



November 26, 2020

**OFFICE MEMORANDUM ORDER NO. 13 S. 2020**

**TO : ALL CONCERNED**  
**FROM : MIS DIRECTOR**  
**SUBJECT : MIS OFFICE SCHEDULE OF SERVICES**

The Management Information System (MIS) Office would like to inform you of our schedule of services following on-site and off-site (work from home) arrangements. Please be guided by the following schedules.

Services	Schedules
ID Processing and Releasing	Days: <b>Monday, Tuesday, &amp; Wednesday</b> Time: <b>8:15 AM – 4:45 PM</b>
<b>On-site Technical Support Services</b> <ul style="list-style-type: none"> <li>• PC Troubleshooting</li> <li>• Network Troubleshooting               <ul style="list-style-type: none"> <li>○ Internet</li> <li>○ Local network</li> <li>○ Telephony</li> </ul> </li> <li>• Carsu email, MyWork, MySchool, FARMS, SMIS user account</li> <li>• Website, posting, and TS</li> <li>• Technology transfer</li> <li>• Other related concerns</li> </ul>	<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> <span style="font-size: 2em;">}</span> </div> <div>           Days: <b>Monday, Tuesday, &amp; Wednesday</b>            Time: <b>8:15 AM – 4:45 PM</b> </div> </div> <div style="margin-top: 10px;"> <div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> <span style="font-size: 2em;">}</span> </div> <div>           Days: <b>Monday, Tuesday, &amp; Wednesday</b>            Time: <b>8:15 AM – 4:45 PM</b> </div> </div> </div>
<p><i>You may chat thru <b>Pidgin</b> or <b>call</b> ahead of time the Technical Support (on their designated local numbers or dial 102) for booking and confirmation. Prepare the duly filled-out <b>F-MIS-005 MIS Service Request Form</b> for submission.</i></p>	



**Off-site** Technical Support Services  
using Online Assistance

- PC Troubleshooting
- Network Troubleshooting
  - Internet
  - Local network
  - Telephony
  
- Carsu email, MyWork, MySchool, FARMS, SMIS user account
- Website, posting, and TS
- Technology transfer
- Other related concerns

Days: **Monday to Friday**  
Time: **8:15 AM – 4:45 PM**

*Prepare the duly filled-out **F-MIS-005 MIS Service Request Form** for submission.*

Contact:

- Email: [mis@carsu.edu.ph](mailto:mis@carsu.edu.ph) (send feedback and further instructions will be relayed)
- Pidgin to send instant messaging

*For any **LMS** or **Moodle Platform** concerns, please send an email to [masaolms@carsu.edu.ph](mailto:masaolms@carsu.edu.ph). The LMS technical support team is ready to assist you.*

The schedule is effective immediately and ends until further notice.

Thank you.

Sincerely,

**MARIA BESA JOY M. ORTUYO, MSc**  
MIS Director