

Republic of the Philippines
Department of Education

4/21/22

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ZENIA G. MOSTOLES, EdD, CESO V
Schools Division Superintendent



DepEd-SDO of Bulacan Office of the SDS

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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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[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)]

Department of Education, Central Office, Meralco Avenue, Pasig City
Rm 519, Mabini Bldg.; Mobile: +639260320762; Tel: (+632) 86337203, (+632) 86376207
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: _____

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

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 Microsoft 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 teams.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: 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/office/learnmore>
- Download the Microsoft Education Edition**
<https://education.microsoft.com/get-started>
- How to download Windows 11**
<https://aka.ms/DepEdWindows11>
- Download Teams here**
<https://microsoft.com/teams>

Helpdesk email for questions about Microsoft

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

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

