Creating an OS Service Desk Ticket Online (Parents*)

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How to Log into the Ticketing System

1. Click: Log in - Service project
   - Or type the following into your Browser:
     https://oaklandschools.atlassian.net/servicedesk/customer/portals
2. Enter your **email** to log in or sign up the click **Next**
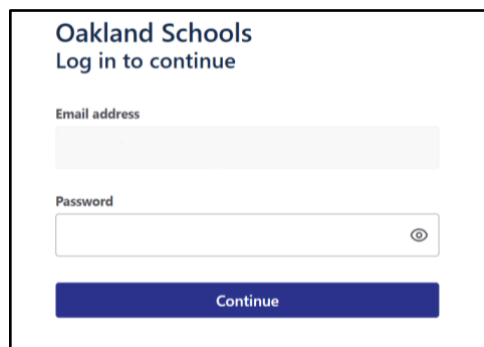
> **Enter your email to log in or sign up**
>
> Email address
>
> [   ]
>
> **Next**

3. Following one of the following steps:

   - Returning User:
     a. Enter your **password**
     b. Click **Continue with Atlassian account**

   > **Oakland Schools**
   > Log in to continue
   >
   > Email address
   > [   ]
   >
   > Password
   > [👁]
   >
   > **Continue**

   - New User:
     a. Read the Privacy Policy
     b. Read the Notice and Disclaimer
     c. Click **Sign up** to create an Atlassian account
     d. Click **Resend password setup link**
     e. Go to your email to complete your sign up process
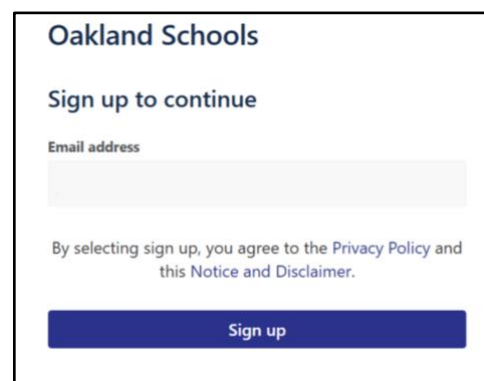
   > **Oakland Schools**
   >
   > Sign up to continue
   >
   > Email address
   > [   ]
   >
   > By selecting sign up, you agree to the Privacy Policy and this Notice and Disclaimer.
   >
   > **Sign up**

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Creating an OS Service Desk Ticket Online (Parents*)

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

Featured portals

Technology Support - Servic...

Welcome! You can raise a Technology Support request from the options provided....

Parent Technology Support
Technology support for **Parents**.
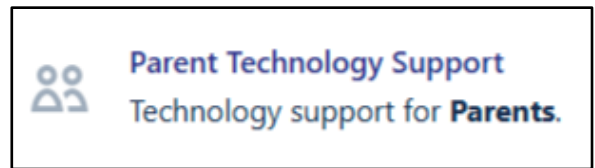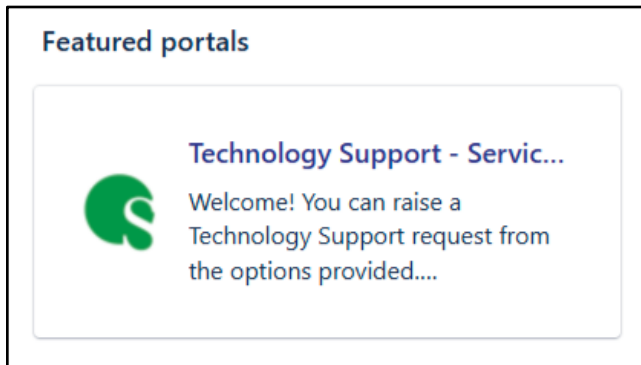
Technology Support'

2. Fill out the following information:

   - **Phone:** Include the best contact phone number to reach you.
   - **Student Name:** Include your child's first and last name.
   - **Room Number:** This is optional, but providing a classroom number can help provide better support.
   - **Summary of Issue:** Include a brief overview of the issue.
   - **Description of Issue:** Provide a detailed description of the issue and any troubleshooting done.
   - **Device Serial # and Asset Tag:** This is optional, but if provided can help provide better support.
   - **Pictures or Screenshots:** This is optional, but it can help provide better support.
   - **District:** Select your district and building
   - Click '**Send**' when done

Required fields are marked with an asterisk *

Contact Phone # *

Enter a guardian contact phone number.

→ Phone

Student's Name *

Enter your students first and last name.

→ Student

Room Number *

Enter a room number or location that best relates to this request.

→ Room

Summary of Issue *

Enter a very brief summary, in a few words, of your issue.

→ Summary of Issue

Description of Issue *

Normal text ⌄ | B I ... | A ⌄ | ☰ ☰ | 🔗 🖼 @ ☺ ⊞ <> 🛈 +⌄

→ Detailed description of issue

Enter a detailed description of your issue. Incl... ...eps you have already t...

Device Serial Number & Asset Tag

Enter the device serial number asset tag numbers, if the device pertains to your issue.
Serial Number: This is usually found on the back/bottom of the device next to a label that says "S/N" or "Serial".
Show more...

→ Device Serial # and Asset Tag

Additional Resources

Drag and drop files, paste screenshots, or b...
Browse

Attach any addition file resources like screenshots that may assist in resolving your issue.

→ Pictures or Screenshots

District All *

Select...

→ District
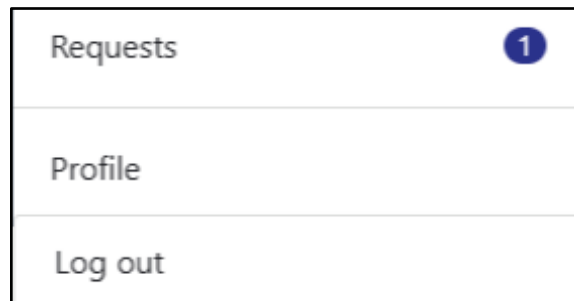
Send   Cancel

→ Create Ticket

Creating an OS Service Desk Ticket Online (Parents*)

After you submit a ticket, you can view them by:

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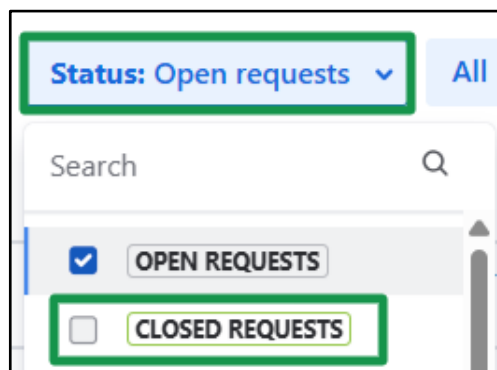   - Note: you must be logged in to see your requests

2. Choose '**Requests**'

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

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

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

	Reference #	Summary			
Type			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**'

Comment on this request... 📎

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Add additional comments

Save

* Parents and Guardians

Updated - 12/3/25