POEA HELPDESK – Correction of Name, Birthday, and Gender

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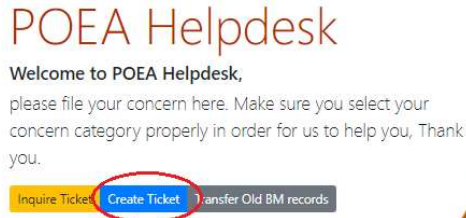
STEP 3: On **SELECT SERVICE**, choose **ONLINE SERVICE-ERegistration**,
On **SELECT CONCERN** choose **EDIT ACCOUNT PROBLEM - Name, Birthday, and Gender** then click **NEXT**.

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.

Philippine Overseas Employment Administration

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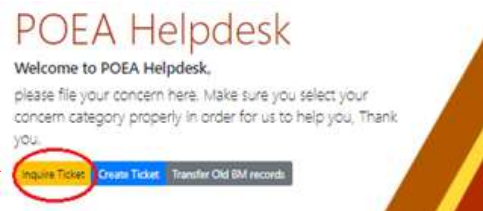
STEP 7: State your concern in the box (**Concern Details**).

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**.

POEA Ticket Inquiry

Please input ticket no.

Search

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