

Hello Pontiac Parents,

During this Moving Forward Learning environment, parents are able to call the Oakland Schools Service Desk for technology support.

The Service Desk will not be taking calls directly from students however, but only from parents and guardians. Parents or guardians can grant approval for the service desk staff to speak directly to their child as long as the parent remains present during the entirety of the conversation.

It's also important to note that the Service Desk can NOT provide passwords to parents/students over the phone.

This information can be looked up in the MiStar Parent Portal
[-https://mistar.oakland.k12.mi.us/pontiac/parentportal/](https://mistar.oakland.k12.mi.us/pontiac/parentportal/)

The following support method must be initiated by a parent/guardian or a staff member.

A student is NOT allowed to contact the support desk directly.

Call the Service Desk at 248-209-2060 to speak to a representative

Monday - Friday from 7:00am to 6:00pm

Oakland School Service Desk | Supporting Pontiac Schools