



Reference No. 21-PRO-COMMS-04-081

30 April 2021

## **ADVISORY ON PILOT LAUNCH OF PHILSYS ONLINE STEP 1 REGISTRATION**

We apologize for any inconvenience caused by the downtime of the pilot launch of the PhilSys online Step 1 Registration website earlier today.

We received more than 40,000 registration requests during the first minutes of the pilot launch. This caused delays in the sending of the one time passwords (OTPs) necessary to proceed with the registration.

We are urgently looking into the issue and updating the website to resolve this technical challenge.

We will provide an update on our PhilSys Facebook page as soon as the website is once again operational. You may follow our PhilSys Facebook page at [fb.com/PSAPhilSysOfficial](https://fb.com/PSAPhilSysOfficial).

Once again, we apologize for any inconvenience this has caused. We thank you for your patience and support for the PhilSys program.

For queries or concerns, you may reach the PhilSys Registry Office via hotline 1388 (fees may apply) or email [info@philsys.gov.ph](mailto:info@philsys.gov.ph).

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