



CITIZEN'S CHARTER

ICT UNIT

USER ACCOUNT MANAGEMENT FOR CENTRALLY MANAGED SYSTEMS

Office or Division:	ICT Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	SDO Personnel, School-based Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. All ICT technical assistance requests shall be submitted online through the official ICT-ASSIST portal:</p> <p>https://ict-assist.depedbatanes.com/assist/public/index.php <i>Clients are no longer required to submit printed forms.</i></p> <p>Alternatively, clients may download the Project HELP mobile application (Android) through the link below:</p> <p>Download Link: https://tinyurl.com/yt7ykkbk</p> <p>After installing the application, click the "ICT ASSIST" button to access the online request system.</p>	Online

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online submission of ICT Technical Assistance request	1.1. Create an account in the ICT-ASSIST portal (for first-time users only).	None	3 minutes	Client
	1.2. Log in to the ICT-ASSIST system.	None	1 minute	Client
	1.3. Submit an online technical assistance request form with complete details.	None	5 minutes	Client
	1.4. System generates and records the request in the database.	None	Automatic	System
	1.5. Process the request (create/delete/update account or reset password).	None	15 minutes	ICT Unit
	1.6. Notify the client of resolution and provide credentials through the system.	None	5 minutes	ICT Unit
2. Tracking of Request Status	2.1. Log in to ICT-ASSIST to monitor request status.	None	1 minute	Client
	2.2. System updates request status (Pending, On-Process, Pending Feedback, Resolved)	None	Automatic	System
	2.3. Confirm receipt of credentials and evaluation.	None	5 minutes	Client
TOTAL		None	35 minutes	