



UNIVERSITY OF THE PHILIPPINES
DILIMAN

CITIZEN'S CHARTER
2019 (1st Edition)



UP Computer Center (UPCC)

External Services



1. DILNET Account for Students

Creation, Update, or Recovery of DILNET Account

Office or Division:	University Computer Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (External Client: Student to UCC)			
Who may avail:	All currently enrolled Students, including Cross-Registrants and Exchange			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated UP ID; or 2. Form5 and any Government issued ID with photo *Additional requirements if requested via Representative 3. Signed Authorization Letter; and 4. UP ID or any Government issued ID with photo of Representative		DILNET HelpDesk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Documents	1. Receive and Review presented Documents	None	2 Minutes	HelpDesk Personnel
2. Receive account Details	2. Print account details	None	3 Minutes	HelpDesk Personnel
Optional: 3. Change Password and Set-up Account Recovery	2. Assist client to Kiosk and open appropriate electronic form	None	3 Minutes	Student Assistants
TOTAL:		None	8 Minutes	



2. UP Mail Account for Students and Contractuals

Creation or Recovery of UP Mail account

Office or Division:	University Computer Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (External Client: Student to UCC)			
Who may avail:	All currently enrolled Students, and Contractuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated UP ID; or 2. Form5 and any Government issued ID with photo Additional requirements if requested via Representative 3. Signed Authorization Letter 4. UP ID or any Government issued ID with photo of Representative		DILNET HelpDesk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Documents	1. Receive and Review presented Documents	None	2 Minutes	HelpDesk Personnel
2. Fillout details at Kiosk	2. Assist client to Kiosk and open appropriate electronic form	None	3 Minutes	Student Assistants
3. Receive details via email	3. Batch Process requests	None	2 Days	Computer Center Tech Staff
TOTAL:		None	2 Days, 5 Minutes	



3. Diliman Network HelpDesk

Basic device network troubleshooting and configuration

Office or Division:	University Computer Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (External Client: Client to UCC)			
Who may avail:	Any Student, Faculty, Employee, or Contractual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. UP ID; or 2. Any Government issued ID with photo Additional requirements if requested via Representative 3. Signed Authorization Letter 4. UP ID or any Government issued ID with photo of Representative		DILNET HelpDesk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out logbook	1. Verify client's ID and affiliation	None	1 Minute	Student Assistants
2. Prepare device	2. Receive and Review presented device	None	2 Minutes	Student Assistants
	3. Perform troubleshooting or configuration	None	2 Minutes	Student Assistants
3. Receive device	4. Return device with feedback	None	1 Minute	Student Assistants
TOTAL:		None	6 Minutes	



UP Computer Center (UPCC)

Internal Services



1. DILNET Account for Employees

Creation, Update, or Recovery of DILNET Account

Office or Division:	University Computer Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (Internal Client: Permanent Employee to UCC)			
Who may avail:	All permanent Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Appointment Papers; and 2. UP ID or any Government issued ID with photo *Additional requirements if requested via Representative 3. Signed Authorization Letter; and, 4. UP ID or any Government issued ID with photo of Representative		DILNET HelpDesk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Documents	1. Receive and Review presented Documents	None	2 Minutes	HelpDesk Personnel
2. Receive account Details	2. Update Records and print account details	None	3 Minutes	Computer Center Tech Staff
Optional: 3. Change Password and Set-up Account Recovery	2. Assist client to Kiosk and open appropriate electronic form	None	3 Minutes	Student Assistants
TOTAL:		None	8 Minutes	



2. UP Mail Account for Employees

Creation or Recovery of UP Mail account

Office or Division:	University Computer Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (Internal Client: Permanent Employee to UCC)			
Who may avail:	All Permanent Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Appointment Papers; and, 2. UP ID or any Government issued ID with photo Additional requirements if requested via Representative 3. Signed Authorization Letter; and, 4. UP ID or any Government issued ID with photo of Representative		DILNET HelpDesk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Documents	1. Receive and Review presented Documents	None	2 Minutes	HelpDesk Personnel
2. Fillout details at Kiosk	2. Assist client to Kiosk and open appropriate electronic form	None	3 Minutes	Student Assistants
3. Receive details via email	3. Batch Process requests	None	2 Days	Computer Center Tech Staff
TOTAL:		None	2 Days, 5 Minutes	