

POEA HELPDESK – Account Activation or Reset

STEP 1: Go to onlineservices.poea.gov.ph
(or google search: POEA Online Service)

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 – Account Activation/Reset**
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**)

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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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.