


# Creating an OS Service Desk Ticket Online (Staff)

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## How to Log into Jira

1. Click: [Log in - Service project](#)
  - Or type the following into your Browser:  
<https://servicedesk.oakland.k12.mi.us/servicedesk/customer/portal>

 <https://servicedesk.oakland.k12.mi.us/servicedesk/customer/portal>

2. Scroll down to the bottom to the **Username/Password section**
3. Type in your Username and Password
  - Oakland Schools and District Staff login with their email address and password.
  - After you sign in, you will be promoted to confirm your identity with Duo Mobile.

**Log in**

4. If you do not have a Jira account, click '**Sign up for an account**' at the bottom of the login page.
  - Oakland Schools and District Staff login with their email address and password.

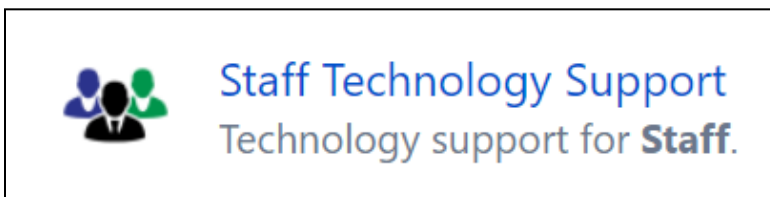
[Forgot your password?](#)

[Sign up for an account](#)

# Creating an OS Service Desk Ticket Online (Staff)

## How to Create Tickets

1. Once signed in, scroll down and click '**Staff Technology Support**' below the search feature.



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 in this space.
- **Phone:** Include the best contact phone number to reach you at.
- **District:** Select your district and building
- **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. The more information you can provide the better.
- **Priority:** Choose the level of the issue and how it might be impacting work or learning.
- **Device Serial Number 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.
- Click '**Create**' when done

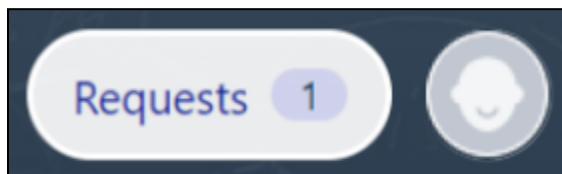
A screenshot of the "Staff Technology Support" ticket creation form. The form is titled "Service Desk / General Support Staff Technology Support". It contains several input fields and a "Create Ticket" button. The fields are: "Name" (with a dropdown arrow), "Phone" (with a dropdown arrow), "District" (with a dropdown arrow), "Room #", "Summary of Issue" (with a dropdown arrow), "Detailed description of issue" (with a rich text editor), "Priority level" (with a dropdown arrow), "Device Serial # and Asset Tag" (with a dropdown arrow), "Pictures or Screenshots" (with a file upload area), and "Create Ticket" (a blue button). Arrows point from the labels in the list to the corresponding fields in the form.

# Creating an OS Service Desk Ticket Online (Staff)

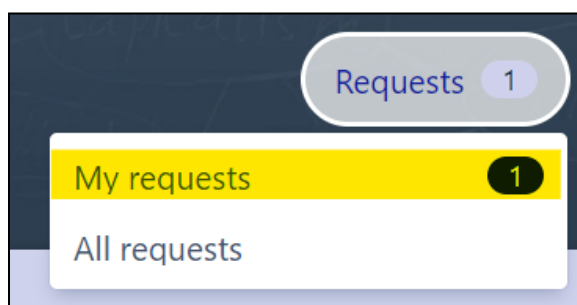
## How to View Past/Recent Tickets

After you submit a ticket you can view them by:

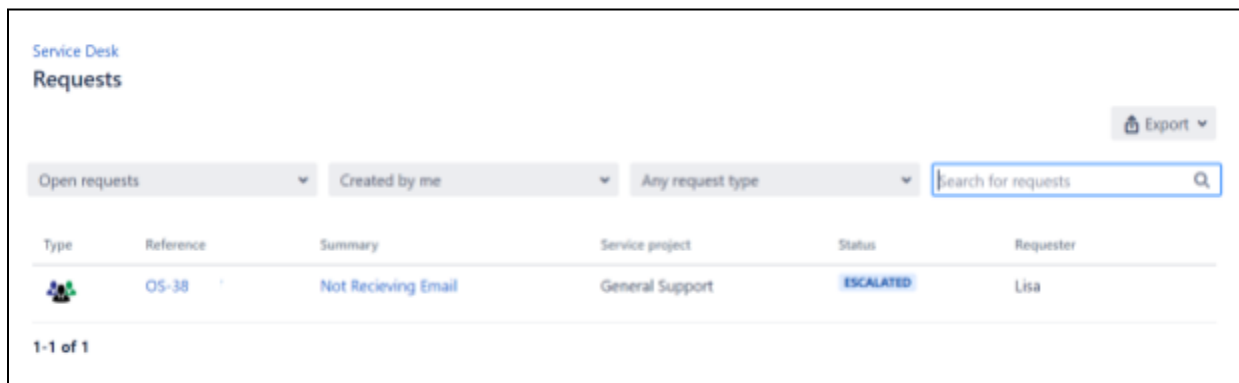
1. Click '**Requests**' in the upper right corner of the customer portal page (Note: you must be logged in to see your requests).



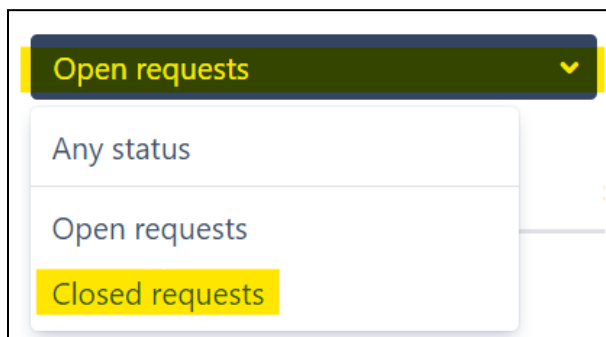
2. Choose '**My Requests**'



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




4. To view 'Closed requests', click the **drop-down menu** and choose '**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	Service project	Status	Requester
	OS-3E	Not Recieving Email	General Support	ESCALATED	Lisa
	Reference #	Summary			

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'**


Comment on this request...

Aa▼ B I ...  
     

Add additional comments here

Add Cancel

 Drag and drop files, paste screenshots, or browse

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