



Enhanced Online Registration,
Appointment
and Scheduling System
(ORAS version 2.0)

USER'S MANUAL
(for Clients)

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CSC Integrated Records Management Office

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I. What is ORAS version 2.0?

A. Definition

The enhanced Online Registration, Appointment and Scheduling System (ORAS version 2.0) is a web-based/online portal that allows individuals to conveniently and securely request/apply for any of the CSC services as stated in the next page (item I.C). It also serves as a monitoring and reporting tool on the services rendered by the process owners to the CSC clients, which can be used for decision-making and strategic advancement on CSC services/processes.

You can find this widget on the CSC official website (<https://csc.gov.ph>)



Fig. 1: ORAS Widget

B. What's new in version 2.0?

The ORAS version 1.0 was created in observance of the minimum health protocols due to the current COVID-19 pandemic so that the public may book their appointments and reservations of CSC services in their most convenient date and time. But it required physical appearance of the client for a photo shoot, submission of requirements and to settle payment.

Although the first version helped ensure social distancing by controlling the volume of clients present at the CSC vicinity and provided the client with a less waiting time, the management envisioned a more COVID19-responsive system. Thus, the ORAS was enhanced to enable the clients to:

1. File requests and submit requirements online;
2. Select the mode of receipt of the requested document:
 - by mail; or
 - pick-up by the client or authorized representative at the CSC office.
3. Make payment/fund transfer to any branch of the Land Bank of the Philippines (LBP).

C. CSC Services Involved

As of this writing, the ORAS version 2.0 can process the following service requests:

Records from the Integrated Records Management Office (IRMO):

1. Career Service (Professional and Subprofessional) Eligibility;
2. Civil Service Eligibility granted under Special Laws and CSC Issuance;
3. Other civil service eligibility conducted in collaboration with other government institutions (e.g Bar and Board Examinations under RA 1080, Career Executive Service Examination, Foreign Service Officer Examination, Meat Inspection and Safety Examination, Philippine Board Examination for Teachers, Police Officer Examination, Penology Officer Examination);
4. CSC Issuance (e.g. Memorandum Circular, Resolution, Decision);
5. Statement of Assets, Liabilities and Net Worth (SALN) from CY 2010 to CY 2019); and
6. Employee Record [e.g. Appointment Paper/Personal Data Sheet (PDS) of 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, Service Card of those who were assigned in various government agencies from CY 1930 to CY 1989, and Statement of Service Record of former Civil Service Commission employees].

Records from the Office for Legal Affairs (OLA):

1. Clearance of No Pending Administrative Case; and
2. Case record filed before the CSC.

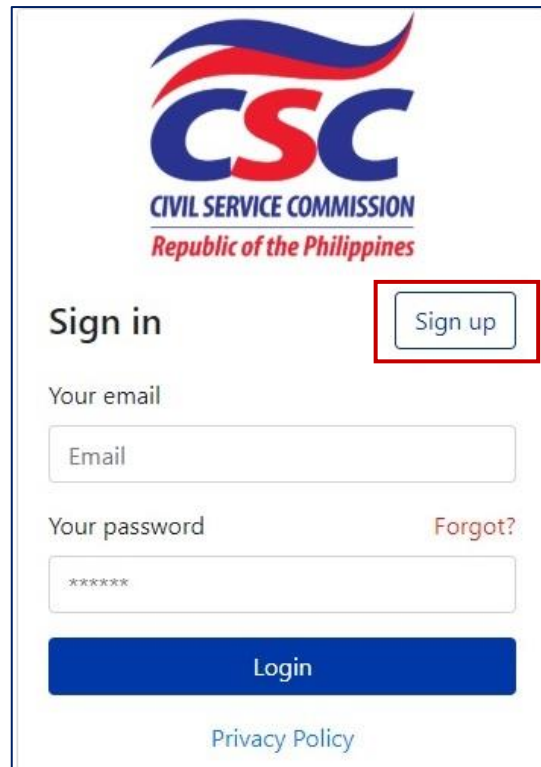
II. How to request/apply for a CSC service online?

You can request/apply for a CSC service by simply following these three (3) easy steps:

- A. For new client registrant, register/sign-up at <https://services.csc.gov.ph> then login to your account. Those who had previous transactions with CSC using ORAS need not register again. They shall start with the next step after logging in to their account;
- B. Select the specific record/document requested, then supply all the necessary information; and
- C. Confirm the service application.

A. REGISTER/SIGN-UP/LOGIN

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



CSC
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Republic of the Philippines

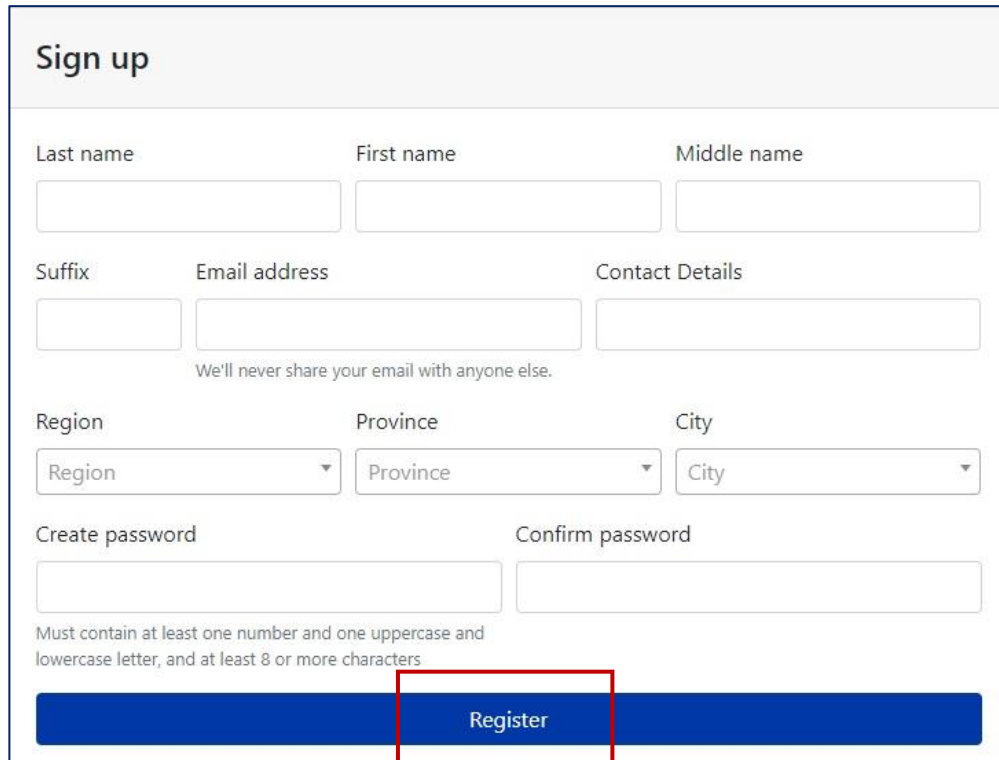
Sign in Sign up

Your email

Your password Forgot?

[Privacy Policy](#)

Fig. 2: Log-in Page



Sign up

Last name First name Middle name

Suffix Email address Contact Details

We'll never share your email with anyone else.

Region Province City

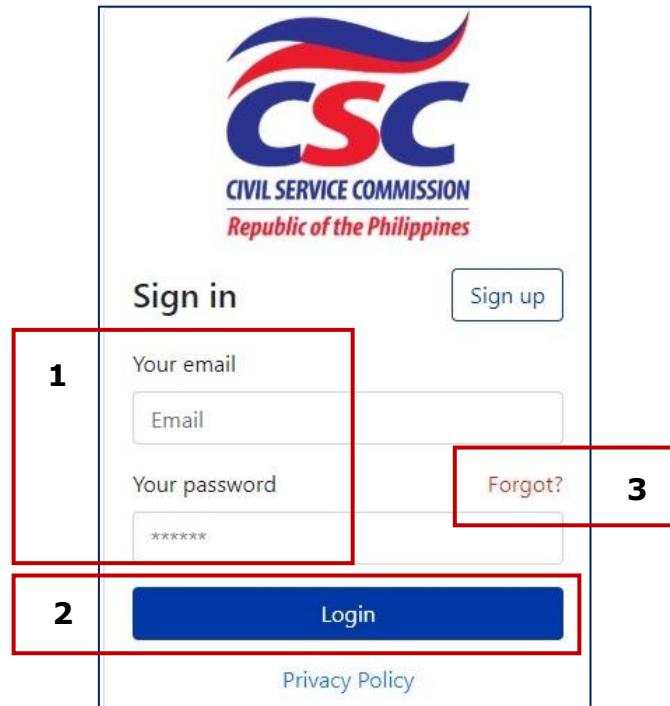
Create password Confirm password

Must contain at least one number and one uppercase and lowercase letter, and at least 8 or more characters

Fig. 3: Sign-up Page

After signing-up, you may now log-in 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.



The image shows the login page for the Civil Service Commission (CSC) of the Republic of the Philippines. At the top is the CSC logo. Below it, the text 'Sign in' is on the left and 'Sign up' is in a button on the right. There are 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 at the bottom. A 'Privacy Policy' link is at the very bottom. Three red boxes with numbers 1, 2, and 3 highlight the email field, the Login button, and the Forgot? link respectively.

Fig. 4: How to Log-in

B. SELECT THE SPECIFIC RECORD/DOCUMENT REQUESTED

Select Service/Transaction Applied for and the Location (Fig. 5)

1. On your left, is the Menu panel. By default, **Services** menu is selected.
2. Select the type of service that you're 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 are applying/requesting for. As of this moment, ORAS is available for CSC Central Office only. Location details will be displayed at the bottom.

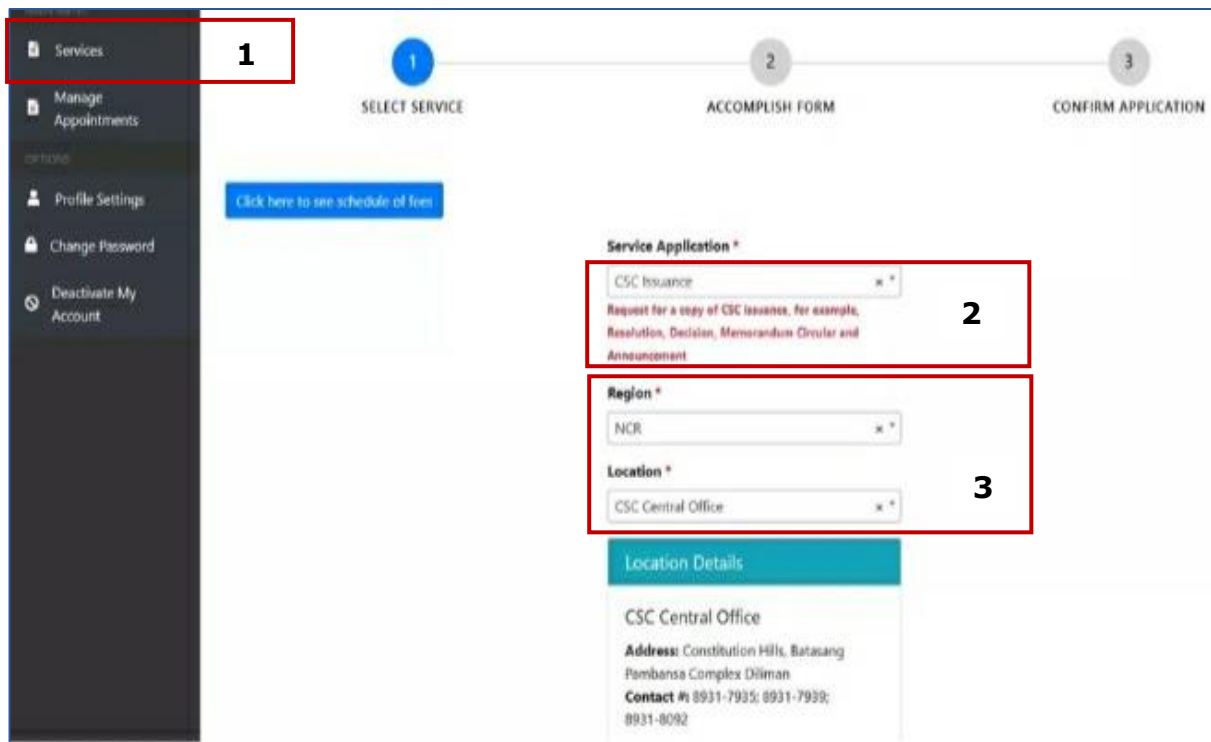


Fig. 5: Select Service Page

Accomplish the Application Form

Required information to be filled-up by the client varies depending upon the selected service/transaction.

1. Fill-up the required information (those with red asterisk *). Put N/A for Not Applicable.
2. Please take note of the List of additional requirements, if there is any.
3. Check the box for PWD, if applicable.
4. The system will ask you to attach pertinent documents. Click the **Browse** button.
5. Also required is the number of copies of the requested document.
6. At the bottom, choose from either "For delivery" or "For pick-up". For delivery, charges may apply.
7. Click **Next** button when done.



CSC Issuance

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

Notes :
Please ensure the completeness of required information. An action officer may call to advise you of the status of your request before the appointment schedule.

Personal Information

Last Name *	First Name *	Middle Name *	Suffix
<input type="text" value="MANUEL"/>	<input type="text" value="CRIS"/>	<input type="text"/>	<input type="text"/>
Mobile No. *	Landline No.	Email *	
<input type="text" value="09888888888"/>	<input type="text"/>	<input type="text" value="cris.manuel@gmail.com"/>	
If Married Woman, Input Maiden Name			
Last Name	First Name	Middle Name	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="checkbox"/> 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			

Other Information

Purpose of request *	<input type="text" value="PERSONAL COPY"/>
CSC Memorandum Circular (e.g., CSC MC 10, s. 2020)	<input type="text"/>
	+Add more
CSC Resolution	<input type="text"/>
	+Add more
CSC Decision	<input type="text"/>
	+Add more
No. of Copies	<input type="text"/>
	+Add more

Delivery Information

For pick-up or Deliver?

<input type="text" value="Delivery (Charges may apply)"/> <input type="text" value="--Please Select--"/> <input type="text" value="Delivery (Charges may apply)"/> <input type="text" value="Pick-up"/>	City	Barangay	House/Bldg/Unit #, Street
	<input type="text"/>	<input type="text"/>	<input type="text"/>

NEXT

Fig. 6: Application Form

C. CONFIRM THE SERVICE APPLICATION

When done with the application form, summary details of the request will be displayed, as shown in Fig. 7:

1 SELECT SERVICE 2 ACCOMPLISH FORM 3 CONFIRM APPLICATION

Please Confirmation your Application

Reference # ✓
54716660200910

Name ✓
Manuel, Cris

Service Name ✓
CSC Issuance

Site Location ✓
CSC Central Office, Constitution Hills, Batasang Pambansa
Complex Diliman, 8931-7935; 8931-7939; 8931-8092

Confirm Go back

Fig. 7: Summary Details of the Request

1. In Fig. 7, click the **Confirm** button to finalize your application. Otherwise, click *Go Back* and update your details before confirming. After confirmation, the page will be redirected to the Applications/Requests List, as shown in Fig. 8:

CSC Online Registration, Appointment and Scheduling System

Confirmation receipt has been sent to your email. Please check your Inbox/Spam.





Date From Date To Service Application: ALL

Search

Reference #	Service Name	Date	Time	Address	Status / Remarks	Action
54516660200908	Appointment Paper	Online Service	Online Service	CSC Central Office, Constitution Hills, Batasang Pambansa Complex Diliman	Released : picked up by the CSC courier	
54616660200910	CSC Issuance	Online Service	Online Service	CSC Central Office, Constitution Hills, Batasang Pambansa Complex Diliman	Application Filled: Pending, For Processing (3 Days at the most)	

Fig. 8: Applications/Requests List

2. You can cancel your application/request by simply selecting the **Cancel** button. Initially, there are four action buttons available for each new application/request, as shown in Fig. 9.

Reference #	Service Name	Date	Time	Address	Status / Remarks	Action
54616660200910	CSC Issuance	Online Service	Online Service	CSC Central Office, Constitution Hills, Batasang Pambansa Complex Diliman	Application Filed: Pending, For Processing (3 Days at the most)	   





-  Cancel the application
-  Download the confirmation receipt
-  Update the application form
-  View the timeline of the application

Fig. 9: Action Buttons for Managing Applications/Requests

III. How to manage and monitor your application/request?

1. As mentioned, you can cancel your application, download the confirmation receipt, update the application form or view the timeline of the application/request. When you select the View Timeline button, this will be displayed:

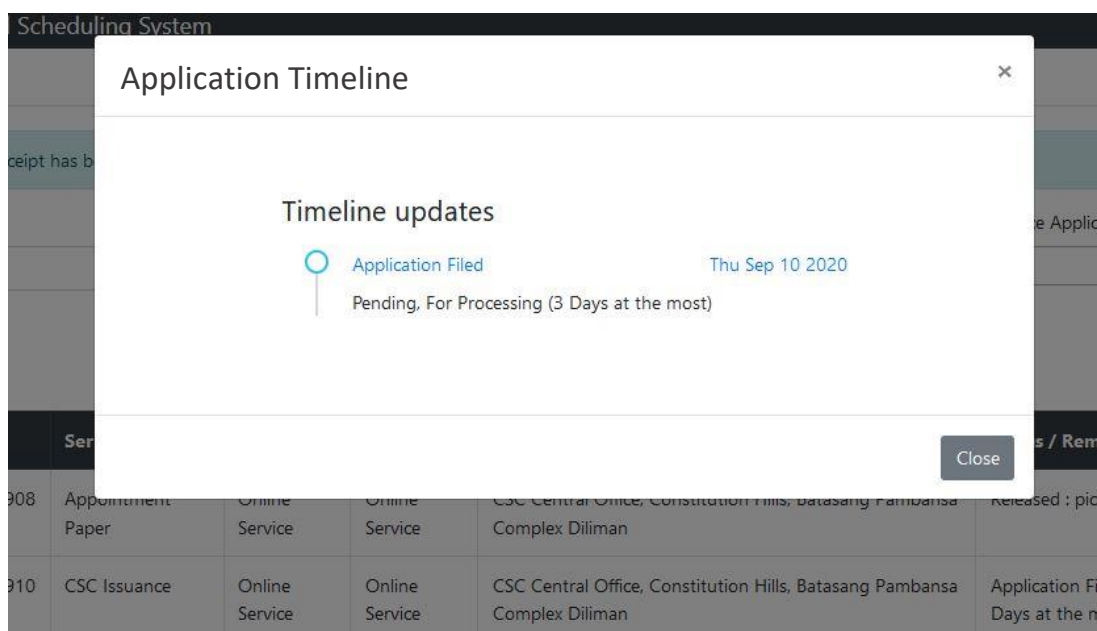


Fig. 10: Application Timeline

- From time to time, you will be notified through email for every update made by the process owner in your application/request. Update shall also be reflected in the Application Timeline. If your application/request is ready for payment, an additional action button will be available, as shown in Fig. 11.

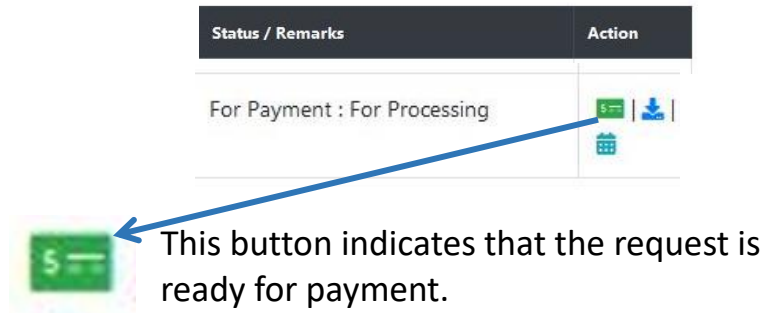


Fig. 11: The "Payment" button

- Click the "Payment" button (in Fig. 11), this will be displayed:

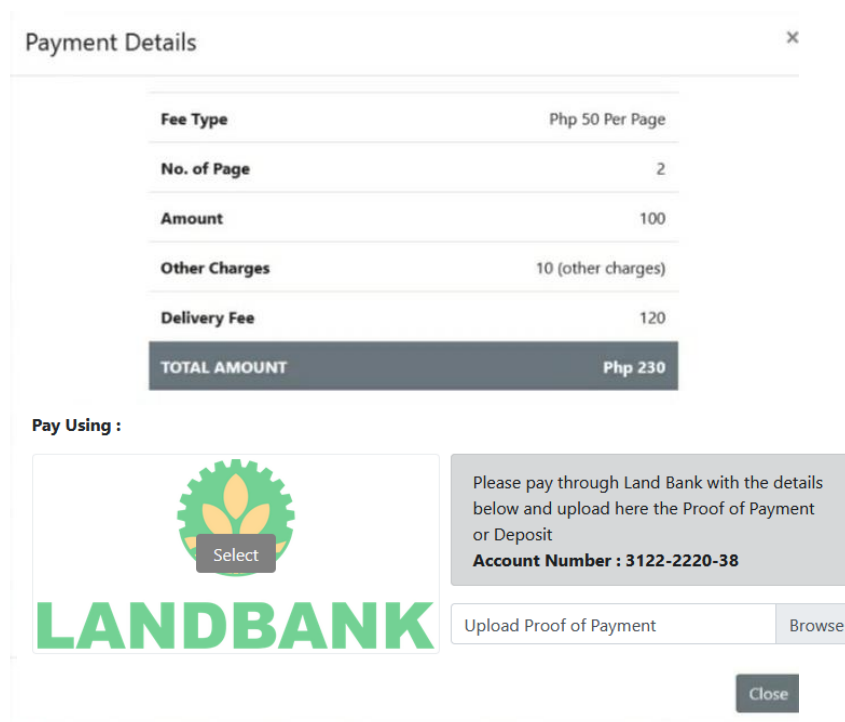


Fig. 12: Payment Options

Notice the number of copies/pages reflected in the above Payment Details was based on your input in the Application Form.

Payment via LandBank

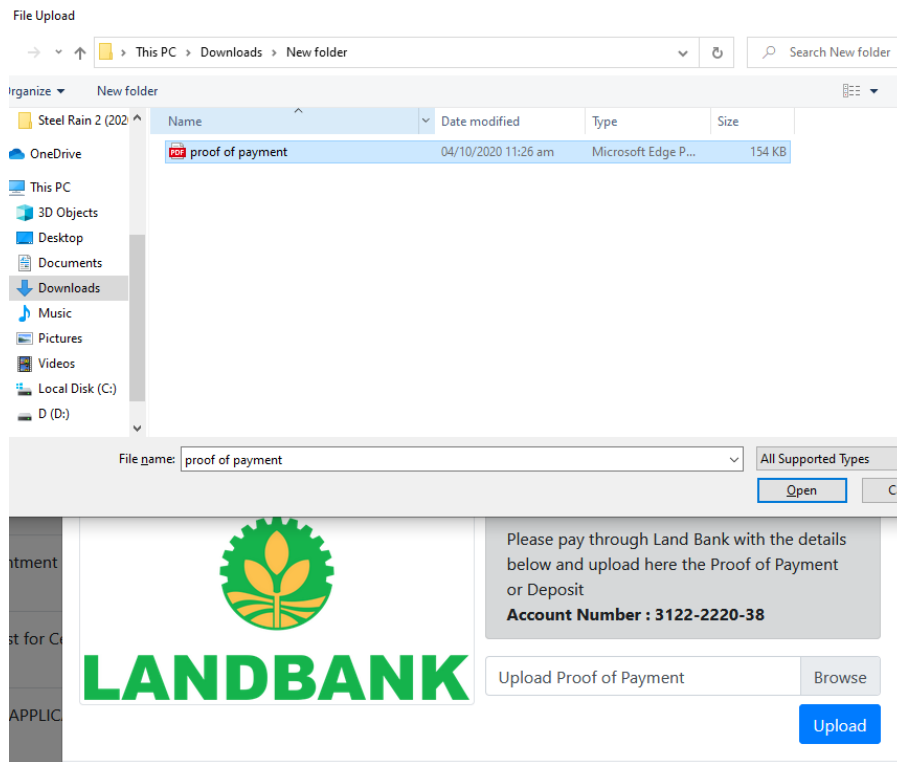


Fig. 13: Payment via LandBank

- a. First, settle your payment through any branch of the Land Bank of the Philippines. The CSC Account Number is displayed above. Have a digital copy of the receipt/proof of payment.
 - b. Then, select the LandBank payment option (in Fig. 12). Click the **Browse** button (see Fig. 13) to locate and select your digital copy. Finally, click the **Upload** button.
4. Upon process owner's receipt of your uploaded proof of payment (via LandBank), the Timeline will look like this:

Timeline updates

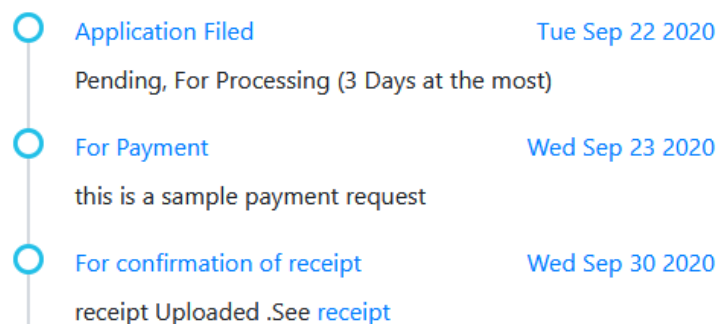


Fig. 14: For confirmation of receipt

5. Always check your email or the Application Timeline to monitor the status of your application/request until the receipt of your requested document.

Timeline updates

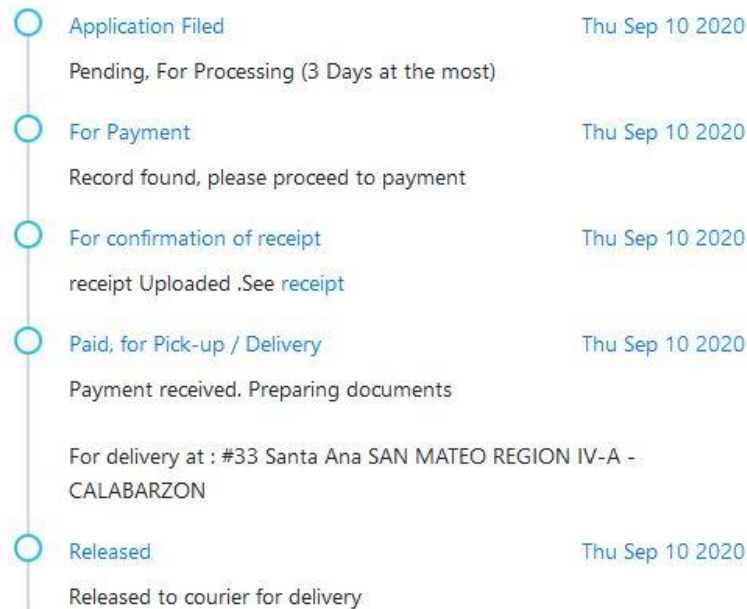


Fig. 15: The Timeline Updates (from 1st to Final)

OTHER MENUS

1. PROFILE SETTINGS – Select this if you want to change your personal information.
2. CHANGE PASSWORD – Select this if you want to change your account password.
3. DEACTIVATE MY ACCOUNT – Select this if you want to deactivate your ORAS account.