



Republic of the Philippines  
**Department of Education**

REGION IV- A CALABARZON  
CITY SCHOOLS DIVISION OF THE CITY OF TAYABAS

25 June 2026

DIVISION MEMORANDUM

No. 426 s. 2026

**RELAUNCHING OF NEW SDO TAYABAS CITY ICT TICKETING FORM, BASED ON QUALITY MANAGEMENT SYSTEM SUPPORT SERVICES**

To: Assistant Schools Division Superintendent  
Chief Education Supervisors  
Heads, Public and Private Elementary and Secondary Schools  
Heads, Unit/Section  
All Others Concerned

1. In compliance with **ARTA Memorandum Circular No. 2026-002** (*Ease of Doing Business Memorandum*), this Office announces the utilization of online ticketing form of Information and Communications Technology Unit.
2. The ICT online ticketing system is available on <https://sdportal.com/> and has four available services:
  - a. **ICT Technical Assistance Form** – For hardware issues, software problems, network concerns, device repairs, and general ICT troubleshooting across all schools and offices.
  - b. **DTS Request Form** – For document and processing – retrieval, or cancellation of official documents through the Division’s DTS.
  - c. **Email Request Form** – For DepEd email account creation, password reset, account recovery, and other email services requests.
  - d. **Help Desk Form** - General helpdesk request and support need not covered by the other categories. Submit any IT concerns for evaluation.

Each school will received one admin account to be sent through school DepEd emails, and to be utilized or facilitated by designated ICT Coordinators in making a request.

3. Attached is the Standard Operating Procedure & Manual, Technical Assistance Ticketing System: Portal Access and Ticket Submission.
4. For further queries and clarification, you may contact **ICT Unit** at [ict.tayabas@deped.gov.ph](mailto:ict.tayabas@deped.gov.ph).
5. Immediate dissemination and compliance of this Memorandum is desired.

For:

**CELEDONIO B. BALDERAS JR.**  
Schools Division Superintendent

By:

**HERBERT D. PEREZ**  
Assistant Schools Division Superintendent  
Officer-in-Charge

Encl.: As stated

References: with ARTA Memorandum Circular No. 2026-002

To be indicated in the Perpetual Index  
under the following subjects:

**EASE OF DOING BUSINESS  
ICT TICKETING FORM SYSTEM**

OSDS - relaunching of new sdo tayabas city ict ticketing form, based on quality management system support services  
ICT104J2-000439 /June 25, 2026

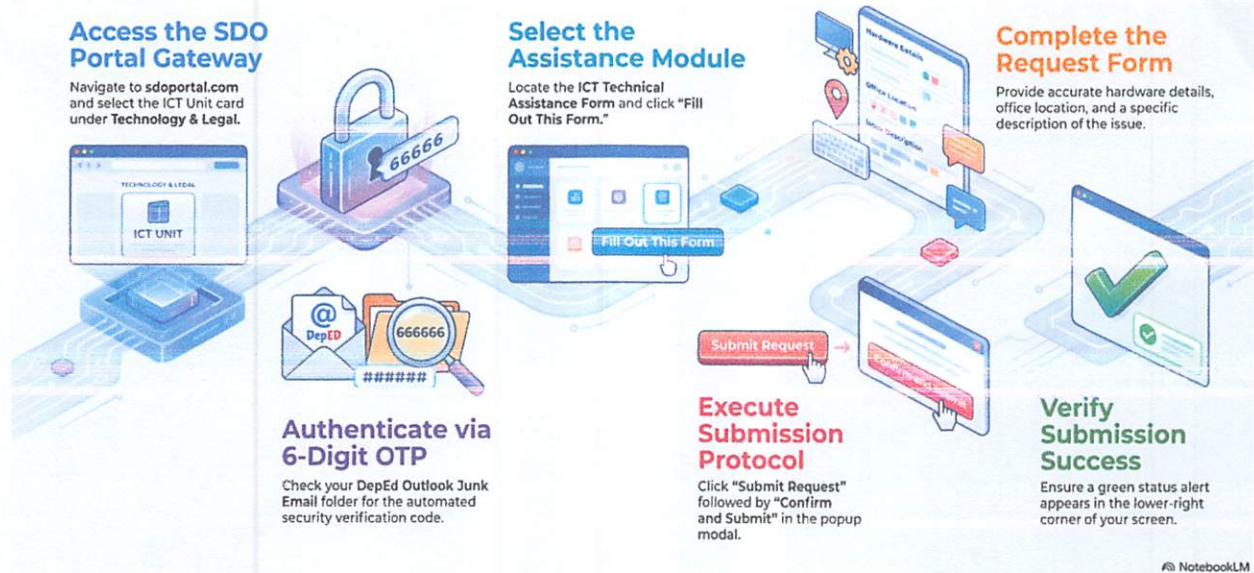
**SDO TAYABAS CITY • ICT SECTION  
 STANDARD OPERATING PROCEDURE & MANUAL**

**Technical Assistance Ticketing System: Portal Access and Ticket Submission**

<b>Document Code</b>	<b>Reference</b>	<b>Originating Office</b>	<b>Target Users</b>	<b>System Gateway</b>
<b>SDO-IM-ICT004</b>	Instruction Manual (IM)	ICT Unit	All DepEd Tayabas Personnel	sdoportal.com

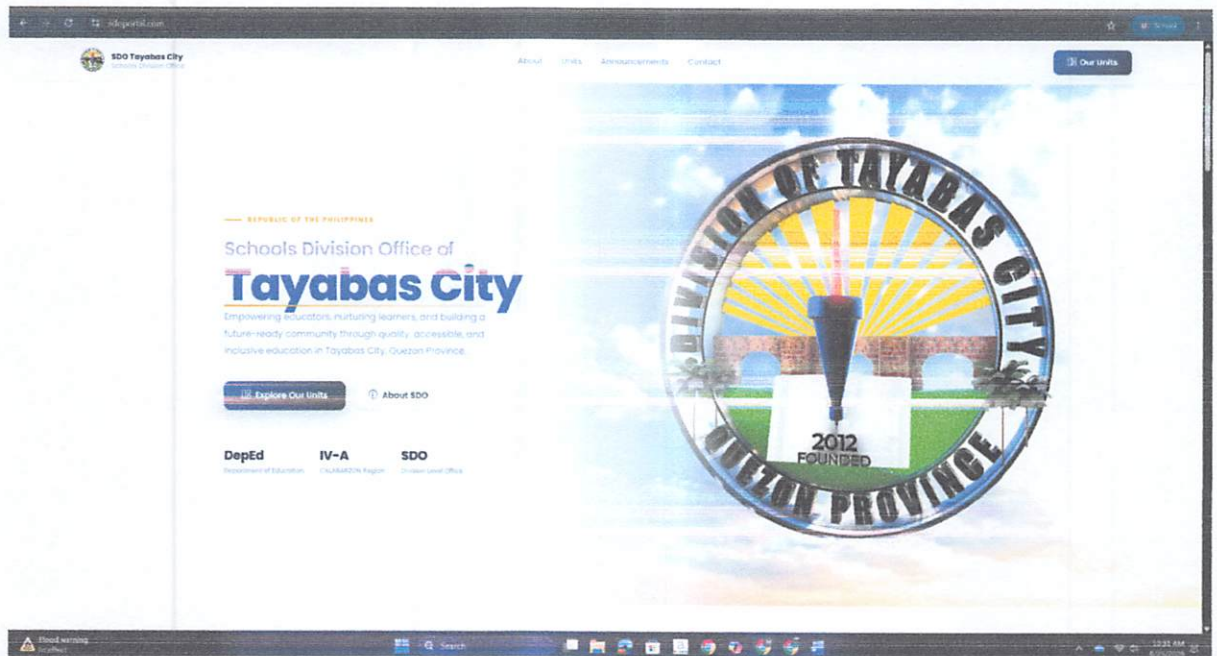
**Purpose:** This official instruction manual details the formalized protocol for Department of Education (DepEd) personnel under the Schools Division Office (SDO) of Tayabas City to access the online ticketing portal, navigate the technical assistance options, complete secure two-factor authentication, and successfully submit a technical support request to the ICT Unit.

## How to Submit an ICT Technical Assistance Ticket: A Step-by-Step Guide



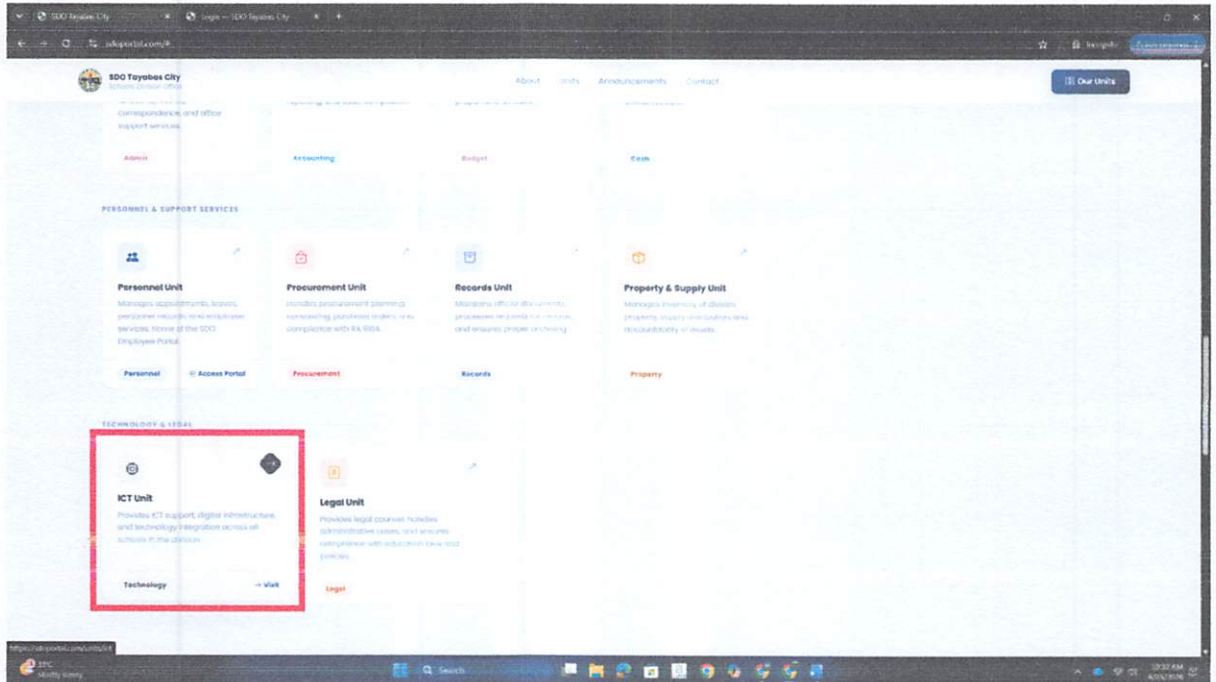
### Section 1: Navigating to the ICT Unit Portal

1. **Access the System Gateway** Launch your secure web browser and navigate to the official SDO Tayabas City portal gateway: <https://sdoportal.com/>.



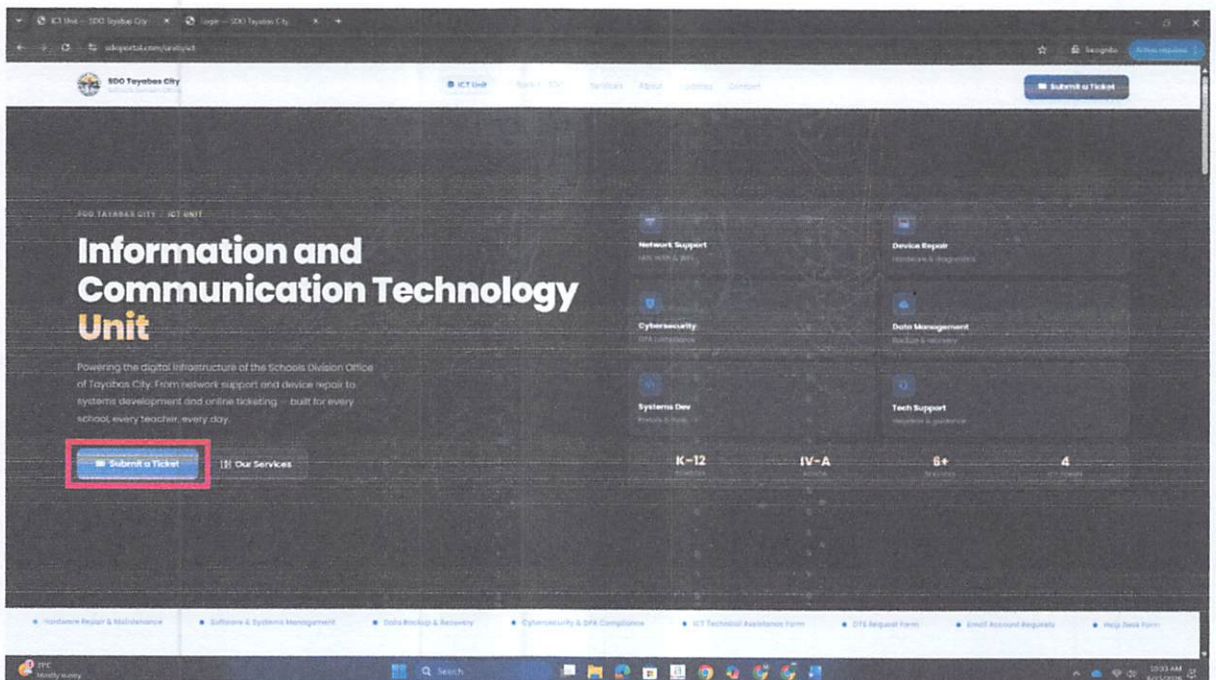
SDO Tayabas City Portal Home Page

2. **Locate the Service Units Section** Scroll down the homepage to the **Technology & Legal** category, and click on the **ICT Unit** card selection.



*Technology & Legal section highlighting the ICT Unit selection card*

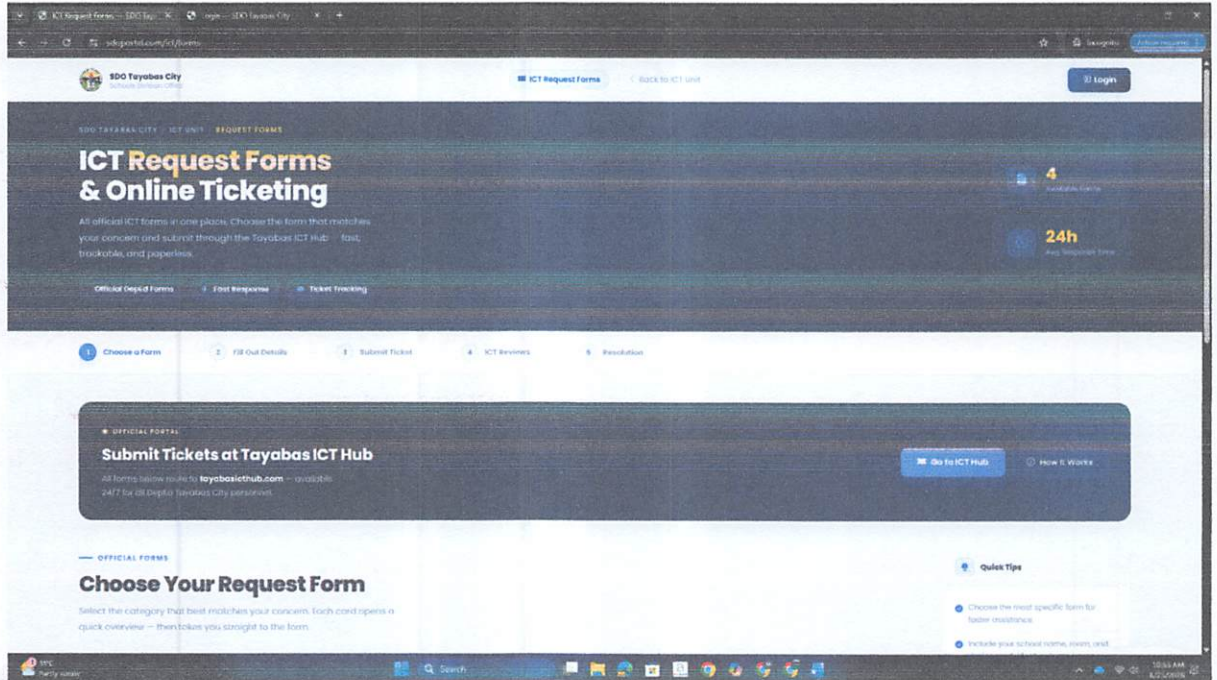
3. **Initiate Ticket Submission** Once redirected to the official ICT Unit page, locate and click the primary action button labeled **Submit a Ticket**.



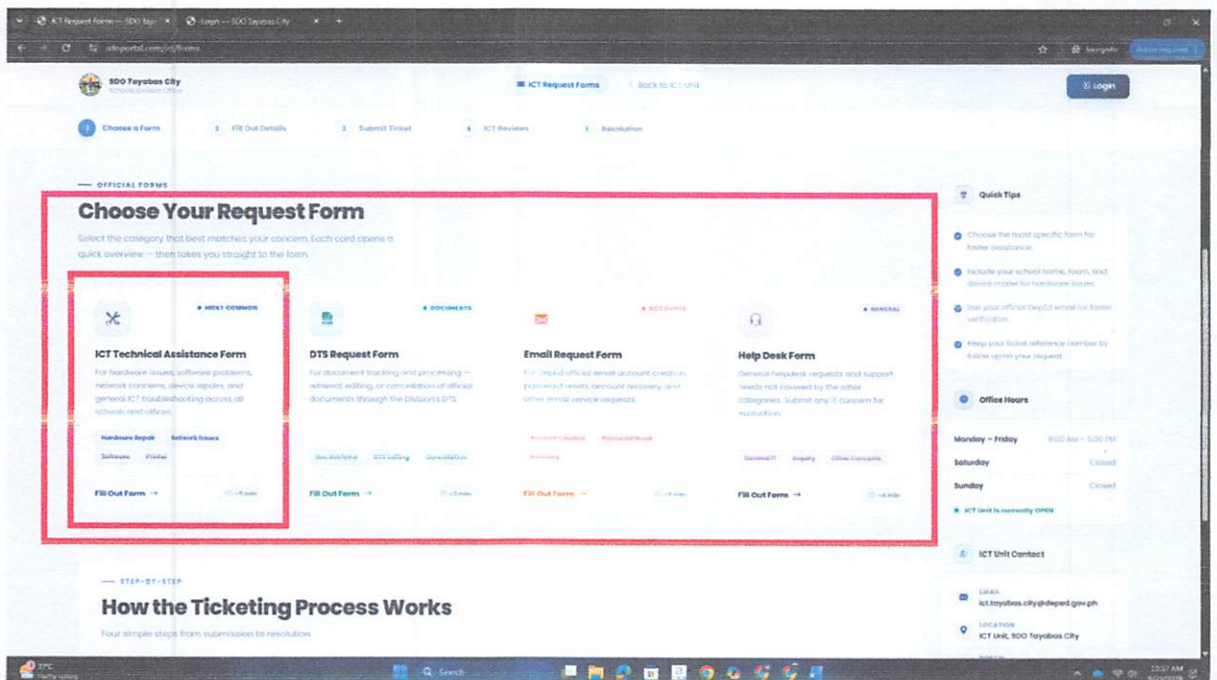
*ICT Unit page highlighting the 'Submit a Ticket' action button*

## Section 2: Selecting and Accessing the Request Form

1. **Browse Available Request Forms** The portal will automatically redirect you to the ICT Request Forms & Online Ticketing directory. Scroll down to the **Official Forms** section.

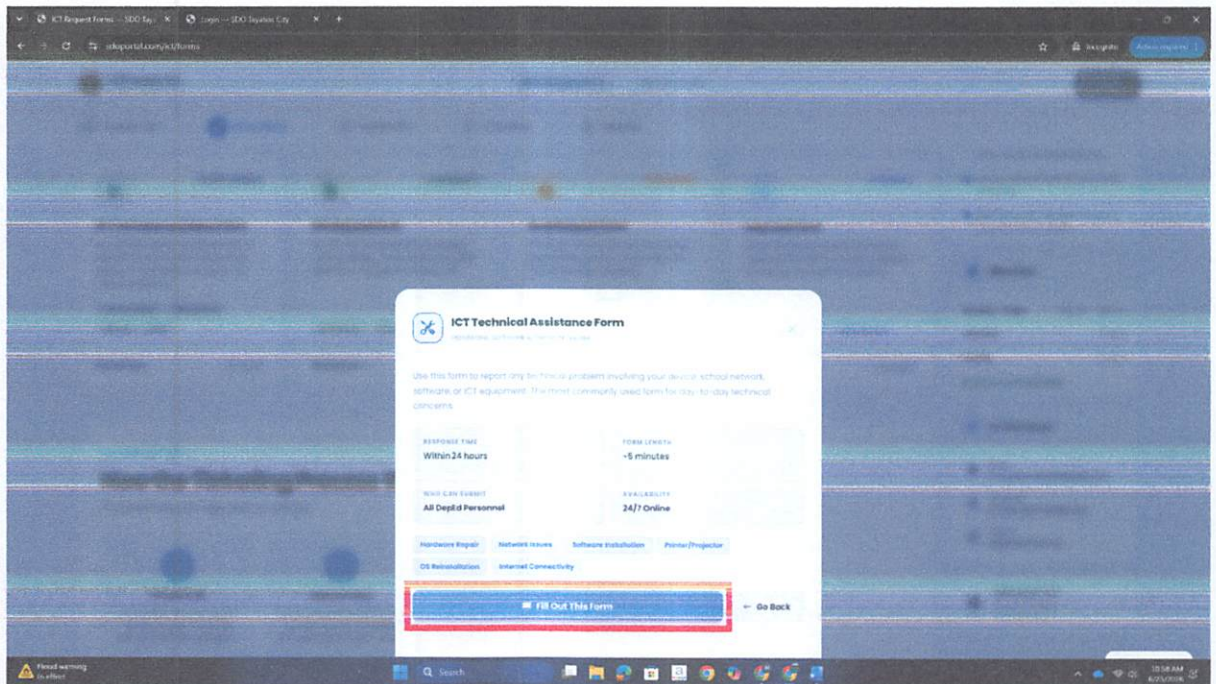


*ICT Request Forms & Online Ticketing landing page*



*Section view of 'Choose Your Request Form'*

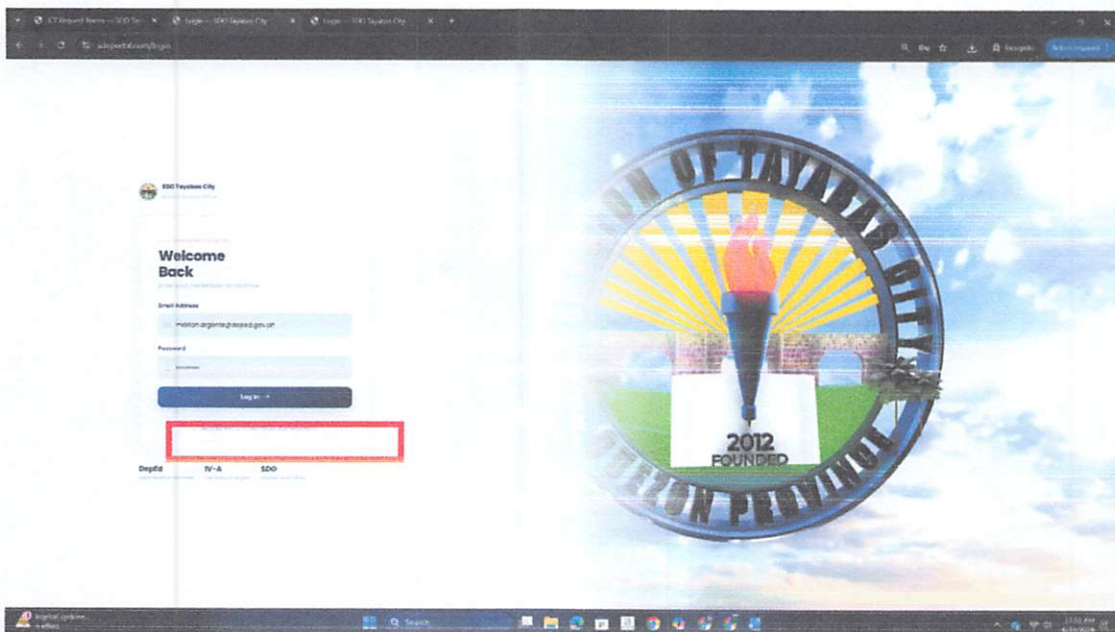
2. **Select the Technical Assistance Module** Locate the **ICT Technical Assistance Form** container (used for hardware, software, network, and equipment issues) and click **Fill Out This Form** from the prompt popup window.



*ICT Technical Assistance Form detailed overview popup with the 'Fill Out This Form' button*

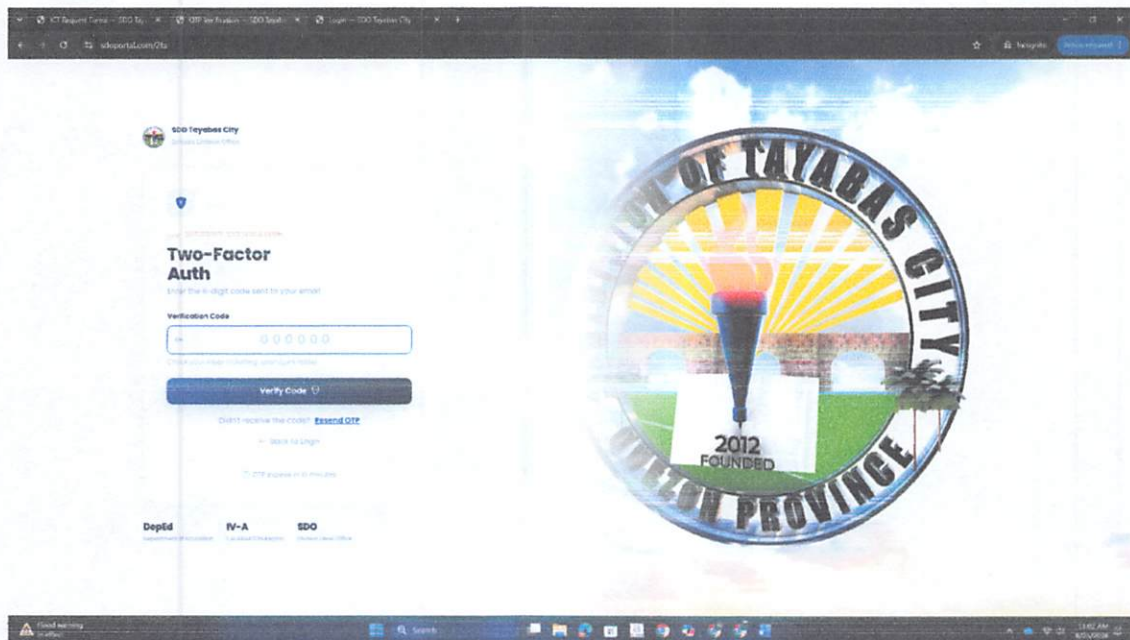
### Section 3: Secure Identity Verification (Two-Factor Authentication)

1. **Account Authentication** You will be prompted to log into your account using your authorized division credentials. Enter your username and password, then proceed.



*Portal Account Sign-in interface*

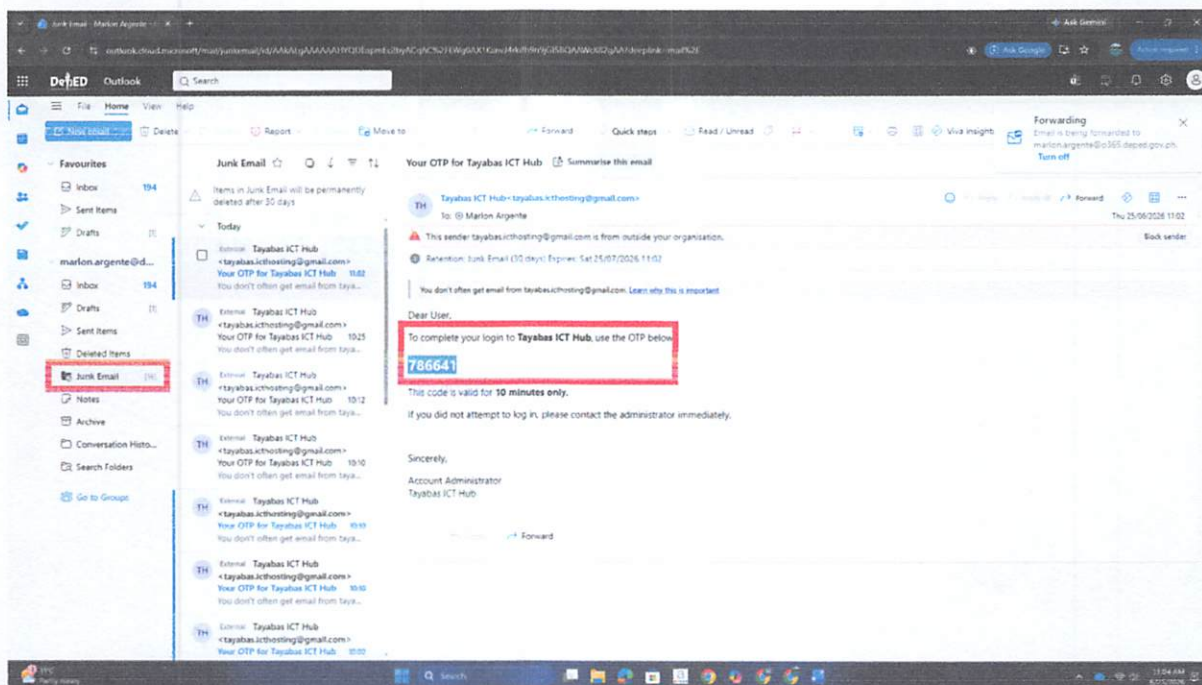
2. **Initialize Two-Factor Authentication (2FA)** Upon credential submission, the platform will launch a security verification screen requesting a 6-digit One-Time Password (OTP).



*Two-Factor Authentication (2FA) verification code prompt*

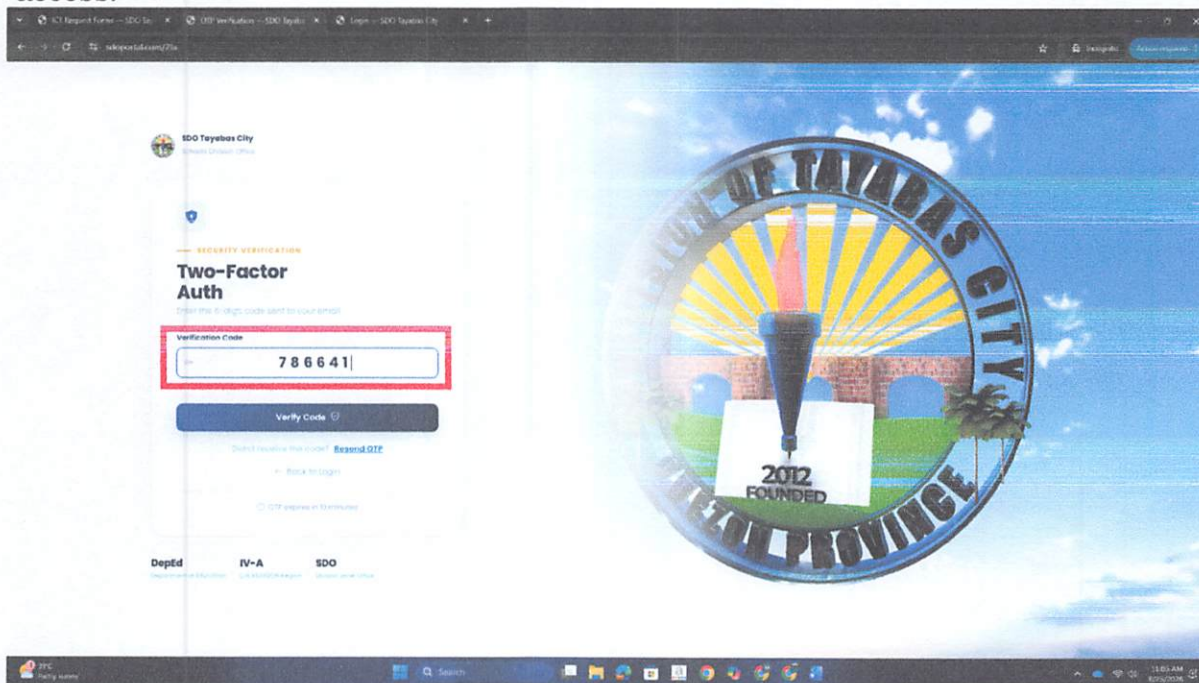
3. **Retrieve the OTP from Your DepEd Email** Access your official DepEd Outlook account.

*Note: Check your **Junk Email** folder, as server routing protocols may occasionally direct the automated token there. Open the message from the Tayabas ICT Hub, copy the generated 6-digit OTP code, and return to the portal tab.*



Official DepEd Outlook Junk Email folder highlighting the OTP notification text

4. **Validate the Session Token** Paste the received OTP code into the requested input fields on the portal dashboard and click **Verify Code** to grant system access.



Inputting the verification code on the portal interface

## Section 4: Filling Out and Submitting the Technical Assistance Ticket

1. **Complete the Request Form** Once inside your personal user dashboard, complete all required fields on the **ICT Technical Assistance Form**. Provide accurate technical details regarding your equipment, school/office location, and specific problem descriptions to ensure quick processing.

ICT Technical Assistance Form

Submit a technical support request for hardware, software, network, or any ICT-related concern across SDO Tayabas City.

Requester Information:

- Full Name: Markon T. Argente
- Position: ICT Support Staff
- Date Reported: 06/26/2026
- Department / Unit / Section: Select Department

Technical Assistance Needed:

- Repair (Selected)
- Set-up
- Network Management
- Internet Connectivity
- Installation
- Configuration
- Others

Submitting As:

- Name: Markon T. Argente
- Position: ICT Support Staff
- Account: markon.argente@deped.gov.ph

My Submitted Tickets:

- Response Time: Within 24 hours
- Who Can Submit: All DepEd Personnel

*Main User Dashboard for Technical Assistance*

ICT Technical Assistance Form

Requester Information:

- Full Name: Markon T. Argente
- Position: ICT Support Staff
- Date Reported: 06/26/2026
- Department / Unit / Section: Office of the SDO

Technical Assistance Needed:

- Repair (Selected)
- Set-up
- Network Management
- Internet Connectivity
- Installation
- Configuration
- Others

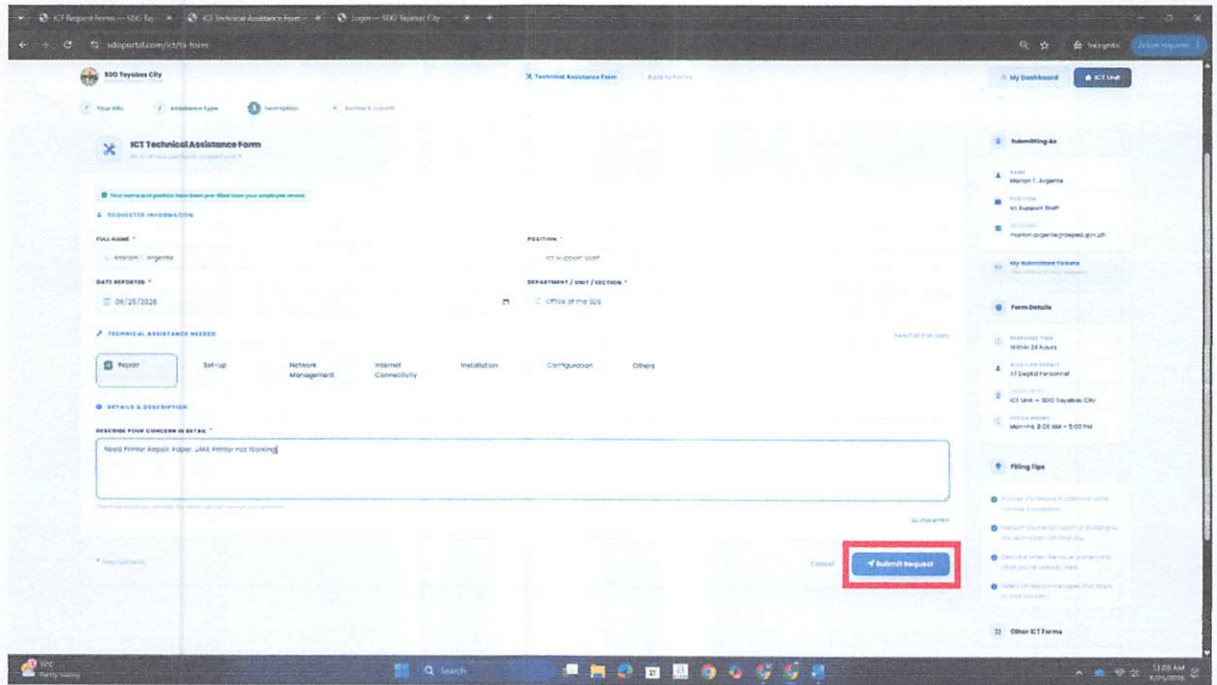
Details & Description:

Needs Printer Repair. Printer Jam. Printer not working.

Submit Request

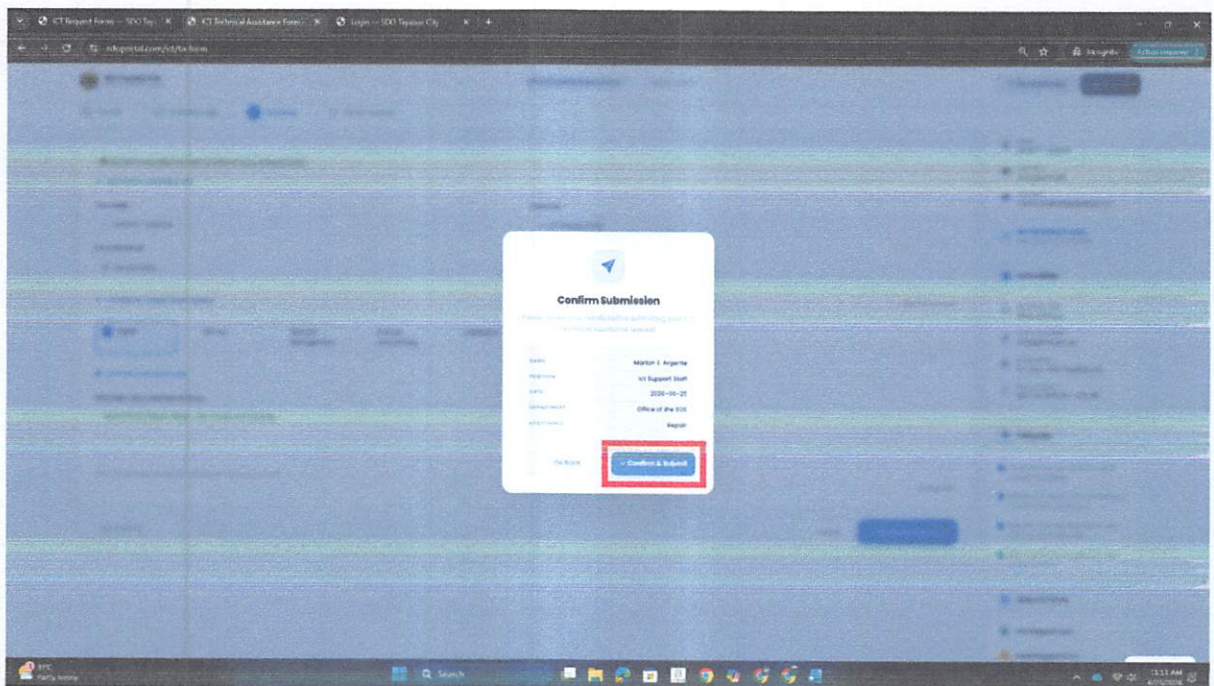
*Example of a completed ICT Technical Assistance Form*

2. **Execute the Submission Protocol** Review the entered information for accuracy, then click the **Submit Request** button at the bottom of the form page.



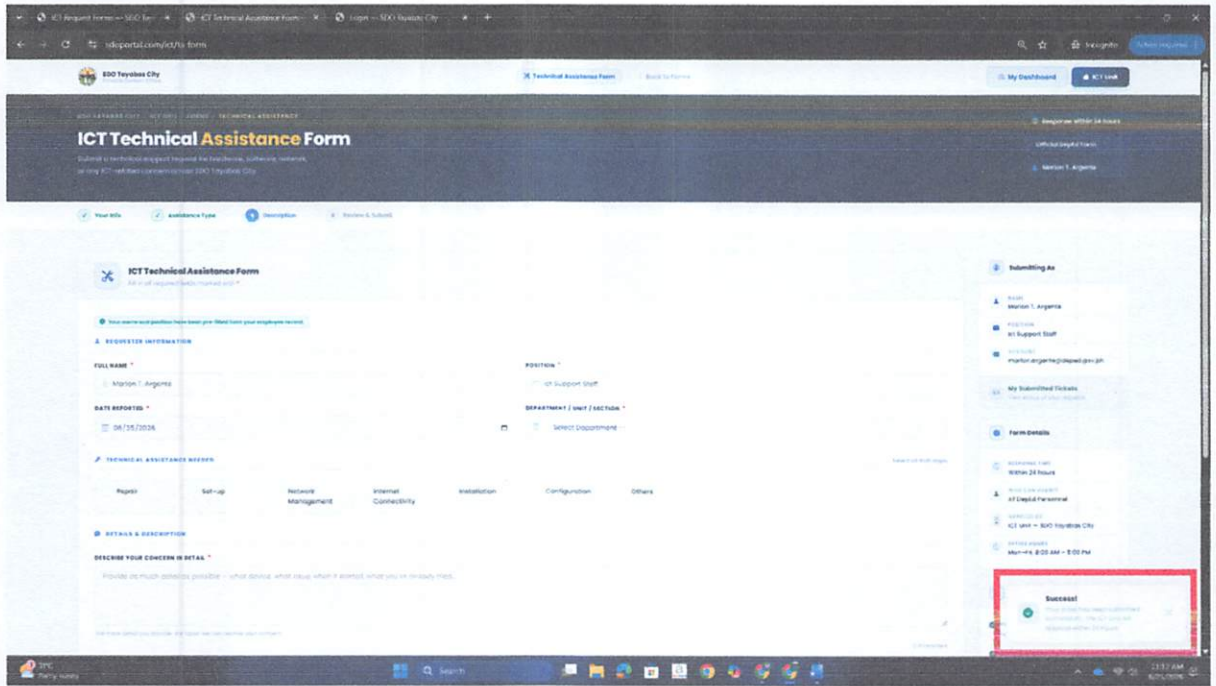
*Clicking the 'Submit Request' button to transfer telemetry to the server*

3. **Confirm and Transmit** A final confirmation popup modal will appear on your screen. Select **Confirm and Submit** to securely transmit your technical ticket directly to the queue of the ICT Unit personnel.



*Confirmation popup dialogue*

4. **Verify Submission Success** Once processed successfully, a green system status alert notification will briefly pop up in the lower-right corner of your screen (above your system time and date display), indicating that your ticket has been logged and assigned.



*Lower-right success notification banner validating ticket creation*

## Support and Escalate

For urgent physical hardware drop-offs, account lockouts, or system communication disruptions that prevent you from completing an online ticket, please contact the **SDO Tayabas City ICT Unit** directly.