OUA MEMO 00-0520-0097
MEMORANDUM
28 May 2020

For:	**Regional Directors**
	Schools Division Superintendents
	Regional and Division IT Officers
Subject:	**USE OF DEPED MOBILE APP (ADMIN MODULE)**

The Office of the Undersecretary for Administration (OUA), through the Information and Communications Technology Service (ICTS), announces the imminent launch of the **DepEd Mobile App (Admin Module)** through the release Welcome Emails to Regional and Division Administrators containing their username and password credentials.
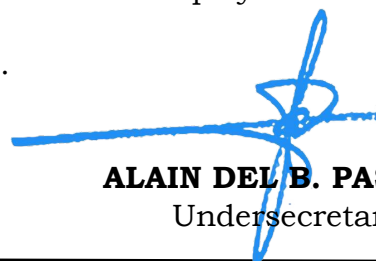
Designated Administrators of the DepEd Mobile App are reminded of some urgent tasks/responsibilities. All are advised to check, review and implement the following:

- Annex A: DepEd Mobile App Administrator's Guide
- Annex B: DTFC Memorandum No. 044 – DepEd COVID-19 Monitoring App Sign up Page
- Annex E: DTFC Memorandum No. 029 – Registration of Single Source of truth at the School Level *(Kindly disregard the link mentioned herein, and instead refer to the link in Annex B)*

In relation to this, all Regions and Divisions are reminded to use DepEd Email Accounts for all work-related communication and matters. The use of the DepEd Email will also better facilitate the use of DepEd's Mobile App and others.

All Regional Directors and Schools Division Superintendents are instructed to facilitate the issuance of DepEd Email accounts to all employees.

For immediate and appropriate action.

ALAIN DEL B. PASCUA
Undersecretary

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ANNEX A: DEPED MOBILE APP ADMINISTRATOR'S GUIDE

1. Approve pending facility tracker users in the pending approval tab with the following criteria:

    i. Remember that NOT ALL DepEd teachers are DepEd Mobile App Facility Tracker Users. Therefore, ensure that you are verifying the officially assigned SST / DRRMO via-s-vis the school.

    ii. Make sure that the users in the pending approval have registered with their deped.gov.ph email accounts.

2. If the user is verified SST (single source of truth) or DRRMO with deped.gov.ph email account, APPROVE.

    If the user is not a DDRMO / SST User, regardless if they have registered with a deped.gov.ph email account, REJECT

3. If the user is a verified SST (single source of truth) or DRRMO but did not use their deped.gov.ph account, PLEASE create and activate their deped.gov.ph email accounts. Then request for them to sign-up again using the deed.gov.ph email.

    ONLY then, the users can sign-up to use the mobile app account, when they have confirmed their account via email and you have approved their registration via your admin dashboard at the pending approval tab.

4. Logs and reports of approval of users are available so it is imperative that we take note of the tasks at hand to ensure that users are able to maximize the potential of the DepEd Mobile App-Facility Tracker.

5. To further, maximize your access, go to Facility Trackings. This menu gives you a list view of schools categorized as:

    i.   In Utilization. Lists all schools that are currently used during this Covid-19 situation.

    ii. LGU Requested. Lists all schools which have been requested for use.

    iii. Not Used. Lists all schools which are not in use.

    iv. All. Lists all schools regardless of utility.

    At the bottom left of these list views, you can get an offline version of the day's report by clicking "Download: CSV". Once downloaded, you can open the file using your spreadsheet application (e.g. Excel, Calc Spreadsheet, Numbers)

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DepEd Task Force COVID-19
MEMORANDUM No. 44
13 May 2020

For: **Regional Directors**
Schools Division Superintendents
Regional and Division DRRM Coordinators
Regional and Division Health and Nutrition Coordinators
Public School Heads
Single Sources of Truth at School Level

Subject: **DEPED COVID-19 MONITORING APP SIGN UP PAGE**

To facilitate ease of access and to resolve issues regarding incorrect passwords and difficulties in logging-in to the DepEd COVID-19 Monitoring App, a user sign up page has been deployed into the system. All pre-registered Single Sources of Truth (SSTs) at the school level are instructed to follow these instructions:

1. Go to https://mobileapp.deped.gov.ph/users/sign_up and enter your active email address, full name, contact number, school information, and password.

2. Your email must contain the domain @deped.gov.ph. All SSTs who do not have a DepEd Email account may use their personal email but are required to coordinate with their local IT officers for the issuance of a DepEd email account.

3. Check your email for "Confirmation Instructions", click "Confirm my account", and wait for the "Welcome to DepEd Mobile App" approval email within 24 hours.

For feedback, questions, and clarifications, please contact our Facebook Chat Support, available from Sundays to Saturdays, 8AM to 9PM, through https://www.facebook.com/DepEd-Mobile-App-114296006926914/ and via DepEd Workplace at https://my.workplace.com/groups/1983150605162375/.

For reference, other common errors encountered may be found in Annex A.

For immediate and appropriate action.

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 (BLSS), Bureau of Learner Support Services (BLSS), Baguio Teachers' Camp (BTC), Central Security & Safety Office (CSSO)]

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A number of preregistered designated Single Sources of Truth (SSTs) are still unable to access the DepEd Mobile App. One of the main culprits is that the email used to login is not the preregistered email. This problem has variations, too, such as:

1. Typographical errors in the email (e.g. juandelacruz@deped.giv.ph);

2. Invalid email address (e.g. juandelacruz@deped.com.ph); and,

3. Alternative email specified (i.e. user is logging in using DepEd email but had   pre-registered using personal email).

Other issues include:

1. **Installation Error for Android due to Security Concerns**

   For those who encountered problems on installing the Android app due to security concerns, be assured that we are working closely with Google Play to resolve the issue.

2. **Invalid Passwords**

   The teams has already implemented the new sign up page so that users can already nominate their own password.

3. **Poor Internet Connection**

   While this issue is beyond the team's capacity to resolve, please collaborate with you co-SSTs who have better internet connections in order to update your school's status reports.

Technical Support for the DepEd Mobile App is available at:

1. https://www.facebook.com/DepEd-Mobile-App-114296006926914/
2. https://my.workplace.com/groups/1983150605162375/

DepEd Task Force COVID-19
MEMORANDUM No. 029
03 April 2020

> For: **Regional Directors**
> **Schools Division Superintendents**
> **Regional and Division DRRM Coordinators**
> **Regional and Division Health Officers**
> **Public Schools District Supervisors**
> **School Heads**

> Subject: **REGISTRATION OF SINGLE SOURCE OF TRUTH AT THE SCHOOL LEVEL**

To assist the Department of Education (DepEd) Task Force COVID-19 in collecting data and reports from the field, the Office of the Undersecretary for Administration (OUA) is enjoining the identification and registration of Single Source of Truth (SST) at the school level and may be composed of the following:

- School Principal or School Head;
- Health and Nutrition Coordinator;
- Clinic Teacher;
- DRRM Coordinator; or,
- a Team of 2-3 School Teachers and Employees.

The designated SST personnel of their school are expected to provide status reports such as:

- Status of school facilities;
- Status of school personnel and learners' health; and,
- Status of services rendered during the community quarantine period.

SSTs shall use the DepEd Mobile Monitoring Apps for this purpose. Designated SST per school will need to enlist at http://bit.ly/DepEdSSTRegistrationForm **on or before 12:00 Noon of April 8th, Wednesday, for pre-registration of users.**

The RDs, SDSs', PSDS, DRRMS and SHD are hereby enjoined to disseminate this memorandum to all schools and to implement the designation of what is required.

For immediate and appropriate action.

ALAIN DEL B. PASCUA
Undersecretary
Chairperson, DepEd Task Force COVID-19
Member, IATF-MEID

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