



Republic of the Philippines  
**Department of Education**  
REGION VII – CENTRAL VISAYAS  
**SCHOOLS DIVISION OF BOHOL**

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**Office of the Schools Division  
Superintendent**


May 5, 2022

DIVISION MEMORANDUM  
No. 0278 s. 2022

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

TO: Assistant Schools Division Superintendents  
Chiefs, CID  
Education Program Supervisors  
Public Schools District Supervisors/Acting PSDSs  
School Heads

1. Enclosed is QUA Memo 00-0422-0104 re: **Student Helpdesk and Microsoft 365 Materials Available for all Learners**
2. For questions and concerns on their M365 student benefits, learners and parents may email the helpdesk at **external.m365studenthelp@deped.gov.ph**
3. Students without M365 accounts may reach out to their school ICT/coordinator/teacher for assistance.
4. Immediate dissemination and compliance of this Memorandum is enjoined.

  
**BIANITO A. DAGATAN, EdD, CESO V**  
Schools Division Superintendent





OUAD00-0422-0104  
To authenticate this document,  
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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.

  
**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)]*

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](mailto:usec.admin@deped.gov.ph); Facebook/Twitter @depedtayo



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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):  

TEMPORARY PASSWORD:  

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-us/education/products/office>
- Download the Minecraft Education Edition**  
<https://www.minecraft.net/en-us/edu>
- How to download Windows 11**  
<https://aka.ms/Windows11forcustomers>
- Download Teams here**  
<https://teams.microsoft.com>

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

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>

