



Republic of the Philippines  
Department of Education  
REGION VII – CENTRAL VISAYAS  
SCHOOLS DIVISION OF NEGROS ORIENTAL

APR 20 2022

Office of the Schools Division Superintendent

DIVISION MEMORANDUM

No. 339, s. 2022

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

To: Assistant Schools Division Superintendents  
Chiefs, CID and SGOD  
Education Program Supervisors  
Public Schools District Supervisors/ DICs  
Elementary and Secondary School Heads  
District/School ICT Coordinators  
All Others Concerned

1. 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 learners. 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
  - d. Helpdesk email (for questions about your account)
2. This material may be disseminated online or printed and handed out to learners to ensure that all 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>.
3. For questions and concerns on their M365 student benefits, learners and parents may email the helpdesk at [external.m365studenthelp@deped.gov.ph](mailto:external.m365studenthelp@deped.gov.ph).



Address: Kagawasan Avenue, Capitol Area, Daro, Dumaguete City  
Telephone Nos.: (035)225-2838 / 225-2376 / 422-7644  
Email Address: negros.oriental@deped.gov.ph

4. Students without M365 accounts may reach out to their school ICT coordinators/teachers for assistance.
5. Immediate dissemination with this Memorandum is desired.

*Senen Paulin*  
**SENEN PRISCILLO P. PAULIN, CESO V**  
Schools Division Superintendent

SPP/OSDS-ICT/RVG/gao

*AS*





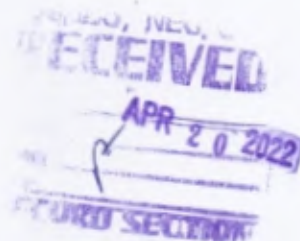
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**Kagawaran ng Edukasyon**  
Tanggapan ng Pangalawang Kalihim



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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**

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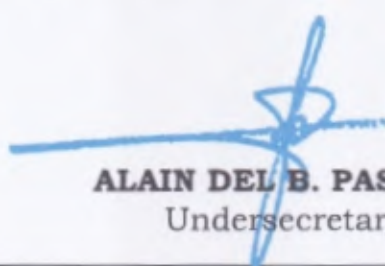
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Students without M365 accounts may reach out to their school ICT coordinators/teachers for assistance.

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)]*

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)

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): [Redacted]  
TEMPORARY PASSWORD: [Redacted]

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 [teams.microsoft.com](https://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 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/pep/education/office/office365>
- Download the Minecraft Education Edition  
<https://education.minecraft.net/get-started/>
- 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/M365AQ1> or talk to us at [external.m365studenthelp@deped.gov.ph](mailto:external.m365studenthelp@deped.gov.ph)

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>

