

# POEA HELPDESK – Change Account Email Address

**STEP 1:** Go to [onlineservices.poea.gov.ph](https://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.



**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  
Eregistration 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:** 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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Inquire Ticket Create Ticket Transfer Old BM records

**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.