



THE
C  NCIERGE
S U P P O R T P O R T A L


Your one-stop Animo service platform



THE
CONCIERGE
SUPPORT PORTAL

What is it?

The CONCIERGE Support Portal is a simple and easy-to-navigate portal that facilitates service requests by various stakeholders of De La Salle University. It highlights a streamlined process of communication among the University units and ensures that all requests are attended to.





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Who does it cater to?

The CONCIERGE Support Portal covers all DLSU campuses

1. Students (IS, UG, and GS)
2. Employees
3. Alumni
4. Visitors
 - Employee-applicants
 - Former employees
 - Parent/Guardian
 - Student-applicant
 - Suppliers/Vendors
 - Other guests



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What does it offer?

- Provides information and FAQs to address immediate issues and concerns
- Creates a ticket to report issues or concerns to the support team
- Requests for service equipment, software, and services
- Track status of service requests real time



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How do I use it?

- Visit <https://theconcierge.dlsu.edu.ph>
- Type keywords in the search field.
- Check from the list of articles the answers to your query, then click the link.
- For additional help, create a ticket to contact the office concerned.
- Request for service via the service catalog
- Receive status updates for tickets in your email or check real-time updates through **The CONCIERGE Support Portal**



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What types of service concerns are covered by THE CONCIERGE support portal?

- Audio and Video Services
 - Admissions and Scholarship
 - Academic Services for the Integrated School
 - Accounting and Finance
 - Campus Entry Permits
 - Canteen and Bookstore Services
 - Enrollment Services
 - HR Services
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What types of service concerns are covered by **THE CONCIERGE support portal**?


- Health Services
- Information Technology Services
- Janitorial and Gardening Services
- Mechanical and Electrical Services
- Plumbing, Sanitary, and Civil Works Services
- Procurement Services
- Transport, Residences, Mailing, and Materials Reproduction Services
- Venue Reservations



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To use **THE CONCIERGE** support portal,
visit:

<https://theconcierge.dlsu.edu.ph/support/solutions/articles/19000054754>





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