



MiServiceDesk allows users 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 requests.

**ACCESS MiServiceDesk CUSTOMER PORTAL:**  
[MiServiceDesk.Org](https://MiServiceDesk.Org) and select the application for your support request.

The screenshot shows three application support options:

- MiRead 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. [MiRead Support](#)
- MICIP 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. [MICIP Support](#)
- MICHIGAN DATAHUB 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. [MDataHub Support](#)

Additional information links are provided for each application.

**LOGIN TO YOUR ACCOUNT:** To log in, your *Username* will be your email address. If you are at Oakland Schools or are one of our field service districts, your account is automatically set up with your district email and password.

To create an account, click on *Sign up for an account* at the bottom of the login page and follow the instructions.

## MiServiceDesk Support

**EduPaths, MICIP, MiDataHub, MiECC, MiEWIMS, MiRead, MiStrategyBank**  
MiServiceDesk support is provided for statewide systems in partnership with Oakland ISD.

**New Accounts:** Select [Sign up for an account](#) below.

**Password Resets:** Select [Forgot your password?](#) below.

Username

Password

[Log in](#)

Keep me logged in

[Forgot your password?](#)

[Sign up for an account](#)

**BEGIN A SERVICE DESK REQUEST:** Search the knowledge base in the search bar, or begin your ticket request by clicking on the application from the list and clicking the application support link.

The screenshot shows the search bar with the text "What do you need help with?" and a search icon. Below the search bar is a list of applications: EduPaths, MICIP, MiDataHub, MiECC, MiEWIMS, MiRead, and MiStrategyBank. A search result for "MiDataHub Support" is displayed, showing a link to "Submit a request to the MiDataHub support team."

**SERVICE DESK REQUEST DETAILS:** Complete the Service Request form with as much detail as possible. You can include links to the description, or upload files, and screenshots in the attachment section.

The screenshot shows the "MiDataHub Support" request form. It includes fields for "Make this request on behalf of" (Robin Everson), "County / Districts" (None), "Reporter Phone #", and "Summary". The "Description" field contains the text "General idea of the support request, example: 'Not able to log in'". Below the description is an attachment section with the text "Drag and drop files, paste screenshots, or browse" and a "Create" button.