



## ApplyLA Support Resources

### ApplyLA Family Support Hotline: 877-877-5057

The Apply Family Support Hotline is available to families to answer all questions regarding ApplyLA, the application process and basic school information. Hotline agents are trained on and have access to SchoolMint allowing them to support families step-by-step through the online application process, to apply on a families behalf, to look up and edit previously submitted application information and to check application status.

### SchoolMint Support: [support@schoolmint.com](mailto:support@schoolmint.com)

SchoolMint Support is available to school staff to answer any and all questions about the functionality of SchoolMint and to troubleshoot any technical issues that arise. You can also access support articles and reach out directly to SchoolMint Support by clicking on the big “Support” button at the bottom left of the screen when logged in.

### ApplyLA Support: [support@applyla.org](mailto:support@applyla.org)

ApplyLA Support is available to anyone who is unable to get their issue resolved or question answered from the above methods. ApplyLA Support is your go-to for ApplyLA policy and protocol questions.

### Other Resources:

- [SchoolMint Admin Training](#)
- [SchoolMint How-Tos for Families](#)
- [ApplyLA Parent FAQ \(Spanish Version\)](#)
- Families who need more information on public school options
  - Charter Schools: <http://www.ccsa.org/schools/>
  - Los Angeles Unified School District: <https://goto.lausd.net/>
  - Choice4LA - 1-855-4Choice