Getting Help Through MiService Desk and Basecamp

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Support: www.miservicedesk.com

MiServiceDesk Team

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Oakland Schools Service Desk Support Model

- The Oakland Schools Service Desk powers the MiServiceDesk which supports integral statewide solutions.
- Offer a live call center, phone and live chat support with our technical experts from 7 AM - 6 PM and 24x7 emergency access.
- This team also serves as the first line technical support for all Oakland Schools buildings and the 28 Public School Districts of Oakland County, and Lapeer School District.

Ways To Get Support

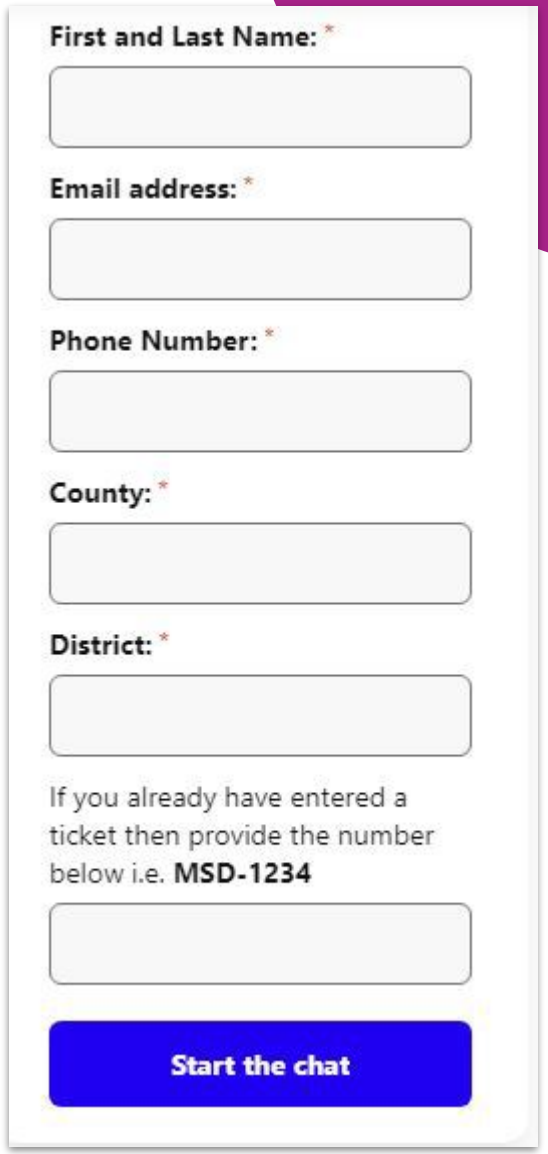
- Submit a Jira ticket
- LiveChat
- Call the MiServiceDesk
- Help Documentation

Submit a Jira Ticket

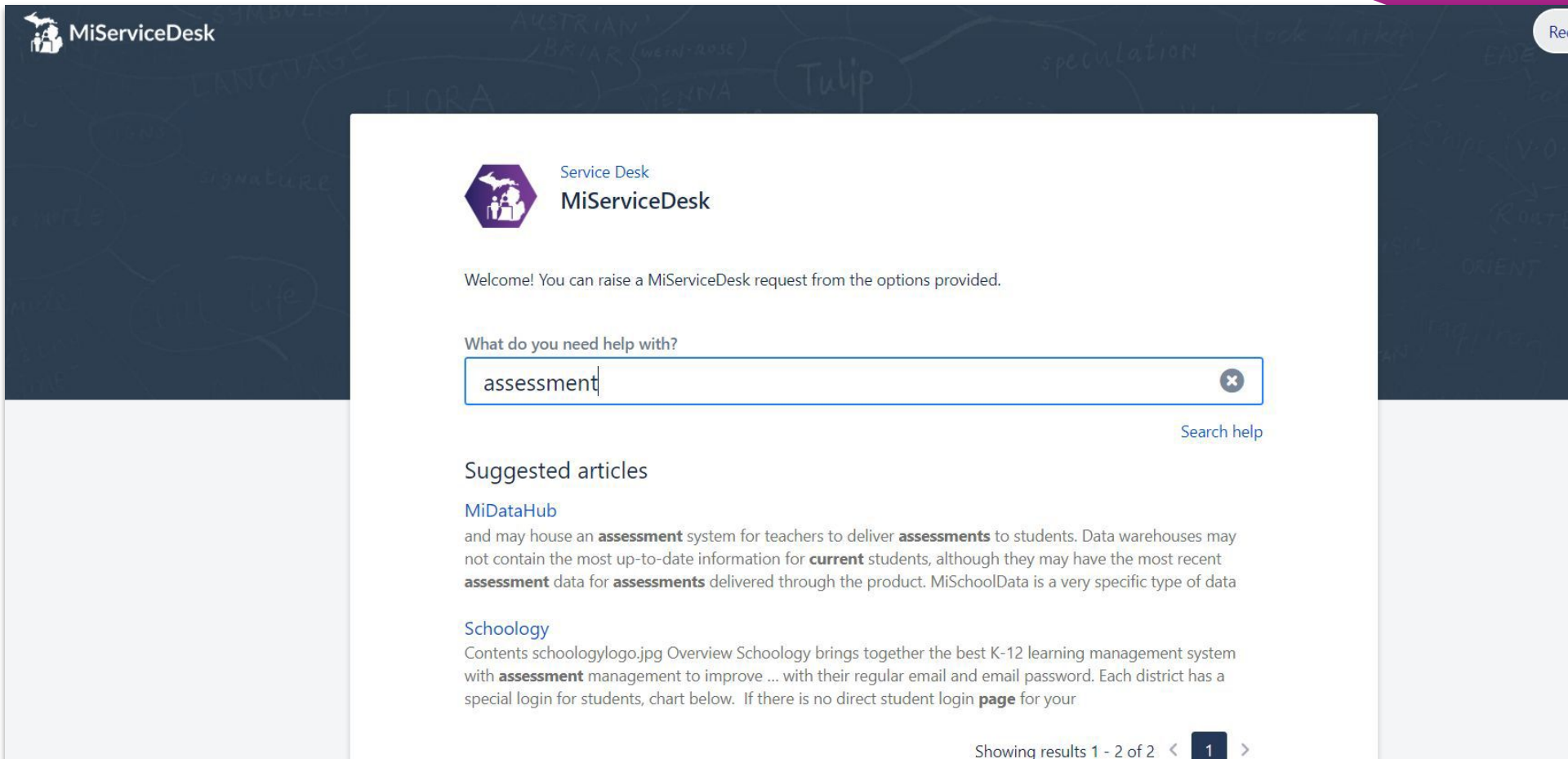
1. Click: Login - Service Desk Project
2. Access to support or all systems listed
3. MiServiceDesk will assign tickets to the correct project.

How to use LiveChat

1. Navigate to miservicedesk.org
2. Select support type
3. On the Jira login page in lower right corner will be the LiveChat option
4. Fill out all required fields
5. Click Start the chat



Confluence Self-Service Portal



Call the MiServiceDesk

248.209.2060

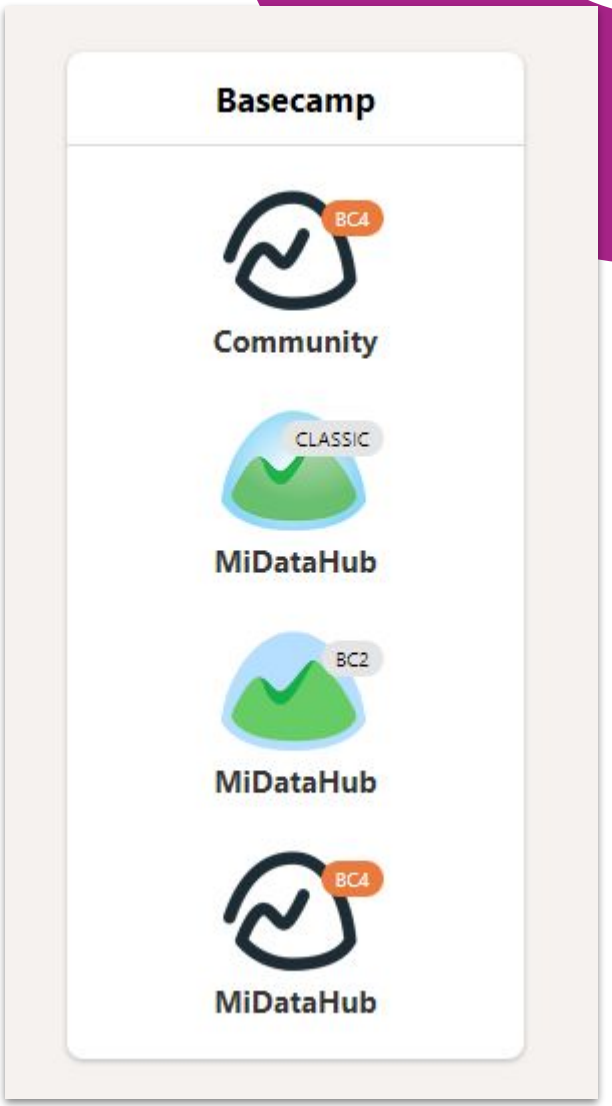
or

1.800.493.0101

Basecamp Project Management & Collaboration System

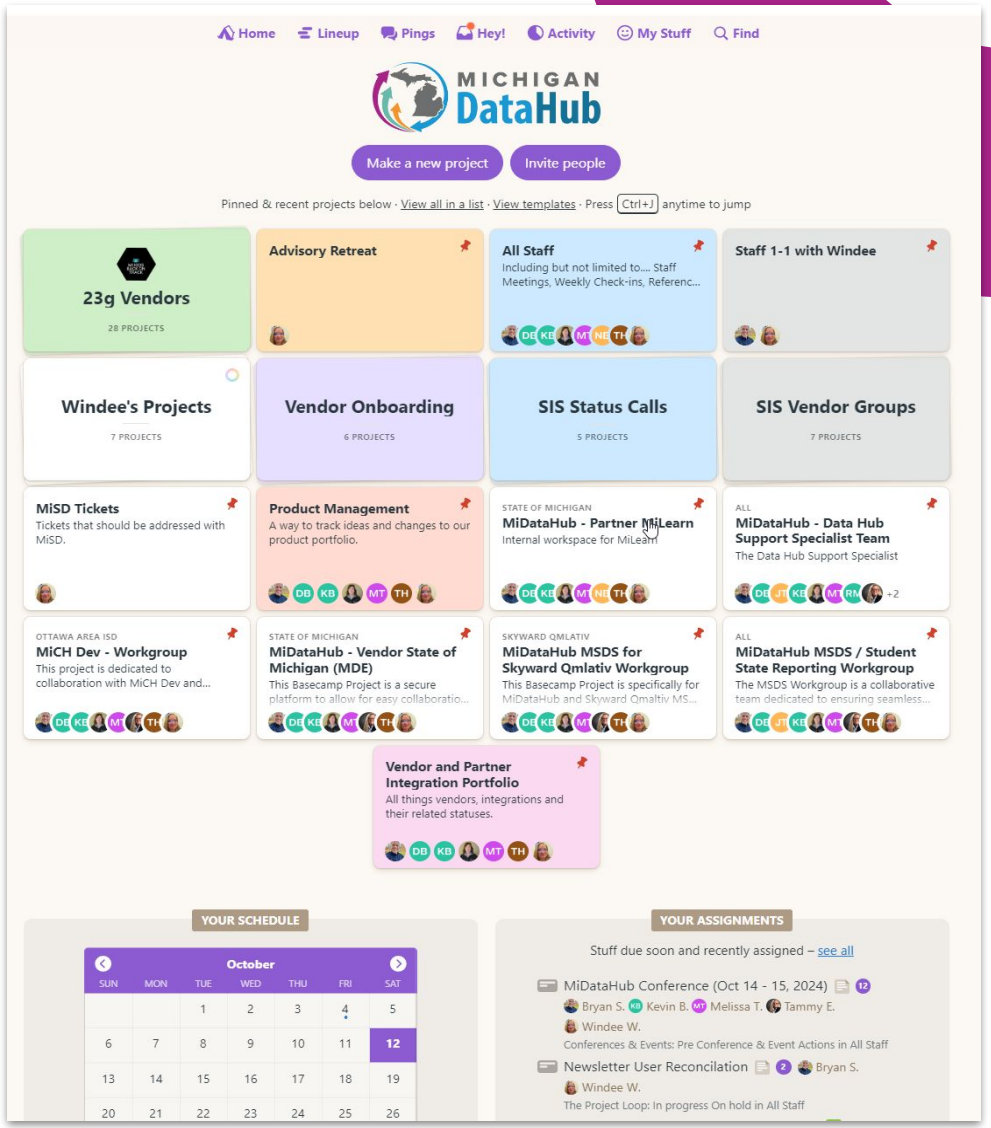
The MiDataHub continues to ensure users of the system are up to date on notifications impacting the use of MiDataHub and its functionality.

In an effort to continue our notifications to you in areas such as new functionality, pending outages, Student Information System updates, vendor updates, and much more we use the Basecamp platform.



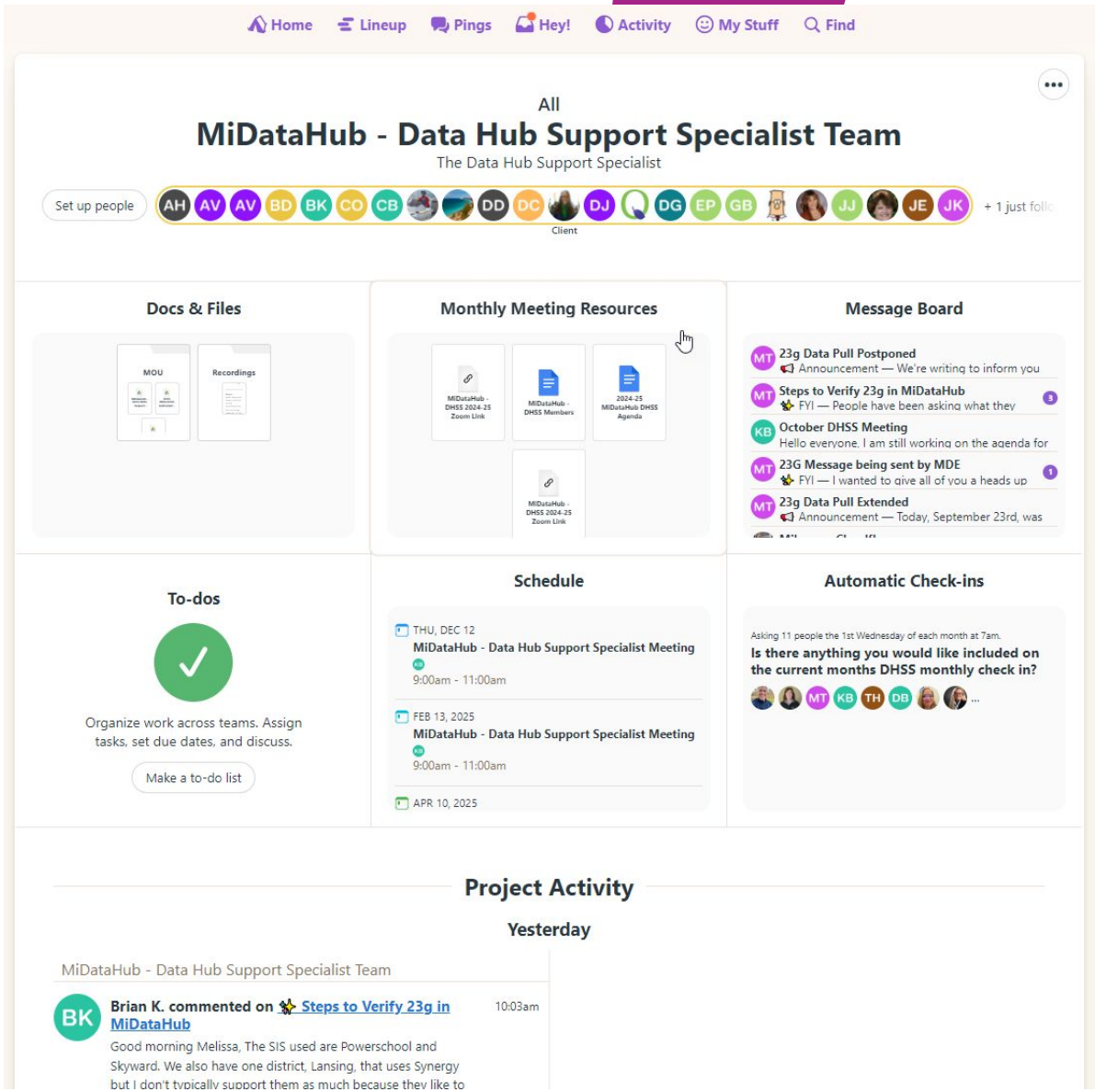
Old vs New

ALL PROJECTS
25 archived projects...
MiDataHub - Infrastructure Workgroup
This project is for all of those involved with hos...
Last updated on Jul 23
MiDataHub - Integration Districts
This project is for communication with districts
Last updated on Apr 16
MiDataHub - MiLearn
This basecamp project will be used to share commun...
Last updated Tuesday at 2:40pm
MiDataHub Notifications
This forum will be used to share updates, outages,...
Last updated Tuesday at 2:40pm
MiREAD Development
Last updated on Oct 17, 2023
RETIRED - MiDataHub - Vendor Curriculum Associates - RETIRED
Do Not Use Retired Project
Last updated on Jul 3
RETIRED - MiDataHub - Vendor DRC Recognition Corp - RETIRED
Do Not Use Retired Project
Last updated on Jul 3
RETIRED - MiDataHub - Vendor Edupoint Synergy - RETIRED
Do Not Use Retired Project
Last updated on Jul 3
RETIRED - MiDataHub - Vendor Infinite Campus - RETIRED
Do Not Use Retired Project
Last updated on Jul 3
RETIRED - MiDataHub - Vendor MISTAR-Q (Aequitas) - RETIRED
Do Not Use Retired Project
Last updated on Jul 3
RETIRED - MiDataHub - Vendor Notifications - RETIRED
This is a forum for vendors to receive communicati...
Last updated on Aug 22
RETIRED - MiDataHub - Vendor Powerschool - RETIRED
Do Not Use Retired Project
Last updated on Jul 3

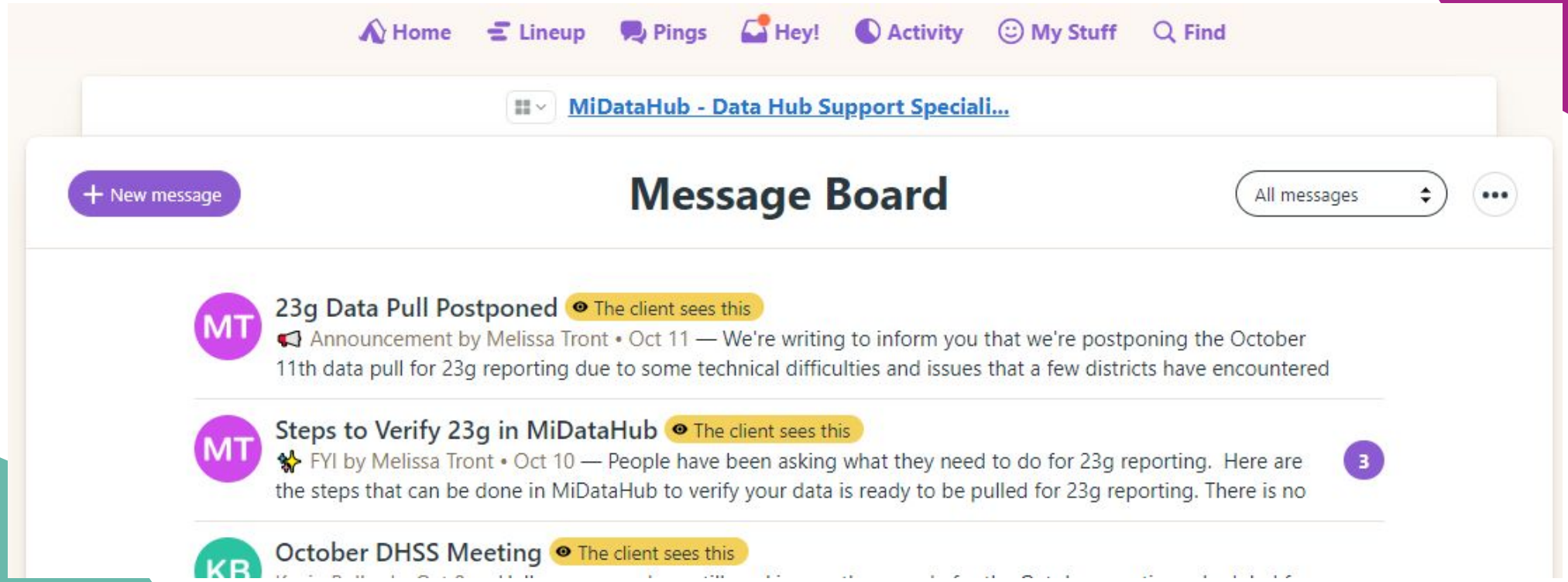

Home
Lineup
Pings
Hey!
Activity
My Stuff
Find
MICHIGAN DataHub
Make a new project
Invite people
Pinned & recent projects below · View all in a list · View templates · Press Ctrl+J anytime to jump
23g Vendors
28 PROJECTS
Advisory Retreat
All Staff
Including but not limited to.... Staff Meetings, Weekly Check-ins, Referenc...
Staff 1-1 with Windee
Windee's Projects
7 PROJECTS
Vendor Onboarding
6 PROJECTS
SIS Status Calls
5 PROJECTS
SIS Vendor Groups
7 PROJECTS
MiSD Tickets
Tickets that should be addressed with MiSD.
Product Management
A way to track ideas and changes to our product portfolio.
STATE OF MICHIGAN
MiDataHub - Partner MiLearn
Internal workspace for MiLearn
ALL
MiDataHub - Data Hub Support Specialist Team
The Data Hub Support Specialist
OTTAWA AREA ISD
MiCH Dev - Workgroup
This project is dedicated to collaboration with MiCH Dev and...
STATE OF MICHIGAN
MiDataHub - Vendor State of Michigan (MDE)
This Basecamp Project is a secure platform to allow for easy collaboratio...
SKYWARD QMLATIV
MiDataHub MSDS for Skyward Qmlativ Workgroup
This Basecamp Project is specifically for MiDataHub and Skyward Qmlativ MS...
ALL
MiDataHub MSDS / Student State Reporting Workgroup
The MSDS Workgroup is a collaborative team dedicated to ensuring seamless...
Vendor and Partner Integration Portfolio
All things vendors, integrations and their related statuses.
YOUR SCHEDULE
October
SUN MON TUE WED THU FRI SAT
YOUR ASSIGNMENTS
Stuff due soon and recently assigned – see all
MiDataHub Conference (Oct 14 - 15, 2024)
Bryan S. Kevin B. Melissa T. Tammy E.
Windee W.
Conferences & Events: Pre Conference & Event Actions in All Staff
Newsletter User Reconcilation
Bryan S.
Windee W.
The Project Loop: In progress On hold in All Staff

Inside a Project

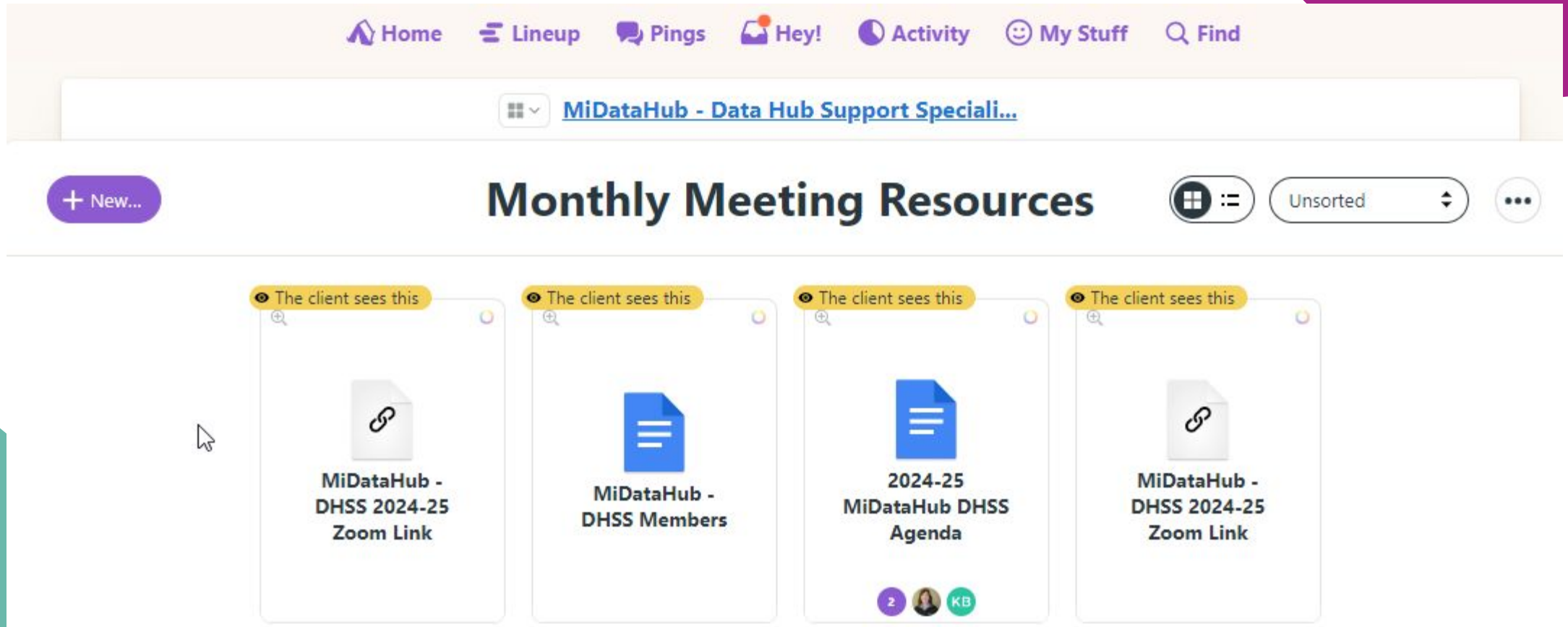
- Docs & Files
- Monthly Meeting Resources
- Message Board
- To-Do’s
- Schedule
- Automatic Check-ins



Message Board



Monthly Meeting Resources



Basecamp Help

- Browse Help Guides
- Contact Basecamp Help
- How do I sign in?
- How do I reset my password?

Q & A

Thank
You