

POEA HELPDESK – Change Account Email Address

STEP 1: Go to <https://bit.ly/3y2skJC>
OR <https://onlineservices.dmw.gov.ph/OnlineServices/POEAOnline.aspx>

STEP 2: On **POEA HELPDESK**, click **CREATE TICKET**.

POEA Helpdesk

Welcome to POEA Helpdesk,

please file your concern here. Make sure you select your concern category properly in order for us to help you, Thank you.

[Inquire Ticket](#) [Create Ticket](#) [Transfer Old BM records](#)



STEP 3: On **SELECT SERVICE**, choose **ONLINE SERVICE-ERegistration**,
On **SELECT CONCERN** choose **ACCOUNT PROBLEM – Change Acct e-Mail Address**
then click **NEXT**

STEP 4: Read the text, then click **NEXT**

STEP 5: You may choose to find your account
by your **E-registration number**
or by your **registered email**.
Enter the data needed then click **NEXT**.

**Your e-registration number can be found
above your name on your account's Dashboard
or on the Account Creation Result.*



Account Creation Result

SUCCESS

Account is successfully created
please check your email to
activate your account. Your
Registration number is

2022020745505

SAMPLE ONLY

Home

STEP 6: Select Location. (**POEA Branch – Philippines, 8am-4pm only – PH TIME**)

STEP 7: State your concern in the box (**Concern Details**).

STEP 8: Enter your **Contact Number**.

STEP 9: Enter your **ACTIVE E-mail Address**, then click **SUBMIT TICKET**.

STEP 10: Copy or screen shot the **TICKET NUMBER**.

STEP 11: You may check the officer's reply in the
INQUIRE TICKET button.

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STEP 12: Paste / Enter the **TICKET NUMBER**
then click **Search**.

POEA Ticket Inquiry

Please input ticket no.

Search

STEP 13: Please wait for the Officer's resolution before acquiring OEC Exemption or setting appointment.