POEA OFW Records Online Appointment System Manual

Table of Contents

Below is the complete table of contents for the manual:

POEA OFW Records Online Appointment System Manual

THE POEA OFW RECORDS ONLINE APPOINTMENT SYSTEM INTERFACE

This system allows either the Overseas Filipino Worker (OFW) or their relatives to file an online request for issuance of OFW's Information Sheet or Record. The system has the following features:

- Can be accessed via the internet
- Can be accessed anywhere, anytime and within the comfort of their homes
- User will be given their own **Appointment Reference Number** (ARN) to access their account
- User can cancel an appointment
- User can file another appointment
- Online appointment confirmation form is printable

Before using this system, make sure that the following System Requirements are met

System Requirements
- Windows7 or higher
- Dual Core or higher
- Memory at least 2 Gigabytes
- Internet connection at least 1 Mbps
- One of the following internet browsers:
  Google Chrome 5.0 and above, Firefox 46

POEA OFW Records Online Appointment System Manual

GETTING STARTED

How to access the POEA OFW Records Online Appointment System

1. Open Google Chrome or Firefox
2. Type in the address field **http://ofwrecords.poea.gov.ph** or go to POEA Official website, **www.poea.gov.ph** and click **OFW Records Online Appointment System.**
3. The POEA Advisory will be displayed, take time to read it before registering because this will give you the requirements and some points to remember when transacting to this system (refer to Fig.1)
4. Next, click the "Close" button below or the "x" letter found in the upper right of the screen to proceed to the Login Screen.
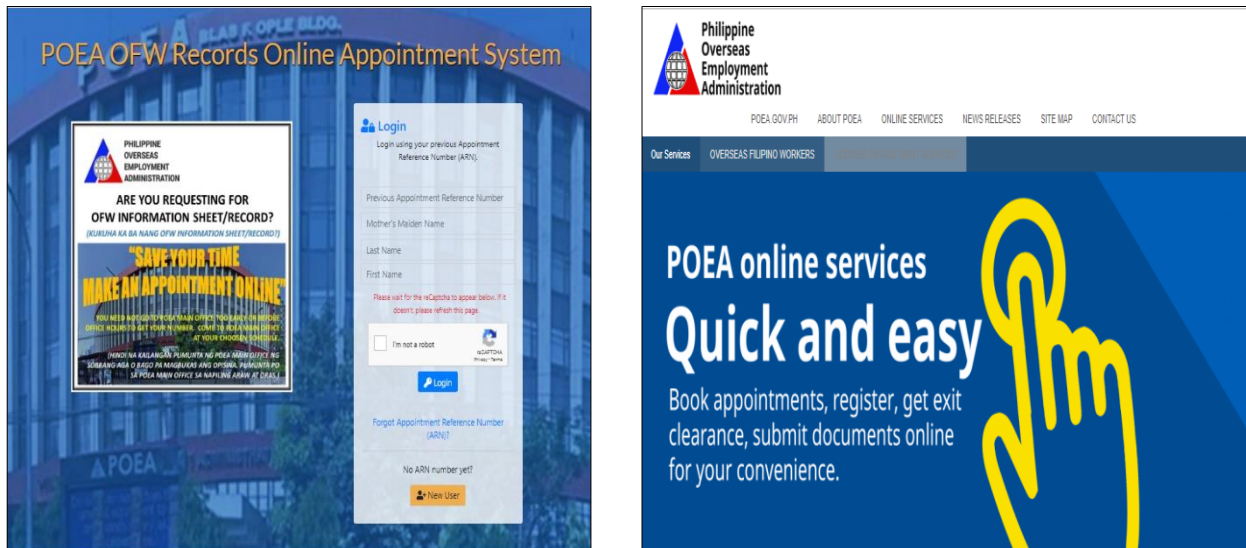

Figure 1

POEA OFW Records Online Appointment System Manual

Login Screen

Not yet Registered?

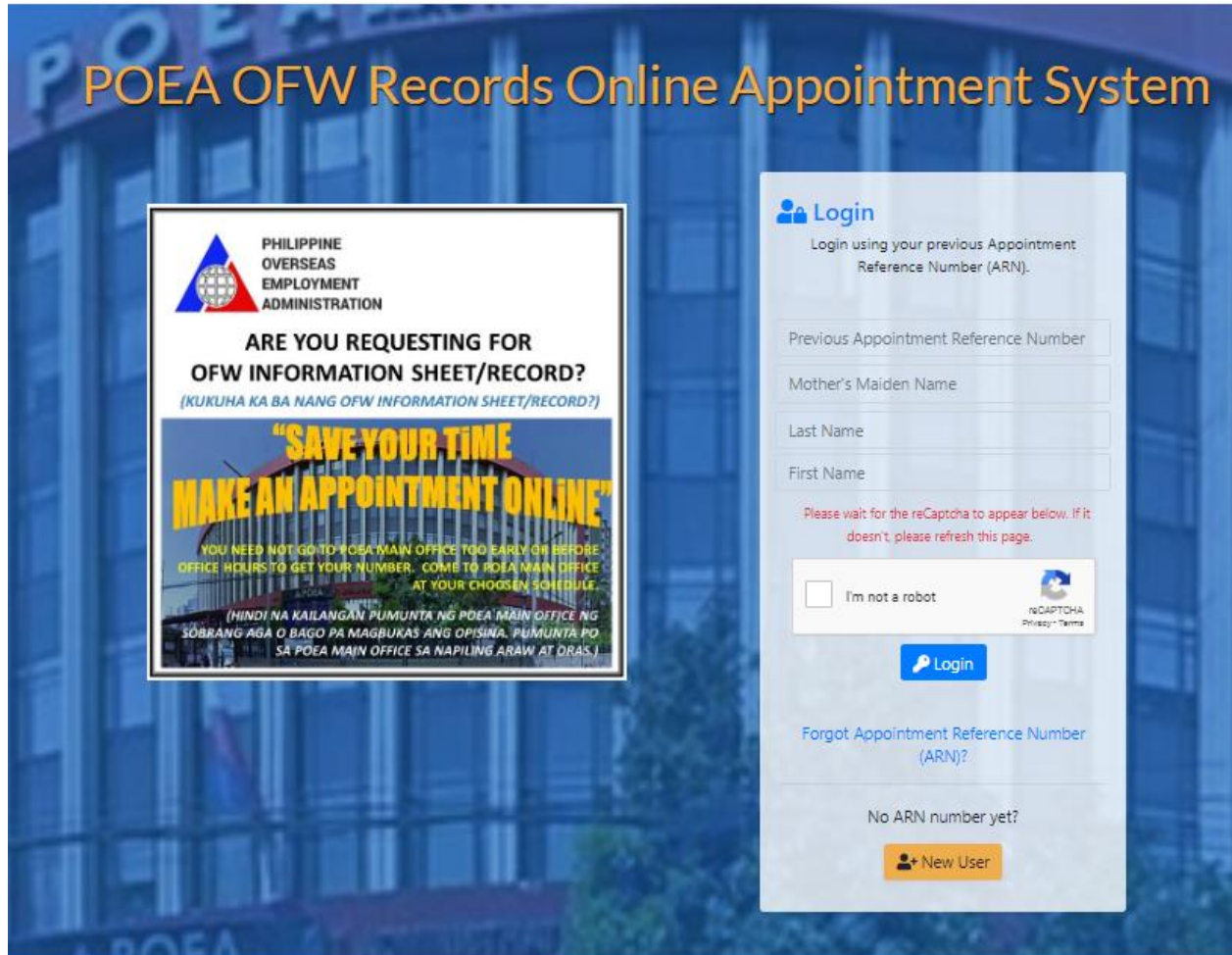1. Click the **New user** button to register (refer to Figure 2)

Figure 2

2. Read first the requirements for filing an online appointment under each type of Requester* (refer to Figure 3)

    *Request by OFW
    *Request by Family/Relatives of the OFW
    *If Request by Other Parties, submit the Letter Request to the POEA Office, this cannot be submitted online.

3. Click button **Register/Make an Appointment**.

Choose your request type and bring the corresponding requirements when securing your OFW records at POEA main office

Request by OFW

1. Online Appointment Form
2. ID document with picture
   (Passport,Driver's License, PRC Card,NBI Clearance, Company ID, etc.)

Register / Make an appointment

Request by Family / Relatives of the OFW

1. Online Appointment Form
2. Proof or relationship with OFW (Original/Authenticated/Certified True Copy)
   - Spouse (Asawa) - marriage contract
   - Children (Anak) - birth certificate of the OFW's child
   - Parent (Magulang) - birth certificate of the OFW
   - Sibling (Kapatid) - birth certificates of both the sibling and of the OFW
3. ID document with picture
   (Passport,Driver's License, PRC Card,NBI Clearance, Company ID, etc.)

Register / Make an appointment

Request by Other Parties

1. Letter of request address to the Chief of Central Records Division
2. Others
   - Persons authorized by the OFW - Special Power of Attorney (SPA)
   - Government/Private Agencies - Proof of Authority of representative to receive the record
   - Parties with case filed in court - Court Order to the POEA
3. ID document with picture
   (Passport,Driver's License, PRC Card,NBI Clearance, Company ID, etc.)
4. Proof of any circumstances under Section 13 of the Privacy Data Act of 2012
5. Other legal documents as may be needed

Address
Central Records Division
Ground Floor, Blas F. Ople building
Ortigas Avenue, corner EDSA,
Mandaluyong City

Hotlines
722-11-44 | 722-11-55

Email
crd@poea.gov.ph

Location Map

Resources
Terms of Service
Frequently Asked Questions (FAQ)

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Figure 3

POEA OFW Records Online Appointment System Manual

Who can file online request for the OFW's Information Sheet/ Record?

A. Overseas Filipino Worker (OFW)
1. Fill-out the form with the complete information (refer to Figure 4)
   - OFW Details
   - Maiden Name for Female
   - Mode of Deployment
   - Years of records needed
   - Mother's Middle Name
     (Please remember this information because you will use this in logging-in to your account)
   - Purpose of Request
   - Appointment schedule
2. Pay attention when choosing the *Branch Office, Appointment Date & Appointment Time*
3. Check the box below if agrees to the TERMS OF SERVICE
4. Check the box for the **I'm not a robot** CAPTCHA security
5. Click the **Submit** button to submit the request

Figure 4

NOTE:

1. The system can verify if you have an existing Account and appointment. An error message will pop-out if you're trying to submit another appointment without logging-in to your account. (Refer to Figure 5)

Figure 5

6. The **Request for Verification/Certification of OFW Records form or Appointment Form** will be displayed. Review carefully if everything is correct and in order (refer to Figure 5)
7. Pay attention to the *Appointment Reference Number (ARN)*. This will be used in logging-in to the OFW's account, together with the Mother's Maiden name, *Last Name, First Name and Maiden Name*. Without these 4 important requirements, one cannot Login to the system.
8. Print 2 copies of the POEA Appointment Confirmation by clicking **Print** button at the top and bottom of the screen.
9. Bring the printout on the day of your scheduled appointment.

B. If Request by Family/Relatives of the OFW

1. Same procedure with the request made by an OFW, but with an additional category of information to fill-out, the system will require the Full Name of the "*Authorized Representative*" (refer to Figure 7). Then go back to page 6, procedure no.1 to no. 9 to complete the online application.

Make your appointment

Select your desired date and time according to the availability of appointment slots. Complete the details and then submit after choosing your schedule. After a successful submission, the appointment form or Request for Verification / Certification of OFW Records will be displayed, then click "Print".

Authorized Representative

| Last Name | First Name | Middle Name |

Relationship to OFW

○ Spouse (Asawa) ○ Child (Anak) ○ Parent (Magulang) ○ Sibling (Kapatid) ○ Relative (Kamag-Anak)

👤 OFW Details

Last Name | First Name | Middle Name | Suffix Name

Gender | Birthdate (mm/dd/yyyy) | Mobile Number | Email Address

OFW Type | Agency Name — example: agency1, agency2, agency3...

Jobsite — example: Bahrain, Qatar, Saudi Arabia...

⬇ Maiden Name for Female

Last Name

Middle Name

Note: If deployed using maiden name

✈ Mode of Deployment

○ Agency Hired
○ Direct Hired
○ Balik-Manggagawa
○ Othes

📅 Year of records needed (records available starting 2001 only)

(From) Year | (To) Year

⬇ Mother's Maiden Name

Mother's Middle Name ⚠ You will use this entry in logging in to your account.

📖 Purpose of Request

≣ Employment
○ New Application
○ Returning to the same employer

≣ Assistance
○ Burial / Insurance
○ Repatriation
○ Whereabouts
○ Legal (Support/Complaint/Case Filing)

≣ Requirement
○ DFA
○ TESDA
○ OWWA Program
  Indicate Program Details

≣ Applications
○ Visa
○ Reduced Travel Tax (RTT)
○ Loan
  Indicate Loan Details

○ Others
  Indicate Details

🔍 Select Appointment

📅 Select Branch Office

☐ I hereby agree to be governed by the terms and conditions of the ofw records online appointment system agreement. I hereby also acknowledge to have read and fully understood the said terms and conditions. TERMS OF SERVICE

☐ I'm not a robot   reCAPTCHA Privacy - Terms

⚠ Please review your details before clicking the submit button
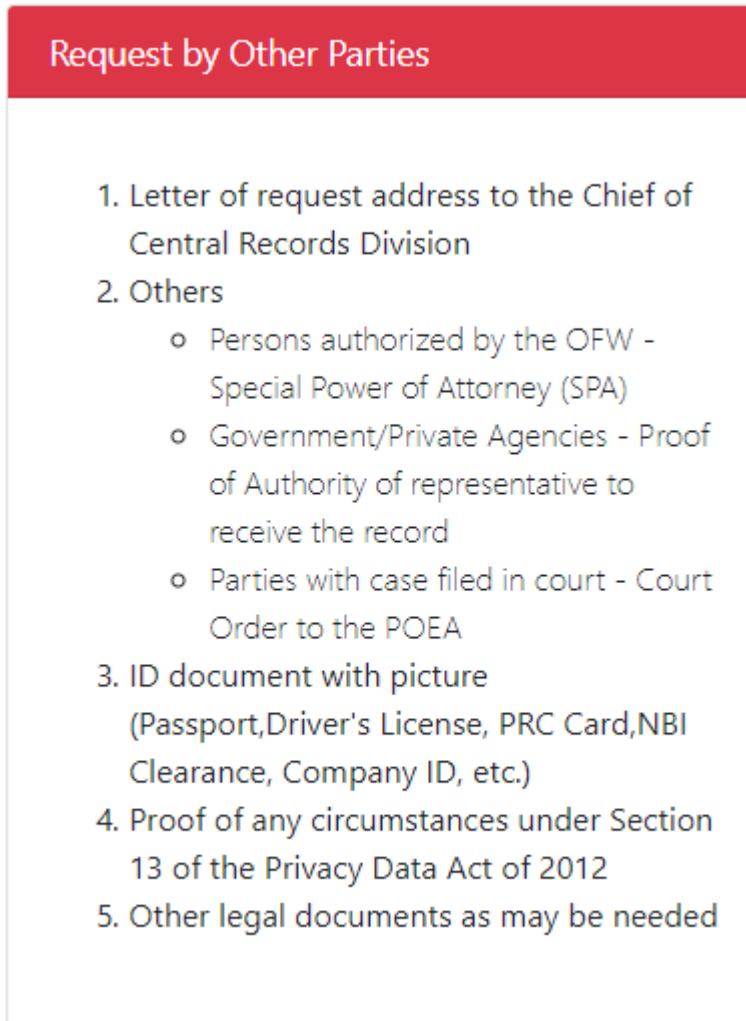
Submit

Figure 7

C. Request by Other Parties

1. If the request is made by Other Parties not related to the OFW, please read the requirements below: (refer to Figure 7)

Request by Other Parties

1. Letter of request address to the Chief of Central Records Division
2. Others
   o Persons authorized by the OFW - Special Power of Attorney (SPA)
   o Government/Private Agencies - Proof of Authority of representative to receive the record
   o Parties with case filed in court - Court Order to the POEA
3. ID document with picture (Passport,Driver's License, PRC Card,NBI Clearance, Company ID, etc.)
4. Proof of any circumstances under Section 13 of the Privacy Data Act of 2012
5. Other legal documents as may be needed

Figure 8

POEA OFW Records Online Appointment System Manual

How to login if already registered?

1. At the Login Page, type your previous **ARN, Mother's Maiden Name, Last Name and First Name.** (refer to Figure 9.1)
2. Check the box showing **I'm not a Robot**.
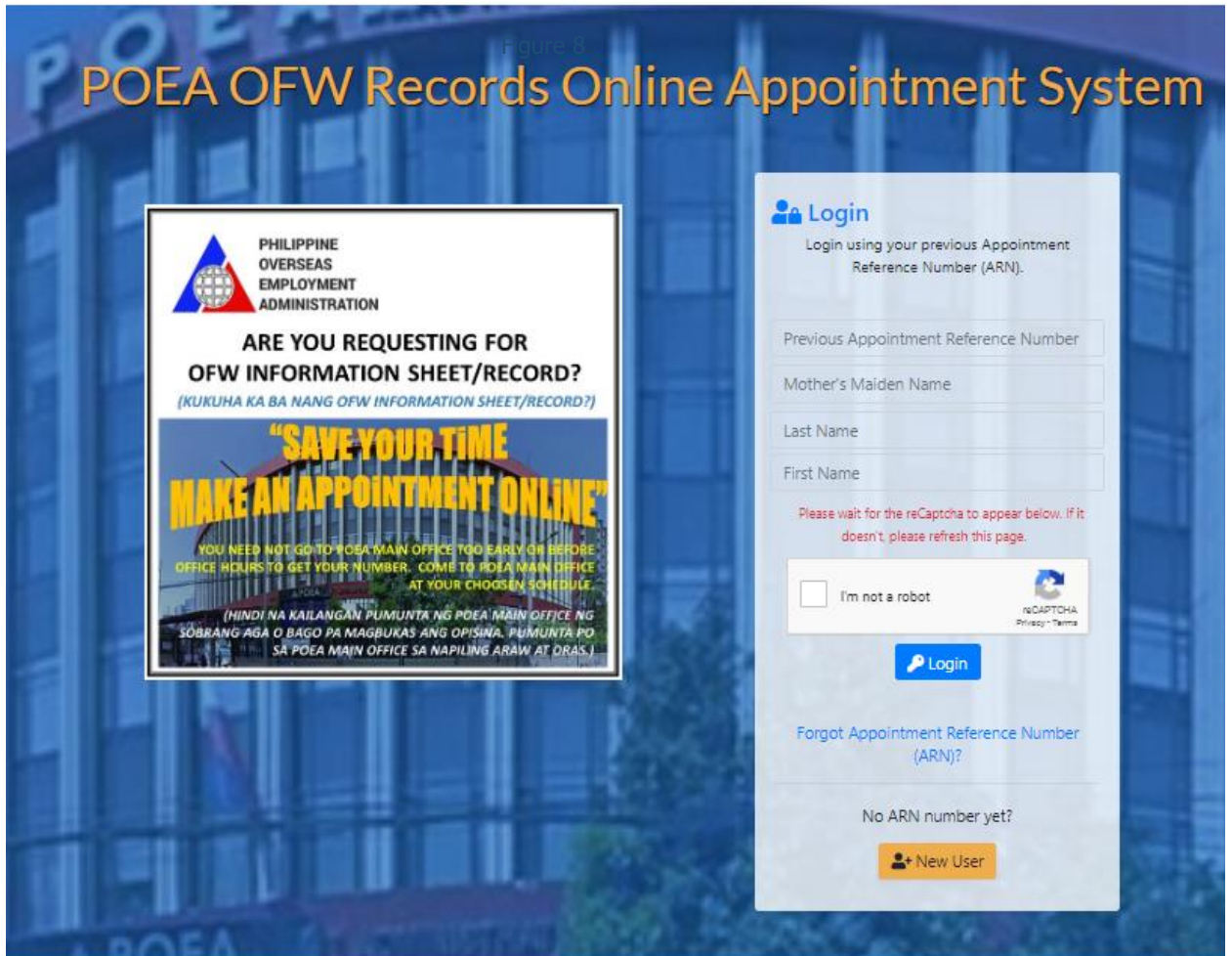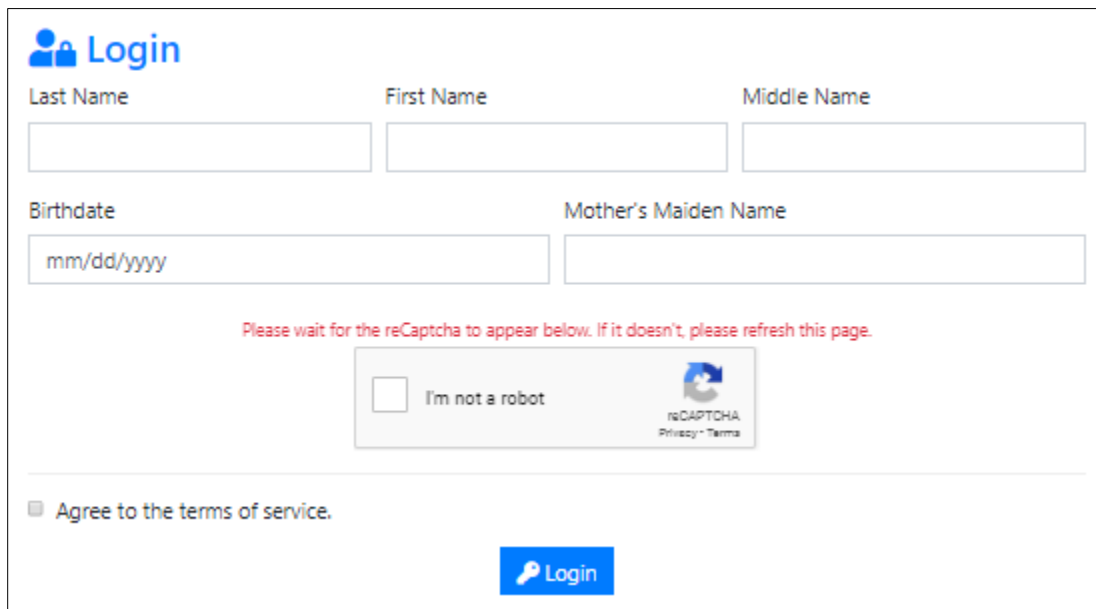3. Next click the button **Login**.

Figure 9.1

What to do if Forgot ARN?

1. If **Forgot ARN,** click **Forgot Appointment Reference Number (ARN)** link. (Refer to Figure 8.1 above)
2. A **Login Form** will be displayed, type the **required information** such as the ***Last Name, First Name, Middle Name, Birthdate and Mother's Maiden Name***. (Refer to Figure 9.2)
3. Next, check the box showing **I'm not a Robot**.
4. Then check the box **Agree to the terms of Service.**
5. Lastly, click the button **Login**.

Figure 9.2

POEA OFW Records Online Appointment System Manual

Features of User Account Profile

A. **View your Profile**. The User Account **Profile** included here are the OFW's primary details. The entries here can be edited/updated. Just click inside the box of the information that you want to edit/update. Then type the information then click **Save Changes** to save.

Figure 10

B. View current and previous appointment/s. In the **Appointment** section, the details of the current appointment are displayed, such as *ARN, OFW Name, Appointment Date, Appointment Time, Office and Status.* (refer to Figure 10)

1. Click the **View previous appointments** link.
2. To reschedule, click the button **Reschedule** otherwise click the button **Cancel**.
3. To print, click the button **Print**.

C. Make New Appointment

1. In the *Make New Appointment* box, select the Office Branch Location from the dropdown list.
2. Next, select the *Appointment Date* and *Time* that you want to set.
3. Choose the *Mode of Deployment*.
4. Select the *Purpose of Request*.
5. Next, specify *Agency Name and Jobsite*.
6. Then select *OFW Type*.
7. Specify *Starting* and *Ending* year of records needed.
8. Lastly, click the **Submit** button.

Figure 11

9. Confirmation message will be displayed that you have successfully created an appointment. (refer to Figure 12).

10. Print 2 copies of the POEA Appointment Confirmation by clicking **Print Appointment** link. (Refer to Figure 12).
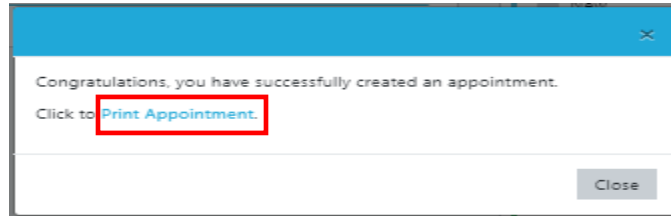

Figure 12

NOTE:

2. The system can verify if you have an existing appointment. An error message will pop-out if you're trying to make another appointment. (Refer to Figure 13)

Figure 13

D. Print Appointment Form

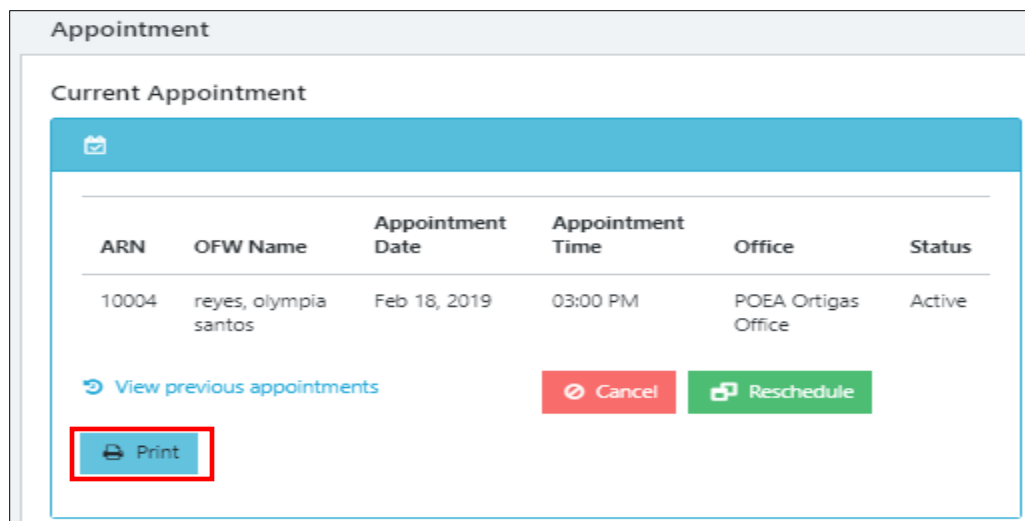1. Click the button **Print** in the Profile Page to print your current appointment. (Refer to Figure 14)

Figure 14

2. The screen will display the *ONLINE REQUEST FOR VERIFICATION/CERTIFICATION OF OFW RECORDS FORM,* the relevant information regarding the OFW is shown here. (refer to Figure 15)
3. Click the button **Print***.* Bring the 2 printouts on the day of your scheduled appointment at the chosen POEA Branch location.
4. Click **Exit** to Logout.

Figure 15

NOTE:
1. You cannot print a "CANCELLED" appointment. An error message will pop-out and will advise you to re-schedule by making a new appointment, refer to Fig. 16.

Figure 16

2. You cannot print a "LAPSED or EXPIRED" appointment. An error message will pop-out because the system does not allow it, refer to Fig. 17.

   For example:
   Date of Printing: January 20, 2019
   Appointment Date Set: January 10, 2019

Figure 17

POEA OFW Records Online Appointment System Manual

Read/Download User's Instruction Manual

- For help in using the system, click the button **User's Manual** located at the left side of the screen.
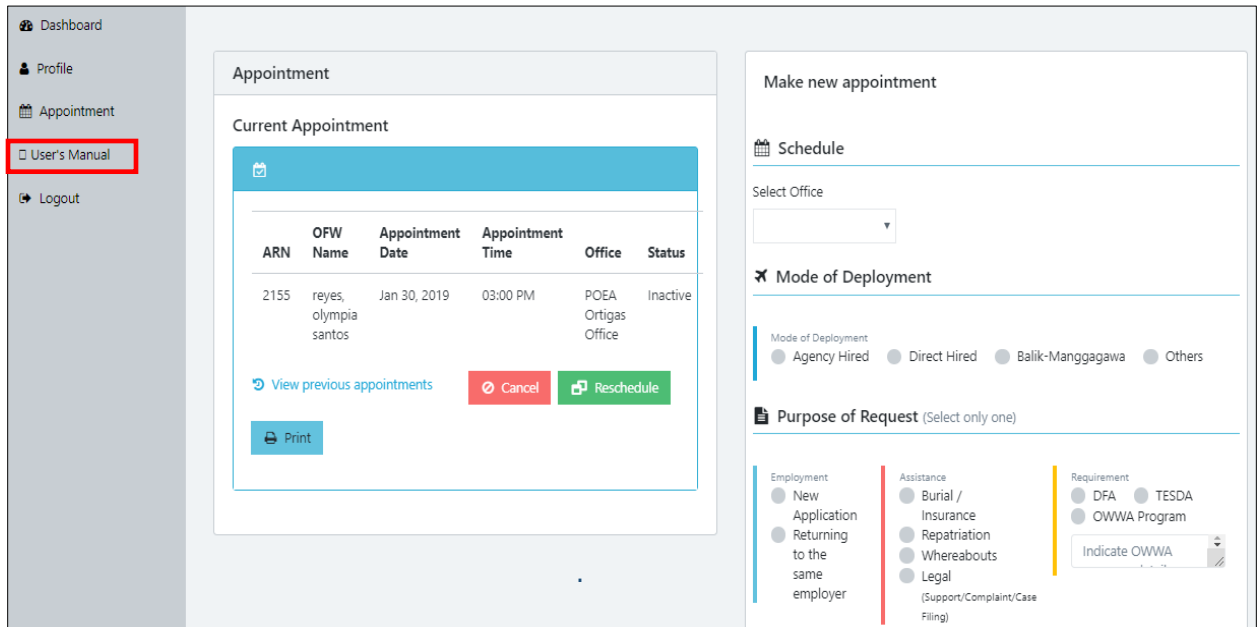

Figure 18

-end-