

# GCA: Who Can Help Me?

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

## Issue

## Who to Contact

Address or any 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-">http://help.k12.com/support-topics/materials/receiving-materials/track-shipping-status-materials-computer-</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	Call 404-334-4790 choose Ext below-			
	Grades K-3	Ext 710	High School	
	Grades 4-6	Ext 151	Last Name A-K	Ext 106
	Grades 7-8	Ext 138	Last Name L-Z	Ext 135
USA Test Prep	Homeroom Teacher			
Withdrawal - How to withdraw your student	Homeroom Teacher – Forms <a href="#">HERE</a>			