THE CONCIERGE SUPPORT PORTAL

Your one-stop Animo service platform
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.
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
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
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
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
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
To use THE CONCiERGE support portal, visit:

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