



Republic of the Philippines
Department of Education
REGION X- NORTHERN MINDANAO
DIVISION OF MALAYBALAY CITY

DM 2022-04-294
DEPED MALAYBALAY CITY DIVISION
RELEASED
DATE: APR 19 2022 TIME: 4:17
BY: _____

DIVISION MEMORANDUM

No. 294, s. 2022

To: **Assistant Schools Division Superintendent
Chief Education Supervisors, CID and SGOD
Public Elementary & Secondary School Heads
School ICT Coordinators
All Others Concerned**

From: **VICTORIA V. GAZO, PhD, CESO V**
Schools Division Superintendent

Date: **April 19, 2022**

Subject: **STUDENT HELPDESK AND MICROSOFT 365 MATERIALS AVAILABLE
FOR ALL LEARNERS**

1. For the information and guidance of all concerned, this Office hereby disseminates the herein OUA Memo 00-0422-0104 re: Student Helpdesk and Microsoft 365 Materials Available for All Learners. The poster on M365 student benefits are now available to download at <https://aka.ms/DepEdM365pamphlet>. This material may be disseminated online or printed and handed out to learners to ensure that all students receive a copy.
2. Students without M365 accounts may reach out to their School ICT Coordinator/Teachers for assistance.
3. For questions and concerns on their M365 student benefits, learners and parents may email the helpdesk at external.m365studenthelp@deped.gov.ph.

Encl: As stated

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TO BE POSTED IN THE WEBSITE



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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:

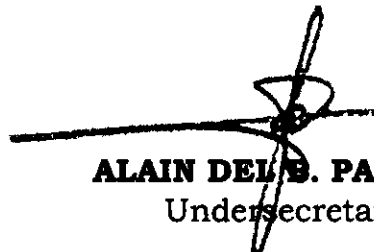
1. Benefits of their Microsoft Education A3 license
2. Steps on how to activate their accounts
3. Other download links to Windows 11, Minecraft, Office, Teams
4. Helpdesk email (for questions about your account)

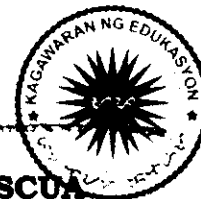
This material may be disseminated online or printed and handed out to learners to ensure that all students receive a copy. Please refer to **Annex A** to see how the poster is designed. Schools may download the resource here: <https://aka.ms/DepEdM365pamphlet> .

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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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 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 in case you forgot 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/learn/365/apps	Download the Minecraft Education Edition https://www.minecraft.net/education	How to download Windows 11 https://www.microsoft.com/windows/11	Download Teams here teams.microsoft.com

If you have questions, you can visit this link: <https://aka.ms/M365AG25> or talk to us at external.m365helpdesk@deped.gov.ph

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

