



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](mailto:external.m365studenthelp@deped.gov.ph).

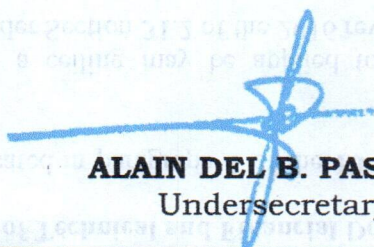
Students without M365 accounts may reach out to their school ICT coordinators/teachers for assistance.

For widest dissemination.

To: Principals & Teachers In-Charge  
 (Elementary & Secondary)

FOR YOUR INFORMATION & APPROPRIATE ACTION

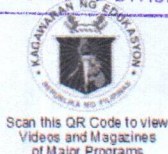
**FEDERICO P. MARTIN, EdD, CEEd, CES IV**  
 Schools Division Superintendent

  
**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 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)

**DepED**

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/en-ph/education/products/office>
- Download the Minecraft Education Edition: <https://education.minecraft.net/en-ph/minecraft>
- How to download Windows 11: <https://aka.ms/DepEdWindows11>
- Download Teams here: <https://teams.microsoft.com>

If you have questions, you can visit this link: <https://aka.ms/MSFAQ5> or talk to us at [external.m365studenthelp@deped.gov.ph](mailto:external.m365studenthelp@deped.gov.ph)

**DepED**

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>

