

Creating an OS Service Desk Ticket Online (Staff)

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How to Log into the Ticketing System

1. Click → [Customer Login](#)
 - Or type the following into your browser:
<https://oaklandschools.atlassian.net/servicedesk/customer/portals>
2. Enter your **district email** to log in or sign up then click **Next**
 - Returning user → Click **Continue with Atlassian account**
3. Enter your **district password** (same one used to log into your computer)
 - After you sign in, you will be prompted to confirm your identity with Duo Mobile.

Enter your email to log in or sign up

Email address

Next

Use Atlassian account to log in

Email address

Continue with Atlassian account

4. On the Microsoft login page, choose or enter your **district email** then click **Next**
5. On the Oakland Schools login page, enter your **district email** and **password** then click **Sign in**
 - After you sign in, you will be prompted to confirm your identity with Duo Mobile.



Sign in

someone@example.com

[Can't access your account?](#)

Next



Sign in

someone@example.com

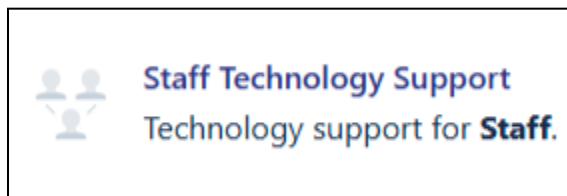
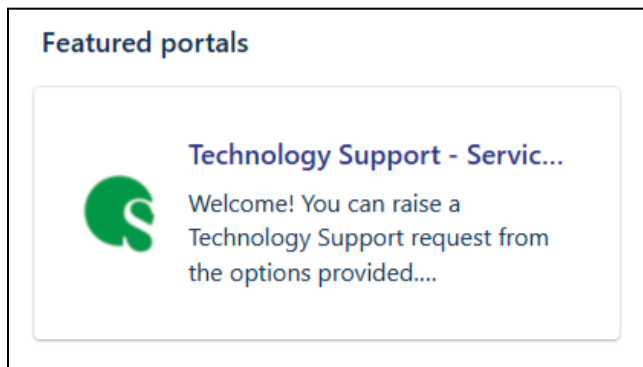
Password

Sign in

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How to Create Tickets

1. Once signed in, click '**Technology Support**' below the featured portals then '**Staff Technology Support**'



2. Fill out the following information:

- **Name:** Make sure your name is correct. If you are submitting a ticket on behalf of someone else, ensure their name is entered.
- **Phone:** Include the best contact phone number to reach you.
- **Room Number:** Provide your room number or the room number where the issue is at.
- **Summary of Issue:** Include a brief overview of the issue.
- **Description of Issue:** Provide a detailed description of the issue and any troubleshooting done.
- **Priority:** Choose the level of the issue and how it might be impacting work or learning.
- **Device Serial # and Asset Tag:** This is optional, but if provided can help provide better support.
- **Pictures or Screenshots:** This is optional, but can help provide better support.
- **District:** Select your district and building
- Click '**Send**' when done

Take this request on behalf of*

Name

Contact Phone *

Phone

Room Number*

Room #

Summary of Issue*

Summary of Issue

Description of Issue*

Detailed description of issue

Priority

Priority level

Device Serial Number & Asset Tag

Device Serial # and Asset Tag

Pictures or Screenshots

District

Create Ticket

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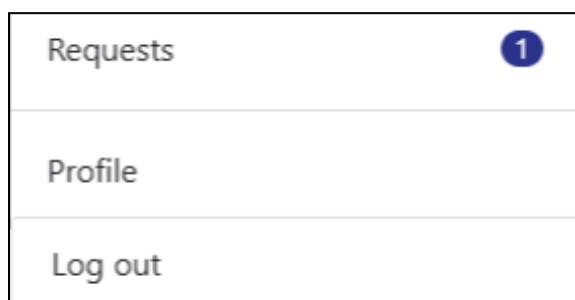
How to View Past/Recent Tickets

After you submit a ticket you can view them by:

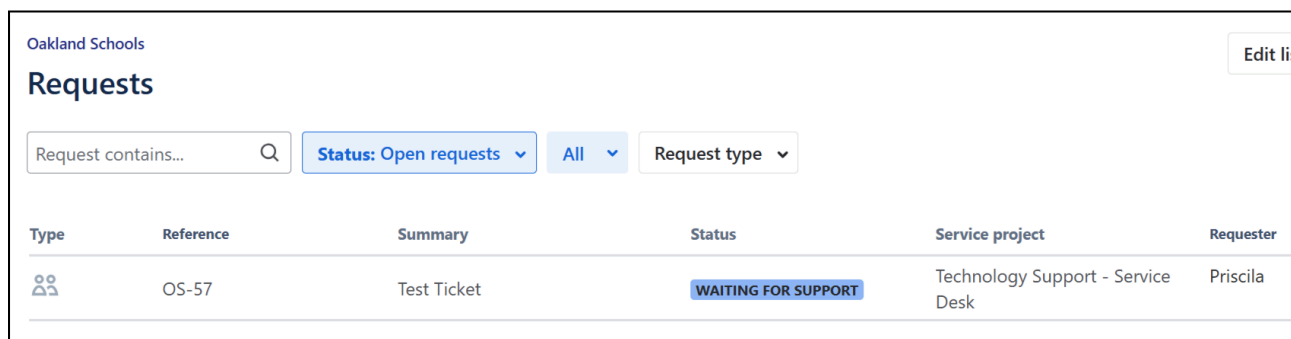
1. Click **your avatar** in the upper right corner of the customer portal page
 - Note: you must be logged in to see your requests



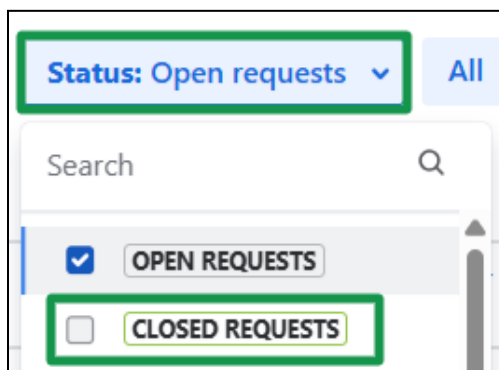
2. Choose **'Requests'**



3. The default view is to your **'Open requests'**:




4. To view Closed requests, click **Status** and check **'Closed requests'**



Creating an OS Service Desk Ticket Online (Staff)

How to View Past/Recent Tickets

5. To view the details of any ticket, click on the ticket **Reference number** or **Summary**

Type	Reference #	Summary	Status	Service project	Requester
	OS-57	Test Ticket	WAITING FOR SUPPORT	Technology Support - Service Desk	Priscila

6. Once you open to view the details of a ticket, if you need respond type in the **'Comment on this request box'** then click **'Add'**

Normal text ▾ B I ... A ▾ [List Icons]

Add additional comments here

Save

 [Instructions for Parents/Guardian's Creating an OS Service Desk Ticket Online](#)

Updated - 12/2/25