



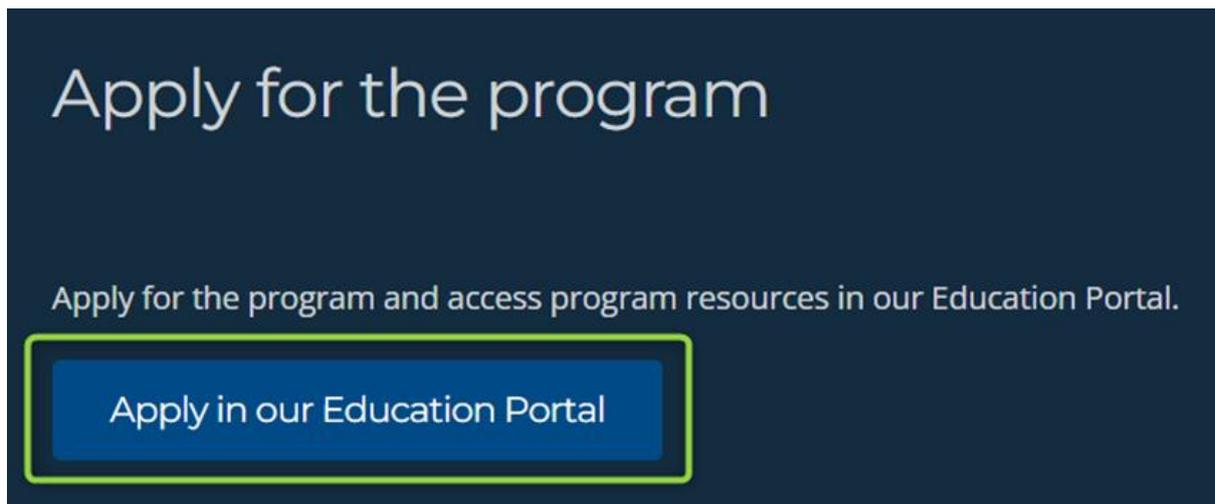
# Customer Program Application Guide

**Welcome to the CSIRO Education and Outreach application portal.**

We're glad you've decided to apply for a program. Let's get started!

Navigate to the [CSIRO Education and Outreach website](#).

After reading through all the information, select the program you'd like to apply for. Find the **Apply** button and select it.



## Account Set Up

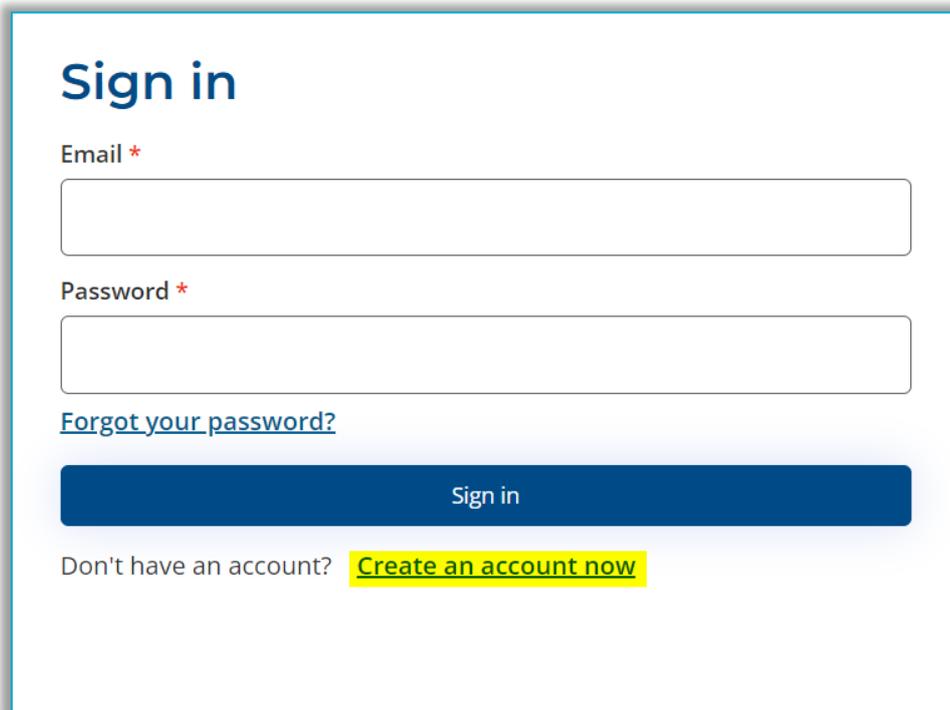
If you are **new to CSIRO Education & Outreach**, jump to [New user account creation](#).

If you are an **Existing User**, jump to [Existing User Sign-In](#).

If you have forgotten your password, or if you already have an existing Education & Outreach program application but you do not have an account, jump to [Forgot Password](#).

## New customer account creation

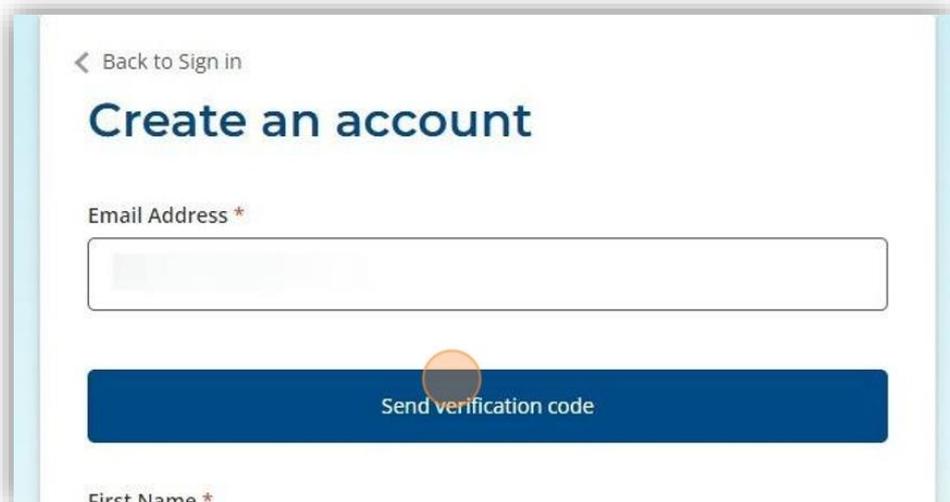
1. To create a new Portal account, select **Create an account now**.



The screenshot shows a 'Sign in' page with the following elements:

- Sign in** (large blue heading)
- Email \*** (label above a text input field)
- Password \*** (label above a text input field)
- [Forgot your password?](#) (blue link)
- Sign in** (blue button)
- Don't have an account? **Create an account now** (yellow button)

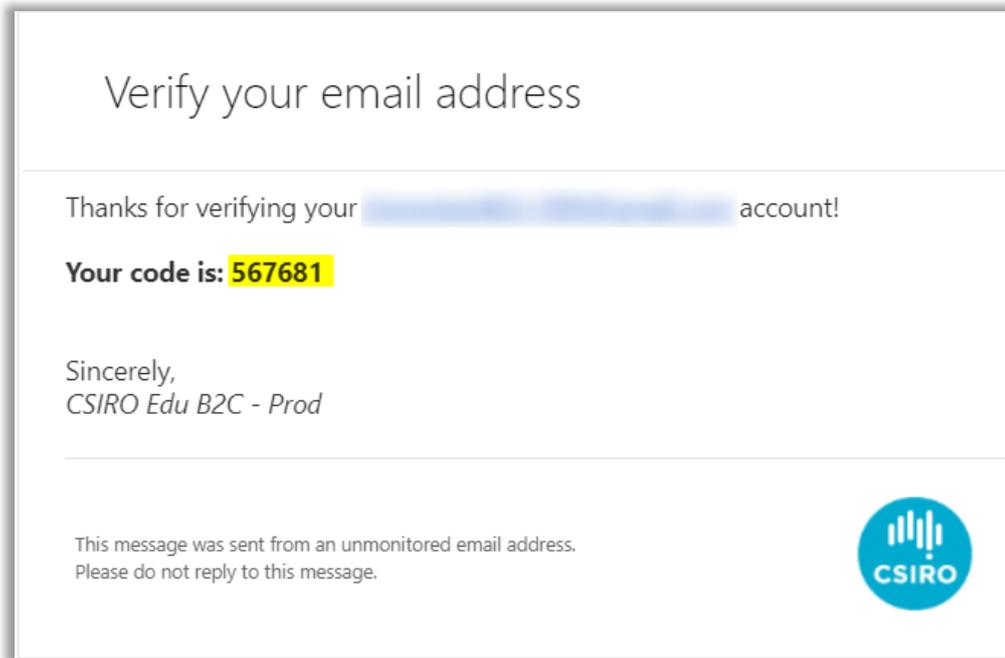
2. Enter your preferred email address and select **Send verification code**.



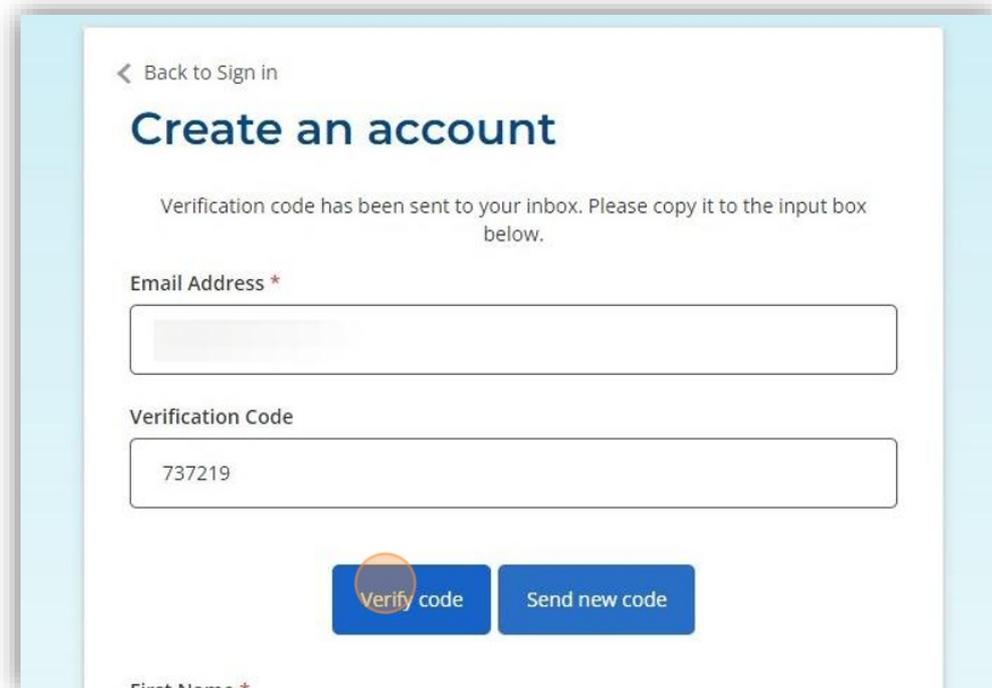
The screenshot shows a 'Create an account' page with the following elements:

- [Back to Sign in](#) (blue link)
- Create an account** (large blue heading)
- Email Address \*** (label above a text input field)
- Send verification code** (blue button)
- First Name \*** (label above a text input field, partially visible at the bottom)

3. In a new tab, new browser or on a different device, navigate to your email inbox. Find the email from "Microsoft on behalf of CSIRO Edu B2C" and copy the verification code.



4. Enter your verification code and select the **Verify code** button.



5. Once your email is verified, complete the rest of the form. Then, after reading the **Terms of Use**, select the checkbox to agree. **Check your details**. If everything is correct, select the **Submit** button.

[← Back to Sign in](#)

## Create an account

Email Address \*

Send verification code

First Name \*

Last Name \*

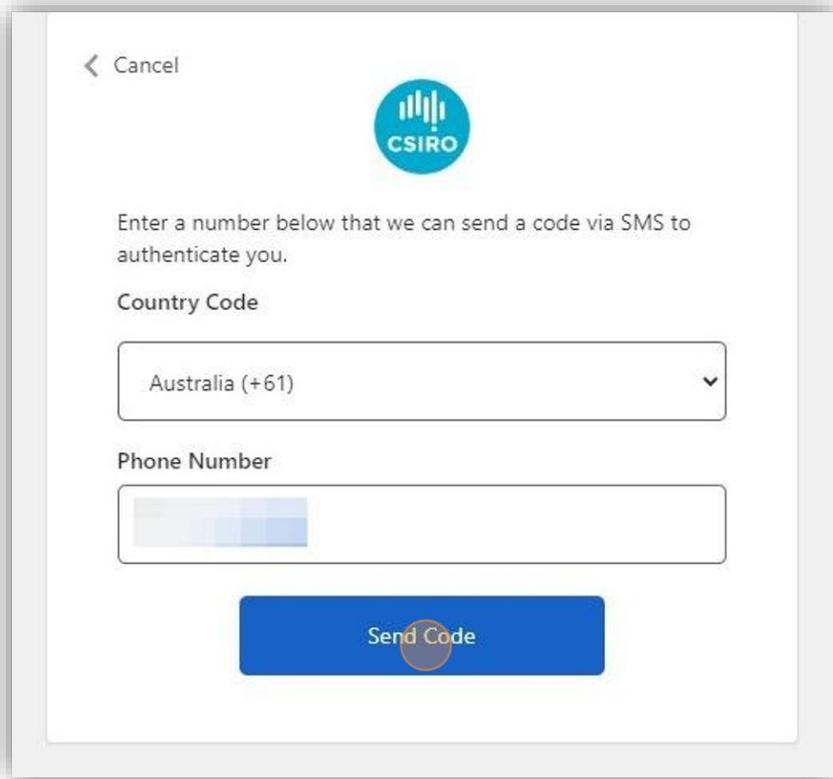
New Password \*

Confirm New Password \*

I have read & agree to the [Terms of Use](#)

Submit

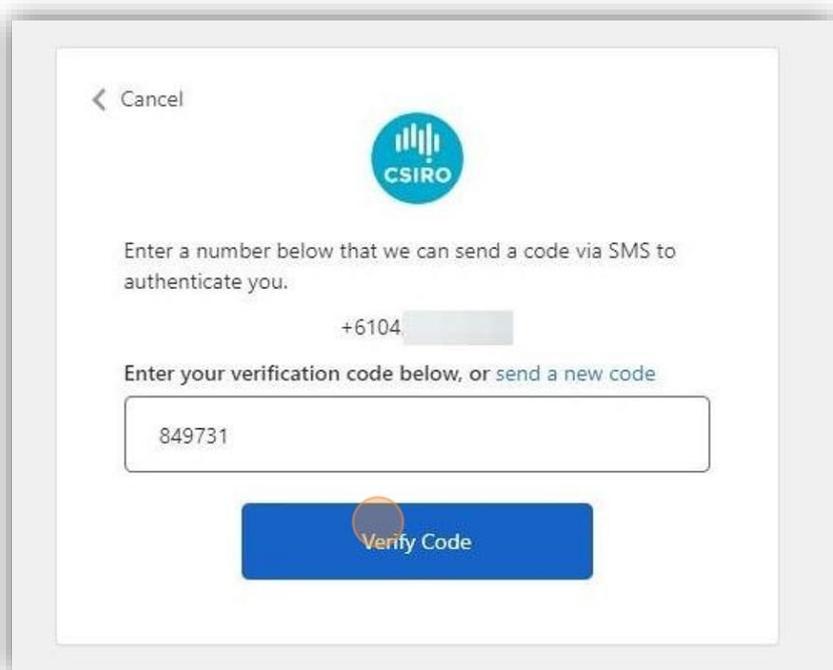
6. Next, enter a mobile phone number that can receive text messages, then select **Send Code**.



**Please note:**

You will need to access this mobile phone number for your Multi-Factor Authentication each time you access the portal.

7. You will receive a mobile text message from 'msverify'. Enter the 6-digit verification code into the textbox, then select **Verify Code**.



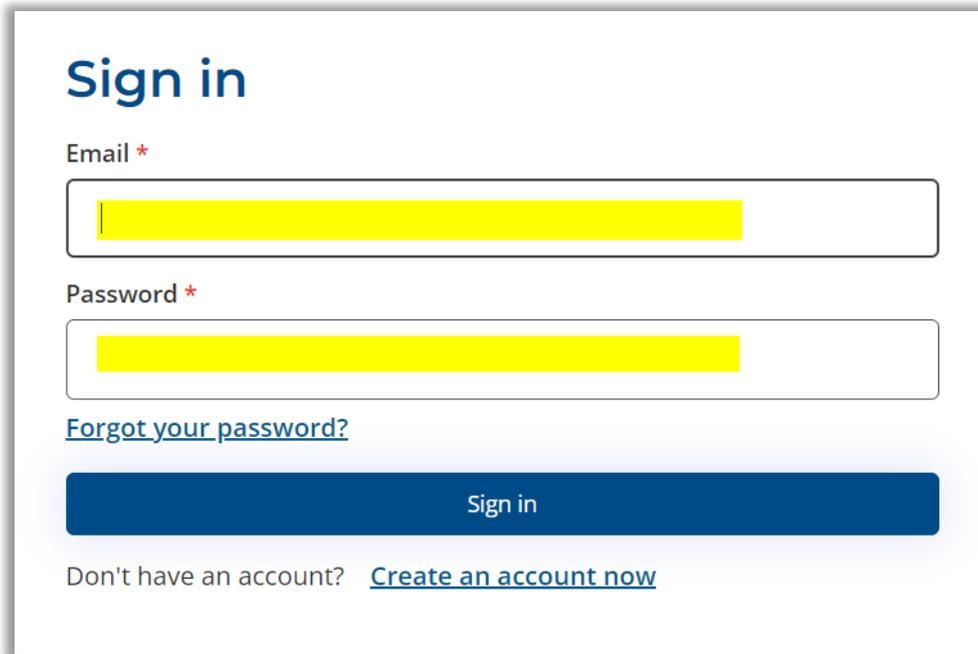
**Please note:**

The 6-digit authentication code sent to your mobile is a once-only use. You will receive a new code every time you sign in.

**Now proceed to the Portal Dashboard instructions on page 12.**

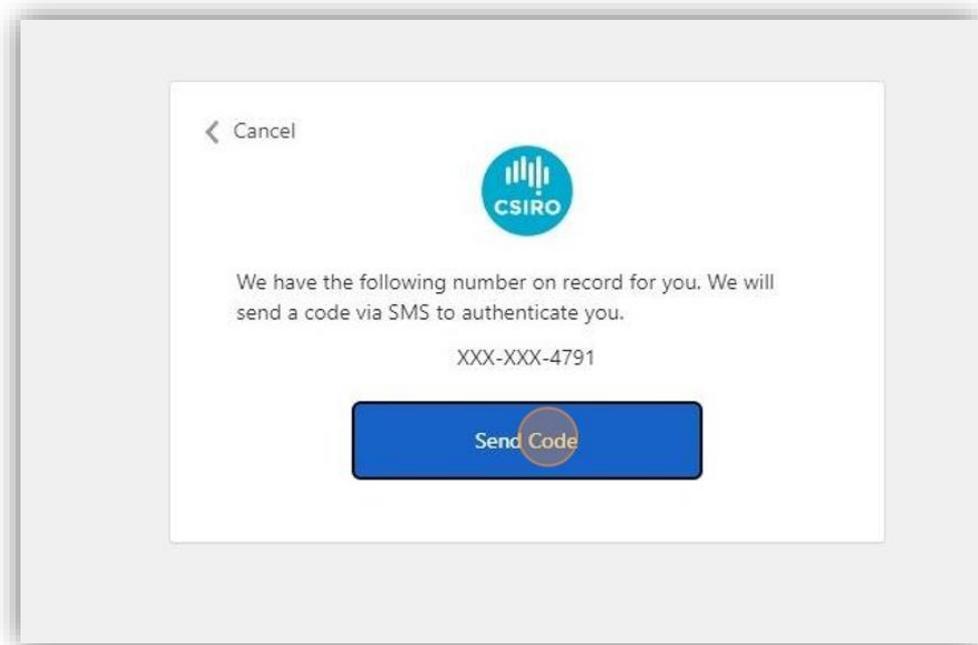
## Existing User Sign-In

1. Enter your email address and password you set up previously, then select **Sign in**.



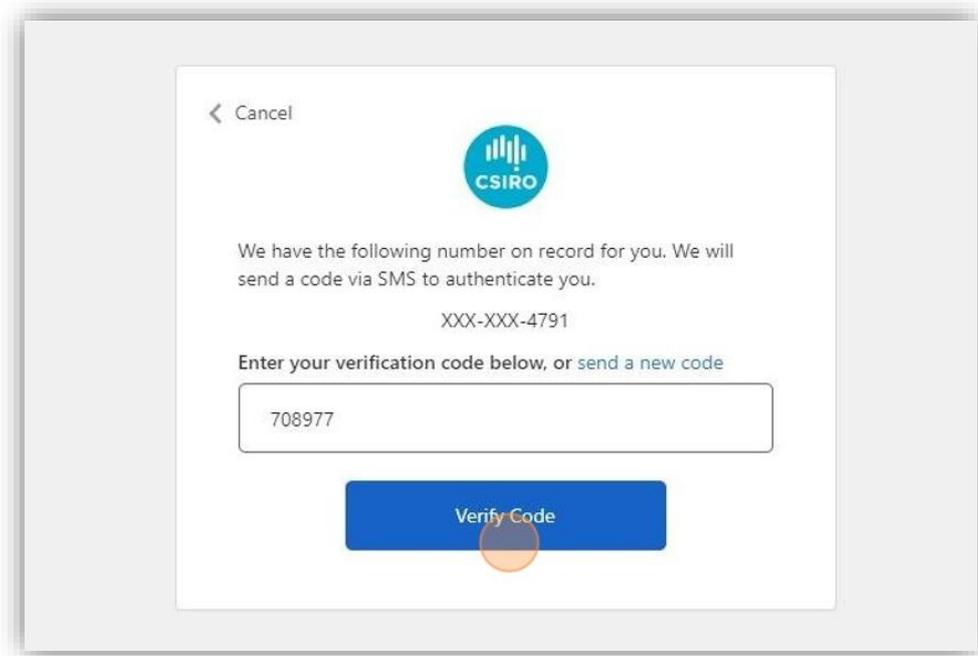
The image shows a web-based sign-in form. At the top, the text "Sign in" is displayed in a large, bold, blue font. Below this, there are two input fields. The first is labeled "Email \*" and the second is labeled "Password \*". Both fields contain a solid yellow bar, indicating that the user's email and password have been entered. Below the password field, there is a blue hyperlink that reads "Forgot your password?". At the bottom of the form, there is a prominent blue button with the text "Sign in" in white. Below the button, there is a line of text: "Don't have an account? [Create an account now](#)".

2. The mobile number you provided at initial signup will appear. Select **Send Code**.



The image shows a mobile application screen for SMS verification. At the top left, there is a back arrow and the text "Cancel". In the center, there is the CSIRO logo, which consists of a blue circle containing a white bar chart and the word "CSIRO" below it. Below the logo, the text reads: "We have the following number on record for you. We will send a code via SMS to authenticate you." Underneath this text, the phone number "XXX-XXX-4791" is displayed. At the bottom center, there is a blue button with the text "Send Code" in white.

3. Enter your verification code, then select **Verify Code**.



**Depending on the program you applied for, you will be taken to that program’s application page. See sample application instructions on page 16.**

## Existing Education & Outreach Customers with no online account

Education & Outreach program officers have, in the past, set up customer profiles directly into our database.

If your information is already in our database but you have never set up an online account with us, simply follow the *New customer account creation* instructions on page 2 of this guide.

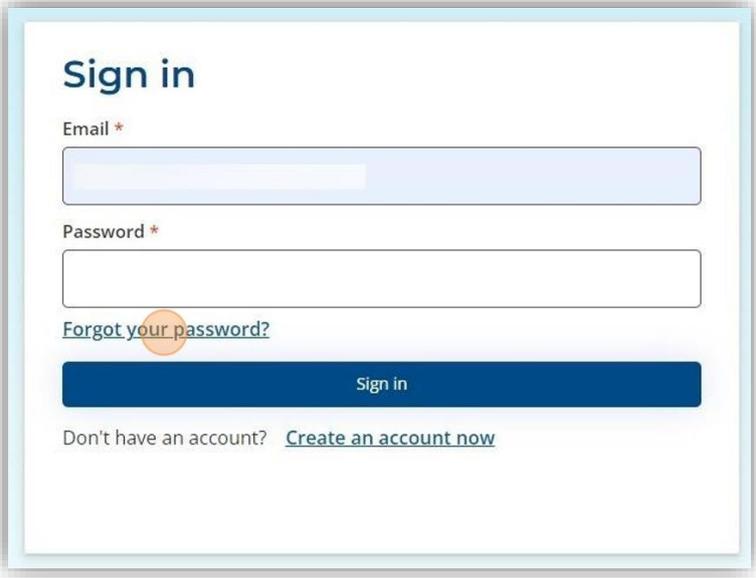
**Before you do this**, please contact your Education & Outreach project officer to ascertain the correct details for your profile. You need to make certain that you use the **exact same** first name, last name and email address that we already have in our system. If your name or email has changed, we can alter those details before you set up your new online account.

Our project officers will ask you some questions in order to conclude you are the rightful owner of the profile details we already have.

## Forgot Password

Forgot Password should be used if you already have an account, but you have forgotten your password.

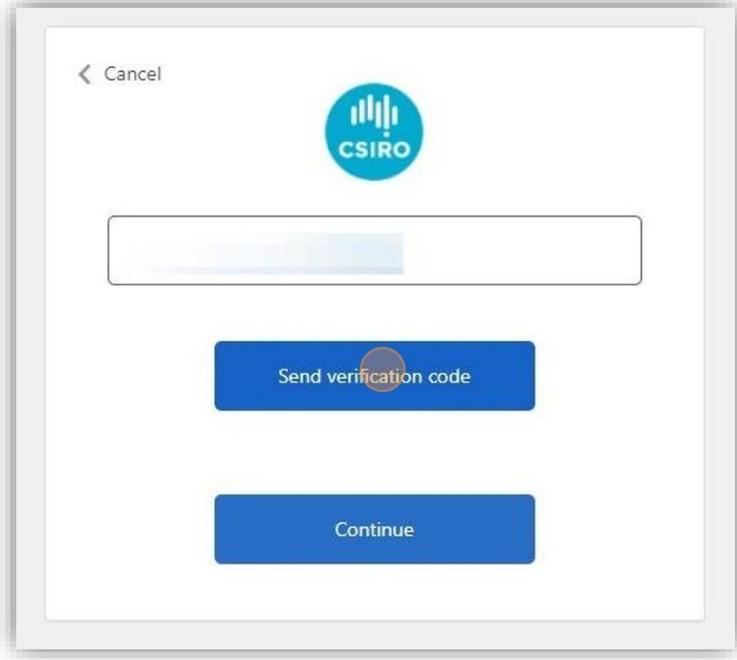
1. Select **Forgot your password?**



The screenshot shows a 'Sign in' form with the following elements:

- Sign in** (Section Header)
- Email \*** (Label above a text input field)
- Password \*** (Label above a text input field)
- Forgot your password?** (Link, highlighted with an orange circle)
- Sign in** (Blue button)
- Don't have an account? [Create an account now](#)

8. Enter the email address you used for your account then select the **Send verification code** button. Check your email for the verification code.



The screenshot shows a verification screen with the following elements:

- < Cancel** (Link)
- CSIRO** (Logo)
- Text input field (for email address)
- Send verification code** (Blue button, highlighted with an orange circle)
- Continue** (Blue button)

2. Enter your verification code into the textbox, then select the **Verify code** button.

[← Cancel](#)

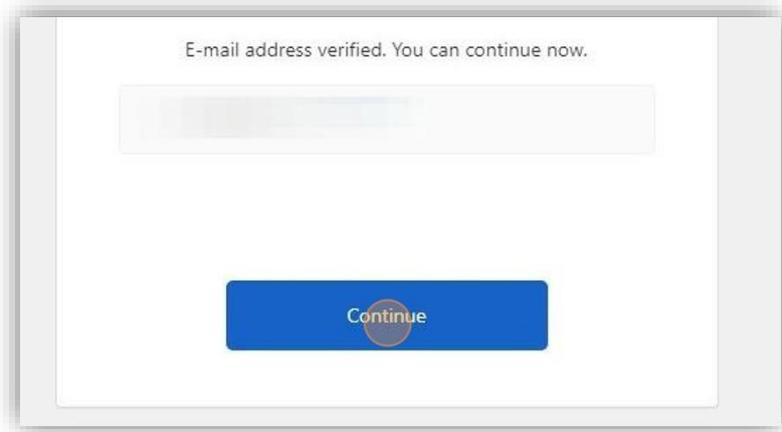


Verification code has been sent to your inbox. Please copy it to the input box below.

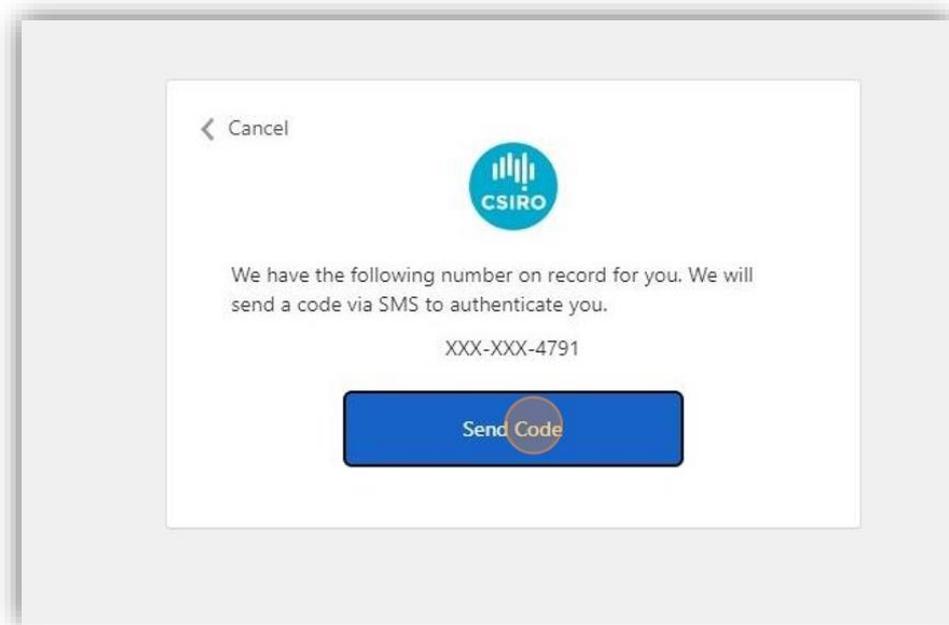
[Verify code](#) [Send new code](#)

[Continue](#)

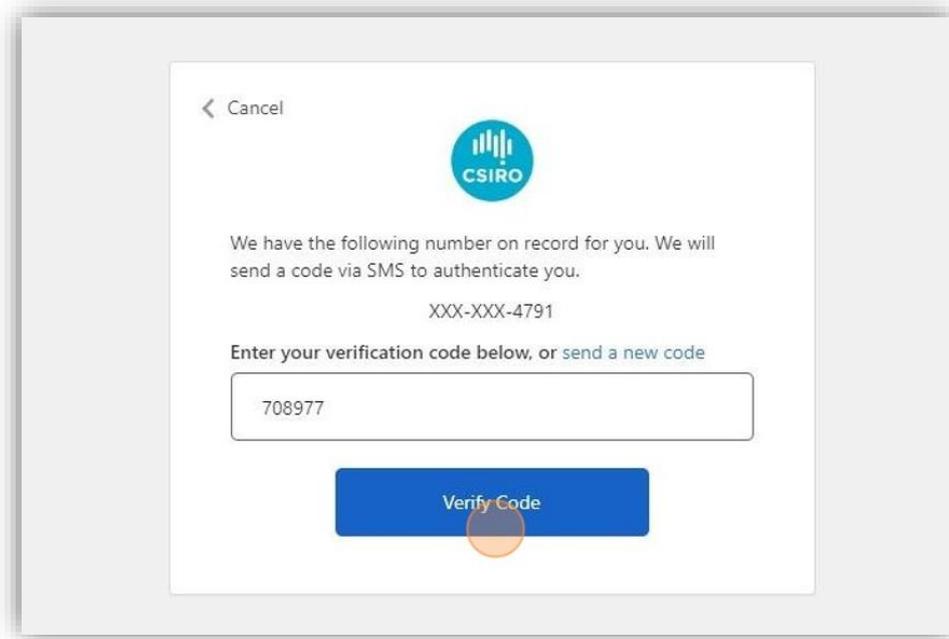
3. Once your email address is verified, select the **Continue** button.



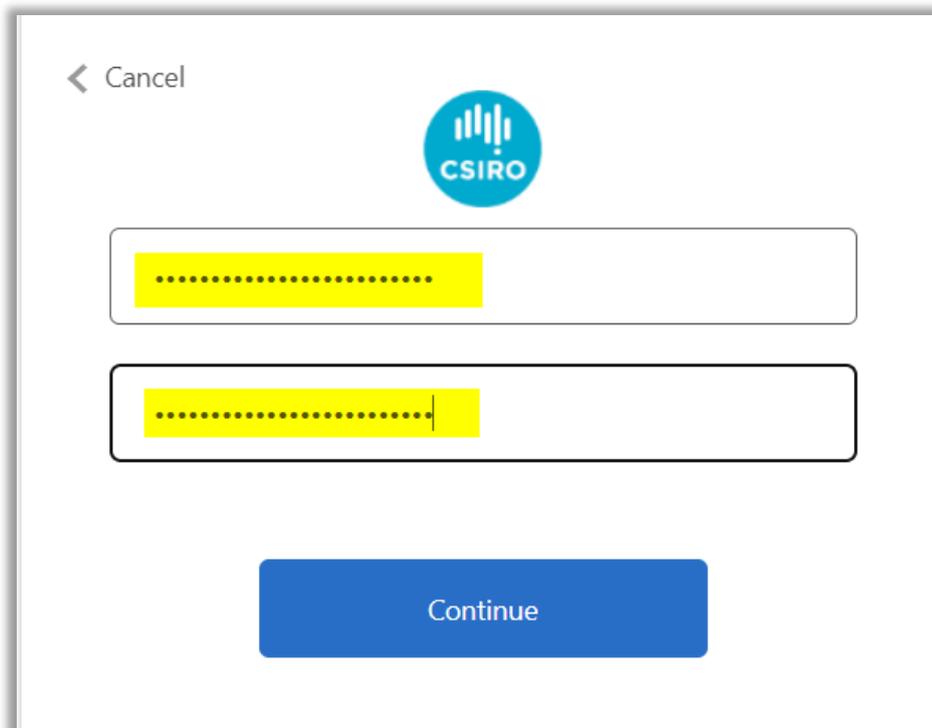
4. The mobile number you provided at initial signup will appear. Select **Send Code**.



5. Next enter your 6-digit authentication code, then select **Verify Code**.



6. Enter a new password then select **Continue**.



## Returning to your dashboard

Once you have signed up for an Education & Outreach account, you can sign back in to your dashboard at any time without the need to go through the website. That is unless you want to apply for another program. Then you must apply from the program information website.

1. If you are a volunteer for **STEM Professionals in Schools** or **Generation STEM – CPP** programs, use [education.csiro.au](http://education.csiro.au)
2. If you are a volunteer for **any other program**, use [education-2.csiro.au](http://education-2.csiro.au)
3. If you happen to have Education program applications in both scenarios 1 and 2 above, swapping between each portal, and therefore your applications, is easy.
  - a. Once you have signed in to either portal, simply open the other portal in a new window and you will be signed in automatically.
  - b. For example, you signed into your STEM Professionals in Schools account using [education.csiro.au](http://education.csiro.au) and you arrived at your SPS dashboard. Now open a new window and use this link [education-2.csiro.au](http://education-2.csiro.au). You will land on your other program's dashboard without the need to sign in again.

## Portal Dashboard – Overview and Navigation

Education and Outreach Portal

Home My applications My programs My enquiries My WWCC Enquire now

Welcome [User Name]

### Education and Outreach Portal

#### Quick actions

- My applications** 1  
View all
- My programs** 0  
View all
- My enquiries** 0  
View all

#### In-progress applications

Reference number	Program	Role	Status	Created on ↓	
VOL-00001052	CEdO Volunteering	STEM Professional	Application Submitted	30-09-2024	<a href="#">View application</a>

### **Navigation Bar**

Once you've applied for a program, you can access various tabs here to see more detailed information. [Click here for more](#)

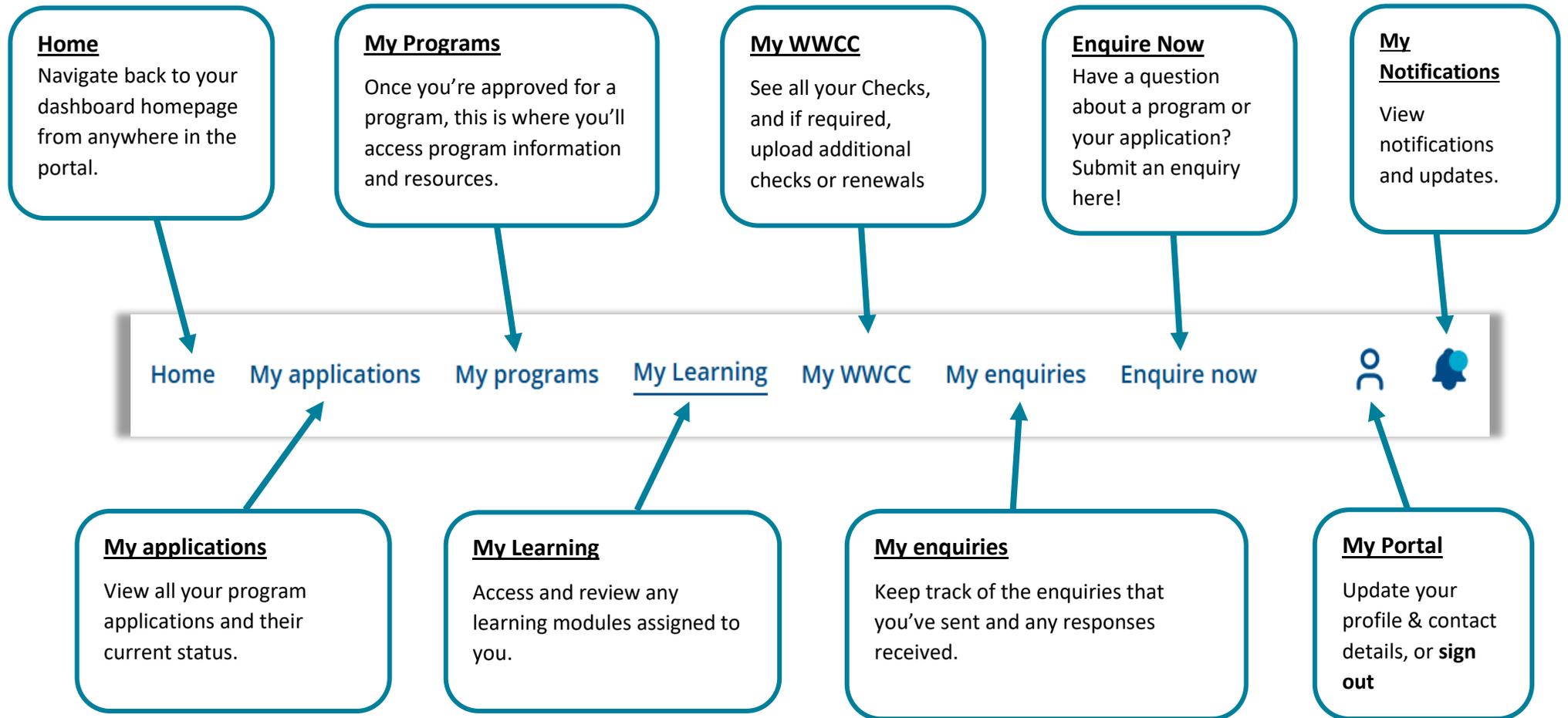
### **Quick Actions Panel**

See your program participation at a glance, and click shortcuts to see key information  
[Click here for more](#)

### **In-Progress Applications**

Once you've applied for a program, you'll be able to see the status of your application here. [Click here for more](#)

## Navigation Bar



## Quick Action Panel

### Quick actions



**My applications**    1

[View all](#)



**My programs**    0

[View all](#)



**My enquiries**    0

[View all](#)

### My applications

View your current in-progress program applications, and their status. Select the **View application** button to see the full details of the application.

Home / My applications

## My applications

Reference number	Program name	Role	Status	Created on ↓	
VOL-00001052	CEdO Volunteering	STEM Professional	Application Submitted	30-09-2024	<a href="#">View application</a>
AFS-00001032	Adult Future Shapers 2024-2	STEM Professional	Status Updated	15-08-2024	<a href="#">View application</a>

### My Enquiries

View your current enquiries and responses. Make a new enquiry.

Home / My enquiries

## My enquiries

Enquiry number	Type	Program	Enquiry title	Status	Created on ↓	
EDU-000001006	Other	-	My Enquiry	New	03-10-2024	<a href="#">View enquiry</a>

[Enquire now](#)

## My programs

See the full list of programs you have been approved for. Select the **View program** button to see a summary of the program and any applicable resources you can access. There is also a link back to the full program details on the Education and Outreach website.



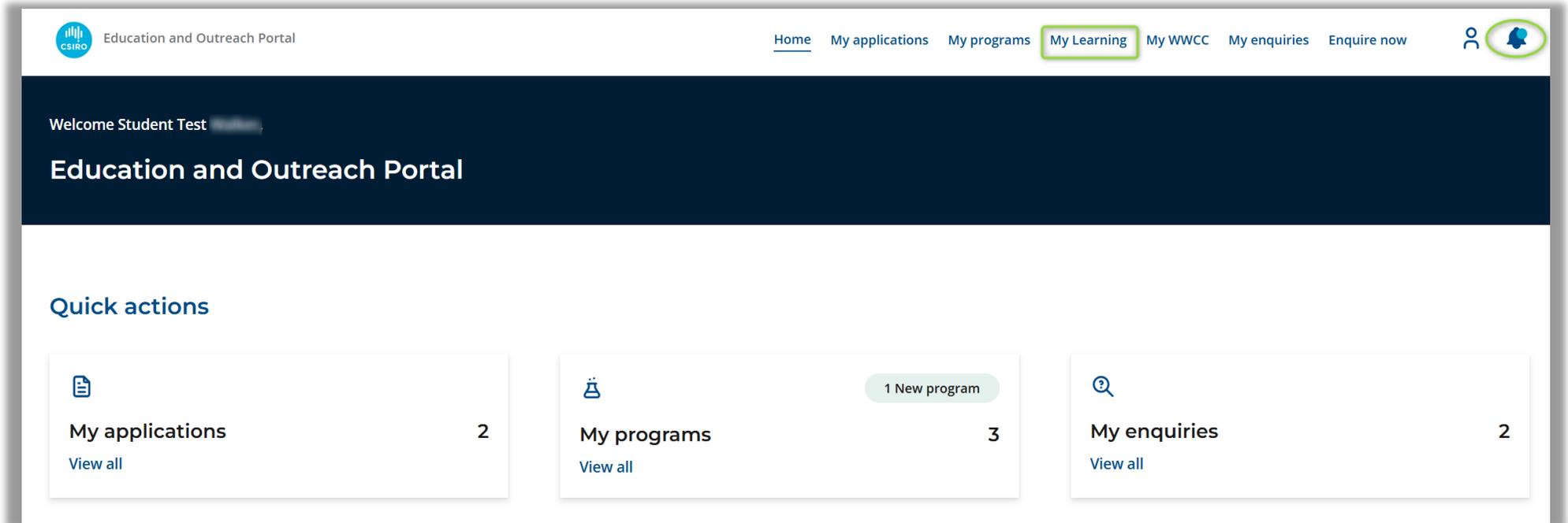
Home / My programs

### My programs

Reference number	Program name	Role	Joined on ↓	
VOL-00001051	CEdO Volunteering	STEM Professional	29-08-2024	<a href="#">View program</a>
AFS-00001030	Adult Future Shapers 2024-2	Educator	14-08-2024	<a href="#">View program</a>
URO-00001031	Undergraduate Research Opportunities Program	Student	14-08-2024	<a href="#">View program</a>

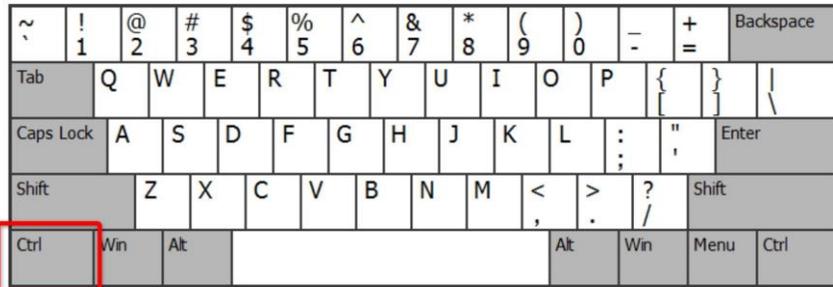
## Accessing assigned Learning modules

When a CSIRO Education Officer assigns a learning module to you, you will receive two notifications. One is an email to your nominated email address. The other is a notification in your portal dashboard – the bell icon changes colour. To access your learning, sign in to your portal dashboard and go to the My Learning tab.



The screenshot shows the CSIRO Education and Outreach Portal dashboard. The top navigation bar includes the CSIRO logo, the text 'Education and Outreach Portal', and a menu with links for 'Home', 'My applications', 'My programs', 'My Learning' (highlighted with a green box), 'My WWCC', 'My enquiries', and 'Enquire now'. On the right side of the navigation bar, there is a user profile icon and a bell icon for notifications, which is highlighted with a green circle. Below the navigation bar, a dark blue header contains the text 'Welcome Student Test [redacted]' and 'Education and Outreach Portal'. The main content area is titled 'Quick actions' and features three white cards: 'My applications' with a document icon and a count of 2, 'My programs' with a flask icon, a '1 New program' badge, and a count of 3, and 'My enquiries' with a magnifying glass icon and a count of 2. Each card includes a 'View all' link.

On the My Learning page, you will see the programs you are participating in that have required learning, and the learning item that has been assigned to you. Selecting the blue **Access Learning** button will redirect you to the Learning Management System (LMS). However, this will take you out of your dashboard without a simple path to return. Therefore, make sure you **select and hold the Ctrl** key on your keyboard then select the **Access Learning** button. This will open the LMS in a new window while retaining your dashboard in the original window.



Education and Outreach Portal

Home My applications My programs My Learning My WWCC My enquiries Enquire now

Home / My Learning

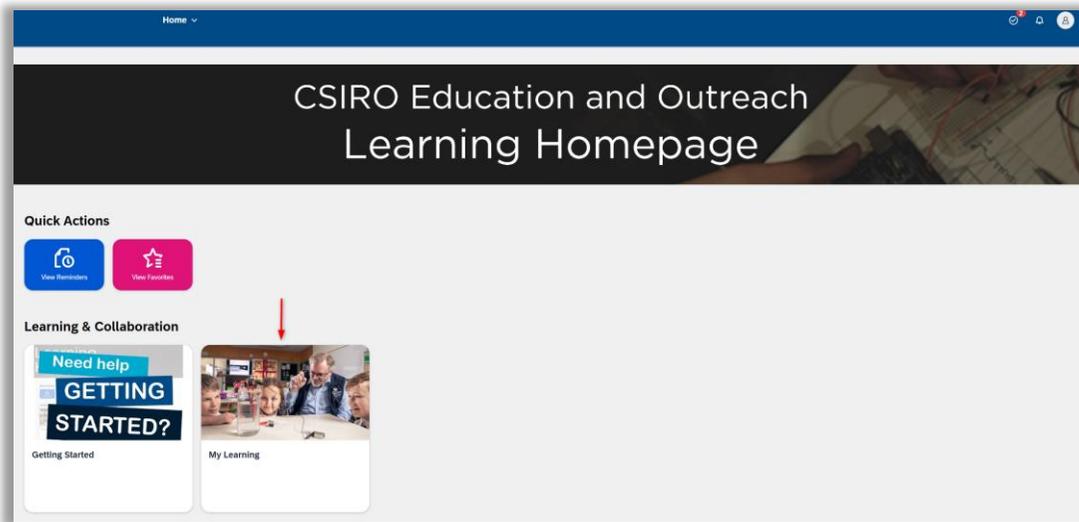
## My Learning

Welcome to your My Learning page! To begin, review your assigned learning items in the table below, click the Access Learning button to open the CSIRO Education learning dashboard, select the 'My Learning' tile, and choose a learning item to start.

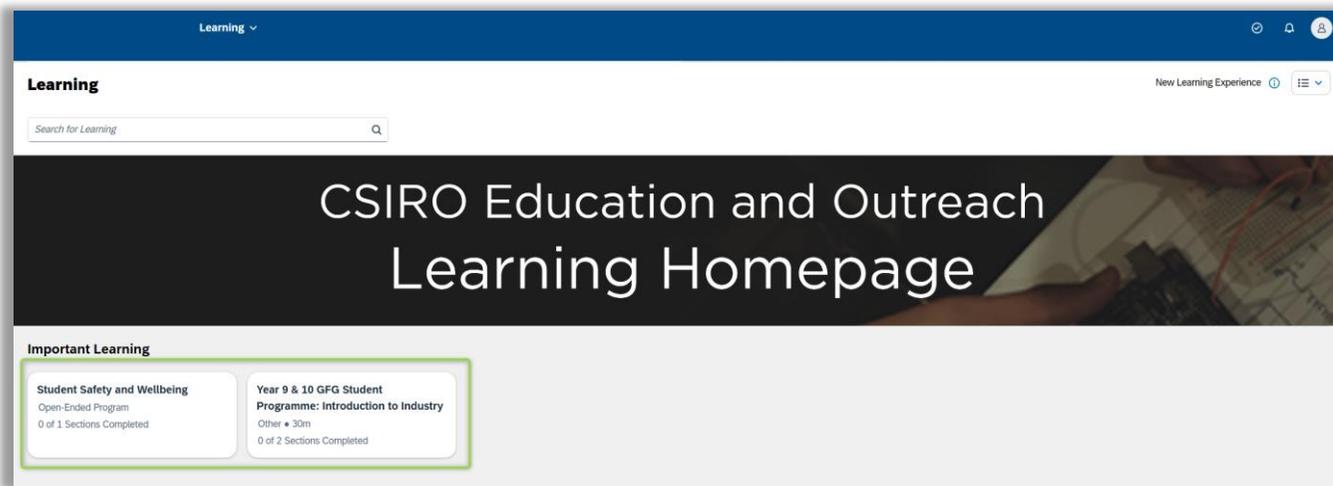
**Access Learning**

Application Program	Title of Learning Item	Assigned On	Active	Complete By	Completion Status
GFG Foundation Mentor Programme	Student Safety and Wellbeing	05-03-2025	Yes	19-03-2025	Incomplete
GFG Foundation Mentor Programme	Year 9 & 10 GFG Student Programme: Introduction to Industry	05-03-2025	Yes	19-03-2025	Incomplete

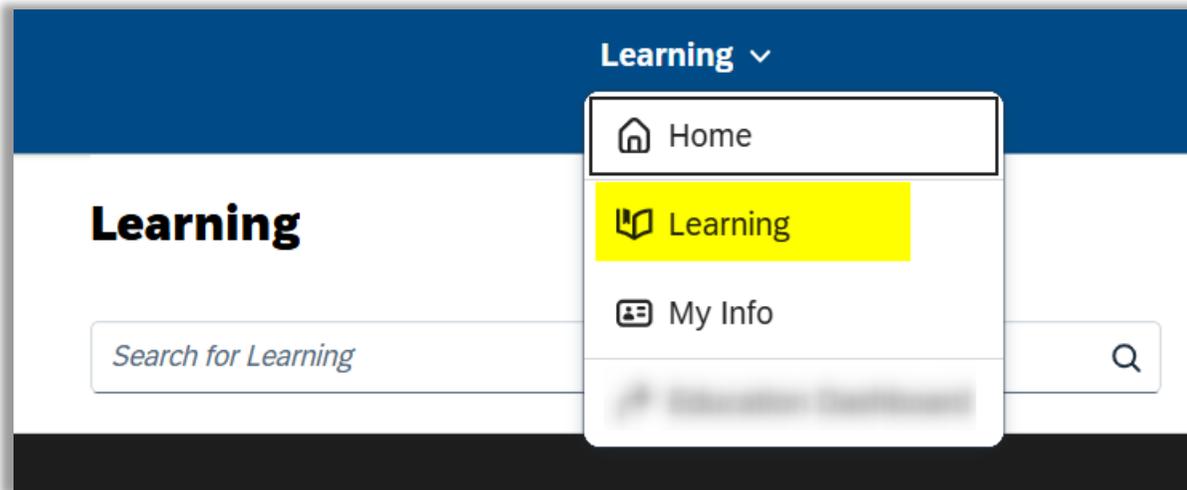
You should now be on the Learning Homepage. Select the My Learning tile.



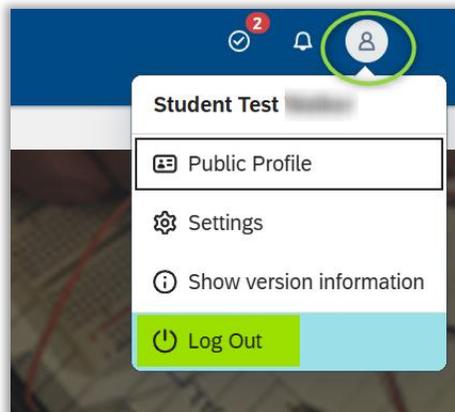
At the bottom of the My Learning page you will see the learning modules that have been assigned to you. Select each one in turn, follow the instructions and complete your learning.



At the top left side of the page, in the blue bar, you will find the **Learning** drop down. When you complete a learning module, open the drop down then select the **Learning** link to return to the Learning page. Start any additional modules.



If you want to complete any additional modules at a later time, simply select your account icon at the top right of the page to open the account drop down. **Log Out** and return later by using the Access Learning button in your dashboard.



## Contact us

If you have any problems signing up or signing back in, please contact us using the **Enquire now** tab on your dashboard or by any of the following.

- Email us at [education@csiro.au](mailto:education@csiro.au)
- Phone 1300 363 400

END