



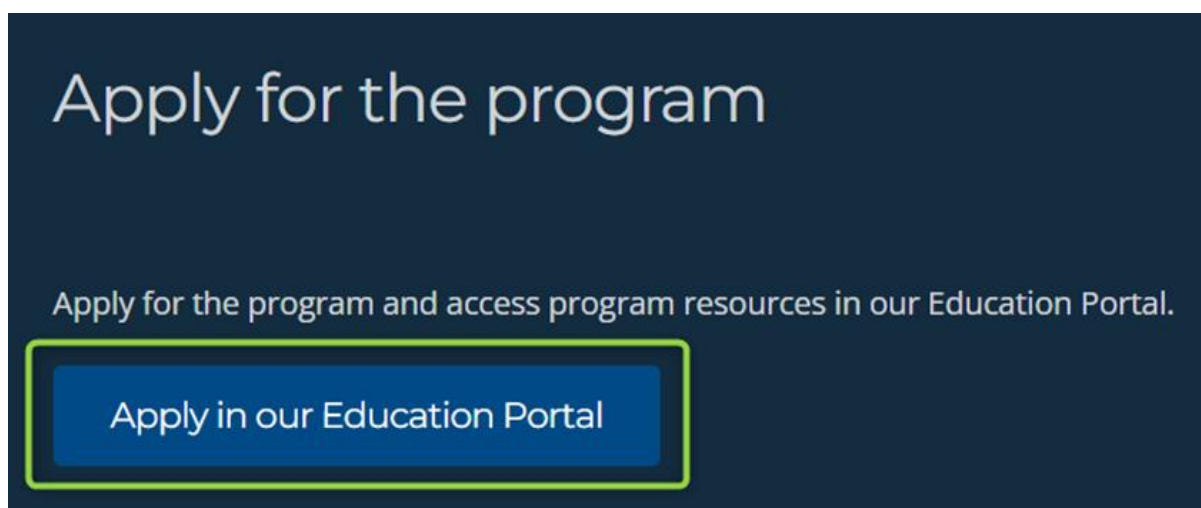
Customer Program Application Guide

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

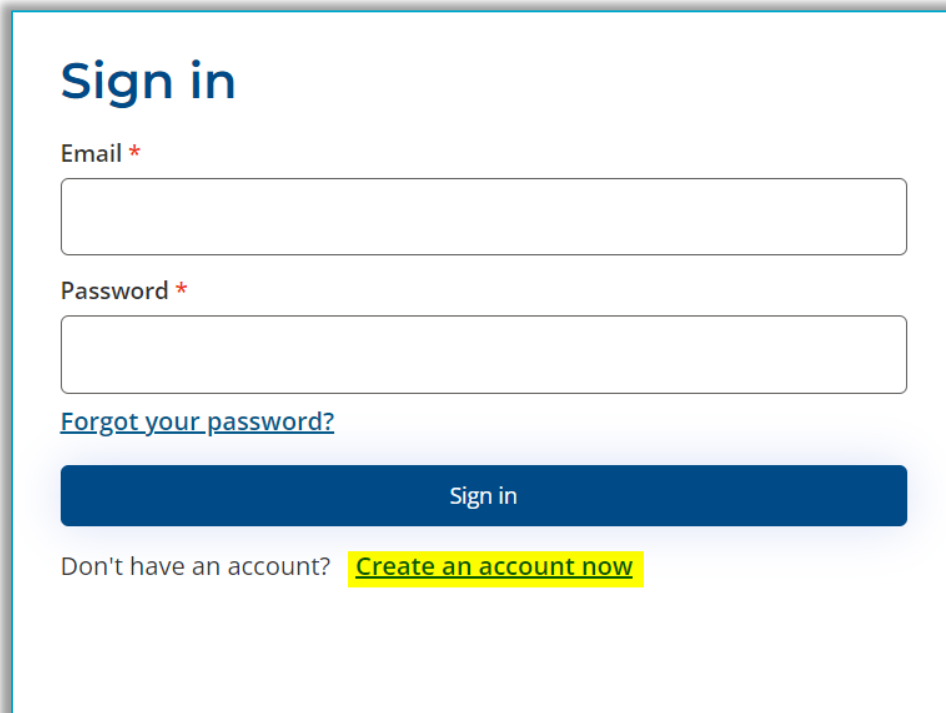
If you are **new to CSIRO Education & Outreach**, jump to [New user account creation](#).

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](#).

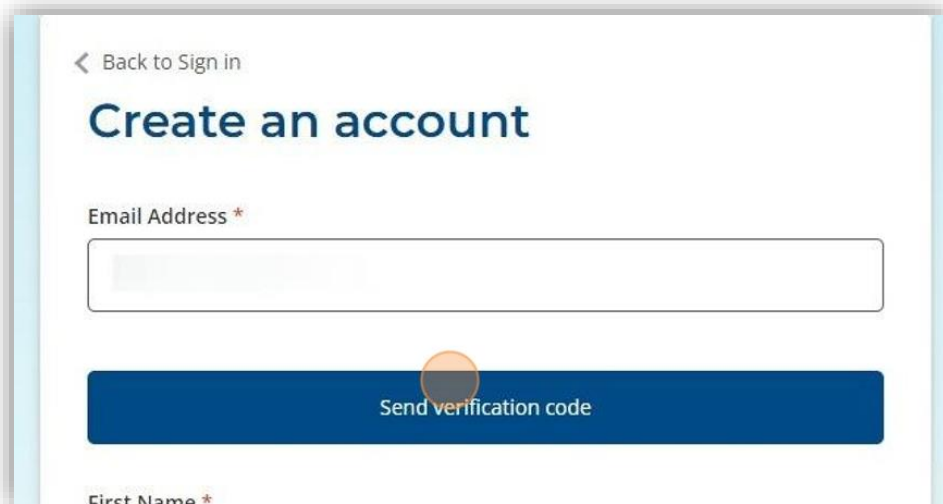
New customer account creation

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



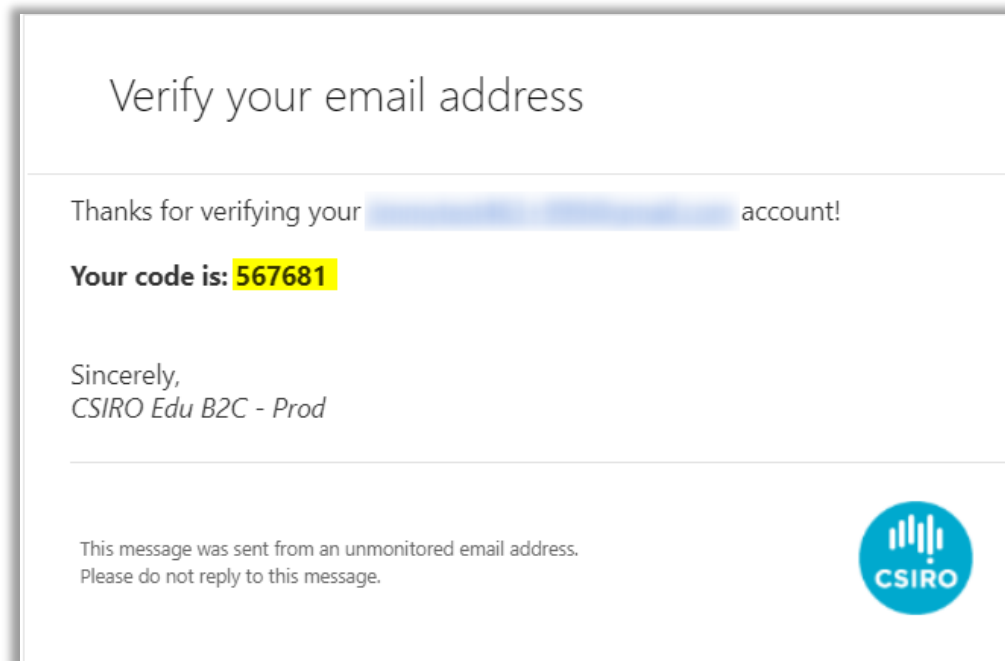
The image shows a 'Sign in' form. At the top, the title 'Sign in' is in a large, dark blue font. Below it, there are two input fields: 'Email *' and 'Password *', both with red asterisks indicating they are required. The 'Email' field is a simple white box with a thin grey border. The 'Password' field is a white box with a thin grey border and a small eye icon on the right side. Below the password field is a link that says 'Forgot your password?'. Underneath the link is a dark blue button with the text 'Sign in' in white. At the bottom, there is a line of text that says 'Don't have an account?' followed by a yellow button with the text 'Create an account now'.

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



The image shows a 'Create an account' form. At the top left, there is a link that says '< Back to Sign in'. The title 'Create an account' is in a large, dark blue font. Below it, there is an input field for 'Email Address *' with a red asterisk. The field is a white box with a thin grey border. Below the email field is a dark blue button with the text 'Send verification code' in white. At the bottom, there is a label for 'First Name *' with a red asterisk, but the input field is not visible.

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.

A web form for creating an account. At the top left is a link "< Back to Sign in". The main heading is "Create an account" in a large, bold, dark blue font. Below the heading is a message: "Verification code has been sent to your inbox. Please copy it to the input box below." There are two input fields: "Email Address *" and "Verification Code". The "Verification Code" field contains the text "737219". At the bottom are two blue buttons: "Verify code" (with a circular orange highlight) and "Send new code". Below the buttons, the text "First Name *" is partially visible.

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 *

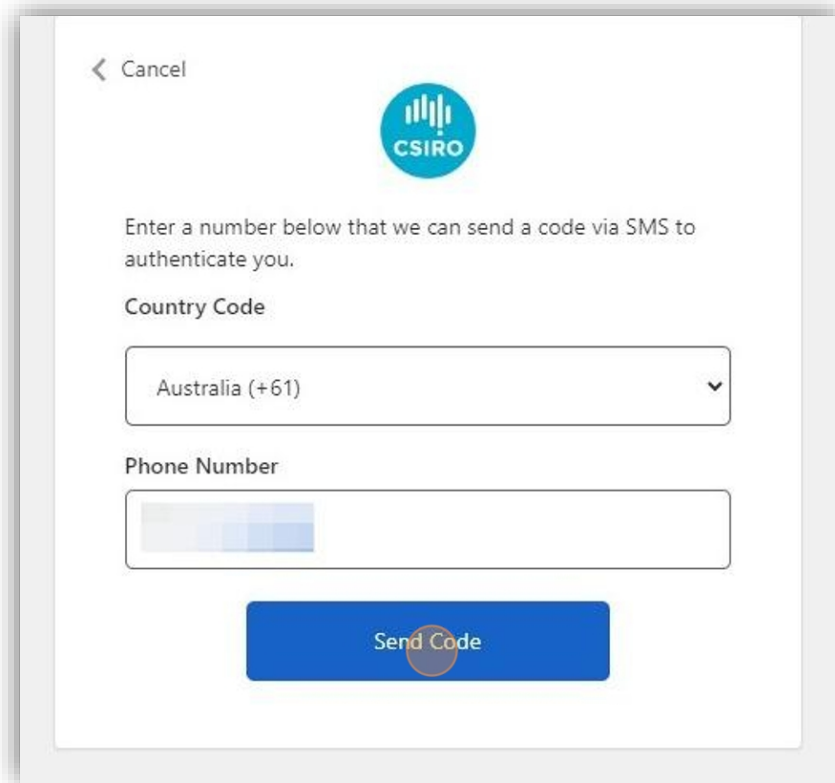
New Password *

Confirm New Password *

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

Submit

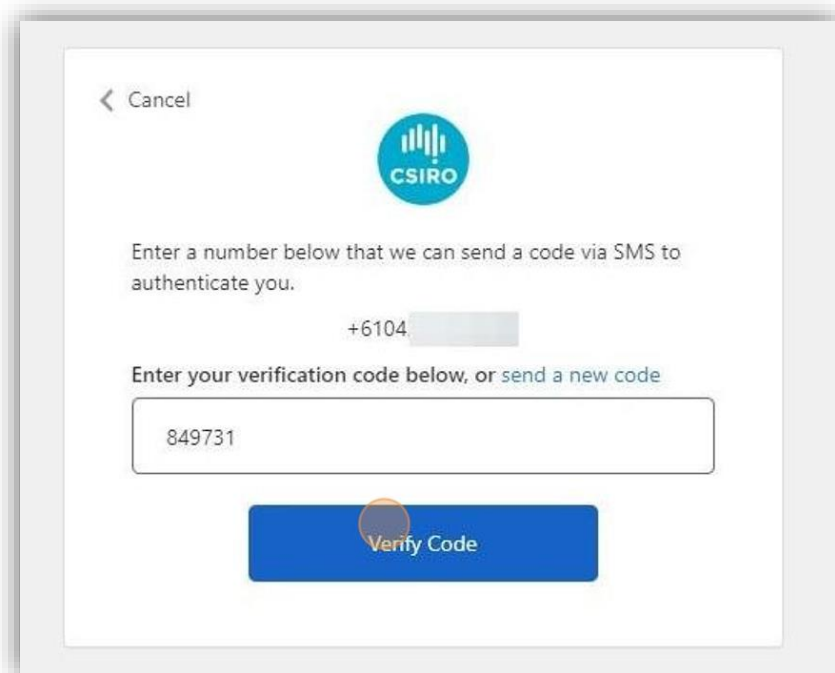
6. Next, enter a mobile phone number that can receive text messages, then select **Send Code**.



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**.



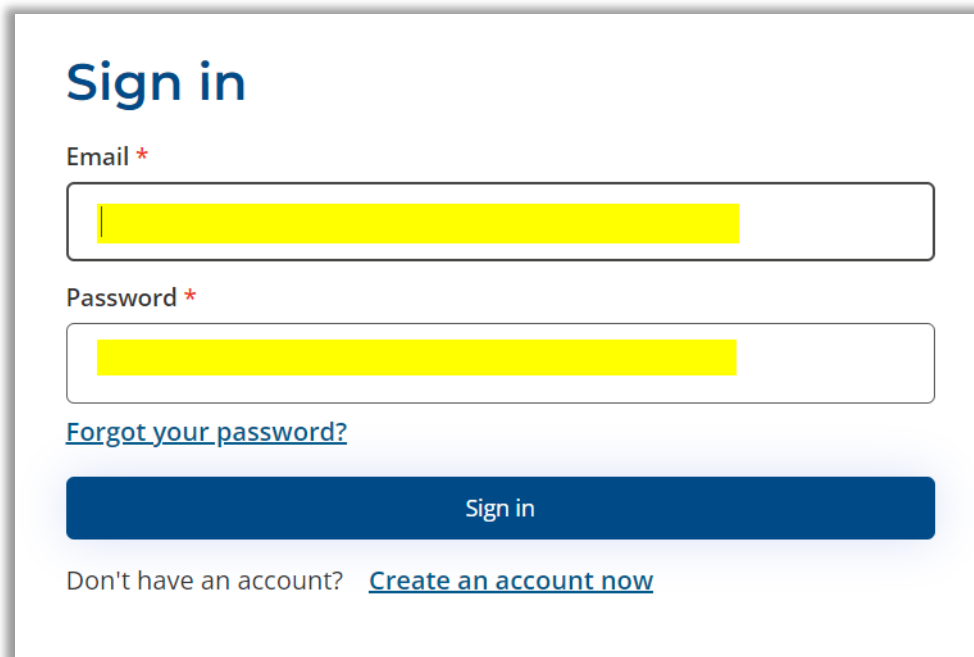
Please note:

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**.

A screenshot of 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 *" in a small, grey font, and the second is labeled "Password *" in the same font. Both fields contain a solid yellow bar representing redacted text. Below the password field, there is a blue hyperlink that reads "Forgot your password?". Underneath the links is a wide, dark blue button with the text "Sign in" in white. At the bottom of the form, there is a line of text that says "Don't have an account?" followed by a blue hyperlink that reads "Create an account now".

Sign in

Email *

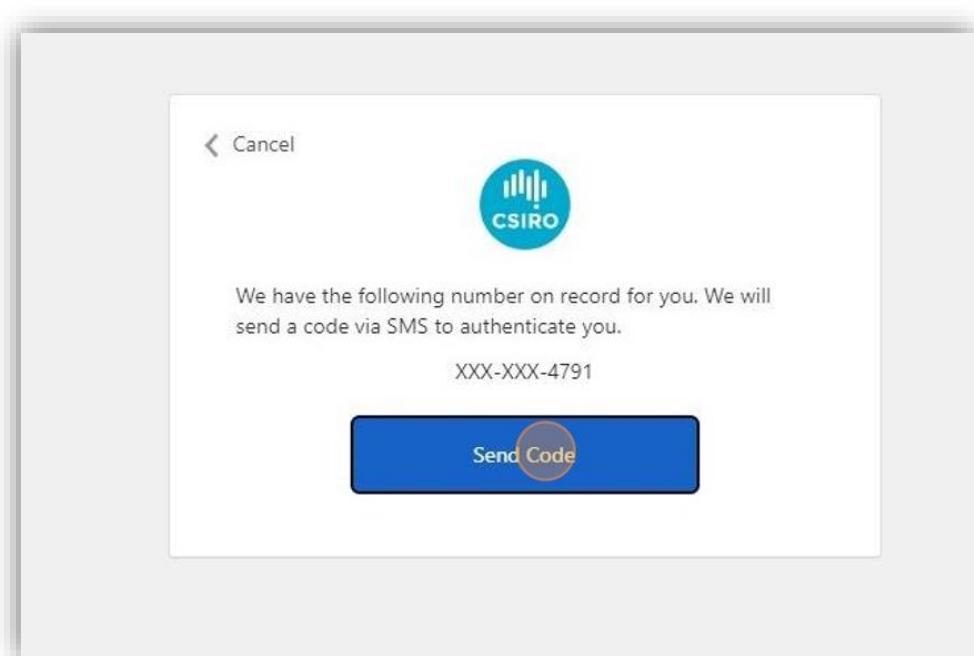
Password *

[Forgot your password?](#)

Sign in

Don't have an account? [Create an account now](#)

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

A screenshot of a mobile application interface for verification. At the top left, there is a grey back arrow followed by the word "Cancel". In the center, there is a circular blue logo with the word "CSIRO" in white. Below the logo, the text "We have the following number on record for you. We will send a code via SMS to authenticate you." is displayed in a grey font. Underneath this text, the phone number "XXX-XXX-4791" is shown in a grey font. At the bottom, there is a wide blue button with the text "Send Code" in white. The entire interface is set against a light grey background.

< Cancel

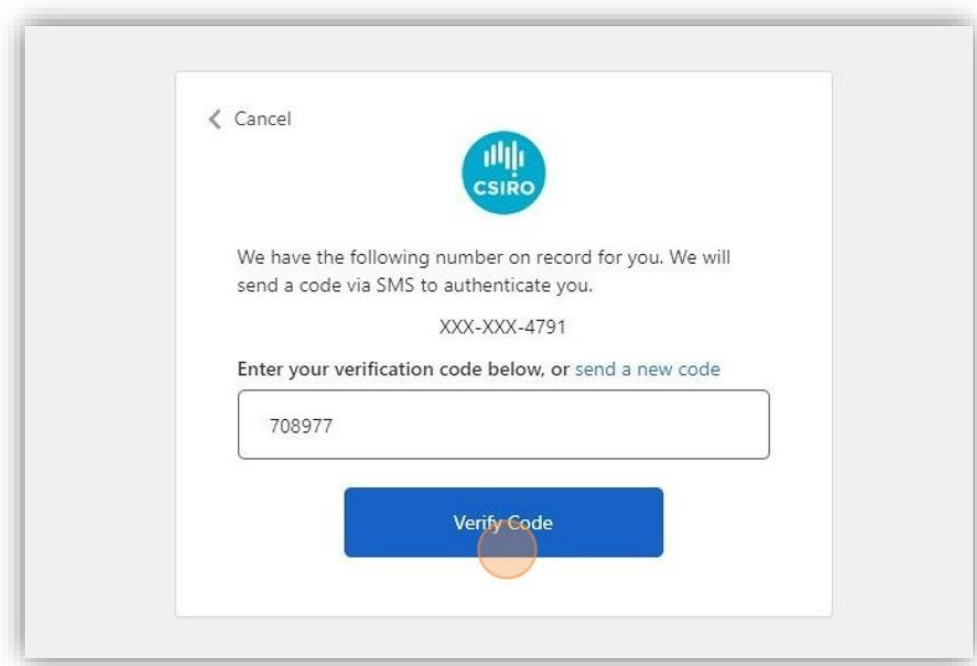
CSIRO

We have the following number on record for you. We will send a code via SMS to authenticate you.

XXX-XXX-4791

Send Code

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.

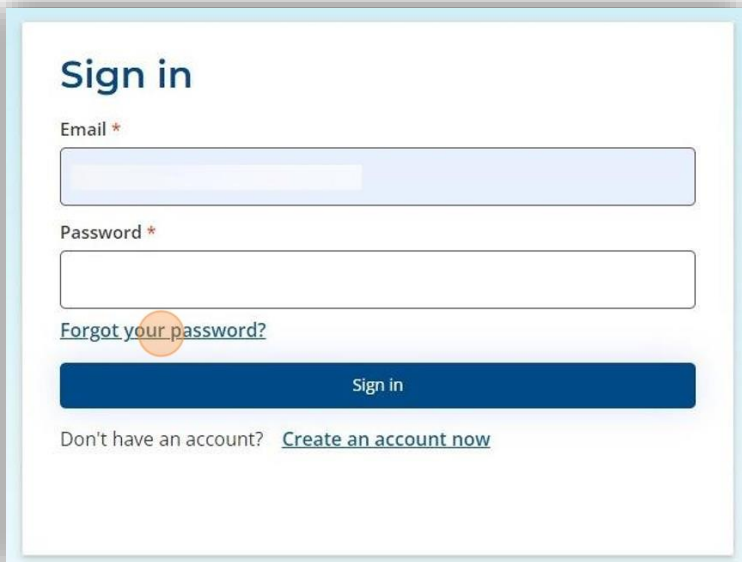
Before you do this, please contact your Education & Outreach project officer to ascertain the correct details for your profile. You need to make certain that you use the **exact same** first name, last name and email address that we already have in our system. If you name or email has changed, we can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

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

Forgot Password

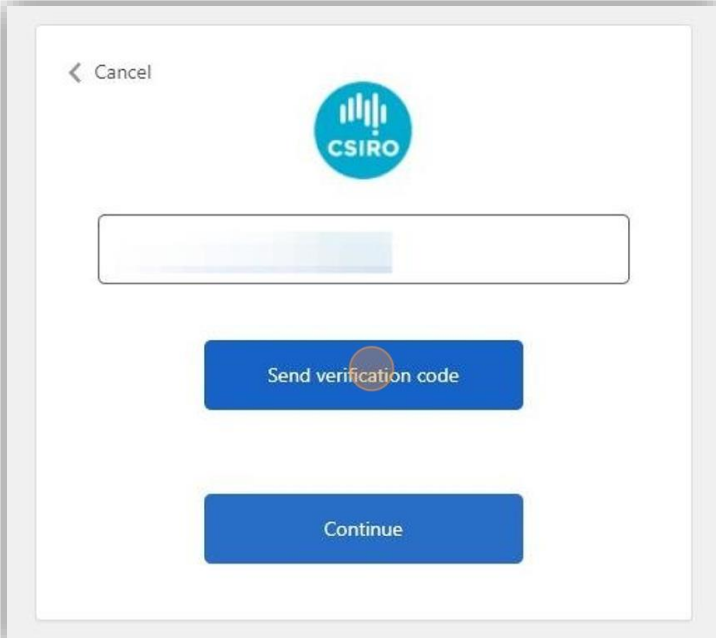
Forgot Password should be used if you already have an account, but you have forgotten your password.

1. Select **Forgot your password?**



The image shows a 'Sign in' screen. At the top is the title 'Sign in'. Below it are two input fields: 'Email *' and 'Password *'. Under the password field is a link that says 'Forgot your password?'. This link is highlighted with an orange circle. Below the link is a blue button labeled 'Sign in'. At the bottom, it says 'Don't have an account?' followed by a link '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 image shows a screen for email verification. At the top left is a back arrow and the word 'Cancel'. In the center is the CSIRO logo. Below the logo is a text input field. Under the input field are two blue buttons: 'Send verification code' and 'Continue'. The 'Send verification code' button is highlighted with an orange circle.

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.

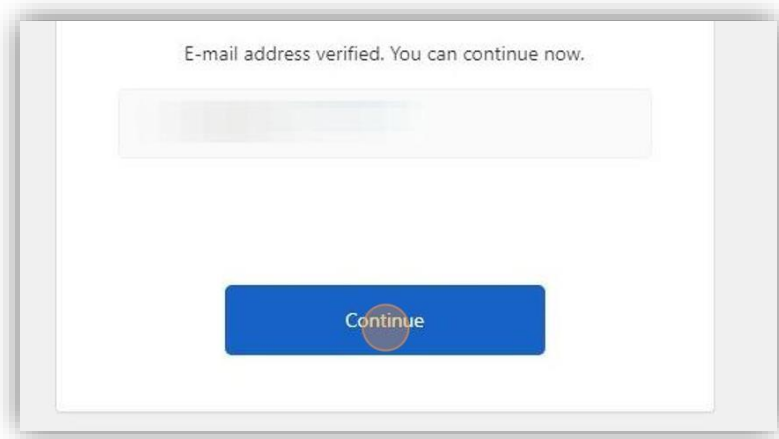
Verification Code

Verify code

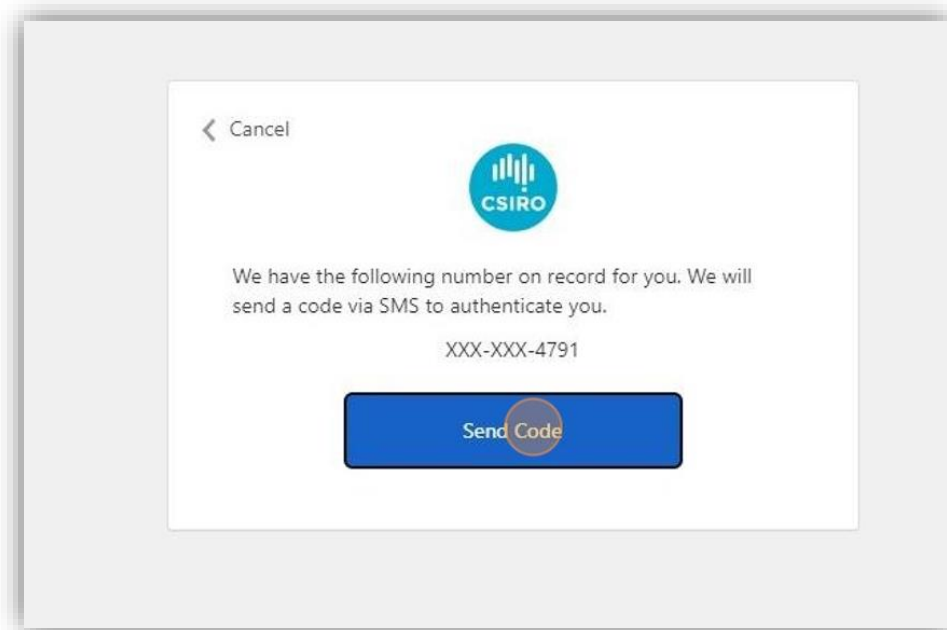
Send new code

Continue

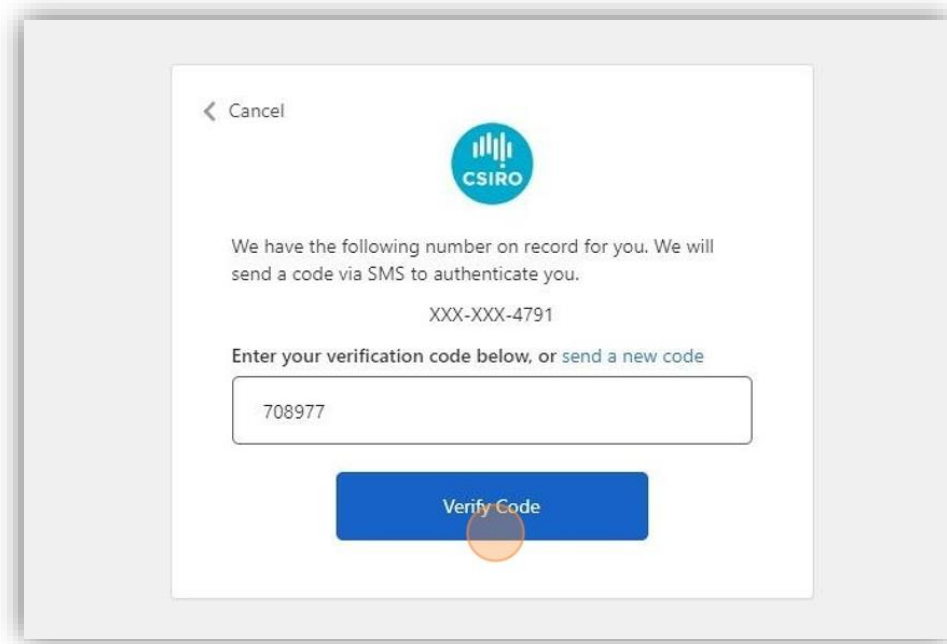
3. Once your email address is verified, select the **Continue** button.



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

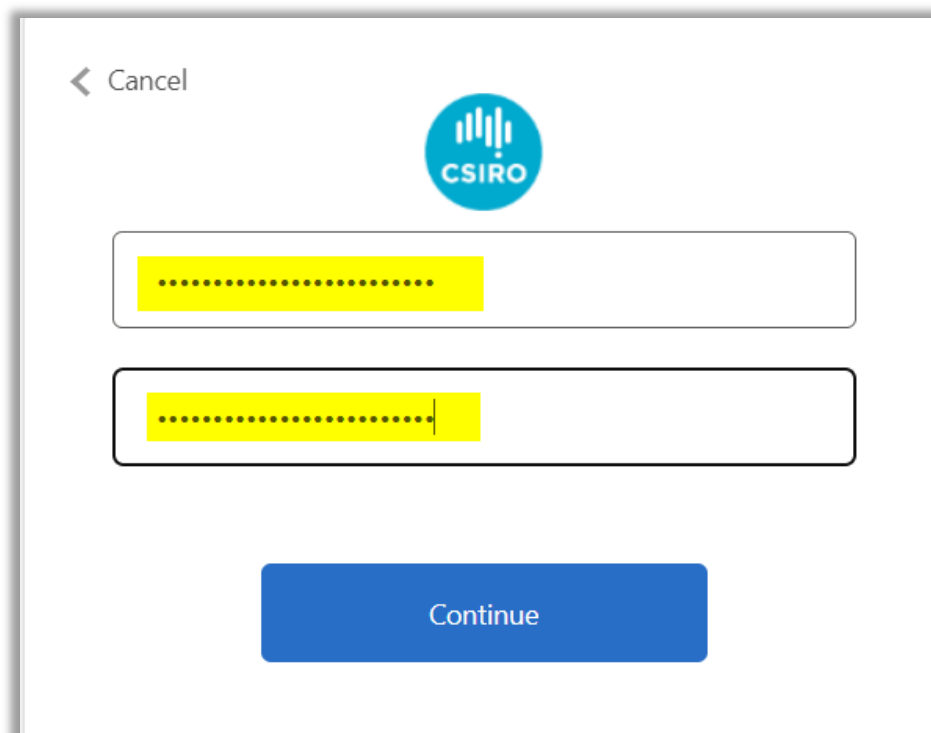


5. Next enter your 6-digit authentication code, then select **Verify Code**.



A screenshot of a mobile application interface for CSIRO. At the top left is a back arrow and the word "Cancel". In the center is the CSIRO logo. 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." followed by the phone number "XXX-XXX-4791". Below this, it says "Enter your verification code below, or send a new code". There is a text input field containing the code "708977". At the bottom is a blue button labeled "Verify Code".

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



A screenshot of a mobile application interface for CSIRO. At the top left is a back arrow and the word "Cancel". In the center is the CSIRO logo. Below the logo are two text input fields for a new password, each containing a series of dots. At the bottom is a blue button labeled "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
2. If you are a volunteer for **any other program**, use 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 and you arrived at your SPS dashboard. Now open a new window and use this link 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

The screenshot shows the CSIRO Education and Outreach Portal dashboard. At the top is a navigation bar with links: Home, My applications, My programs, My enquiries, My WWCC, and Enquire now. Below the navigation bar is a dark blue header with the text 'Welcome [user name]' and 'Education and Outreach Portal'. The main content area is divided into three sections: 'Quick actions', 'In-progress applications', and a table of applications. The 'Quick actions' section contains three cards: 'My applications' (1), 'My programs' (0), and 'My enquiries' (0). The 'In-progress applications' section contains a table with one row of application data. The table has columns: Reference number, Program, Role, Status, Created on, and a 'View application' button.

Navigation Bar

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	View application

Navigation Bar

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

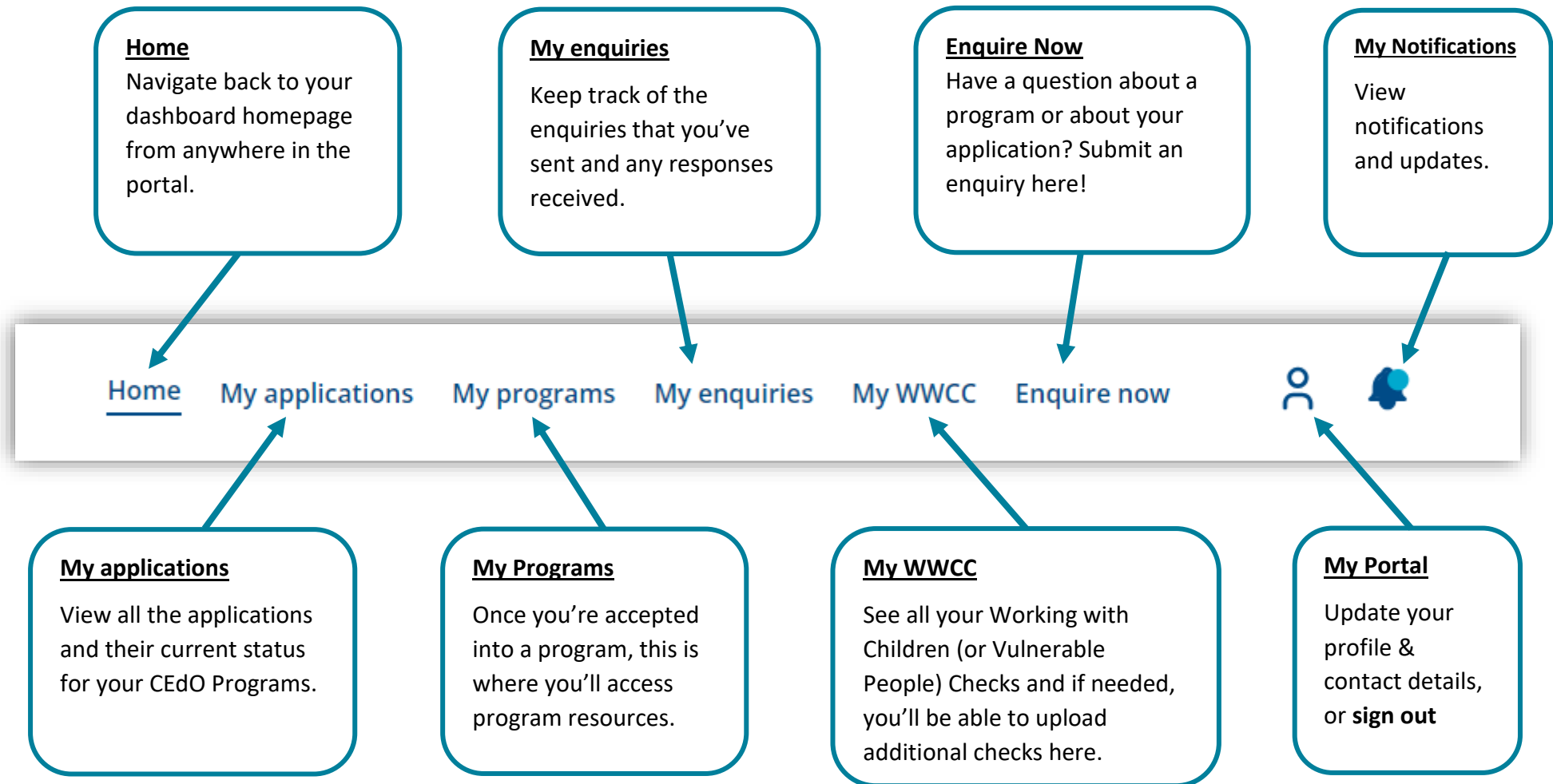
Quick Actions Panel

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	View application
AFS-00001032	Adult Future Shapers 2024-2	STEM Professional	Status Updated	15-08-2024	View application

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	View enquiry

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	View program
AFS-00001030	Adult Future Shapers 2024-2	Educator	14-08-2024	View program
URO-00001031	Undergraduate Research Opportunities Program	Student	14-08-2024	View program

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
- Phone 1300 363 400

END

