

Getting Help Through MiService Desk and Basecamp



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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.



 MiServiceDesk	 MiRead	 MICIP MICHIGAN INTEGRATED CONTINUOUS IMPROVEMENT PROCESS	 MICHIGAN DATAHUB
	Portal Application Support MiRead is a long-term project designed as comprehensive literacy portal, that will grow to support students, parents, teachers, coaches, administrators, ISDs, and the entire state with increasingly comprehensive supports, intelligent tools, and leverage the ongoing work of literacy groups around Michigan.	Platform Support The Michigan Integrated Continuous Improvement Process (MICIP) is a pathway for districts to improve student outcomes by assessing whole child needs to develop plans and coordinate funding.	Application Support The Michigan Data Hub is a collaborative, statewide effort to address the challenges in managing and using school data by creating an ecosystem where information is exchanged between the large number of disconnected data systems used by schools.
	MiRead Support	MICIP Support	MiDataHub Support
	Additional information for the MiRead Portal may be found on the Michigan's Early Literacy Portal project page on the MAISA web site.	Additional information on the MICIP Mindset, Process, and platform may be found on the MDE MICIP web site.	Additional information may be found on the MiDataHub project page on the MAISA web site.
 MiStrategy Bank	 EduPaths	 MiEarly Childhood Connect	
Application Support The MiStrategyBank is an electronic clearinghouse of strategies designed to connect educational data systems, promote and support best practices, and provide information regarding the implementation of strategies in use to support Michigan's education system.	Application Support EduPaths is a professional development portal with courses that align with school improvement framework, multi-tiered systems of support, and designed to expand understanding on a wide variety of topics. Courses are available online, are completely self-paced, and intended to help educators personalize their own learning plan.	Application Support Michigan Early Childhood Connect (MiECC) families with children through ages five connect to local resources, helping children grow up healthy and ready to succeed in school. We'd love to connect you so that we can better support you and your child.	
MiStrategyBank Support	EduPaths Support	MiECC Support	
Additional information may be found on the MiStrategyBank project page on the MAISA web site.	Related information may be found on the EduPaths project page on the MAISA web site.	Related information may be found on the MiECC project page on the MAISA web site.	
	 MiEWIMS Michigan Early Warning Intervention and Monitoring System		

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



First and Last Name: *

Email address: *

Phone Number: *

County: *

District: *

If you already have entered a ticket then provide the number below i.e. **MSD-1234**

Start the chat

Confluence Self-Service Portal

The screenshot shows the MiServiceDesk self-service portal. At the top left, the logo and name 'MiServiceDesk' are visible. The main content area features a search bar with the text 'assessment' entered. Below the search bar, there is a 'Search help' button. Underneath, the 'Suggested articles' section lists two items: 'MiDataHub' and 'Schoology'. The 'MiDataHub' article snippet mentions an 'assessment' system for teachers. The 'Schoology' article snippet mentions 'assessment management'. At the bottom right, a pagination indicator shows 'Showing results 1 - 2 of 2' with a page number '1' highlighted.

MiServiceDesk

Service Desk
MiServiceDesk

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

What do you need help with?

assessment

Search help

Suggested articles

[MiDataHub](#)
and may house an **assessment** system for teachers to deliver **assessments** to students. Data warehouses may not contain the most up-to-date information for **current** students, although they may have the most recent **assessment** data for **assessments** delivered through the product. MiSchoolData is a very specific type of data

[Schoology](#)
Contents schoologylogo.jpg Overview Schoology brings together the best K-12 learning management system with **assessment** management to improve ... with their regular email and email password. Each district has a special login for students, chart below. If there is no direct student login **page** for your

Showing results 1 - 2 of 2 < 1 >

**Call the MiServiceDesk
248.209.2060**

or

1.800.493.0101

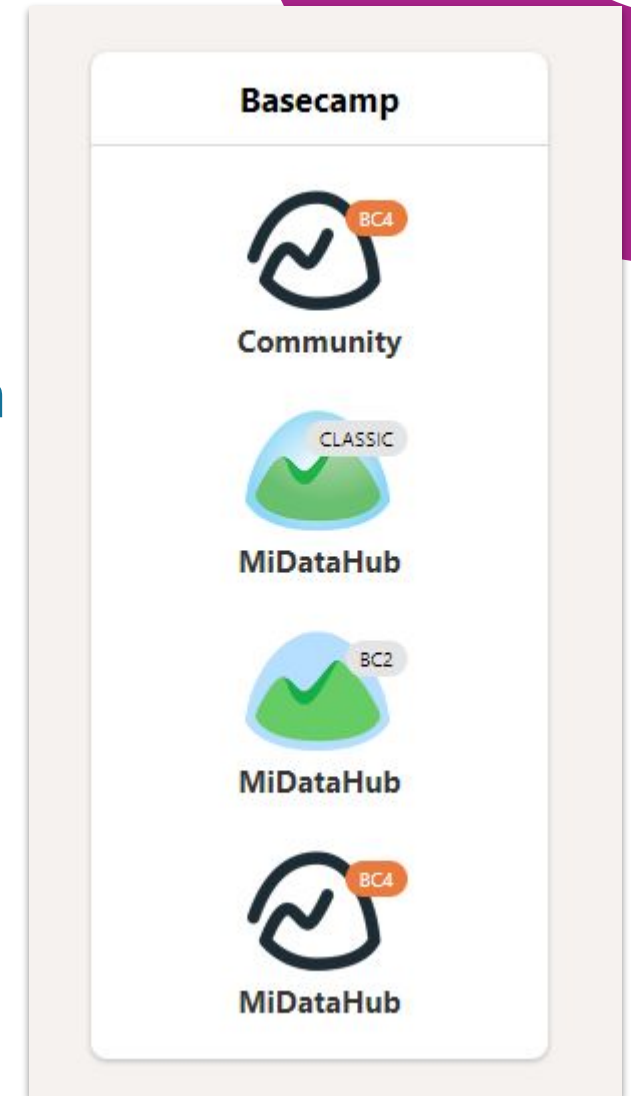


Basecamp Project Management & Collaboration System



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+] 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 OMLATIV
MiDataHub MSDS for Skyward Omlativ Workgroup

This Basecamp Project is specifically for MiDataHub and Skyward Omlativ 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
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26

YOUR ASSIGNMENTS

Stuff due soon and recently assigned - see all

- 📧 MiDataHub Conference (Oct 14 - 15, 2024) 📄 12
 - 👤 Bryan S. 👤 Kevin B. 👤 Melissa T. 👤 Tammy E.
 - 👤 Windee W.
 - 📄 Conferences & Events: Pre Conference & Event Actions in All Staff
- 📧 Newsletter User Reconciliation 📄 2 👤 Bryan S.
 - 👤 Windee W.
 - 📄 The Project Loop: In progress On hold in All Staff

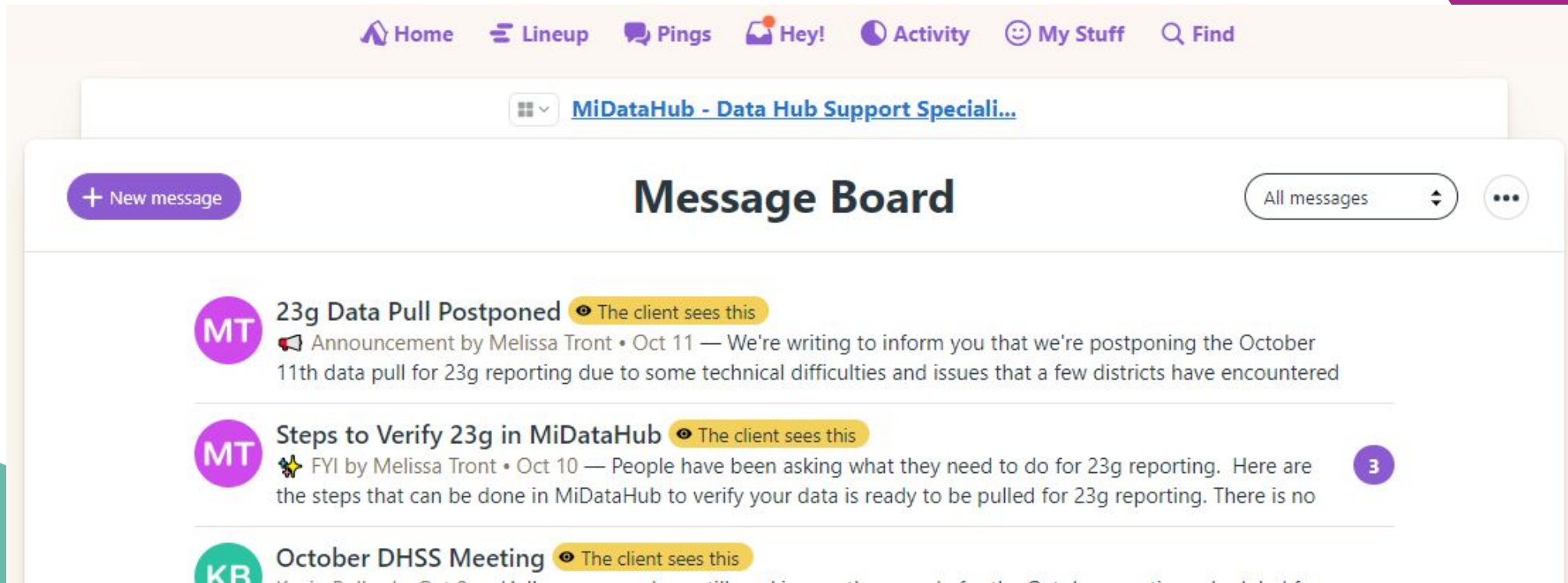
Inside a Project

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



The screenshot shows a Microsoft Teams project page for the 'MiDataHub - Data Hub Support Specialist Team'. At the top, there is a navigation bar with icons for Home, Lineup, Pings, Hey!, Activity, My Stuff, and Find. Below this, the team name and role are displayed, followed by a row of member avatars. The main content area is divided into several sections: 'Docs & Files' with folders for MOU and Recordings; 'Monthly Meeting Resources' with links to Zoom meetings and agendas; 'Message Board' with a list of recent announcements; 'To-dos' with a green checkmark icon and a 'Make a to-do list' button; 'Schedule' with a list of meeting dates and times; and 'Automatic Check-ins' with a poll question. At the bottom, there is a 'Project Activity' section showing a comment from Brian K. on 'Steps to Verify 23g in MiDataHub'.

Message Board



The screenshot shows a web application interface with a navigation bar at the top containing icons and labels for Home, Lineup, Pings, Hey!, Activity, My Stuff, and Find. Below the navigation bar is a breadcrumb trail: MiDataHub - Data Hub Support Speciali... The main content area is titled "Message Board" and features a "+ New message" button on the left and "All messages" with a dropdown arrow and a menu icon on the right. The message board displays three messages:

- MT** **23g Data Pull Postponed** The client sees this
📣 Announcement by Melissa Tront • Oct 11 — We're writing to inform you that we're postponing the October 11th data pull for 23g reporting due to some technical difficulties and issues that a few districts have encountered
- MT** **Steps to Verify 23g in MiDataHub** The client sees this 3
👉 FYI by Melissa Tront • Oct 10 — People have been asking what they need to do for 23g reporting. Here are the steps that can be done in MiDataHub to verify your data is ready to be pulled for 23g reporting. There is no
- KR** **October DHSS Meeting** The client sees this



Monthly Meeting Resources

The screenshot shows a web application interface with a navigation bar at the top containing icons for Home, Lineup, Pings, Hey!, Activity, My Stuff, and Find. Below the navigation bar is a search bar with the text "MiDataHub - Data Hub Support Speciali...". The main content area is titled "Monthly Meeting Resources" and includes a "+ New..." button, a view toggle icon, a dropdown menu set to "Unsorted", and a more options icon. The resources are displayed as a grid of four cards, each with a yellow banner at the top that reads "The client sees this".

- Card 1:** MiDataHub - DHSS 2024-25 Zoom Link (Link icon)
- Card 2:** MiDataHub - DHSS Members (Document icon)
- Card 3:** 2024-25 MiDataHub DHSS Agenda (Document icon, includes a profile picture and "KB" tag)
- Card 4:** MiDataHub - DHSS 2024-25 Zoom Link (Link icon)

Basecamp Help

- [Browse Help Guides](#)
- [Contact Basecamp Help](#)
- [How do I sign in?](#)
- [How do I reset my password?](#)



Q & A



A wooden-framed blackboard with the words "Thank You" written in white, serif font. The blackboard is centered on a rustic wooden surface. In the bottom left corner, a portion of a red rotary telephone is visible. In the top right corner, a portion of a typewriter is visible. The overall scene is warm and nostalgic.

Thank
You