



AGAPAY ACCOUNT REGISTRATION

This is the process of creating an account to the AGAPAY for raising concerns through online.

OFFICE/DIVISION	UNIVERSITY INFORMATION AND COMMUNICATION TECHNOLOGY OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C - GOVERNMENT TO CITIZEN			
WHO MAY AVAIL	Students, Faculty and Staff, Parents/Guardians			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. First Name, Middle Name, and Last Name 2. Email		1. N/A 2. Google		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit https://agapay.usm.edu.ph . Register an account and provide necessary information such as first name, middle name, last name, email address, gender, and password.	None	None	None	None
2. Login the registered account	None	None	None	None
3. Create a ticket by selecting the type of service, creating a message, and attach file (optional)	None	None	None	None
4. Open the ticket for viewing of response	4.1 The assigned agent of the office will open the ticket and address the concern of the client.	None	8 hours	Administrative Aide VI
5. Rate the transaction	None	None	None	None
TOTAL		None	8 hours	



ACTIVATION OF DOCUMENT TRACKING SYSTEM (DTS) ACCOUNT FOR FACULTY AND STAFF

This is the process of activating the DTS account of faculty and staff currently employed in the University of Southern Mindanao.

OFFICE/DIVISION	UNIVERSITY INFORMATION AND COMMUNICATION TECHNOLOGY OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2G - GOVERNMENT TO GOVERNMENT			
WHO MAY AVAIL	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Employee ID		1. HRMDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the DTS local address 172.16.0.35:8082 and login using the employee ID number.	1.1 The clerk will input the employee's first name, middle name, last name, office, role, username and password.	None	30 minutes	Admin Aide VI
TOTAL		None	30 minutes	



ACTIVATION OF ENHANCED DAILY TIME RECORD (EDTR) ACCOUNT FOR FACULTY AND STAFF

This is the process of activating the EDTR account of faculty and staff currently employed in the University of Southern Mindanao.

OFFICE/DIVISION	UNIVERSITY INFORMATION AND COMMUNICATION TECHNOLOGY OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2G - GOVERNMENT TO GOVERNMENT			
WHO MAY AVAIL	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Employee ID		1. HRMDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the EDTR local address 172.16.0.35:8085 and create an account by providing role (faculty/staff), employee ID number, first name, last name, and office/department	None	None	None	None
2. Login using the employee ID number.	21. The clerk will activate the employee's account by choosing the applicant status and position.	None	30 minutes	Admin Aide VI
TOTAL		None	30 minutes	



Repair and Maintenance of IT Equipment/Resources (for USM equipment only) for ONSITE

This is the process of request for repair and maintenance for USM IT equipment of USM employees.

OFFICE/DIVISION	UNIVERSITY INFORMATION AND COMMUNICATION TECHNOLOGY OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2G - GOVERNMENT TO GOVERNMENT			
WHO MAY AVAIL	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Employee ID 2. Equipment Serial Number		1. HRMDO 2. Property Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up in the logbook form	1.1 The technician will assess/Diagnose the equipment 1.2 If the problem could not be fixed onsite, advice to pull out the equipment to UICTO.	None	30 minutes	Computer Maintenance Technologist I
2. N/A	2.1 The technician will troubleshoot the equipment.	None	2 days	Computer Maintenance Technologist I
3. Fill up the Customer Service Report	3.1 The technician will log the customer service report	None	10 minutes	Computer Maintenance Technologist I
TOTAL		None	2 days and 40 minutes	



Repair and Maintenance of IT Equipment/Resources (for USM equipment only) through the PANIHALA SYSTEM – Walkin

This process involves the repair and maintenance of ICT assets owned by USM, facilitated through the Panihala System. The system serves as a ticketing platform where users can log repair requests, track maintenance progress, and ensure proper documentation of IT-related concerns.

OFFICE/DIVISION	UNIVERSITY INFORMATION AND COMMUNICATION TECHNOLOGY OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2G - GOVERNMENT TO CLIENT			
WHO MAY AVAIL	Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. PANIHALA Account 2. ICT Asset Profiling 3. Ticket			1. PANIHALA System 2. PANIHALA System 3. PANIHALA System	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the Panihala system via http://172.16.0.35:8079/login . Log in using your registered account.	None	None	None	None
2. Register ICT Asset - Navigate to the ICT Profiling Menu and click Add New. - Enter all required details.	None	None	None	None
3. Create a Ticket - Click the Tickets Menu, then select Add New. - Fill in all required details and select the ICT equipment for diagnosis and repair. - Click Save.	The assigned technical support personnel will evaluate the ticket and provide an initial diagnosis. After diagnosis, they will schedule when the ICT equipment should be brought to the office.	None	10 minutes	Technical Support Personnel



4. Submit ICT Equipment for Repair - Bring the ICT equipment to the Technical Support Section as per the scheduled appointment.	The technical support personnel will conduct further diagnosis and begin the repair or troubleshooting process.	None	2 days	Technical Support Personnel
5. Track Repair Progress - Log in to the Panihala System. - Click Track Menu and enter the ticket ID number.	The technical support personnel will update the repair status. Once the repair is completed, a schedule for pickup will be provided.	None	4 minutes	Technical Support Personnel
6. Claim the Repaired ICT Equipment - Download the claim stub. - Present the claim stub to the UICTO Technical Support Personnel.	The technical support personnel will verify the claim stub by scanning the QR code. Upon verification, the ICT equipment will be released.	None	10 minutes	Technical Support Personnel
TOTAL		None	2 days and 24 minutes	



Repair and Maintenance of IT Equipment/Resources (for USM equipment only) for REMOTE

This is the process of request for repair and maintenance for USM IT equipment of USM employees.

OFFICE/DIVISION	UNIVERSITY INFORMATION AND COMMUNICATION TECHNOLOGY OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2G - GOVERNMENT TO GOVERNMENT			
WHO MAY AVAIL	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Employee ID 2. Equipment Serial Number		1. HRMDO 2. Property Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client will call the UICTO through telephone	1.1 The clerk will ask the client to describe the nature of the problem. 1.2 The clerk will forward the details to the technician. 1.3 If the problem could not be fixed through phone call or remote viewer, advice for onsite repair or pull out the equipment.	None	30 minutes	Administrative Aide VI
2. N/A	2.1 The technician will troubleshoot the equipment.	None	2 days	Computer Maintenance Technologist I
3. Fill up the Customer Service Report	3. 1 The technician will log the customer service report	None	10 minutes	Computer Maintenance Technologist I
TOTAL		None	2 days and 40 minutes	



Repair and Maintenance of IT Equipment/Resources (for USM equipment only) for WALK-IN

This is the process of request for repair and maintenance for USM IT equipment of USM employees.

OFFICE/DIVISION	UNIVERSITY INFORMATION AND COMMUNICATION TECHNOLOGY OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2G - GOVERNMENT TO GOVERNMENT			
WHO MAY AVAIL	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Employee ID 2. Equipment Serial Number		1. HRMDO 2. Property Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up in the logbook form	1.1 The technician will assess/Diagnose the equipment	None	30 minutes	Computer Maintenance Technologist I
2. N/A	2.1 The technician will troubleshoot the equipment	None	2 days	Computer Maintenance Technologist I
3. Fill up the Customer Service Report	3.1 The technician will log the customer service report	None	20 minutes	Computer Maintenance Technologist I
TOTAL		None	2 days and 50 minutes	



1. REQUEST FOR CREATING AN INSTITUTIONAL EMAIL ACCOUNT ONLINE

This is the process of the issuance of institutional email account for students currently enrolled in the university.

OFFICE/DIVISION	UNIVERSITY INFORMATION AND COMMUNICATION TECHNOLOGY OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C - GOVERNMENT TO CITIZEN			
WHO MAY AVAIL	Enrolled Students (Graduate and Undergraduate) of the University.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Campus 2. ID Number 3. Registration Number			1. Registrar's Office 2. Certificate of Registration (COR) 3. Certificate of Registration (COR)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Online - Visit https://getmail.usm.edu.ph . Provide the necessary details (campus, Student ID number and Certificate of Registration Number).	None	None	None	None
2. Receive the USM Email Account - Log back into https://getmail.usm.edu.ph to retrieve your USM email details.	2.1 The receiving clerk will review and approve pending email requests.	None	8 hours	Administrative Aide VI
TOTAL		None	8 hours	



REQUEST FOR USM VPN ACCOUNT

This is the process of requesting a VPN account of faculty and staff currently employed in the University of Southern Mindanao.

OFFICE/DIVISION	UNIVERSITY INFORMATION AND COMMUNICATION TECHNOLOGY OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2G - GOVERNMENT TO GOVERNMENT			
WHO MAY AVAIL	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Employee ID		1. HRMDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the EDTR local address 172.16.0.35:8085 and login the username and password. Under the VPN tab, click request VPN	NONE	NONE	NONE	NONE
2. Activate the VPN account by following the guidelines provided.	21. The Clerk will activate the pending VPN requests through the EDTR admin account,	NONE	30 minutes	ADMIN AIDE VI
TOTAL		None	30 minutes	



STUDENT PORTAL ACCOUNT REGISTRATION

This is the process of the registration for student portal account for students currently enrolled in the university.

OFFICE/DIVISION	UNIVERSITY INFORMATION AND COMMUNICATION TECHNOLOGY OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C - GOVERNMENT TO CITIZEN			
WHO MAY AVAIL	Enrolled Students (Graduate and Undergraduate) of the University.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Campus 2. ID Number 3. First Name and Last Name 4. Email			1. Registrar's Office 2. Registrar's Office 3. N/A 4. Google	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit https://studentpostal.usm.edu.ph . Provide necessary information such as first name, middle name, last name, email address, student ID number and password.	None	None	None	None
2. Activating account. Open the email registered and click the activation link.	None	None	None	None
TOTAL		None	None	



1. REQUEST FOR CREATING AN INSTITUTIONAL EMAIL ACCOUNT ONSITE

This is the process of the issuance of institutional email account for students currently enrolled in the university.

OFFICE/DIVISION	UNIVERSITY INFORMATION AND COMMUNICATION TECHNOLOGY OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C - GOVERNMENT TO CITIZEN			
WHO MAY AVAIL	Enrolled Students (Graduate and Undergraduate) of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration (COR) Number 2. Document Request Form		1. Student Portal 2. UICTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished document request form and other supporting documents to the receiving clerk.	1.1 The clerk will receive the accomplished document request form and other supporting documents	None	2 minutes	Administrative Aide VI
	1.2 The receiving clerk will verify if the document request form is filled out correctly and the supporting document is valid.	None	2 minutes	Administrative Aide VI
	1.3 The receiving clerk will verify the Student ID number and full name through the Enrollment System.	None	20 minutes	Administrative Aide VI
	1.4 The clerk will create the USM email account in Google Admin Workspace.		20 minutes	Administrative Aide VI
2. Receive the USM Email Account	2.1 The receiving clerk will release the USM email account details to the client.	None	15 minutes	Administrative Aide VI
TOTAL		None	59 minutes	