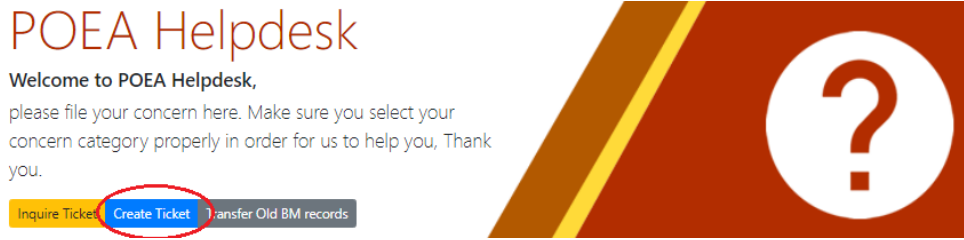


POEA HELPDESK – Correction of Name, Birthday, and Gender

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

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



STEP 3: On **SELECT SERVICE**, choose **ONLINE SERVICE-ERegistration**,
On **SELECT CONCERN** choose **EDIT ACCOUNT PROBLEM - Name, Birthday,
and Gender** 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.*



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

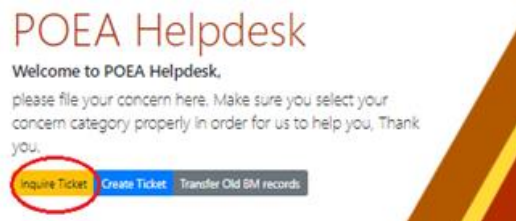
STEP 7: State your concern on the box (**Concern Details**).

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

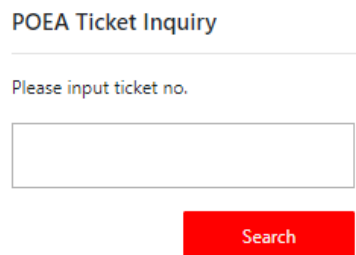
STEP 9: Click **SUBMIT TICKET**.

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

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



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.