Creating an Oakland Schools Service Desk Account and Request



1. Click <u>HERE</u> to navigate to the Service Desk Website

MiServiceDesk

2. Click on "Sign Up For an Account" at the bottom of the page

	District Staff
	Oakland Schools and District Staff login with thei email address and password. Password Resets: Staff must call 248.209.2060 or email to servicedesk@oakland.k12.mi.us with a contact phone number.
	Parents
	Parents will login with your own email address and password. New Accounts: If you do not have an account setup, please select Sign up for an account below. Password Resets: If you forgot your password, select Forgot your password? below.
	Wayne Resa Staff
	Wayne Resa Staff login matches the credentials you use to log into the Wayne RESA service desk.
ι	Jsername
F	assword
	Log in
~	Keep me logged in
-	orgot your password?

- 3. Enter your personal email address
- 4. Type the captcha word into the box
- 5. Click on Sign Up

Email			
Please ente	r the word as shown	below	
p	ulters	52	
Sign Up	Back to login		

 Navigate to your Email and open the confirmation email from: General Support <oshelpdesk@oakland.k12.mi.us>

NOTE: Make sure to check spam/trash

- 7. In the Email, click on Sign Up
- 8. Enter your Full Name and set a Password
- 9. Once complete click Save and Continue

You're almost there! in later.	Choose a password, so you can log
Username	
email@website.con	n
ull name	
Password	
	()
Show password	
Save and continue	

10. Click on General Support

Welcome to the Michigan Service Desk							
What do you need	d help with?	Q					
		Search help					
Popular							
Business Applications	General Support	MISTAR					
Communications	mi PLACE	Special Populations Materials					

- 11. In the "What do you need help with?" box , you can try searching our knowledge-base for already existing solutions to your question without entering a ticket!
- 12. If you can't find any self-service information, click on "Get IT Help" and fill out a service request form.

Service Desk General Suppo	rt elf-help or s	elect "Get IT Heln" to submit a Service Desk ticket. Ontionally, you may select "Fix an
What do you need he	lp with?	d ticket or "MiRead Application Support" for MiRead support.
Common Requests	(?) >	Search help Submit a ticket to get assistance for a general technology issue. Fix an account problem Having trouble accessing certain systems or web sites? This option is for account related issues.
		Powered by 🌵 Jira Service Desk

If you have any questions, or require further assistance, please contact the **Oakland Schools Service Desk**

Phone: (249)-209-2060 Online Ticket Submission: <u>Create a Service Ticket</u> Email: <u>osservicedesk@oakland.k12.mi.us</u>