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Department of Environment and Natural Resources
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MEMORANDUM

FOR : The Regional Executive Directors
Regions 1-13, CAR, CALABARZON and MIMAROPA

ATTN : CSS Focal Persons

FROM : The Director
Knowledge and Information Systems Service and
Chair, Client Satisfaction Committee

SUBJECT : ArcGIS Online Creator Named Users Account used as User
Credentials to Access the Survey123 in Encoding and Editing the
Client Satisfaction Survey Entries

DATE : December 14, 2020

This is with regards to the ArcGIS Online (AGOL) Creator Named Users Account used as Username Credentials to access the Survey123 in encoding and editing of the Client Satisfaction Survey (CSS) entries to the Survey123.

With the non-approval of the maintenance cost of our AGOL Account, we regret to inform you that most of our AGOL Named Users Account will not be renewed and will expire on December 18, 2020. Once the AGOL Account expires, neither encoding nor editing can be done using the said AGOL accounts.

Because of these circumstances, all AGOL accounts of the CENROs were affected and will not be accessible after December 17, 2020. However, the AGOL accounts of the Regional Office and PENROs were not affected.

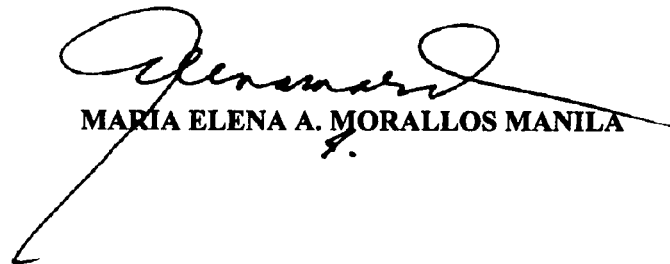
To resolve these issues, the PENROs shall now share their AGOL account with their respective CENROs. To facilitate these changes, SDRMD will update the CSS Survey Forms on December 18-20, 2020. During this maintenance activity, please note the following:

1. CENROs can still encode and edit their CSS entries using their CENRO accounts until December 17, 2020.
2. All offices (CENROs, PENROs, and ROs) are advised to send all data in the Survey123 Outbox until December 17, 2020, to avoid any errors after the update.

3. The Survey Forms will be temporarily closed on December 18-20, 2020 to update the CSS Form to include CENRO dropdown in the office field. During this date, strictly no encoding in the Survey123 in all offices.
4. SDRMD will conduct an online meeting with the CENROs, PENROs, and ROs Focal on December 21, 2020, regarding the changes in the login set-up.
5. The encoding and editing of the CSS entries to the Survey123 shall resume on December 22, 2020.

For further queries or clarification, please contact SDRMD at sdrmd@denr.gov.ph.

For your information and appropriate action, please.



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