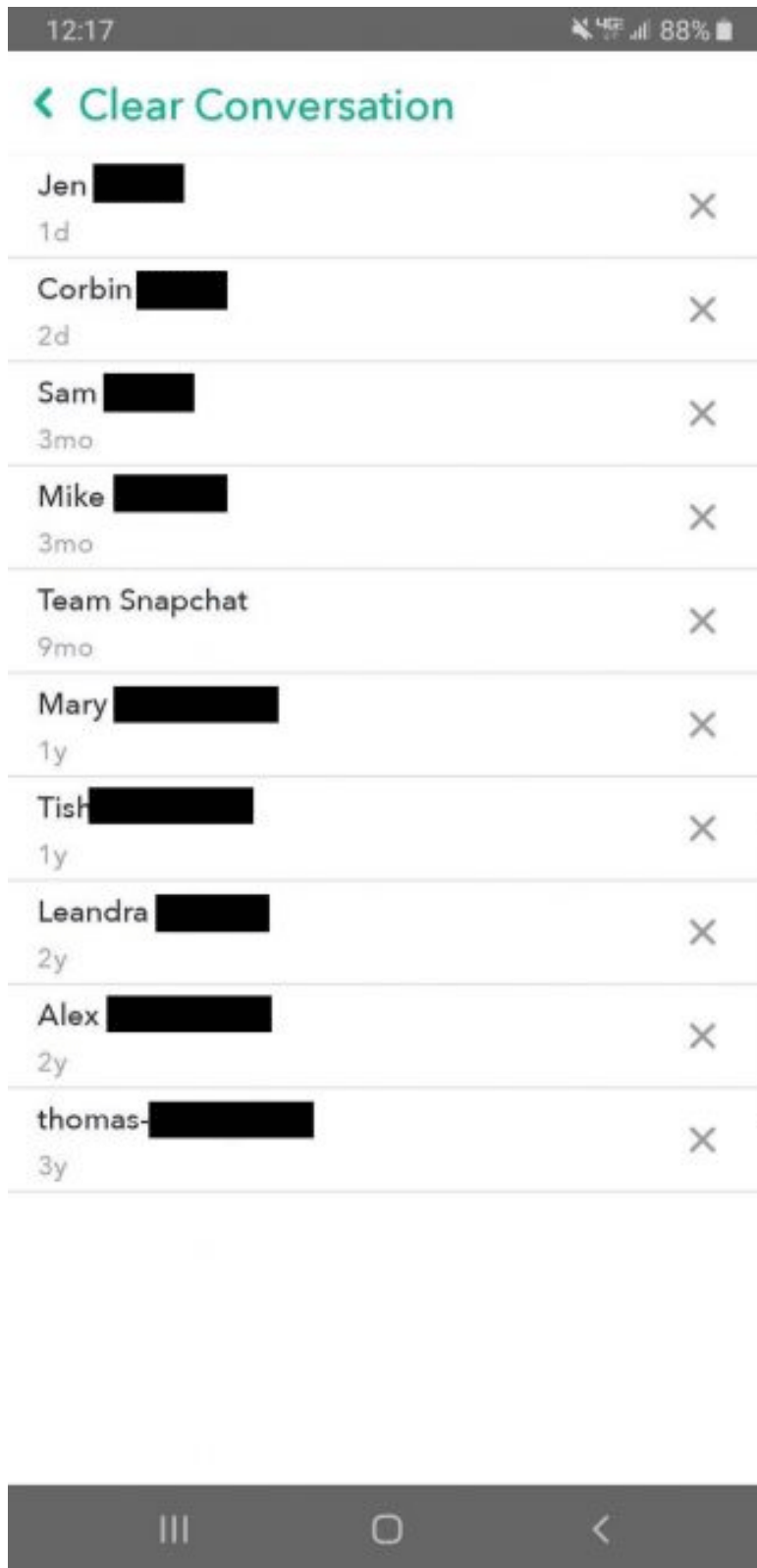
My Data

Report an Issue

Help Center

Safety Center





Open Snapchat, navigate to your profile, tap the gear icon to open settings. Scroll down to the **Privacy** section and select **Clear Conversation** . From here, you can click the **X** button next to your friend's username to delete

each conversation.

## 5. Restart the phone

If none of the above fixes the problem, try restarting your phone. Sometimes this simple way works.

1. Why restarting your phone to make it run faster and fix some common errors?

## Snapchat freezes

A Snapchat problem can cause apps to freeze. To fix this, simply clear the cache by going to your profile, selecting the gear icon in the upper right corner of the screen.

In the settings, click on **Clear Cache**> **Continue** . After restarting the application, Snapchat no longer freezes.

## Snapchat does not allow photography or video recording

If you open Snapchat and see a black screen, it's probably because you forgot to give Snapchat camera access. You can view the app's permissions by checking the settings on iPhone or Android.

### For Android:

**Step 1.** Go to **Settings**> **Apps** .

**Step 2** . Find Snapchat in the application list and select it.

**Step 3** . Click **Permissions** and then turn on Camera settings.

### For iOS:

**Step 1** . Go to **Settings**> **Privacy**> **Camera** .

**Step 2** . You will see a list of applications that have access to the camera. Once Snapchat is found in the list, allow it to access the camera.

## Snapchat filter or lens is not working

You turn on Snapchat, but it's annoying that filters and lenses don't work,

To fix this, make sure you have a good Internet connection because filters and lenses cannot load without a network. In addition to checking your Internet connection, you can also try updating and restarting the Snapchat app if needed.

Some filters also appear only when in a certain position. To use geographic filters, turn on location and make sure Snapchat uses location. Follow these steps to turn on location access.

### For Android:

**Step 1 . Go to Settings .**

**Step 2. Click on Apps> Snapchat> Permissions .**

**Step 3 . Turn on Location .**

**For iOS:**

**Step 1. Go to Settings> Privacy> Location .**

**Step 2 . Find Snapchat and turn on Location .**

## **Unable to log in to Snapchat**

Out of all Snapchat incidents, getting locked out of your account is probably the most annoying thing. When you log out of your account, you find that it takes a while for the application to log back in.

In this case, the Snapchat servers may be down and you will have to wait until Snapchat fixed the problem.

I wish you successful implementation!

You finished reading the article "**How to fix Snapchat error does not work**" edited by the [TipsMake](#) team. We hope this article has provided you with many useful tech tips and tricks. You can search for similar articles on tips and guides. Thank you for reading and for following us regularly.