Back-to-school support rooms are now open!

We know that starting a new school year with a new system can be overwhelming. As our customer service team experiences high call volumes, we're opening live Zoom support rooms to make it easier and faster for you to get the help you need.

Join the room for help with:
- Setting up your student or Learning Coach account
- Tracking materials and computer shipments
- Navigating the new K12 Online School (OLS)/Canvas

Support room details:
- Open: Monday–Friday | 9 AM–5 PM (ET)
- Room Link: K12.com/studenthelp
- Join anytime during open hours — no appointment necessary.

How it works:
- Join our large Zoom support room with space for up to 10,000 participants!
- You'll land in the **main room**, where our trainers will:
  - Welcome you and explain the available help topics
  - Share a helpful QR code linking to First Day of School resources
  - Direct you to the breakout room dedicated to your issue

Breakout rooms by topic:
- *Account Support:* Need help setting up or accessing your account? Our agents are here to walk you through it.
- *Tracking Shipments:* Wondering where your computer and/or materials are? Get step-by-step help to locate your shipping info.
- *Navigating the New OLS/Canvas:* Having trouble getting around? Learn pro tips and get troubleshooting help (like clearing your cache, switching browsers, and other FAQs).

Each room includes trained agents ready to assist—and if your issue is more complex, we'll have additional team members standing by to call you directly for more personal help.

More ways to get help:
While you're in the main room, you'll also learn about other quick ways to get answers:
- Visit help.K12.com.
- Learn how to submit a case online.
- Try our live chat—faster than waiting on hold!
- We will also share helpful how-to videos and other resources.

We're here to make this easy. We're committed to making the transition to this new system as smooth as possible. Join a Support Room anytime during our open hours—we're here for you.