

Welcome to the Oakland Schools Service Desk

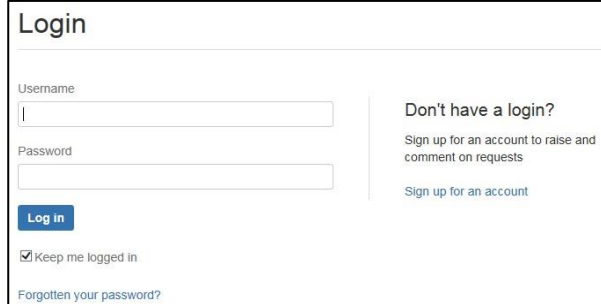
PowerSchool support: Please email Jagruti Desai directly- Jagruti.Desai@lok12.org

SchoolMessenger support: Please contact your building secretary

The Oakland Schools Service Desk allows users to create help desk requests through the Customer Portal, create and comment on requests via email, add comments and attachments to requests, and add other participants to their own requests. Access the site at: <https://servicedesk.oakland.k12.mi.us>

LOGIN TO YOUR ACCOUNT:

To log in, your Username will be your email address. If you are at Oakland Schools or are one of our field service districts, your account is automatically set up and your password will be the same password you use to log into your workstation in your district. If you were on our old service desk system but are not in a field service district, you can click on **Forgotten your password?** to generate a password. For all other users, you can create a new account by clicking **Sign up for an account**.



LOGIN: Username: Enter **Email address**

Enter **Password**

Click **Log in**

Don't have a **login?**

Click **Sign up for an account**

Enter **Email address**

Enter **Password**

Enter **Full Name**

Click **Sign Up**

CREATE A SERVICE DESK REQUEST:

There are three ways to contact the service desk for support.

1. Log into the [service desk system](#) to create a service desk request.

1. Common Requests

2. Logins and Accounts

3. Hardware

Select the area that best describes the help you need.

Enter the information specified on the form.

NOTE: The fields on the form vary, based on the type of request selected.

Include **Attachments** with information that may be helpful for the request.

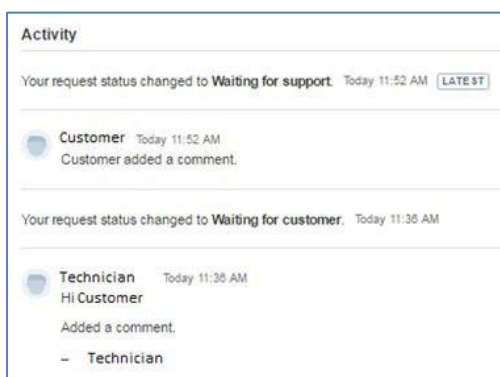
Click **Create**

2. Send an email message to servicedesk@oakland.k12.mi.us

3. Call 248-209-2060

Regardless of how the request was created, you will receive an **EMAIL** with a link to your issue. The issue will also be routed to the proper support staff, based on the information you provided in the request.

SERVICE DESK REQUEST DETAILS:



Requests 3

Click "Requests" in the menu bar to view your requests.

NOTE: Any of your "Open" Ready Desk tickets will appear.

Click a specific request to view its activity.

Add a comment or attachment to the request.

PROFILE: Select "Profile" in the menu bar to view and edit your profile information or manage your password.

For more information, please contact the Oakland Schools Helpdesk:

Phone: 248.209.2060 Email: servicedesk@oakland.k12.mi.us Online submission: <http://servicedesk.oakland.k12.mi.us>