

## GCA: Who Can Help Me?

FAQ and other information is available on <http://help.k12.com/>

**Customer Support:** <http://help.k12.com> or 866-512-2273

Issue	Who to Contact
Address Change or any other student information changes	Click <a href="#">here</a> to obtain form.
Attendance Submitted Incorrectly	Homeroom Teacher
Class Connect (Blackboard) Technical Issue	Customer Support-866-512-2273
Course Change/Addition	Homeroom Teacher
Course Content - Comments and Minor Errors	OLS Feedback in your Online School
Course Content - Questions	Homeroom Teacher
Course Materials - Return Labels, Missing, Damaged	Customer Support: <a href="http://webform.k12.com/">http://webform.k12.com/</a>
Course Materials - Shipment Status	My Info in your Online School <a href="http://help.k12.com/support-topics/materials/receiving-materials/track-shipping-status-materials-computer-equipment">http://help.k12.com/support-topics/materials/receiving-materials/track-shipping-status-materials-computer-equipment</a>
Curriculum and Lessons	Homeroom Teacher
Grades and school grading dates	Homeroom Teacher
Internet Connectivity	Internet Service Provider
Infinite Campus Log In Issues	Homeroom Teacher
Online School - Account Set-up and Login	Customer Support: <a href="https://fw.unitymg.com/rdr/C:7433">https://fw.unitymg.com/rdr/C:7433</a>
Online School - Missing/Incorrect Course	Homeroom Teacher
Online School - Navigation (How to)	<a href="http://help.k12.com/support/video-resources">http://help.k12.com/support/video-resources</a>
Online School - Error Messages/PDF Links	Customer Support
Proof of Enrollment, Jury Duty Letters , Address Verification Letters, Entertainment Forms, Work Permits, Social Security Forms and Certificate of Enrollment Forms (COE)	Click <a href="#">here</a> to obtain forms and more information. Chakeeta Scott, Registrar 404-334-4790 ext. 159
School Email	<a href="https://www.help.k12.com/s/article/School-Email">https://www.help.k12.com/s/article/School-Email</a>
School Policies and Procedures	Refer to GCA District Handbook; then ask Teacher
School Event	Click <a href="#">here</a> for the event calendar.
Suggestions and Comments regarding curriculum/OLS	OLS Feedback in your Online School
Suggestions and Comments regarding GCA policies	Staci Kimmons, Academic Administration 404-334-4790 ext. 131
Transcript Request and Records Requests	Click <a href="#">here</a> to obtain forms. To check the status of request, please call 404-334-4790: Grades K-3 ext. 710, Grades 4-6 ext. 151, Grades 7-8 ext. 138 High School: Last Name A-K 404-334-4790 ext. 106 High School: Last Name L-Z 404-334-4790 ext. 135
USA Test Prep	Homeroom Teacher
Withdrawal-How to withdraw your student	Homeroom Teacher