



Republic of the Philippines
Department of Education
REGION IV-A CALABARZON
SCHOOLS DIVISION OF BATANGAS

18 August 2025

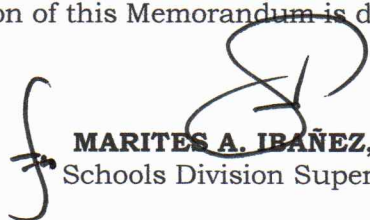
DIVISION MEMORANDUM

No. 426, s. 2025

**INSTITUTIONALIZATION OF THE ICT SUPPORT HELP DESK FOR ICT
ASSISTANCE AND TECHNICAL SUPPORT**

TO: Assistant Schools Division Superintendents
Chief- Curriculum Implementation Division (CID)
Chief- School Governance and Operations Division (SGOD)
Education Program Supervisors
Public Schools District Supervisors
Public Elementary and Secondary School Heads
All Others Concerned

1. In line with the Department of Education's (DepEd) commitment to strengthen Information and Communications Technology (ICT) services and to provide efficient technical assistance to schools and offices, the ICT Support Help Desk is hereby institutionalized as the official platform for receiving, managing, and addressing ICT-related requests and concerns.
2. The ICT Support Help Desk shall serve as the primary channel for technical assistance, particularly on issues related to DepEd platforms, ICT equipment, and other ICT service needs.
3. To ensure uniformity and efficiency in the utilization of the system, the User Guidelines for the ICT Support Help Desk are hereby issued and enclosed as **Annex A** of this Memorandum. All concerned are directed to strictly observe these guidelines in submitting and managing ICT-related requests.
4. Immediate and widest dissemination of this Memorandum is desired.


MARITES A. IBÁÑEZ, CESO V
Schools Division Superintendent

Encl. 1 ICT Support Help Desk User Guidelines

Encl. 2 ICT Technical Assistance Form

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

Issuances-Division Memorandum

EAC, INSTITUTIONALIZATION OF THE ICT SUPPORT HELP DESK FOR ICT ASSISTANCE AND TECHNICAL
SUPPORT /S2-111086/8/18/2025



Address: Provincial Sports Complex, Bolbok, 4200 Batangas City
Telephone: (043) 722-1840 / 722-1796
Email Address: deped.batangas@deped.gov.ph
Website: www.depedbatangas.com

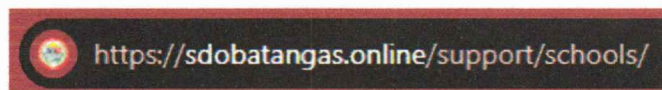


USER GUIDELINES

<https://sdobatangas.online/support/schools>

A. Register your official school DepEd email address

1. Navigate to <https://sdoatangas.online/support/schools/> then click Register.



SIGN IN

Sign in to start your session

ernani.catapat@deped.gov.ph



.....



Sign In

[Forgot Password?](#)








Create an account! [Register](#)



2. Registration Process - You will be asked to give some information such as sub-office name, school name, ICT coordinator's full name and contact number, school official email address and your desired password. Please be reminded that the password must contain a minimum of eight (8) and maximum of fifteen (15) characters, at least one uppercase letter, one lowercase letter, one number and one special character, e.g. (Example12345!). Then click the "Register" button to submit.

Register

Register a new user

-SELECT SUB-OFFICE-	▼	
-SELECT SCHOOL-	▼	
ICT COORDINATOR FULL NAME		
ICT COORDINATOR CONTACT NUMB		
SCHOOL EMAIL ADDRESS		
PASSWORD		
RETYPE PASSWORD		

[Register](#)

I already have an account! [Login](#)

3. A confirmation link was sent to your official school email address. Click that link to verify your account. If you can't see that link in your inbox, please check it in your spam folder

Confirm Your Email Address Inbox x

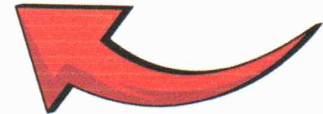
SDO Batangas-ICT Section

11:37 AM

to me ▾

Click on the link to verify your account <https://sdoatangas.online/support/schools/?verification=71e50f782e1d5>

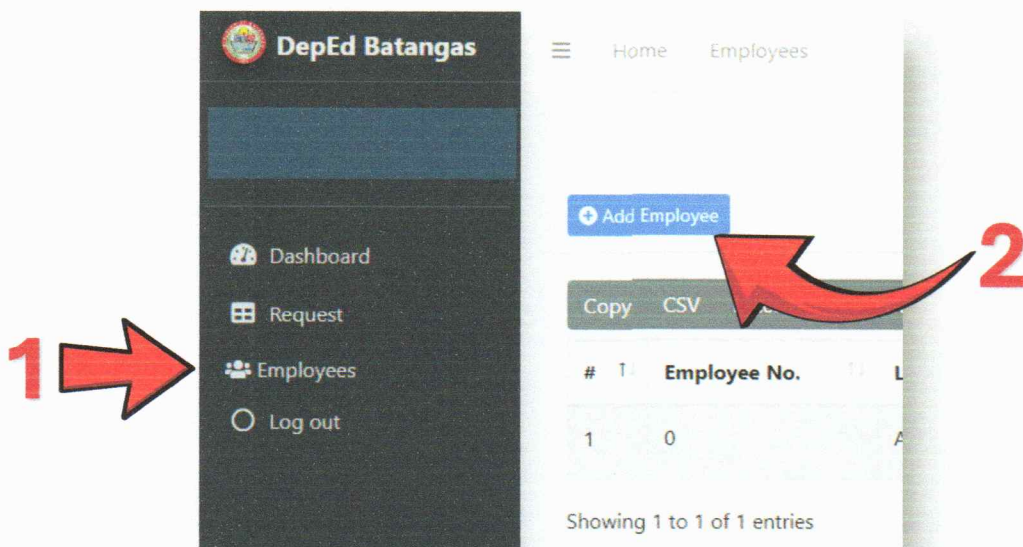
Thank you,
ICT Team



4. After clicking the link, and verified, you can now login to the system. If the login credentials are correct, you will be directed to this page

B. Encoding of Employees

1. On the left side of the screen, select the '**Employee**' menu. The '**Add Employee**' button will then appear; click '**Add Employee**' to proceed.



2. Fill in all the necessary information then click '**Submit**'.

Add Employee

Employee No.:

Last Name:

First Name:

Middle Name:

Position:

-Select Position-

Contact Number:

Personal Email:

DepEd Account:

O365 Account:

R4A-3 Account:

Province:

-Select Province-

Town/City:

-Select Town/City-

Barangay:

Street:

Date Hired:

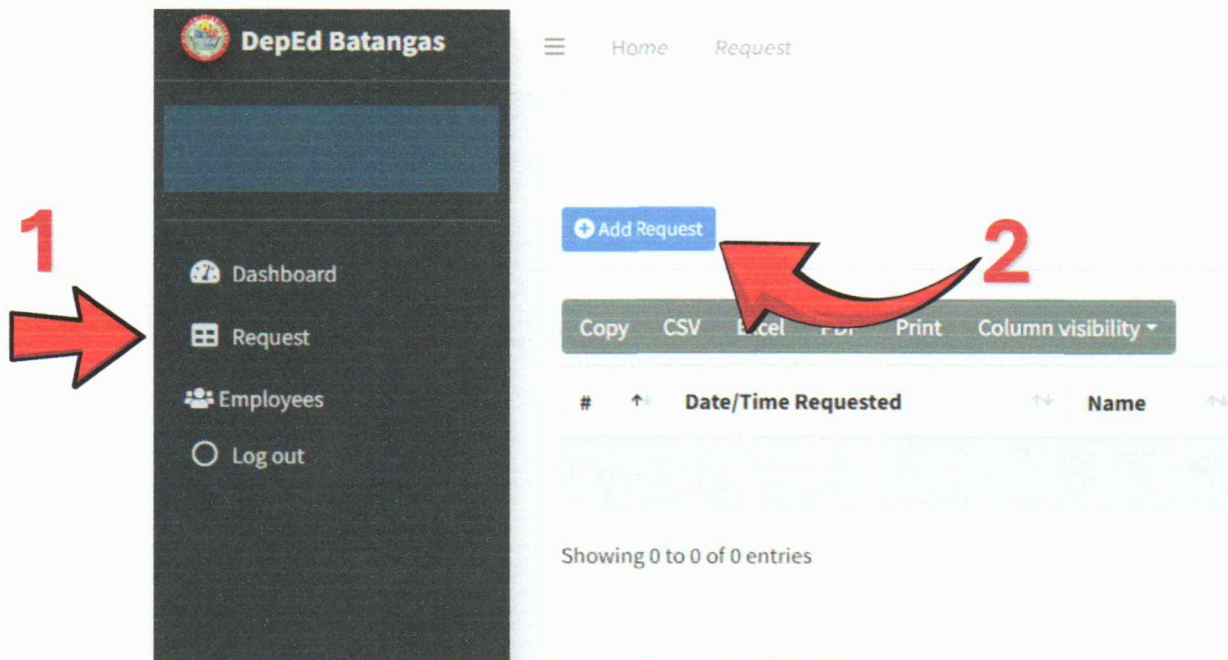
Mm/Dd/Yyyy

✕ Cancel

Submit

C. Submission of ICT Request

1. On the left-side of your screen, click 'Request' menu. The 'Add Request' button will then appear; click 'Add Request' to proceed.



2. Select the employee's name, enter the request details and upload the **ICT Technical Assistance Form**, and then click '**Submit**' button.

The screenshot shows the 'Add Request' form. It has a blue header with the text 'Add Request'. Below the header, there are two dropdown menus: 'Employee Name: -Select Employee-' and 'Request Type: -Select Request-'. Below these, there is a red text prompt: '*** Please upload the ICT Technical Form here'. Under this prompt is a 'Choose File' button and the text 'No file chosen'. At the bottom right, there are two buttons: 'Cancel' and 'Submit'.

D. Checking ICT Request

1. Check the Status tab of the ICT Request. If it is marked **'On Process,'** your request is still in queue. If the status changes, it means the ICT Unit has already processed the request.

Dashboard

Request

Employees

Log out

Home / Request

Add Request

Copy CSV Excel PDF Print Column visibility

Search

#	Date/Time Requested	Name	Request Type	Details	Temp Password	PDF File	Status	Date/Time of Action
1	Aug 18, 2025 02:39:02 PM						Reset	Aug 18, 2025 02:39:58 PM
2	Aug 18, 2025 02:43:10 PM						On Process	

Showing 1 to 2 of 2 entries

Previous 1 Next

DepEd Batangas

Home / Request

Add Request

Copy CSV Excel PDF Print Column visibility

Search

#	Date/Time Requested	Name	Request Type	Details	Temp Password	PDF File	Status	Date/Time of Action
1	Aug 18, 2025 02:39:02 PM						Reset	Aug 18, 2025 02:39:58 PM
2	Aug 18, 2025 02:43:10 PM						Reset	Aug 18, 2025 02:59:25 PM

Showing 1 to 2 of 2 entries

Previous 1 Next



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ICT TECHNICAL ASSISTANCE FORM FOR SCHOOL OR FIELD OFFICES

DATA PRIVACY NOTICE	
Data and information contained within this form are intended exclusively for the purpose of creating a DepEd email account and providing ICT technical assistance. This will be kept by the process owner. Serving other purposes not intended by the process owner is a violation of DATA PRIVACY ACT OF 2012 . Data subjects voluntarily provide the data and information explicitly consenting the process owner to serve its purpose.	
DATE OF REQUEST	CLIENT INFORMATION
<div style="border-bottom: 1px solid black; width: 80%; margin: 0 auto;"></div>	School ID: _____ School Name: _____ Sub Office: _____ Current Position: _____ Last Name: _____ First Name: _____ Middle Name: _____ Contact No.: _____ Personal Email: _____ Date Hired: _____
DEPED ACCOUNT REQUEST	
<input type="checkbox"/> Create DepEd Account <input type="checkbox"/> Google Work Space/Google <input type="checkbox"/> Microsoft Office 365 Verified by Personnel Unit: _____ <div style="text-align: right; margin-right: 50px;">Signature Over Printed Name</div> <div style="text-align: right; margin-right: 50px;">Date</div>	<input type="checkbox"/> Reset DepEd Account password <input type="checkbox"/> Google Work Space/Google <input type="checkbox"/> Microsoft Office 365 DepEd Email: _____
OTHER CONCERN (Please specify)	CLIENT SIGNATURE
	<div style="text-align: center; margin-bottom: 20px;"> _____ Client's Signature </div> <div style="text-align: center;"> _____ Date </div>
Do not fill out this portion (for ICT Unit Only)	
Remarks: _____ _____ _____ _____	Processed by: _____ <div style="text-align: right; margin-right: 50px;">Signature Over Printed Name</div> Date: _____