



---

## **UNIVERSITY COMPUTER CENTER**

### **ONLINE PROCEDURE for the CREATION or RECOVERY of DILNET and UP MAIL ACCOUNTS - 2021**

#### **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 DILNET-WiFi and Eduroam, and is used to initialize the student's Computerized Registration System (CRS) and University Virtual Learning Experience (UVLê) profiles.

UP Mail is the UP System's email service and is hosted via Google Workspace. This is used for Google Classroom and is 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 a minimum of 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.

*\*Office 365 requires a separate account, username@outlook.up.edu.ph. As per ITDC, creation of this account is also automatic for new students, with details to be sent to their UP Mail account.*

#### **NEW ACCOUNTS FOR NEW DILIMAN STUDENTS**

DILNET and UP Mail accounts for Incoming Freshmen will be batch-generated after the Advanced and Regular Registration periods. Account details will be sent to their email address as registered in CRS, three (3) days after we receive the list of validated students from the OUR.

No separate requests to the Computer Center, nor any other documentary requirements are necessary for processing.

Transferees and new graduate students from other UP Constituent Universities will be asked via email to confirm their existing UP Mail account for appropriate tagging and management transfer.

New students who have not completed enrolment or otherwise not endorsed by the OUR before the schedule of batch-generation may follow manual account creation procedures as detailed in the following section.



---

## UNIVERSITY COMPUTER CENTER

### MANUAL REQUEST FOR NEW ACCOUNTS

Beyond the schedule for batch-generation, this procedure would take effect. Account applicants including students, transferees, faculty, staff, and others of similar nature may manually request creation of their accounts via email. Kindly follow the steps below

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

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

Name: <Lastname>, <Given Name> <Middle Name\*>, Name Suffix (if applicable)

Employee/Student #: 2021XXXXX (no hyphen)

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

E.g. Name: Dela Cruz, Juan Gomez, Jr.

Student #: 202123456

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** the above provided ID
    - Face and ID should both be clearly visible.
  - Current Form5 for students, Appointment Paper for Faculty & Staff, or Contract of Services for Contractual Personnel
    - 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> (UPD Students only)

If unable to regain access via the above facilities, kindly follow the same email procedure and requirements as detailed in the previous section, but 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 by accomplishing and submitting the following document to the Office of Alumni Relations.

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

Alumni requesting temporary access to their UP Mail account to migrate data would need to sign-up for an Alumni UP Mail account first, then send the recovery request via their @alum.up.edu.ph email address.

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, and include the endorsement from the College or OUR in lieu of the Form5 requirement. If approved, the recovered DILNET access would be temporary and provisional. For these processes, the student's UP Mail account is not yet necessary and will not be recovered.

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