



Philippine
Overseas
Employment
Administration

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Advisory No. 42
Series of 2021

TO : ALL CONCERNED
SUBJECT : IMPLEMENTATION OF "NO TICKET, NO REQUEST" POLICY FOR REPORT GENERATION, ADDITIONAL ACCOUNT AND TECHNICAL SUPPORT.

In observance and compliance to the IATF protocols to manage the COVID19 situation, ICT branch will implement the **"NO Ticket, NO Request"** policy for report generation, addition/creation of account and technical support.

In preparation to this, ICT Branch will be conducting a Web Orientation for **MYPOEA System version 2** on 19-21 of May 2021.

Aside from online accomplishment, the new version has additional feature such as;

- Tasks ticketing including reset of password.
- List of created system.
- Any updates on the system.

Whereas, all internal request will be done using this features. The updated version will be launch on 24 May 2021.

In regards to the external clients, all request will be file through **Agency HELPDESK**, including the request for report generation. Other clients without account to access the system can continue requesting through Email or personally visit ICT branch as a walk-in.

In view thereof, ICT Branch will not receive the request without ticket id/number except to the clients that have no access on systems.

For guidance and strict compliance.

Issued this 18 January 2021


BERNARD P. OLALIA
Administrator

CONTROLLED AND DISSEMINATED
BY CRD ON APR 23 2021