Creating an OS Service Desk Ticket Online (Staff)

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.

Microsoft

Sign in

someone@example.com

Can't access your account?

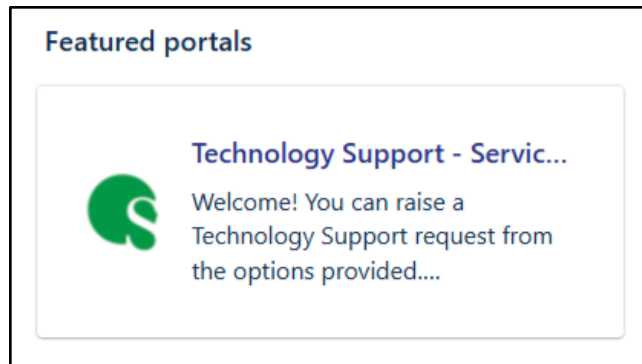Next

Oakland Schools

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**'

Featured portals

Technology Support - Servic...

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

Staff Technology Support
Technology support for **Staff**.

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

Raise this request on behalf of * → **Name**

Contact Phone # * → **Phone**
Enter the best phone number(s) to contact you at.

Room Number * → **Room #**
Enter a room number or location that best relates to this request.

Summary of Issue * → **Summary of Issue**
Enter a very brief summary, in a few words, of your issue.

Description of Issue *
Normal text
→ **Detailed description of issue**
Enter a detailed description of your issue. Include as much information as possible. Be sure to also include any error message as well as any troubleshooting steps you have alre...

Priority
Medium → **Priority level**
Medium/Low/Informational - All non-urgent technology requests
High - Individual Work Stoppages
Show more...

Device Serial Number & Asset Tag → **Device Serial # and 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...

Additional Resources
Drag and drop files, paste screenshots, or browse
Browse → **Pictures or Screenshots**
Attach any addition file resources like screenshots that may assist in resolving your issue.

District All *
Select... → **District**

Send → **Create Ticket**

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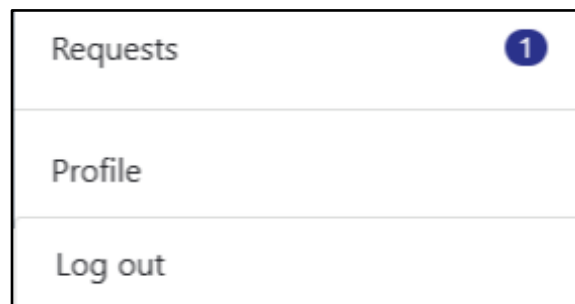
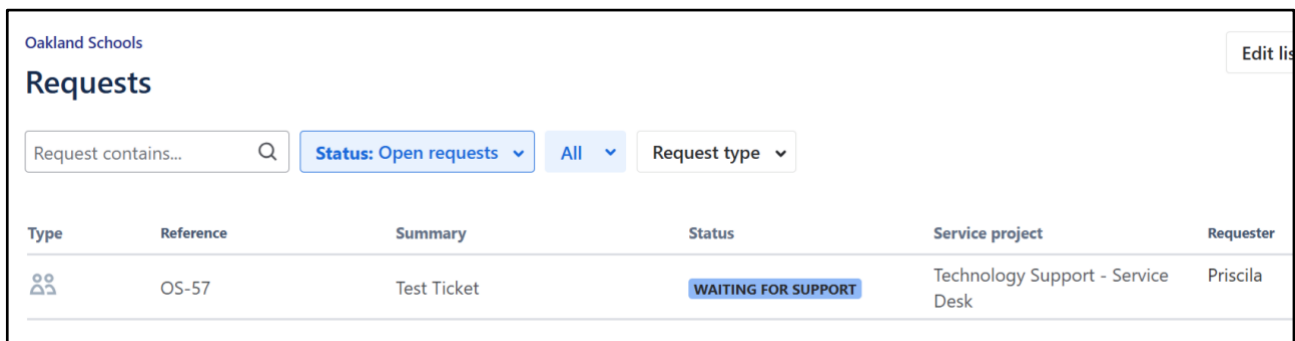After you submit a ticket you can view them by:

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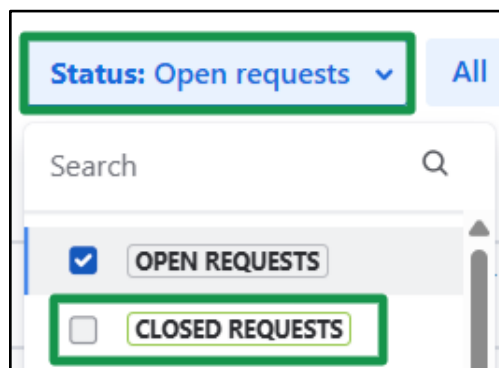   - Note: you must be logged in to see your requests

2. Choose '**Requests**'

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

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

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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... 📎

Normal text ∨ | **B** *I* ⋯ | A ∨ | ☰ ☰ | 🔗 🖼 @ ☺ ⊞ ⟨⟩ ❶ + ∨

Add additional comments

Save

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

Updated - 12/2/25