



UNIVERSITY OF THE PHILIPPINES DILIMAN

*Office of the University Registrar*

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28 April 2014

**MEMORANDUM ECA NO. 14-22**

TO: ALL COLLEGE SECRETARIES and GRADUATE COORDINATORS

FROM: EVANGELINE C. AMOR, Ph.D.  
University Registrar

RE: ONLINE TICKETING SYSTEM

Please be informed that the OUR has launched an online ticketing system. This online ticketing system is a helpdesk portal where the OUR is able to respond to your email requests efficiently through email tickets that allow the end-user to view the status of his/her concern. It also has a knowledgebase, which has a compilation of FAQs that may answer your question right away.

The online ticketing system can be accessed through this URL: <http://our.upd.edu.ph/helpdesk/> but you may still continue to contact the OUR through the email addresses listed in its "Contact Us" page in the OUR website (<http://our.upd.edu.ph/contact.html>)

For your information, guidance, and dissemination please.

Thank you very much