



How Can We Help?

Technical Support

Call Technical Support:

Get help with login issues, platform errors, or audio and video problems.

Available from 8:00 a.m. to 8:00 p.m. ET

Call: 1-866-761-3930

Submit a Technical Support Ticket

Create a support case for login issues, platform errors, or audio and video problems.

Submit your case by:

Email: support@tutoring.k12.com or [\[link to form\]](#)

Student Support

Scheduling Conflicts

Submit a request if you are unable to attend your ongoing tutoring sessions due to a conflict with scheduled days or times; submit the form. The K12 Tutoring Team will work with your school to determine what options are available. Change requests are not guaranteed, but all requests will be reviewed.

[\[Submit a Schedule Request\]](#)

Get Help with Something Else

Contact our Student Support Operations team when you are unsure which support option to use.

Email: successteam@tutoring.k12.com

Parent or Guardian Support

Scheduling Conflicts

Submit a request if you are unable to attend your ongoing tutoring sessions due to a conflict with scheduled days or times; submit the form. The K12 Tutoring Team will work with your school to determine what options are available. Change requests are not guaranteed, but all requests will be reviewed.

[\[Submit a Schedule Request\]](#)



Understand Your Student's Tutoring Program

Contact us if you have questions about why your student is participating in tutoring or need additional program information.

Email: successteam@tutoring.k12.com

Find the Right School Contact

Contact us if you need help identifying the person at your student's school who can answer program-specific questions.

Email: successteam@tutoring.k12.com

Get Help with Something Else

Contact our support team when you are unsure which support option to use.

Email: successteam@tutoring.k12.com

Teacher or Educator Support

Get Help With Something Else

Contact our support team for tutoring questions that are not related to a technical issue.

Email: successteam@tutoring.k12.com

District Administrator Support

For questions about your district's tutoring program, contact your dedicated Customer Success Manager.

Academic or Student Progress Concerns

Contact your Customer Success Manager with questions about curriculum, learning plans, academic support, or student progress.

Billing and Invoice Questions

Contact your Customer Success Manager with questions about invoices, payments, or credits.

Contracts and Renewals

Contact your Customer Success Manager with questions about service agreements, renewals, or changes to your program.

Program Performance

Contact your Customer Success Manager to discuss usage, outcomes, reporting, or stakeholder reviews.



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Not Sure Where to Start?

Email successteam@tutoring.k12.com, and our team will help direct your question to the appropriate contact.