



Republic of the Philippines
Department of Education
REGION VII - CENTRAL VISAYAS
DIVISION OF CITY SCHOOLS - TAGBILARAN CITY

**Office of the Schools Division
Superintendent**

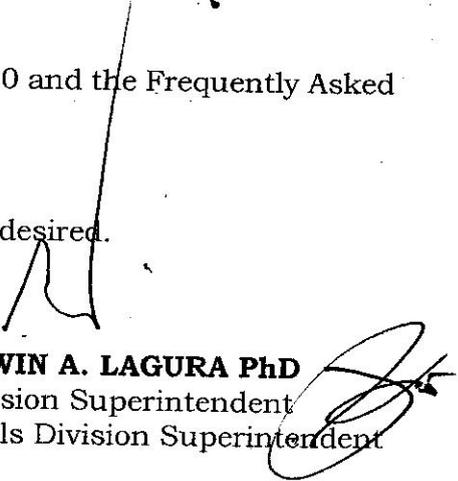
DIVISION MEMORANDUM

No. **118**, s. 2020

DEPED RO7 INFO-TEXT SYSTEM AND ONLINE HELPDESK

To: Assistant Schools Division Superintendent
Chief, CID and SGOD
Public and Private Elementary and Secondary School Heads
All Others Concerned

1. Pursuant to the DepEd Regional Memorandum No. 212, s.2020, dated April 25, 2020, re: "DEPED RO7 INFO-TEXT SYSTEM AND DEPED RO7 ONLINE HELPDESK", this office informs all concerned that DepEd Region VII launches the DepEd RO7 Info-Text System and Online Helpdesk.
2. Info-Text System is a DepEd RO7's text-based (SMS) communication services. Its main objective is to open a new channel of direct communication with different offices of the DepEd RO7. This service accepts messages from all stakeholders.
3. The Online Helpdesk is an online form that allows submission of concerns to various services of DepEd RO7 offices.
4. Attached is the Regional Memorandum 212, s.2020 and the Frequently Asked Questions of the two systems for your reference.
5. Immediate dissemination of this Memorandum is desired.


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Republic of the Philippines
Department of Education
REGION VII – CENTRAL VISAYAS

Office of the Regional Director

APR 25 2020

REGIONAL MEMORANDUM

No. **0212** , s. 2020

DEPED RO7 INFO-TEXT SYSTEM AND DEPED RO7 ONLINE HELPDESK

TO : ASSISTANT REGIONAL DIRECTOR
ALL SCHOOLS DIVISION SUPERINTENDENTS
ALL ASSISTANT SCHOOLS DIVISION SUPERINTENDENTS
ALL FUNCTIONAL DIVISION CHIEFS
PUBLIC AND PRIVATE SCHOOL ADMINISTRATORS
ALL TEACHERS

1. In support to the implementation of DepEd Memorandum 43, s. 2020 entitled Guidelines on the Alternative Work Arrangements in the Department of Education in Light of the Covid-19 Stringent Social Distancing Measures, and the drive to continue to provide basic services to the public, the Department of Education Regional Office VII launches the DepEd RO7 Info-Text System and DepEd RO7 Online Helpdesk.
2. DepEd RO7 Info-Text System is a text broadcast system in partnership with Smart Communications that helps in disseminating information and collecting feedback through mobile phones. Regional personnel may send messages to registered community members some announcements or advisories. Likewise, anyone may send a feedback or inquiry by sending a text message to the different offices in the region using a text keyword.
3. DepEd RO7 Online Helpdesk is a tool that allows DepEd personnel to request for various frontline services by accomplishing an online form.
4. Syntax of sending a text message to Info-Text system and the link to the Online Helpdesk can be viewed from the regional website under the Helpdesk auxiliary tab (<https://region7.deped.gov.ph/online-help-desk/>).
5. Attached is the Frequently Asked Questions (FAQs).



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6. Immediate and wide dissemination of this memorandum is desired.



SALUSTIANO T. JIMENEZ JD, EdD, CESO V

Director III

OIC-Office of the Regional Director

STJ/CAE/ICTU/JPJ

FREQUENTLY ASKED QUESTIONS (FAQs)

INFO-TEXT SYSTEM

Q: What is Info-Text System?

A: It is a Text Broadcast System in partnership with Smart Communications that helps disseminate information and collect feedback through a customized text message. Customized text message similar with the text messages from NDRRMC.

Q: Who can receive a text broadcast from DepEd RO7?

A: Currently, only the community members registered by the Content Providers of the various functional divisions of the regional office. In the future, we may include the all DepEd personnel in the region.

Q: Who can send a text message to DepEd RO7 through Info-Text?

A: Anyone who wish to send a text message may do so. All they need to know is the feedback keyword of the concerned office they wish to send.

Q: What are feedback keywords?

A: These are codes pre-assigned to a functional division or unit/section.

Functional Division/Unit/Section	Feedback Keyword
Disaster Risk Reduction Management Section	r7drrmfeedbk
Payroll Services Unit	r7psufeedbk
Finance Division	r7fdfeedbk
Quality Assurance Division	r7qadfeedbk
Policy, Planning and Research Division	r7pprdfeedbk
Field Technical Assistance Division	r7ftadfeedbk
Human Resource Development Division	r7hrddfeedbk
Curriculum and Learning Management Division	r7clmdfeedbk
Education Support Services Division	r7essdfeedbk
Administrative Services Division	r7adminfeedbk

Q: How to send a message?

A: When sending a message, make sure you have the correct feedback keyword and follow the syntax. Send it to **744433767**.

To send a message to Payroll Services Unit:

<feedback keyword><space><Name/Employee No./Station Code/Division Office><space><your message>

Example: **r7psufeedbk** Juan Dela Cruz/123456/001/Bohol Good AM. There is an overdeduction in my salary. Kindly check. Thank you.

To send a message to the Finance Division:

<feedback keyword><space><Name/Division Office><space><your message>

Example: **r7fdfeedbk** Juan Dela Cruz/Cebu City Good AM. Have you downloaded the funds for Asatidz? Thank you.

To send to the other offices in the region, get the appropriate feedback keyword and follow the syntax below:

<feedback keyword><space><Name/Division Office><space><your message>

Q: Is there any document or guide that I can refer to in case I forget the syntax?

A: Yes. Please visit the regional website for helpful infographics about Info-Text (<https://region7.deped.gov.ph/info-text-system/>).

Q: Is there a load deduction when I send a text message to Info-Text?

A: Yes. One peso is deducted from your load for every message sent regardless of network.

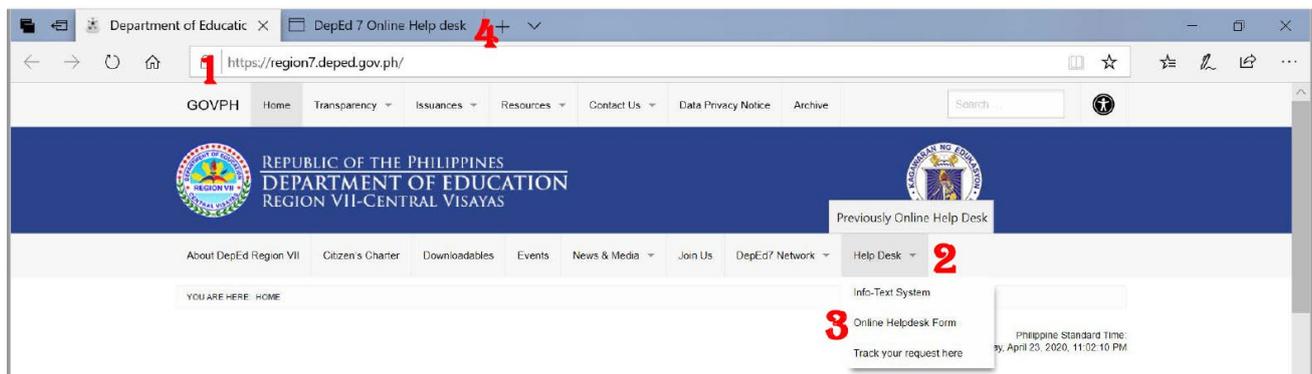
ONLINE HELPDESK

Q: What is DepEd RO7 Online Helpdesk?

A: It is an internet dependent tool using Google Forms that allows DepEd personnel of Region VII to send inquiries and reports to the regional office.

Q: How can I access the Online Helpdesk?

A: Online Helpdesk is accessible via the regional website.



1. In your browser, key in <https://region7.deped.gov.ph>.
2. Once in, go to the Helpdesk auxiliary tab.
3. Click Online Helpdesk Form.

4. A form will be opened in a new tab.

Q: Is there a requirement before I can use the tool?

A: Yes. The requestor must have a DepEd email (youremail@deped.gov.ph). This is to properly identify that the requestor is a bonafide member of the agency.

Q: I do not have a DepEd email, what should I do?

A: Please contact your Information Technology Officer (ITO). He/She will create your email account once Personnel Section confirms that you are a qualified DepEd personnel.

Q: What are the services available in the Online Helpdesk?

A: Currently, we have Admin Services, QAD Services, and Submission of Reports. Additional services will be available in the updated version of the tool.

- Admin Services
 - Payroll Services
 - Request for Payslip
 - Inquiry
 - Authority to Travel
- QAD Services
 - Request for Temporary Permits
 - Request for Renewal Permits
 - Request for Government Recognition
- Submit Reports

Q: Why do I need to provide email address and mobile number?

A: Your contact details are essential so that the regional personnel can respond/reach out to you for updates related to your transaction.

Q: What are the reports allowed?

A: Duly signed office reports required or requested by the Region.

Q: Is there any specific file type and file size that the system allows?

A: Yes. The system allows only one (1) PDF file of up to 10GB.

Q: I have multiple files. What should I do?

A: Combine all files into one PDF file. Ensure that it is not more than 10GB.

Q: How do I know the status of my transaction?

A: After you click submit, an automated email containing your Ticket Number will be sent to the email address you provided in the form. Visit the regional website (<https://region7.deped.gov.ph>). Go to Helpdesk and click on Track Your Request. Search the status of your transaction using the Ticket Number provided in the email.

Q: My transaction is updated to PENDING. What does it mean?

A: If your request is set to PENDING, it means that there is an information or file that is missing or lacking. The personnel-in-charge of your request will notify you of the details.

Q: I have completed the lacking information/requirement, do I need to submit another ticket?

A: No. Please send a reply to the email sent to you by the person-in-charge. Explain or attach the lacking requirement. DO NOT file another request.

Q: The status says my request is ENDORSED to the Division Office. What does it mean?

A: It either means that the appropriate office to address your concern is the Schools Division Office (SDO) or the Region needs an endorsement or action from the SDO. In this case, please contact the SDO for follow-up.

Q: The status says my request is ENDORSED to another functional division within the region. What does it mean?

A: It means that your concern can be best addressed by the appropriate functional division.

Q: I want to ask for a copy of my payslip. What should I do?

A: Payslips are given every month to teachers and division personnel through SDOs. Please check with your SDO.

Q: I already received my payslip but I still need one more copy. Am I still allowed?

A: We use a special paper to print payslips. Re-printing it incurs time and resources. Because of this, the region requires a certification from the school head and attestation from the Division Administrative Officer stipulating the purpose of the request for payslip. Depending on the reason and the nature of the request, the Payroll Services Unit may or may not grant your request.