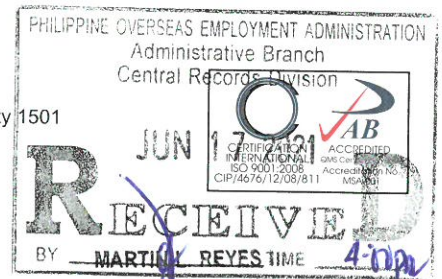




Philippine
Overseas
Employment
Administration

Republic of the Philippines
Department of Labor and Employment
BFO Building, Ortigas Avenue cor. EDSA, Mandaluyong City 1501
Website: www.poea.gov.ph E-mail: info@poea.gov.ph
Hotlines: 722-1144, 722-1155



ADVISORY NO. 78
Series of 2021

TO : ALL LICENSED RECRUITMENT AGENCIES
ALL OVERSEAS FILIPINO WORKERS (OFWs)
AND APPLICANTS

SUBJECT : IMPLEMENTATION OF THE NEW POEA HELPDESK SYSTEM

To supplement the launch of the new e-Registration System 2.0 and the POEA Online Processing System for Balik-Manggagawa (POPS-BaM), a third system, the POEA HelpDesk, shall be launched on 21 June 2021.

The new POEA HelpDesk is an online platform that can be used to request ICT assistance or technical support by filing an e-ticket for their concern. The launch of the HelpDesk was timed to assist Balik-Manggagawa workers in shifting from the old BM Online System to the new POPS-BaM. Recruitment agencies and all other types of OFWs can use the HelpDesk.

The POEA Helpdesk System can be accessed through the direct link below:

<http://onlineservices.poea.gov.ph/OnlineServices/Public/OFWTickets.aspx>

The procedure for filing an e-ticket is attached as per Annex "A"

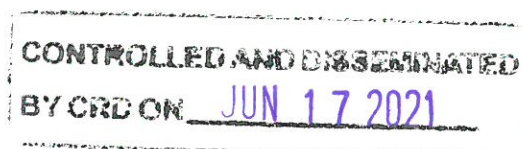
For related concerns, you may reach the following:

1. For documentation requirements and procedures:
Balik-Manggagawa Processing Division
Tel. nos.: (02) 8724-6342 or (02) 8721-0785
2. For technical concerns:
ICT Branch
Tel. nos.: (02) 8727-7778 or (02) 8721-9496
3. For e-Registration related concerns:
Employment Branch
Tel. nos.: (02) 8722-1173

Thank you for your cooperation.

BERNARD P. OLALIA
Administrator

15 June 2021
ICT/POEA





ONLINE SERVICES (POEA-HELPDESK) PROCEDURE

Follow this procedure if you have problem/concerns regarding on your account in e-registration.

Create Concern Ticket.

Step 1: Go to onlineservices.poea.gov.ph

Step 2: Scroll down until you find the **POEA Helpdesk** banner.

Step 3: Click **Create Ticket**.

Step 4. Click **Continue**.

Step 5: On the service type choose between **e-registration** and **balik-manggagawa**, then select your concern. Click the **Next** to continue.

Step 6: Frequently question will appear check first if your concern is already **answered on the FAQ** before clicking the **Next** button.

Step 7: After clicking the **Next** button, the system will give you choices on how to find your account. Click your desired choice to continue.

Step 8: Answer the provided form to find your account.

Step 9: You will direct to creation of ticket for your concern, **choose nearest processing site from your location**. Put your **concern details** and **contact number**, then click **Submit Ticket**.

Step 10: The system will provide **ticket number to use in tracking your ticket status**.

Reminder: You can't create another ticket until your ticket is not resolved.

Tracking of your Concern Ticket.

Step 1: On the **POEA Helpdesk** banner click **Inquire Update on Ticket**.

Step 2: Input your **Ticket Number** then click **Search**.

Step 3: Once you see your ticket details you can reply or attach documents to the person assigned to your ticket by clicking the **Reply** button.

Attach Documents Needed

Step 1: Click the **Reply** button.

Step 2: Click **Choose File**.

Step 3: Choose from your folder file.

Step 4: Click **Save Changes**.