



Republic of the Philippines  
Department of Environment and Natural Resources

**FOREST MANAGEMENT BUREAU**

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Website: <https://www.forestry.denr.gov.ph>

**MEMORANDUM**

FOR : All Regional Directors  
FROM : The Director  
SUBJECT : **FMB INFORMATION SYSTEMS HELPDESK**  
DATE : **SEP 23 2022**  
ATTACHMENT : Instructional document on how to access FMB Systems Helpdesk



We are pleased to inform you on the availability of the FMB Information System Helpdesk in the FMB website. The Helpdesk shall provide a venue for field offices to submit and record implementing issues and concerns on the following information systems, to wit:

1. Lawin Forest and Biodiversity Protection System;
2. Enhanced Forestry Information System (eFIS); and
3. Mobile Price Monitoring System (MPMS)

In connection with this, we encourage the DENR field offices to use the Helpdesk which is accessible through the FMB website (<https://forestry.denr.gov.ph>). Attached is an instructional manual on how to access and use the FMB Information Systems Helpdesk.

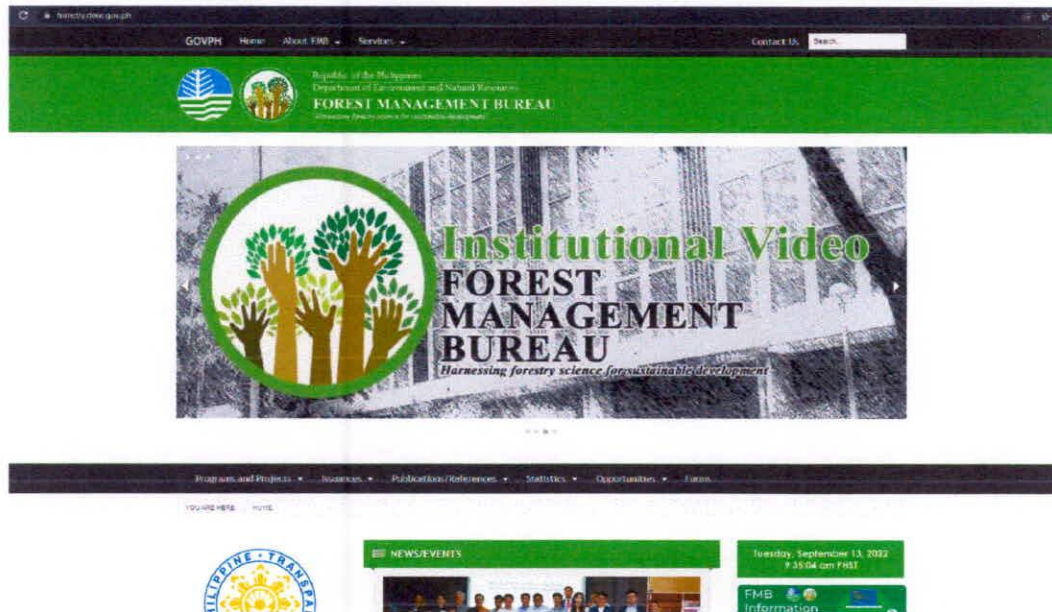
FOR YOUR INFORMATION AND CONSIDERATION, PLEASE.

  
**TIRSO P. PARIAN, JR., CESO IV**

# FMB Information Systems Helpdesk Manual

**STEP 1:** Login to your Gmail account.

**STEP 2:** Open your web browser. Go to FMB Website Home page. (<https://forestry.denr.gov.ph>)



**STEP 3:** Click on the **FMB Information Systems Helpdesk**, found in the right sidebar of the website.



**STEP 4:** Enter your email address. Click **Next**.

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**FMB Information Systems Helpdesk**

**FMB Information System Helpdesk**

fppkmd.kiss@fmb.denr.gov.ph [Switch account](#) Saving...

The name and photo associated with your Google account will be recorded when you upload files and submit this form. Only the email you enter is part of your response.

\* Required

Email \*

fmb@denr.gov.ph

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Google Forms

**STEP 5:** Select Office.

**FMB Information Systems Helpdesk**

**FMB Information System Helpdesk**

fppkmd.kiss@fmb.denr.gov.ph [Switch account](#)

The name and photo associated with your Google account will be recorded when you upload files and submit this form. Only the email you enter is part of your response.

\* Required

**Office / Designation**

Office \*

REGION ▼

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Google Forms

**STEP 6:** Enter the details of your request, issue or concern.

The screenshot shows a Google Form titled "External Services". The first question is "On what system can we help you with? \*" with a dropdown menu showing "Enhanced Forestry Information System (EFIS)". The second question is "Subject \*" with the text "Updating of User Accounts". The third question is "Detailed Concerns \*" with the text "Updating of the credentials of Juan Dela Cruz". There is a section for "Upload a file of your concern." with an "Add file" button. At the bottom, there are "Back" and "Next" buttons, a progress bar, "Page 3 of 5", and a "Clear form" link. A footer note says "Never submit passwords through Google Forms." and "This form was created inside of Forest Management Bureau. [Report Abuse](#)". The Google Forms logo is at the bottom.

**STEP 7:** Enter contact information, then click **Submit**.

Note: *For the **Name of Office**, please provide the complete name of your office.  
(e.g., Region 1, PENRO Ilocos Norte)*

The screenshot shows a Google Form titled "Contact Information". The first question is "Name \*" with the text "Juan Dela Cruz". The second question is "Contact No. \*" with the text "09XX-XXX-XXXX". The third question is "Name of Office \*" with the text "Region 1, PENRO Ilocos Norte". At the bottom, there are "Back" and "Submit" buttons, a progress bar, "Page 6 of 6", and a "Clear form" link. A footer note says "Never submit passwords through Google Forms." and "This form was created inside of Forest Management Bureau. [Report Abuse](#)". The Google Forms logo is at the bottom.