



Republic of the Philippines
Department of Education
REGION X
DIVISION OF CAGAYAN DE ORO CITY



Office of the Schools Division Superintendent

April 20, 2022

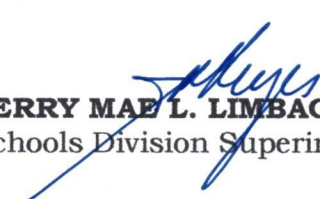
DIVISION MEMORANDUM

No. 142, s. 2022

STUDENT HELPDESK AND MICROSOFT365 MATERIALS AVAILABLE FOR ALL LEARNERS

To: Public Schools District Supervisors
Public Elementary and Secondary School Heads
School ICT Coordinators
This Division

1. Attached is the Memorandum OUA Memo 00-0422-01-04 dated April 19, 2022 from the Office of the Undersecretary Alain Del B. Pascua Re: STUDENT HELPDESK AND MICROSOFT365 MATERIALS AVAILABLE FOR ALL LEARNERS.
2. For information, guidance, and compliance.


CHERRY MAE L. LIMBACO - REYES
Schools Division Superintendent

Encl.: As stated
Reference: OUA Memo 00-0422-01-04
To be indicated in the Perpetual Index
under the following subjects:

OSDS-ICT/jsijo



Address: Fr. William F. Masterson Avenue, Upper Balulang, Cagayan de Oro City
Telephone: (08822) – 8550048



OJAD00-0422-0104
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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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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)

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>

