



Republic of the Philippines
Department of Education
REGION X – NORTHERN MINDANAO
SCHOOLS DIVISION OF EL SALVADOR CITY

04 May 2022

DIVISION MEMORANDUM
No. 189, s. 2022

**STUDENT HELPDESK AND MICROSOFT 365 MATERIALS AVAILABLE
FOR ALL LEARNERS**

To: **Public Elementary School Heads**
Public Secondary School Heads
All Schools ICT Coordinators
This Division

1. The Department of Education (DepEd) is committed to providing our learners with the productivity tools needed to enhance the teaching and learning process. With this, DepEd provided Microsoft Office 365 accounts to the learners which can be used in accomplishing activities that can aid in developing the 21st century skills.
2. Relative to RM No. 255, s.2022 and OUA Memorandum 00-0422-0104, it is hereby directed that the School Head shall make sure to distribute the available Microsoft Office 365 Accounts to the learners.
3. This endeavor has been ongoing since May 19, 2021, in reference to DM No. 180, s. 2021 with the title "Distribution of Microsoft Accounts". It is expected that the school will work on this and give priorities to learners with computers.
4. It is the School ICT Coordinators who have access to the Microsoft Office 365 Accounts and DepEd Email accounts of the learners. Please note that the accounts were provided based on the LIS data. Hence, it is hereby directed that the available accounts will be distributed to the learners.
5. You may download the poster from the link below as template on what you will distribute to the learners.

<https://aka.ms/DepEdM365pamphlet>.
6. The poster contains
 - a. benefits of their Microsoft Education A3 license;
 - b. steps on how to activate their accounts.





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- c. other download links to Windows 11, Minecraft, Office, Teams; and
 - d. helpdesk email (for questions about your account).
7. You may refer to the enclosed document for reference.
8. This memorandum shall adhere to the Equal Opportunity Principle (EOP) wherein there is no discrimination on the account of age, gender, identity, sexual orientation, civil status, disability, religion, ethnicity, or political affiliation.
9. Immediate and wide dissemination of this memorandum is desired.

OLGA C. ALONSABE, PhD, CESO V
Schools Division Superintendent

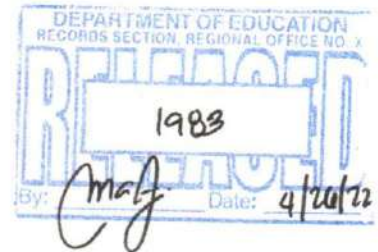
To be indicated in the Perpetual Index under the following subjects:

ICT
OSDS/SRD





Republic of the Philippines
Department of Education
REGION X - NORTHERN MINDANAO



April 26, 2022

REGIONAL MEMORANDUM
No. 255, s. 2022

STUDENT HELPDESK AND MICROSOFT365 MATERIALS
AVAILABLE FOR ALL LEARNERS

To: Schools Division Superintendents
Assistant Schools Division Superintendents
All Others Concerned

1. The Department of Education (DepEd) issued the attached **OUA Memorandum No. 00-0422-0104** titled **Student Helpdesk and Microsoft 365 Materials Available for All Learners** from Undersecretary Alain del B. Pascua, DepEd Central Office, through the Information and Communications Technology Service-Educational Technology Unit (ICTS-EdTech).
2. In line with the continuous provision of Microsoft365 accounts to the learners, a Student Helpdesk and a Poster on M365 student benefits are now available. Schools may distribute the one-page document to all their learners.
3. The poster contains
 - a. benefits of their Microsoft Education A3 license;
 - b. steps on how to activate their accounts;
 - c. other download links to Windows 11, Minecraft, Office, Teams; and
 - d. helpdesk email (for questions about your account).
4. Please see the attachment for the complete details.
5. This Office directs the immediate and wide dissemination of this Memorandum.


DR. ARTURO B. BAYOCOT, CESO III
Regional Director

ATCH: As stated
To be indicated in the [Perpetual Presentation Index](#)
under the following subjects:

Microsoft Office O365

ICT/ralph



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region10@deped.gov.ph
<http://deped10.com>





OUAD00-0422-0104
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Republika ng Pilipinas
Kagawaran ng Edukasyon
Tanggapan ng Pangalawang Kalihim

OUA MEMO 00-0422-0104

MEMORANDUM

19 April 2022

For: **Regional Directors
Schools Division Superintendents
Regional and Division IT Officers
Principals and School Heads
All Others Concerned**

Subject: **STUDENT HELPDESK AND MICROSOFT365 MATERIALS
AVAILABLE FOR ALL LEARNERS**

In line with the continuous provision of Microsoft365 (M365) accounts to learners, a Student Helpdesk and a poster on M365 student benefits are now available. Schools may distribute the 1-page document to all their learners. The poster contains:

1. Benefits of their Microsoft Education A3 license
2. Steps on how to activate their accounts
3. Other download links to Windows 11, Minecraft, Office, Teams
4. Helpdesk email (for questions about your account)

This material may be disseminated online or printed and handed out to learners to ensure that all students receive a copy. Please refer to **Annex A** to see how the poster is designed. Schools may download the resource here: <https://aka.ms/DepEdM365pamphlet>.

For questions and concerns on their M365 student benefits, learners and parents may email the helpdesk at external.m365studenthelp@deped.gov.ph.

Students without M365 accounts may reach out to their school ICT coordinators/teachers for assistance.

For widest dissemination.


ALAIN DEL B. PASCUA
Undersecretary



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Office of the Undersecretary for Administration (OUA)

[Administrative Service (AS), Information and Communications Technology Service (ICTS), Disaster Risk Reduction and Management Service (DRRMS), Bureau of Learner Support Services (BLSS), Baguio Teachers Camp (BTC), Central Security & Safety Office (CSSO)]

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Email: usec.admin@deped.gov.ph; Facebook/Twitter @depedtayo

Annex A

Poster to be distributed to learners
(Sample only)

DepED

We are pleased to share with you your Microsoft 365 account details. Please do not share this with anyone.

USERNAME/12-DIGIT LEARNER REFERENCE NUMBER (LRN): _____

TEMPORARY PASSWORD: _____

With your own Microsoft 365 Education account from the Department of Education you may enjoy access to apps that lets you:

- Create assignments and projects using Word, PowerPoint, and Excel
- Get 5TB of online storage for files that you can access anywhere using OneDrive
- Enjoy fun and interactive learning experiences with Minecraft for Education
- Experience a refreshed look and new functionalities of Windows 11
- Chat, call, and interact with your teachers and classmates through Teams

Steps to activate your Microsoft 365 account if you received your username & temporary password via email

- STEP 1**
Login to aka.ms/microsoft.com using your given username and temporary password.
- STEP 2**
Set a new password and confirm.
- STEP 3**
Register one of the following security details to your account to retrieve your account in case you forget your password: Mobile number, Personal email address, or Security questions

Make sure to take advantage of your student use benefits by making the most out of your account:

- Download the Office 365 apps
<https://www.microsoft.com/en-us/office/office365>
- Download the Minecraft Education Edition
<https://education.minecraft.net/en-us/mcedu>
- How to download Windows 11
<https://aka.ms/DepEdWindows11>
- Download Teams here
<https://www.microsoft.com/teams>

If you have questions, you can visit this link: <https://aka.ms/MSFACTS> or talk to us at external.m365studenthelp@deped.gov.ph

DepED

You may write the student credentials before giving it to the learner

Helpdesk email for questions about Microsoft

Download the poster here: <https://aka.ms/DepEdM365pamphlet>

