



Republika ng Pilipinas  
**Kagawaran ng Edukasyon**

Tanggapan ng Pangalawang Kalihim sa Pangangasiwa

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**MEMORANDUM**

12 January 2023

TO : **UNDERSECRETARIES**  
**ASSISTANT SECRETARIES**  
**BUREAU AND SERVICE DIRECTORS**  
**REGIONAL DIRECTORS**  
**SCHOOLS DIVISION SUPERINTENDENTS**  
**ALL OTHERS CONCERNED**

FROM :   
**KRISTIAN R. ABLAN**,  
Undersecretary for Administration

SUBJECT : **MICROSOFT 365 ADOPTION**

The Department of Education (DepEd) provides tools and services for its employees, teachers and students that promote a culture of collaboration and communication and improve performance of tasks. The DepEd obtained these tools and services in the interest of education and public service.

To further maximize these productivity tools, we would like to reiterate that all DepEd employees are provided with **Microsoft 365** accounts such as:

- a. **Microsoft Outlook**: An email and calendar application.
- b. **Word**: A word processing tool that allows user to create, edit and format text documents.
- c. **Excel**: A spreadsheet tool for organizing and analyzing data.
- d. **PowerPoint**: A tool for producing and editing slides and presentations.
- e. **OneNote**: A digital notebook for taking notes, organizing information, and collaborating with others.
- f. **Teams**: A communication and collaboration platform for chat, video conferencing, and file sharing.
- g. **OneDrive**: A cloud storage service for storing and sharing files.
- h. **SharePoint**: A web-based collaboration and document management platform.
- i. **Microsoft Forms**: A tool for creating surveys, quizzes, and polls.
- j. **Microsoft Planner**: A task and project management tool.

As to other DepEd personnel without @depd.gov.ph Microsoft accounts, they will receive their Microsoft username and temporary password in their respective DepEd Gmail accounts **on or before 27 January 2023**.

**Office of the Undersecretary for Administration**

Department of Education - Central Office, Room 508, 5th Floor Mabini Building,  
Meralco Avenue, Pasig City; Landline 8638-1780  
Email: useforadministration@depd.gov.ph

All users shall sign-in to their Microsoft 365 account at <https://portal.office.com>. Users who are signing in for the first time shall type in their new password for Microsoft 365 and setup their respective self-service password reset by providing their mobile number, alternate personal email address and/or answers to security questions. The new password used for signing-in should be always kept safe. Should a user forget the password for Microsoft 365, they may request for a new password thru <https://passwordreset.microsoftonline.com>.

Further, please be informed that starting **1 February 2023**, all DepEd personnel will be able to receive and send emails through their respective **Microsoft Outlook** (outlook.office.com) accounts using the same email address.

In this regard, all DepEd personnel and officials are reminded that the use of these accounts shall be for educational purposes and/or the performance of official duties and responsibilities. The Department shall exercise dominion over all DepEd accounts and over all data, material, and information received, transmitted, stored, or otherwise processed through the service.

Moreover, all personnel are also reminded that disciplinary actions such as account suspension and other legal remedies may be initiated against anyone found responsible for violating the acceptable use of the DepEd accounts.

The Central Office, all Regional Offices (ROs), and all Schools Division Offices (SDOs) shall establish their respective helpdesk mechanisms to support their personnel.


For further queries or clarifications, all concerned DepEd personnel from various governance level may raise their issues and concerns to the following:

Governance Level	Office/Unit in Charge
Central Office	ICTS – User Support Division <a href="mailto:icts.sdd@deped.gov.ph">icts.sdd@deped.gov.ph</a> 8633-2092
Regional Office	Information and Communications Technology Unit
Schools Division Office and school personnel	Division Information Technology Officer and the helpdesk mechanism established at the SDO

A schedule of webinars regarding trainings to be conducted and support materials will also be provided by the ICTS – User Support Division to be available at <https://bit.ly/DepEdM365Support>.

Immediate dissemination of and strict compliance to this memorandum is directed.

Thank you.

To: School Administrators, Principals & Teachers In-Charge  
(Elementary & Secondary)  
FOR YOUR INFORMATION & APPROPRIATE ACTION  
  
FEDERICO P. MARTIN, EdD, CEEd, CESO V  
Schools Division Superintendent



Republic of the Philippines  
**Department of Education**

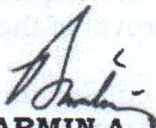
DEC 26 2012

DepEd MEMORANDUM  
No. **227**, s. 2012

**GUIDELINES ON THE USE OF THE DEPED EMAIL SERVICE**

To: Undersecretaries  
Assistant Secretaries  
Bureau Directors  
Directors of Services, Centers and Heads of Units  
Regional Directors  
Schools Division/City Superintendents  
Heads, Public and Private Elementary and Secondary Schools  
All Others Concerned

1. To achieve the policy objectives of enhancing the existing media of communication, promoting a sense of identity, and facilitating a culture of collaboration, the Department of Education (DepEd) issues the **Guidelines on the Use of the DepEd Email Service** to operationalize the use of the DepEd Email Service pursuant to DepEd Order No. 85, s. 2012 entitled *Policy on the Establishment of DepEd Email Service*.
2. The enclosures contain the following guidelines for reference:  
Enclosure No. 1 - Guidelines on Registration for deped.gov.ph accounts; and  
Enclosure No. 2 - Guidelines on the Acceptable Use of deped.gov.ph accounts.
3. These guidelines shall remain in force and in effect until such time when they will be rescinded or amended. This Department through the Office of the Technical Service (TS) shall make the necessary modifications when deemed necessary, as long as consistency with the above stated policy thrusts is satisfied.
4. Any concern on these guidelines shall be directed to the Office of the Director, TS, DepEd Central Office (CO) through email address: [helpdesk@deped.gov.ph](mailto:helpdesk@deped.gov.ph) or at telephone no.: (02) 638-4878.
5. Immediate dissemination of this Memorandum is desired.

  
**BR. ARMIN A. LUISTRO FSC**  
Secretary

**GUIDELINES ON REGISTRATION FOR *deped.gov.ph* ACCOUNTS**

**1. Roles and Responsibilities**

- a. **Super Administrators.** The full system administrators shall be assigned by the Secretary. They shall have complete access to the *deped.gov.ph* control panel and all administrator actions.
- b. **ICT Administrators.** The Central Office, each regional office, and each division office shall assign an ICT administrator to be in charge of the administrative maintenance of users and groups in their respective area of responsibility.
- c. **Personnel Officer.** The Central Office, each regional office, and each division office shall assign a Personnel or Administrative Officer who will serve as the authorized officer for creation and deactivation of accounts.
- d. **Helpdesk.** Troubleshooting and other technical concerns relative to the service shall likewise be addressed by the Technical Service (TS), in coordination with other assigned employees of the Department.

**2. Assignment**

- a. All permanent employees of this Department shall be assigned a *deped.gov.ph* account which can be accessed through <http://mail.deped.gov.ph>.
- b. Consultants and personnel under contract of service may be assigned their respective accounts upon the request of their immediate heads of the unit and subject to the discretion and approval of the super administrators. The requests shall be based on the need of the said individuals for official email accounts in the performance of their duties.
- c. All users will be divided into three domains in the administrative panel: employees; consultants; and contracts of service.
- d. The *deped.gov.ph* accounts assigned will adhere to the following naming conventions:
  - <first name>.<last name>@deped.gov.ph for regular employees;
  - <first name>.<last name>@consultant.deped.gov.ph for consultants; and
  - <first name>.<last name>@cos.deped.gov.ph for contracts of service.
- e. Email addresses following a different naming convention, assigned as an alias, will be assigned upon the request of the head of unit and will be subjected to the discretion and approval of the super administrators.
- f. Offices which need an email address will be assigned a distribution list, with its employees who need to communicate using the said address under it, upon the request of the head of unit and will be subjected to the discretion and approval of the super administrators.



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Republika ng Pilipinas  
**Kagawaran ng Edukasyon**  
Tanggapan ng Pangalawang Kalihim

**OUA MEMO 00-0820-0130**  
**MEMORANDUM**  
17 August 2020

For: **Execom and Mancom Members**  
**CO Division Chiefs**  
**Schools Division Superintendents**  
**Regional/Division/School Information Technology Officers**  
**Principals/School Heads**  
**All Others Concerned**

Subject: **GUIDELINES ON THE USE AND ADMINISTRATION OF  
G SUITE AND MICROSOFT 365 FOR EDUCATION**

1. The Department of Education (DepEd) continues with its aim of improving governance by providing tools that promote a culture of collaboration and communication, and improve performance of tasks. With this, the Department of Education provides employees, teachers, and students with access to twenty-first century tools that support education and its delivery. Included in this online education package are tools for email, productivity and collaboration.
2. Users will have access to the following tools:
  - a. G Suite for Education
  - b. Microsoft 365 Education
3. All regular employees and public school learners of the Department of Education shall be assigned a G Suite for Education and a Microsoft 365 Education user account.
4. Consultants and Contract of Service personnel in the Central, Regional or Division Office may be assigned their respective user accounts upon the request of their immediate heads of unit and subject to the discretion and approval of the assigned User Account Administrators in each governance level. The request shall be based on the need of the said individuals for official user accounts in the performance of their duties.
5. Employee, consultants and contract of service personnel accounts must be secured from the assigned User Account Administrator of each governance level.



**Office of the Undersecretary for Administration (OUA)**

*[Administrative Service (AS), Information and Communications Technology Service (ICTS), Disaster Risk Reduction and Management Service (DRMMS), 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 @depedayo



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6. The standard naming convention for employee, consultants and contract of service personnel shall be:

a. G Suite for Education:  
<first name>.<last name>@deped.gov.ph

b. Microsoft 365 for Education:

For Central, Regional and Division Office Personnel:

<first name>.<last name>@deped.gov.ph

For School personnel:

<first name>.<last name>@<regional tenant>.deped.gov.ph

c. If the username is no longer available in G Suite for Education, the User Account Administrator must append a sequential number after the last name. The Microsoft 365 Education user account name must follow the same as the G Suite for Education user account name.

7. Public school learner accounts shall be created by the ICTS based on the Learner Information System. These accounts shall be distributed through the Division Information Technology Officer and the School ICT coordinator, in a process they deem appropriate, strictly adhering to data privacy rules and guidelines.

8. The standard naming convention for the public school learner accounts shall be:

<Learner Reference Number>@<regional tenant>.deped.gov.ph

9. Upon receipt of account credentials, all users must immediately access their accounts thru accounts.google.com for G Suite for Education and portal.office.com for Microsoft 365 Education.

10. Upon signing in, all users must ensure that their self-service password recovery is set up by accessing the following pages:

a. G Suite for Education - <https://myaccount.google.com/security>

b. Microsoft 365 Education - <https://myaccount.microsoft.com/>

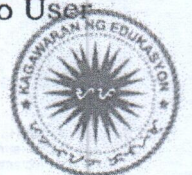
11. Users having difficulties accessing their user account may request technical assistance from their assigned User Account Administrator. For password reset, the user must utilize the self-service password reset facility before contacting their administrator.

## 12. Roles and Responsibilities

### a. Administrators

i. The Super Administrators manage the policies, configuration and user accounts for both G Suite for Education and Microsoft 365 Education across all the tenants in the organization. This task is assigned to the ICTS – Solutions Development Division.

ii. Helpdesk Administrators are authorized to manage DepEd user accounts. Their main responsibility is to perform user account management actions that require bulk processing, escalation or higher level rights and permissions than those provided to User



performing the different user account management procedures.

4. The ITO may delegate one other personnel from the same governance level to assist in the performance of his/her duties as a User Account Administrator. However, the accountability for actions performed remains with the ITO.
  5. To delegate an alternate User Account administrator and in the event that a new Information Technology Officer is assigned in the Regional or Division Office, the Super Administrators must be notified immediately thru email via [icts.sdd@deped.gov.ph](mailto:icts.sdd@deped.gov.ph). Details must include the name, plantilla position and official DepEd email of the alternate or new User Account Administrator.
- iv. The School Administrators serve as the school-based administrators that handle concerns such as ensuring that the user accounts are distributed to learners and resetting of user account passwords.

The School Administrator shall use the appropriate school accounts in resetting of user account passwords.

- v. All administrators shall act as champions on the proper use of both G Suite for Education and Microsoft 365 Education accounts.

**b. Users**

- i. All users, at all levels of the organization and in schools, must ensure the safekeeping of their respective user accounts.
- ii. Strictly follow the acceptable use and prohibited use guidelines.
- iii. The employee and his/her supervisor must ensure that all files and important correspondences are properly turned over before effective date of transfer resignation, or retirement.

**13. Acceptable Use**

**a. Use**

- i. The use of these accounts shall be for educational purposes and/or the performance of official duties and responsibilities.
- ii. Reasonable use of the service for personal electronic correspondence is acceptable. However, strict professional discretion is expected to be employed at all times. DepEd personnel shall act professionally and shall be bound by the provisions of the Code of Conduct and Ethical Standards for Public Officials and Employees (R.A. 6713)
- iii. It is highly recommended that personal correspondences and files be saved in a separate location.

**b. Prohibited Use**



- i. The G Suite for Education and Microsoft 365 Education are government services obtained in the interest of education and public service. Transmission and storage of offensive, disruptive, discriminatory, pornographic, profane, abusive, libelous, derogatory, illegal, and otherwise similar material unbecoming of learners and agents of the civil service are strictly prohibited.
- ii. The account shall not be used in connection with any commercial, religious, social, political, and other similar interests.
- iii. Disclosure of confidential and sensitive personal information is strictly prohibited unless it is required by duty or assignment.
- iv. Sharing of account credentials with other individuals and organizations is strictly prohibited.
- v. Use of the account to access illegal content or to access content (e.g. copyrighted information) in a manner that violates the law is likewise stringently forbidden.
- vi. The introduction, intentional or otherwise, of any form of computer virus or malware, may it be from an email attachment or external link to a file, is also strictly prohibited.
- vii. Each individual is responsible for any information or statement sent out from his or her own account, making him or her liable for violations stated in this policy.

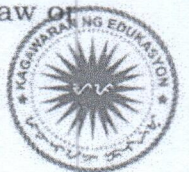
#### **c. Protection Against Liability**

- i. Appropriate discretion shall be applied in terms of representations, claims and disclosures made through the G Suite and Microsoft 365 official DepEd email account.
- ii. In the spirit of email risk awareness and to mitigate the possible liability, the inclusion of the following disclaimer in the signature line of all communications sent through the email service of G Suite for Education and Microsoft 365 Education is automatically included:

*"This communication may contain confidential or privileged information, and is intended solely for the individual or entity to whom it is originally addressed. Any disclosure, copying, dissemination, or any action taken in reliance to it by others, other than the intended recipient, is strictly prohibited. The opinions, conclusions and statements expressed in this message are those of the sender and may not necessarily reflect the views of the Department of Education."*

#### **14. Privacy and Monitoring**

- a. The privacy of every individual user shall be respected as a strict general policy. Supervision of accounts shall only be undertaken upon a finding of probable cause indicating a breach of the safe, proper, and reasonable use of the deped.gov.ph service or a violation of any law or





other rules or regulations as possibly evidenced by contents processed through the deped.gov.ph service, as determined by the DepEd Executive Committee (ExeCom).

- b. The individual shall be informed that the account will be subject for investigation and of the reason behind it.
- c. The contents of the deped.gov.ph service are considered confidential government communication. To protect confidentiality of the email messages, security measures such as HTTPS, IMAP and PKI digital certificates shall be used to encrypt or secure the connection and messages sent and received through the deped.gov.ph service.
- d. All data, information, and communication sent, received, or archived in the G Suite for Education and Microsoft 365 Education belong to the government.

### 15. Enforcement

- a. In the event that the prohibited acts stated in Section 10.b of this Policy are violated, formal complaints may be lodged with the User Account Administrator. This shall be done in coordination with the appropriate Division, Regional, Central DepEd Legal Officer against individual users, whether they are still connected with DepEd or not, and upon a determination by the super administrators that there is a probable cause to rely on the validity and veracity of the allegations contained therein.
- b. Any user found guilty of violating, intentional or otherwise, the policies stated herein shall be subject to disciplinary action, without prejudice to such other civil, administrative, and penal remedies as the gravity of the violation may merit.
- c. The specific disciplinary action to be meted out shall be determined by the appropriate DepEd official, in consultation with the unit head of the person at fault.

  
  
**ALAIN DEL B. PASCUA**  
Undersecretary



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