DIVISION MEMORANDUM
No. 22 s. 2019

TO: 
Asst. Schools Division Superintendent
CID & SGOD Chiefs
SDO Section/Unit Heads
Education Program Supervisors
Public Schools District Supervisors
Elementary and Secondary School Heads
School ICT Coordinators
Teachers and Non-Teaching Personnel

FROM: Socorro V. dela Rosa, CESO VI
Schools Division Superintendent

SUBJECT: Online Resolving of Issues/Problems on DepEd Email Account and other IT related Concerns Using Google Sheet and Reminders in Using DepEd Email Account

DATE: January 22, 2019

Please be informed that the ICTS Regional and Division Offices is currently conducting housekeeping of DepEd Email accounts in their respective regions and divisions until February 15, 2019. If you encountered difficulty in logging in your accounts, please coordinate with your designated ICT Coordinators for technical assistance.

In connection with the use of DepEd Email Account that serves as your Professional Account, please be reminded of the following to avoid future problems:

1. That it should only/be used for DepEd related transactions only;
2. Do not give your username especially your PASSWORD to anybody;
3. Open your account regularly or at least once for two months to avoid deactivation of your account from the system and upload latest professional look pictures on your account for identification purposes;
4. All permanent (at least 3 months) DepEd personnel must have DepEd email account (to create accounts for newly hired teachers/personnel - no need to write a letter request, the designated ICT coordinator will just indicate in the Google Sheet the date of appointment of concerned teachers/personnel);
5. To those DepEd personnel with inactive/deactivated accounts, please coordinate with your designated school ICT coordinator for technical assistance. A written request with justifications addressed to SDS thru ITO signed by the account owner/holder will be made in case there is a need to reset password.

Further, designated ICT Coordinators are advised to open and update regularly the Google Sheet shared to their accounts to facilitate the resolving of IT related issues and concerns (like DepEd Email Account, EHRIS, DCP inventory of IT equipment received by the school, etc.).

Should you have any inquiry or concerns, you may contact CPM09208779674/jennifer.mestica@deped.gov.ph

For information, guidance and compliance.