



Support Services

The University, in its quest to deliver a care-centered learning, provides the following communication platforms to address the community's concerns pertaining to **Schoolbook** and **Microsoft Applications** such as Teams.



Students



Parents/
Guardian



Teachers



The Support Forum is a 24/7 support provided by the global Cypher Learning Technical Team. It may be accessed from the Help Icon next to your profile. Use this feature for any technical concerns in your e-class.

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Jivochat is found at the lower-right part of the Schoolbook login page. Staff and faculty members of CILP shall respond to your immediate concerns. Please allow a maximum of 5 minutes response time. This service is available from Monday to Friday, from 8AM to 5PM



Email cilp@dlsud.edu.ph for general concerns about Schoolbook. Please allow 24 hours turnaround time response. For students in ACE/Degree Completion Program, please email ace@dlsud.edu.ph



CILP Helpdesk is an icon found at the left dashboard after logging in at Schoolbook. Click the CILPHelpdesk Icon to inform us of your concerns. Please allow 24 hours turnaround time response.



Schoolbook Support Messenger groups are created per college. Members of the CILP Team and e-learning champions can answer your immediate Schoolbook concerns. For parents, please message DLSU-D Center for Innovative Learning Programs Facebook Account.



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