



CSC Online Registration,
Appointment
and Scheduling System
(ORAS)

USER's MANUAL
(for Clients)

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CSC Integrated Records Management Office

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I. WHAT is ORAS?

The Online Registration, Appointment and Scheduling System (ORAS) is a Web-based online scheduling application that allows Civil Service Commission clients to conveniently and securely book their appointments and reservations online through any Web-connected device, such as a computer, laptop, smartphone or tablet.

As of this writing, ORAS can be used to request for certification and/or authentication or certified true copy of the following records on file at the CSC Central Office in Batasang Pambansa Complex, Quezon City:

- Career Service (Professional and Subprofessional) Eligibility
- Civil Service Eligibility Granted under Special Laws and CSC Issuance
- CSC Issuance (e.g. Memorandum Circular, Resolution, Decision)
- Statement of Assets, Liabilities and Net Worth (SALN) (for CY 2010 to CY 2018)
- Employee Record (e.g. Appointment Paper for those who were assigned in agencies under the jurisdiction of the National Capital Region (NCR) and Regional Office No. 4 (Southern Tagalog) from CY 1980 to CY 1989, Statement of Service Record of former Civil Service Commission employees, Service Card in various agencies from CY 1930 to CY 1989).

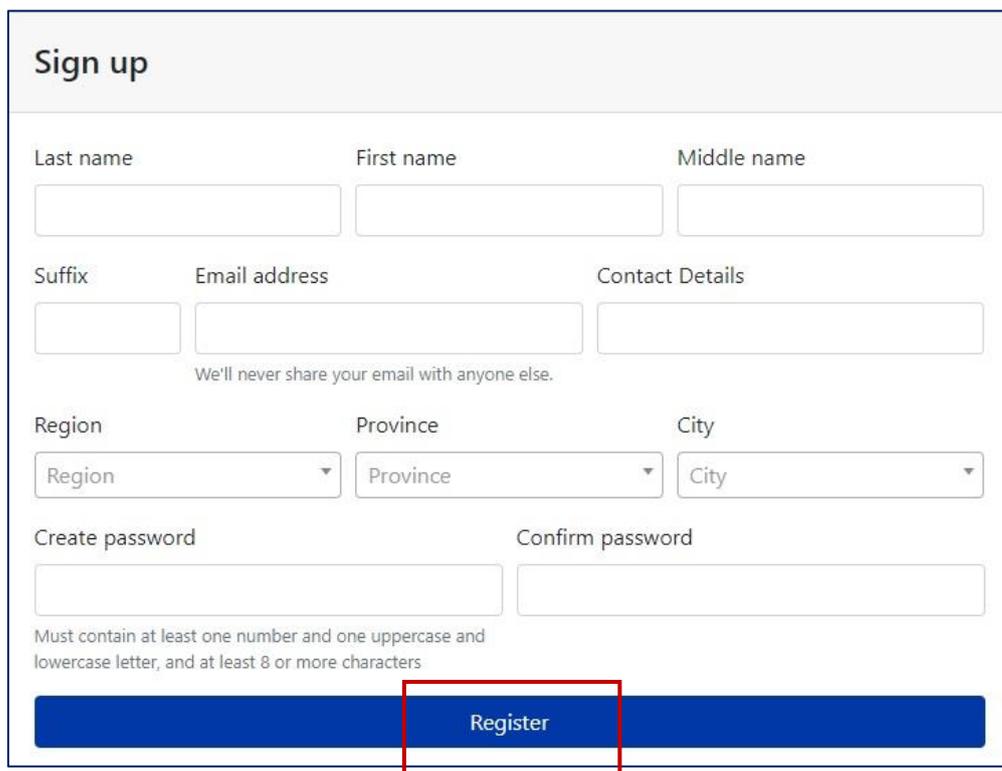
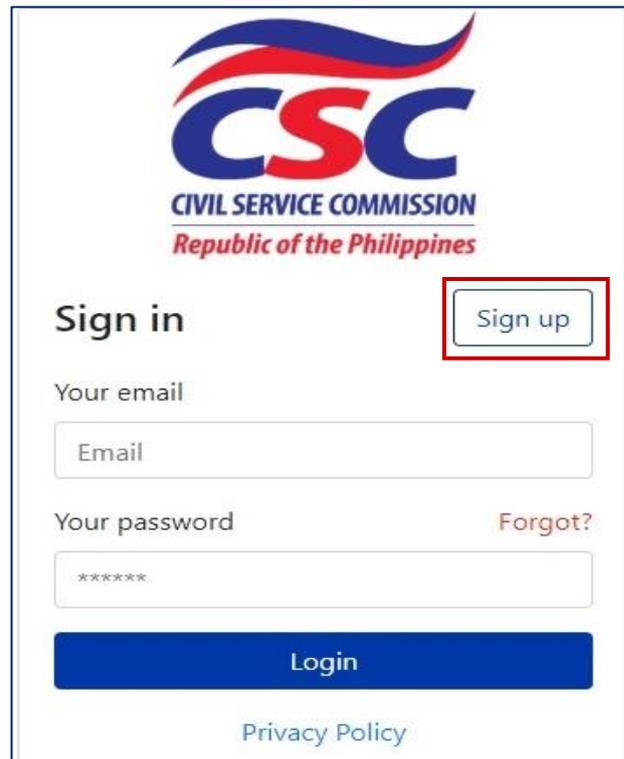
II. HOW TO BOOK AN APPOINTMENT?

You can book your appointment in three (3) easy steps:

- A. Register or sign-up at services.csc.gov.ph;
- B. Login to your account; and
- C. Book and confirm your appointment.

A. REGISTER/SIGN-UP

1. On your web browser, proceed to <https://services.csc.gov.ph>. The Login window will be displayed.
2. Click the **Sign up** button.
3. Fill out the form displayed on the next page. Make sure to supply all information in the required fields.
4. Then click the **Register** button.
5. Finally, validate/confirm your registration through the email sent to you.



B. LOGIN TO YOUR ACCOUNT

1. Enter your registered email and password.
2. Then, click the **Login** button.
3. If you forgot your password, click the **Forgot** button. You will have to enter your Email, you will receive via Email an auto generated password which you should change after login.

The screenshot shows the login interface for the Civil Service Commission (CSC) of the Republic of the Philippines. At the top is the CSC logo. Below it, there are two buttons: "Sign in" and "Sign up". The "Sign in" section contains two input fields: "Your email" (with a placeholder "Email") and "Your password" (with a placeholder "*****"). A "Forgot?" link is positioned to the right of the password field. A large blue "Login" button is located below the input fields. At the bottom, there is a "Privacy Policy" link. Three red boxes with numbers 1, 2, and 3 highlight the email field, the Login button, and the Forgot? link, respectively.

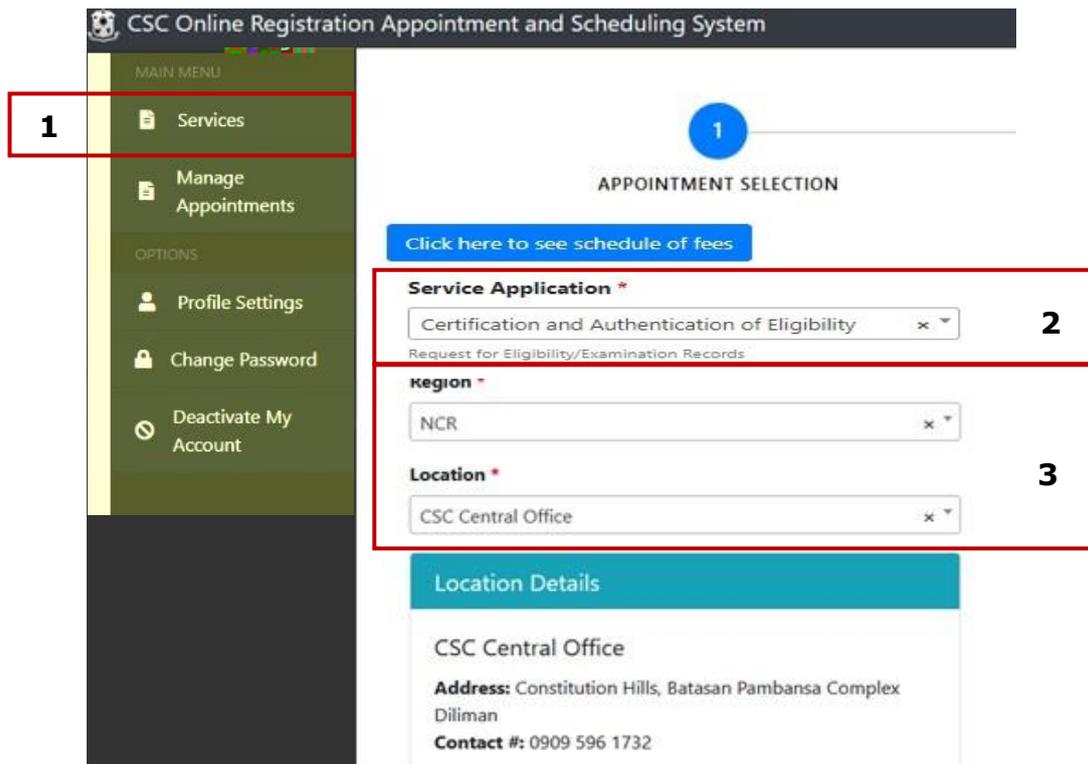
C. BOOK AND CONFIRM YOUR APPOINTMENT

STEP 1 – SCHEDULE AN APPOINTMENT

Select Service/Transaction Applied for and the Location

1. On your left, is the Menu panel. By default, **Services** menu is selected.
2. Select the type of service that you are applying/requesting for by choosing from the **Service Application** drop-down list. Notice that a description of the document is displayed below the dropdown box. Also, you can check how much is the fee for your request by clicking the **Click here to see schedule of fees** button.
3. Select the location where you want to book an appointment. As of this moment, ORAS is available for CSC Central Office only. Location details will be displayed at the bottom.

Also, upon selection of the address location, the schedules and available slots for the selected location will be shown in the calendar.



Select your desired Date and Time

4. Choose in the calendar your desired date of appointment. Click the date. Dates with available slots are in color green. Those fully booked are in color red.
5. You can click the < and > button to navigate from one month to another month.
6. Upon clicking the date, the available time slots will be displayed in the right. From the time slots, click your desired time.
7. Click **Next** to proceed to the next step – the filling-up of application form.

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July 2020

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Mon	Tue	Wed	Thu	Fri
		1	2	3
6	7	8	9	10
13	14	15	16	17
20	21	22	23	24

LEGEND

Available Full Schedule

7

Next

08:00:00 - 09:00:00	3 Remaining Slots
09:00:00 - 10:00:00	4 Remaining Slots
10:00:00 - 11:00:00	4 Remaining Slots
11:00:00 - 12:00:00	4 Remaining Slots
12:00:00 - 13:00:00	4 Remaining Slots
13:00:00 - 14:00:00	3 Remaining Slots
14:00:00 - 15:00:00	4 Remaining Slots
15:00:00 - 16:00:00	4 Remaining Slots

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STEP 2 – FILL OUT AN APPLICATION FORM

Required information to be supplied by the client varies depending upon the selected service/transaction.

1. Fill out the required information (those with red asterisk *). Put N/A for Not Applicable.
2. Click the word **here** to see the requirements you need to bring.
3. Check the box for PWD/Senior Citizen/Pregnant Woman, if applicable.
4. Click **Next** button when done.



Certification and Authentication of Eligibility

Please put N/A if not applicable
All Fields with * are mandatory **2**

Notes :
Please bring the requirements enumerated [here](#) on your appointment date. **1**

Personal Information

Last Name *	First Name *	Middle Name *	Suffix
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Mobile No. *	Landline No.	Email *	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

To assist you better, please let us know if you belong to any of these groups. Person with Disability (**PWD**), Senior Citizen and Pregnant Woman, by clicking on the checkbox **3**

Other Information

? Type of Exam

Date of Exam

? Place of Exam

NEXT **4**

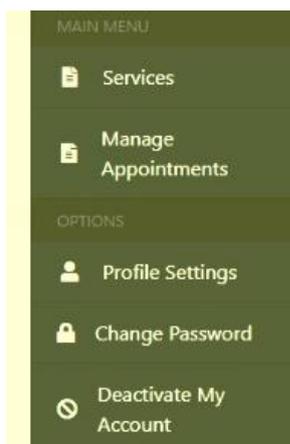
If you are requesting for Certificate of Eligibility, notice that there is a question mark (?) in the Type of Exam and Place of Exam. To be properly filled out, click the question mark to see the examples.

STEP 3 – CONFIRM YOUR APPLICATION

When done with the application form, application details will be displayed, as shown below:

1. Click the **Confirm** button to lock-in your appointment. Otherwise, click **Go Back** and update your details before confirming.
2. Please read the **Notes** at the bottom to know the requirements you need to bring on your appointment.

III. OTHER MENUS



1. **MANAGE APPOINTMENTS** – Select this if you want to cancel booked appointments.
2. **PROFILE SETTINGS** – Select this if you want to change your personal information.
3. **CHANGE PASSWORD** – Select this if you want to change your account password.
4. **DEACTIVATE MY ACCOUNT** – Select this if you want to deactivate your ORAS account.

**For Inquiries, connect with the Integrated Records Management through
the following contact details:*

Telephone Numbers: 8931-8092 / 8931-7939 / 8931-7935 local 524

Email: irmo.od@csc.gov.ph

Mondays to Fridays from 8:00 am to 5:00pm
