

The Oakland Schools Service Desk allows user 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.

To request an ESS password reset, submit online at: <https://servicedesk.oakland.k12.mi.us/ba>

Login to your account: Enter your email address and the password you use to log into your workstation in your district. If you don't have a district login or a password:

- If you have submitted a help desk ticket to Oakland on the old service desk system, enter your email address and click **Forgotten your password?** To generate a password.
- Otherwise, create a new account by clicking **Sign up for an account**.

Login

Username

Password

Log In

Keep me logged in


[Forgotten your password?](#)

Don't have a login?
Sign up for an account to raise and comment on requests
Sign up for an account

JIRA Service Desk (3.1.9) · Atlassian







After logging in, select: **Get assistance with a Business Application.**



Service Desk

Business Applications

Begin by creating a Business Applications request from the options provided:

-  **Get assistance with a Business Application**
Get assistance with Accounts Payable, Accounts Receivable, AMS, BPlus, Budgeting, Cash Receipts, CGI Advantage, Contract Management, EBMS, Employee Online (EO), Employee Self Service (ESS), Event Management, FID, Finance, General Ledger, Human Resources, MiPeer, Payroll, PCard, Purchase Order Entry, REP, SunGard, Time Entry, Ungerboeck, etc.
-  **Request a new account**
Request a new account for a system.
-  **Fix an account problem**
My account has been locked or forgot my password.
-  **Other**
Other questions

On the next screen enter the following information to request help with accessing your ESS; then click Create.

- Summarize the Problem: "Reset my ESS Password"
- District: Select your district.
- Contact Phone number: Enter the best number to contact you at, including extension.
- Select a System: "ESS"
- Description: Enter a brief description including any error messages you receive and which web browser you are using (NOTE: Please use Internet Explorer to access ESS)
- How urgent is this? "Medium" will request a response within a business day.
- Attachment: It is optional to attach any screen shots that you think may be helpful.

Service Desk / Business Applications

Get assistance with a Business Application

Summarize the problem

Please enter a descriptive summary including keywords that will help with routing this issue.

District All

Contact Phone Number

Best phone number to contact you if needed.

Select a System

Specify the system or systems where the problem or issue exists.

Description

I am receiving the message "Invalid User/Password"
Please reset my password and verify my user id.

Additional details. Please include as much relevant information as possible. Be sure to include any error messages you are receiving and the steps you have taken.

How urgent is this? *(optional)*

Specify the priority of the problem.

Attachment *(optional)*

Drag and drop files, paste screenshots, or
browse

Additional screenshot or files that may be helpful in resolving the issue.

Create

Cancel