

## POEA HELPDESK – Account Deactivation

- 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-E-Registration**,  
On **SELECT CONCERN** choose **ACCOUNT PROBLEM – MULTIPLE ACCOUNTS**  
then click **NEXT**

- STEP 4:** Since there is no guide available yet, just 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 on the box (**Concern Details**).

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

- STEP 9:** 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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POEA Ticket Inquiry

Please input ticket no.

[Search](#)

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

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