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

**OUA MEMO 00-1120-0186**  
**MEMORANDUM**  
16 November 2020

DEPARTMENT OF EDUCATION  
REGION VIII, EASTERN VISAYAS

**RECEIVED**

11-23-2020  
Date / Tracking No. 6982

10:33 am

For: **Regional Directors and BARMM Education Minister  
Schools Division Superintendents**

Attn: **Regional Information Technology Officers  
Division Information Technology Officers**

Subject: **REVISION OF PROCEDURES FOR OFFICE 365 IDENTITY  
AND ACCOUNT MANAGEMENT FOR REGIONAL OFFICE,  
DIVISION OFFICE, AND SCHOOL EMPLOYEES**

OFFICE OF THE DIRECTOR IV	
Date and Time Received 11-22-20-11:00	Signature 
Date and Time Released 11-23-20-11:30	Signature 

In relation to OUA Memo 14-0320-0703, the Information and Communications Technology Service (ICTS) is revising the procedures in Microsoft 365 user account creation, password reset, update and deletion.

### Password Reset

Regional and Division IT Administrators shall have access to a password reset facility for accounts of schools and employees in the regional office, division office, and schools. This password reset facility is available thru **mystaff.microsoft.com** and can be accessed using the admin accounts indicated in **Annex 1. My Staff**.

### Creation, Update and Deletion

The ICTS is also updating its OAMF as there have been numerous incidents of non-compliance to the procedure and required format for processing of Microsoft 365 accounts. The Office 365 Account Management Form (OAMF) version 3 and its procedure shall supersede previous templates and procedures. Please see **Annex 2. Office 365 Identity and Account Management v3** for the procedure. The OAMF v3 will only be shared to the Microsoft 365 Admin Account of each Regional and Division IT Administrator in the main tenant (@depd.gov.ph).

Requests should strictly follow the format specified in **Annex 3. Format Guide**.



### 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)]

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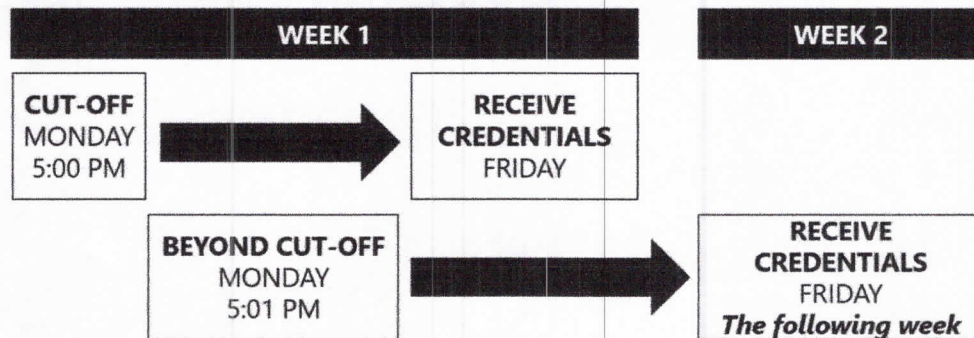
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ORD and  
11-23-20

**Incomplete or incorrectly formatted requests will not be processed.**

Cut-off for requests is 5:00 PM every Monday. All requests before this cut-off will be processed. Requests made after the cut-off will be processed the week after. User credentials of processed accounts will be shared to their respective ITOs on or before Friday of the same week.



*Figure 1. Weekly cut-off and processing of requests*

For queries and other concerns, please contact Ms. Bernalou “Jen” Parrucho, Administrative Support II of ICTS-SDD, through 0905-251=4371 or email at [bernalou.parrucho@deped.gov.ph](mailto:bernalou.parrucho@deped.gov.ph).

For immediate dissemination and appropriate action.

**ALAIN DEL B. PASCUA**  
Undersecretary



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## Annex 1. My Staff

### Admin Account

The table below indicates the admin account the Regional and Division IT Administrators will use:

<b>My Staff</b>		
Admin / Action	Regional IT Admin	Division IT Admin
RO/DO Employees	admin.<reg>@ deped.gov.ph <b>Example:</b> admin.r11@deped.gov.ph admin.ncr@deped.gov.ph	admin.<reg>.<division>@ deped.gov.ph <b>Example:</b> admin.r7.ceb@deped.gov.ph admin.car.abra@deped.gov.ph
School Employees	-	admin.<division>@ <tenant>.deped.gov.ph <b>Example:</b> admin.leyte@r8.deped.gov.ph
School Accounts	-	admin.<reg>.<division>@ deped.gov.ph

### Using My Staff

How to Reset Passwords using My Staff

1. Access the My Staff portal via **mystaff.microsoft.com**
2. Login using the Admin account indicated in the table
3. Search for the user account to be reset in the search bar
4. Click the Reset password button and confirm the resetting of the password
5. A temporary password will be provided. Be sure to provide this temporary password to the user immediately.

Ensure that the user has successfully set up their self-service password reset thru **<https://myaccount.microsoft.com/>**



## Annex 2. Office 365 Identity and Account Management v3

### Admin Account

The table below indicates the admin account the Regional and Division IT Administrators will use to access the OAMF and the shared folder for the credentials:

Office 356 Account Management Form v3		
Action	Regional IT Admin	Division IT Admin
Access OAMF v3	admin.<reg>@ deped.gov.ph <b>Example:</b> admin.r11@deped.gov.ph admin.ncr@deped.gov.ph	admin.<reg>.<division>@ deped.gov.ph <b>Example:</b> admin.r7.ceb@deped.gov.ph admin.car.abra@deped.gov.ph
Access to shared folder of processed requests	admin.<reg>@ deped.gov.ph	admin.<reg>.<division>@ deped.gov.ph

### Procedure

1. IT Admins fill in the OAMF.
2. ICTS extracts the contents of the OAMF.
3. ICTS processes the requests from the OAMF.
4. ICTS uploads the credentials to the IT Admin's shared folder.
5. IT Admins access the shared file in the shared folder for the credentials.
6. IT Admins securely distribute the credentials to the respective user.
7. IT Admins ensure that the user has successfully set up their self-service password reset.



### **Annex 3. Guide**

#### **A. Creation**

The Office 365 Account Management Form shall strictly follow the format indicated below.

1. Office / School ID

a. Only the following values are acceptable for this column:

- i. RO for Regional Office personnel
- ii. DO for Division Office personnel
- iii. 6-digit School ID for school personnel

b. School names will not be accepted.

2. First Name

3. Last Name

4. Extension Name

a. Select the extension name from the drop-down available in the sheet.

b. If there is no extension name, leave blank.

5. Plantilla Position

The plantilla position will be selected from the drop-down available in the sheet.

6. DepEd Email

a. Only the requested personnel's DepEd email account in GSuite is acceptable, that is, <firstname>.<lastname>@deped.gov.ph.

b. School or office emails are not valid.

7. Date Requested

a. The only acceptable format for the date requested is MM/DD/YYYY.

b. Antedated requests will not be processed.

Pasting into the sheet is not allowed as this will overwrite the data validations in the sheet.

**Any request that does not comply with the above-mentioned format will not be processed.**





## B. Updating

The Office 365 Account Management Form shall strictly follow the format indicated below.

### 1. Microsoft 365 Account

Indicate the issued Microsoft 365 account of the personnel

- i. RO/DO personnel:  
<firstname>.<lastname>@deped.gov.ph
- ii. School personnel:  
<firstname>.<lastname>@<tenant>.deped.gov.ph

### 2. Reason for Updating

Only selection from the dropdown are valid:

- i. Change First Name
- ii. Change Last Name
- iii. Change Office and Position
- iv. Change Position
- v. Change Office
- vi. Others

### 3. Region

Only selection from the dropdown are valid

### 4. Division

Only selection from the dropdown are valid

### 5. Office / School ID

a. Only the following values are acceptable for this column:

- i. RO for Regional Office personnel
- ii. DO for Division Office personnel
- iii. 6-digit School ID for school personnel

b. School names will not be accepted

### 6. First Name

### 7. Last Name

### 8. Plantilla Position

The plantilla position will be selected from the drop-down available in the sheet.

### 9. Date Requested

- a. The only acceptable format for the date requested is MM/DD/YYYY
- b. Antedated requests will not be processed

Pasting into the sheet is not allowed as this will overwrite the data validations in the sheet.

**Any requests that does not comply with the above-mentioned format will not be processed.**



### C. Deletion

The Office 365 Account Management Form shall strictly follow the format indicated below.

1. Microsoft 365 Account
  - a. Indicate the issued Microsoft 365 account of the personnel
    - i. RO/DO personnel:  
<firstname>.<lastname>@depd.gov.ph
    - ii. School personnel:  
<firstname>.<lastname>@<tenant>.depd.gov.ph
2. Reason for Deletion
  - a. Retired
  - b. Resigned
  - c. Deceased
3. Date Requested
  - a. The only acceptable format for the date requested is MM/DD/YYYY.
  - b. Antedated requests will not be processed.

**Accounts tagged for deletion can no longer be restored.**

Pasting into the sheet is not allowed as this will overwrite the data validations in the sheet.

**Any request that does not comply with the above-mentioned format will not be processed.**



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