



Republic of the Philippines
Department of Education
REGION X – NORTHERN MINDANAO
SCHOOLS DIVISION OF MISAMIS ORIENTAL

14 MAY 2020

DIVISION MEMORANDUM

No. 144 S. 2020

TO: Public School District Supervisors
Private and Public Elementary School Heads
Private and Public Secondary School Heads
All Others Concerned

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


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ANNEX A: Common Issues

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/>

