

GCA: Who Can Help Me?

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

Issue	Who to Contact
Address Change or any other student information changes	Click here 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: http://webform.k12.com/
Course Materials - Shipment Status	My Info in your Online School http://help.k12.com/support-topics/materials/receiving-materials/track-shipping-status-materials-computer-equipment
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: https://fw.unitymg.com/rdr/C:7433
Online School - Missing/Incorrect Course	Homeroom Teacher
Online School - Navigation (How to)	http://help.k12.com/support/video-resources
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 here to obtain forms and more information. Chakeeta Scott, Registrar 404-334-4790 ext. 159
School Computer/Equipment Concerns	866-512-2273
School Email	https://www.help.k12.com/s/article/School-Email
School Event	Click here for the event calendar.
School Policies and Procedures	Refer to GCA District Handbook; then ask Teacher
School Computer Concerns	866-512-2273
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 here 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

