

K¹² LC Support Matrix

K¹² provides curriculum for a variety of types of enrollments. Your type of enrollment determines the avenues of support that are available to you. Please select the matrix below that best describes how you use K¹².

Currently Enrolled in a Virtual Academy

Issue	Who to Contact
Address Update	Teacher
Attendance Submitted Incorrectly	Teacher
Class Connect (Elluminate) Technical Issue	Customer Support: http://help.k12.com / 866- 512- 2273
K ¹² Computer - Content Advisor	Customer Support: http://help.k12.com / 866- 512- 2273
K ¹² Computer - Virus or Malware	Customer Support: http://help.k12.com / 866- 512- 2273
K ¹² Computer -Software Updates	Customer Support: http://help.k12.com / 866- 512- 2273
K ¹² Computer - Keyboard, Mouse and Microphone Issues	Customer Support: http://help.k12.com / 866- 512- 2273
K ¹² Computer - Hardware Failure	Customer Support: http://help.k12.com / 866- 512- 2273
K ¹² Computer - Request Computer	Teacher
K ¹² Computer Returns – UPS Return Label	K12 Computer Returns: computer-returns@k12.com / 866-571-4310
Course Content - Comments and Minor Errors	OLS Feedback in your Online School
Course Content - Questions and Errors	Teacher
Course Materials – Return Questions	Customer Support: http://help.k12.com / 866- 512- 2273
Course Materials - Return Label Request (UPS)	Customer Support: http://help.k12.com / 866- 512- 2273
Course Materials - Shipping, Missing, and Damaged	Customer Support: http://help.k12.com / 866- 512- 2273
Curriculum and Lessons	Teacher
Grades and scores for online assessments and quizzes	Teacher
Internet Reimbursement (if available)	Teacher
Online School – Account Set-up and Login	Customer Support: http://help.k12.com / 866- 512- 2273
Online School - Missing Course	Teacher
Online School - Navigation (How to)	Teacher or Customer Support: http://help.k12.com / 866- 512- 2273
Online School –Error Messages	Customer Support: http://help.k12.com / 866- 512- 2273
PDF Links	Customer Support: http://help.k12.com / 866- 512- 2273
Scantron	Customer Support for Login Info only / Teacher for all other questions
State Testing	Teacher
School Community Login	Teacher
School Event	Teacher
Study Island Login	Teacher
Suggestions and Comments	OLS Feedback in your Online School
Transcript Request	School
Withdrawal	Teacher

K¹² Independent Users (Purchased Individual Courses)

Issue	Who to Contact
Address Update	Customer Support: http://help.k12.com / 866- 512- 2273
Billing Information	Sales 866-512-6463; Available 8am-9pm EST
Cancellations and Returns	Sales 866-512-6463; Available 8am-9pm EST
Course (OLS) - Change Start Date	Customer Support: http://help.k12.com / 866- 512- 2273
Course (OLS) – Swap or promote to next course	Sales 866-512-6463; Available 8am-9pm EST
Course Materials- Shipping, Missing or Damaged	Customer Support: http://help.k12.com / 866- 512- 2273
Credit Card Information Update	Sales 866-512-6463; Available 8am-9pm EST
Curriculum Questions	Sales 866-512-6463; Available 8am-9pm EST
Lessons and Assessments - Comments and Minor Errors	OLS Feedback in your Online School
Lessons and Assessments - Questions and Errors	Customer Support: http://help.k12.com / 866- 512- 2273
Online School - Account Set Up and Login	Customer Support: http://help.k12.com / 866- 512- 2273
Online School - Error Messages	Customer Support: http://help.k12.com / 866- 512- 2273
Online School - Missing Course	Customer Support: http://help.k12.com / 866- 512- 2273
Online School - Navigation	Customer Support: http://help.k12.com / 866- 512- 2273
PDF Links	Customer Support: http://help.k12.com / 866- 512- 2273
Purchase Online School Access and Materials	Sales 866-512-6463; Available 8am-9pm EST
Software Updates	Customer Support: http://help.k12.com / 866- 512- 2273

In the Process of Enrolling into a Virtual Academy

Issue	Who to Contact
Eligibility – K ¹² Computer	PAL; see Enrollment Dashboard for contact information
Course assignment	PAL; see Enrollment Dashboard for contact information
Documents - Faxed	PAL; see Enrollment Dashboard for contact information
Documents – Enrollment documents	PAL; see Enrollment Dashboard for contact information
Fax number for the school	PAL; see Enrollment Dashboard for contact information

Not Yet Enrolled (*Enrollment hours are subject to change)

Issue	Who to Contact
Am I eligible to participate?	*Enrollment 866-968-7512; Available 8am-9pm EST
How does the K ¹² program work?	*Enrollment 866-968-7512; Available 8am-9pm EST
Information about the K ¹² Curriculum	*Enrollment 866-968-7512; Available 8am-9pm EST
Is K ¹² available in my state?	*Enrollment 866-968-7512; Available 8am-9pm EST
How to Enroll in a publicly funded school	*Enrollment 866-968-7512; Available 8am-9pm EST