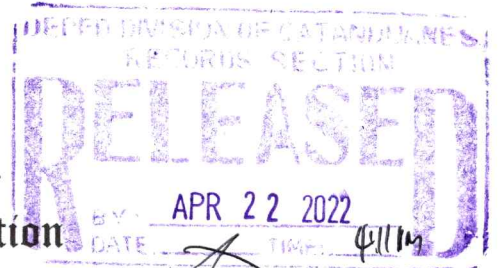




Republic of the Philippines
Department of Education

Region V – Bicol
SCHOOLS DIVISION OFFICE OF CATANDUANES



April 22, 2022

DIVISION MEMORANDUM
OSDS-ICTU-DM- 198 5'2022

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

TO : Assistant Schools Division Superintendent
SDO Chiefs, Section/Unit Heads
Education Program Supervisors
Public Schools District Supervisors
School Heads
District/School ICT Coordinators
Teachers
All others concerned

1. Please be informed of the attached OUA Memo 00-0422-0104 dated April 19, 2022 entitled **“Student Helpdesk and Microsoft 365 Materials available for all Learners”** about the distribution of 1-page document(poster)on MS 365 student benefits with the following contents:

- 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. In relation to this, the School Heads through their designated School ICT Coordinators and Class Advisers are advised to disseminate the said poster online or printed copy and handed out to learners to ensure that all students receive a copy by accessing this link: <https://aka.ms/DepEdM365pamphlet>.

3. For information, guidance and compliance.

SUSAN S. COLLANO
Schools Division Superintendent



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DepEd Tayo – Region V - Catanduanes



OUAD00-0422-0104
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please scan the QR Code.

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



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*

Annex A

**Poster to be distributed to learners
(Sample only)**

DepED
DEPARTMENT OF EDUCATION

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 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/en-ph/education/products/office>
- Download the Minecraft Education Edition**
<https://education.minecraft.net/en-stated/>
- How to download Windows 11**
<https://aka.ms/ResEdWindows11>
- Download Teams here**
teams.microsoft.com

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

DepED
DEPARTMENT OF EDUCATION

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>

