



UNIVERSITY COMPUTER CENTER

ONLINE PROCEDURE for the CREATION or RECOVERY of DILNET and UP MAIL ACCOUNTS

OVERVIEW

The DILNET and UP Mail accounts are necessary for students to access the various services and resources provided by the University.

The DILNET account is for UP Diliman's network services including* the Library Remote Access (EZProxy), DILNET-WiFi, and Eduroam.

UP Mail is the UP System's email service and is hosted via Google Apps for Education. This is used for Google Classroom, unlimited GDrive storage, and can be used to sign in to the University's Zoom subscription. With UP Mail, a student can also acquire a Microsoft Office 365 license.

Detailed in this document is the procedure for our new students to request these accounts, as well as how those with existing accounts may recover their access. Processing time takes 1-2 **working** days, but may take longer depending on the volume of pending requests. Account applicants are requested to wait for at least this number of days before following-up their requests.

*Please consult the Computerized Registration System (CRS) and University Virtual Learning Experience (UVLê) websites for their access requirements.

NEW ACCOUNTS FOR FRESHMEN

Request for creation of DILNET and UP Mail accounts for incoming freshmen and other new students including graduate students for the school year 2020-2021 with a 2020XXXXX student number will be filed via the following Google Form:

https://bit.ly/upd2020_dilnet_up

The above form requires a sign-in to a Google account, and the account applicant will submit the following requirements via the said form:

- **Clear photo of Government ID with picture**
 - If none, most recent high school ID will be accepted
- **Selfie with above provided ID**
 - Face and the ID should both be clearly visible.
- **Current Form5 for students**
 - If Form5A, CRS pre-enlistment module should be locked.

Freshmen who do not have an existing personal Google Account may request via email (see next section.)



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NEW ACCOUNTS FOR OTHERS

Other account applicants including returning students, transferees from another UP Constituent University, Faculty and Staff, and others of similar nature may request creation of their accounts via email. Kindly follow the steps below

- (1) Send an email to helpdesk@upd.edu.ph using whichever is appropriate among the following subjects:

“Request for DILNET and UP Mail Account” – to request for both accounts

“Request for DILNET Account” – to request a DILNET account ONLY

“Request for UP Mail Account” – to request a UP Mail (Google) account ONLY

Not following the above sample subjects will lump the email with the rest of the inquiries filed to our helpdesk, and may take longer to process.

- (2) In the email body, kindly include the following relevant information

Name: <Lastname>, <Given Name> <Middle Name*>, Name Suffix (if applicable)
Employee/Student #: 2020XXXXX (no hyphen)

**Write [n/a] if no middle name*

E.g. Name: Dela Cruz, Juan Gomez, Jr.
Student #: 202012345

Name: Bravo, Johnny [n/a]
Employee #: 0289818500

- (3) Attach with the email the following requirements

- Clear photo of UP ID or Government ID with picture
 - For freshmen, most recent high school ID will be accepted
- Selfie **with** above provided ID
 - Face and the ID should both be clearly visible.
- Current Form5 for students, or Appointment Paper for Faculty & Staff
 - If Form5A, CRS pre-enlistment module should be locked.
- Screenshot of CRS Dashboard if available/applicable

Please be advised that the above requirements are all required for online processing, and that online processing of accounts creation is a service provided due to the current situation.

To streamline the processing and by previous arrangement, all requests for UP Mail accounts creation or recovery for UP Diliman Constituents are to be filed through the University Computer Center and not directly to UP ITDC.



RECOVERY OF EXISTING ACCOUNTS

For continuing students, faculty, and staff who already has a DILNET and/or UP Mail account but has lost access to it, the following are our recovery online recovery facilities:

- DILNET – <https://accounts.upd.edu.ph/lostpass>
- UP Mail – <https://goo.gl/forms/v6RIW9IbMsuS2y6u2>

If unable to regain access via the above facilities, kindly follow the same email procedure and requirements as detailed in the previous section, but kindly use the following email formats, whichever is appropriate:

- “Reset both DILNET and UP Mail Account” – for manual recovery of both accounts
- “Reset DILNET Account” – to recover an existing DILNET account
- “Reset UP Mail Account” – to recover an existing UP Mail (Google) account
- “Request for Password Reset and Backup Verification Code” – same as previous
- “Request for Backup Verification Code” – if only UP Mail 2FA Backup codes are required

Also include in the email body the account to be recovered.



RECOVERY OF EXISTING ACCOUNTS FOR ALUMNI, READMISSION, OR CLEARANCE

Unfortunately, DILNET and UP Mail support and services are only available for currently enrolled students, and employed faculty and staff of the University.

Alumni may request their UP Alumni Mail account (username@alum.up.edu.ph) by accomplishing and submitting the following document to the Office of Alumni Relations.

<https://alum.up.edu.ph/database>

For students currently on AWOL who are seeking readmission, **an endorsement from their College would be required**, showing that the student is indeed in this process. A similar endorsement may be requested from the OUR for University Clearance and TOR purposes. Follow the same email procedure with the appropriate email subject indicated in the previous section. If approved, the recovered DILNET or UP Mail access would be temporary and provisional.

Absolutely no new DILNET nor UP Mail accounts will be created for individuals in this category.