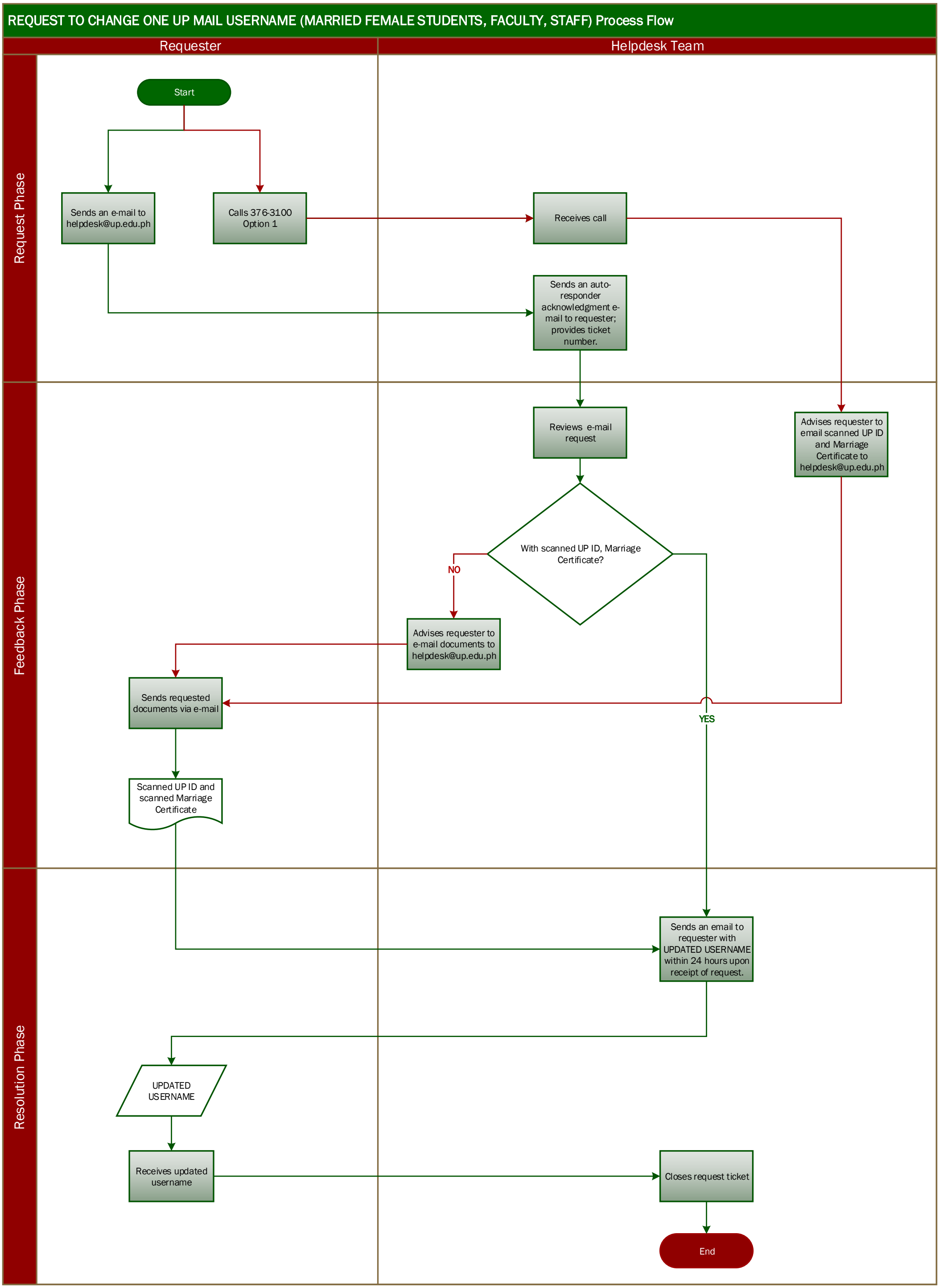
REQUEST TO CHANGE ONE UP MAIL USERNAME (MARRIED FEMALE STUDENTS, FACULTY, STAFF) Process Flow
Requester
Helpdesk Team
Request Phase
Feedback Phase
Resolution Phase
Start
Sends an e-mail to helpdesk@up.edu.ph
Calls 376-3100 Option 1
Receives call
Sends an auto-responder acknowledgment e-mail to requester; provides ticket number.
Reviews e-mail request
Advises requester to email scanned UP ID and Marriage Certificate to helpdesk@up.edu.ph
With scanned UP ID, Marriage Certificate?
NO
YES
Advises requester to e-mail documents to helpdesk@up.edu.ph
Sends requested documents via e-mail
Scanned UP ID and scanned Marriage Certificate
Sends an email to requester with UPDATED USERNAME within 24 hours upon receipt of request.
UPDATED USERNAME
Receives updated username
Closes request ticket
End