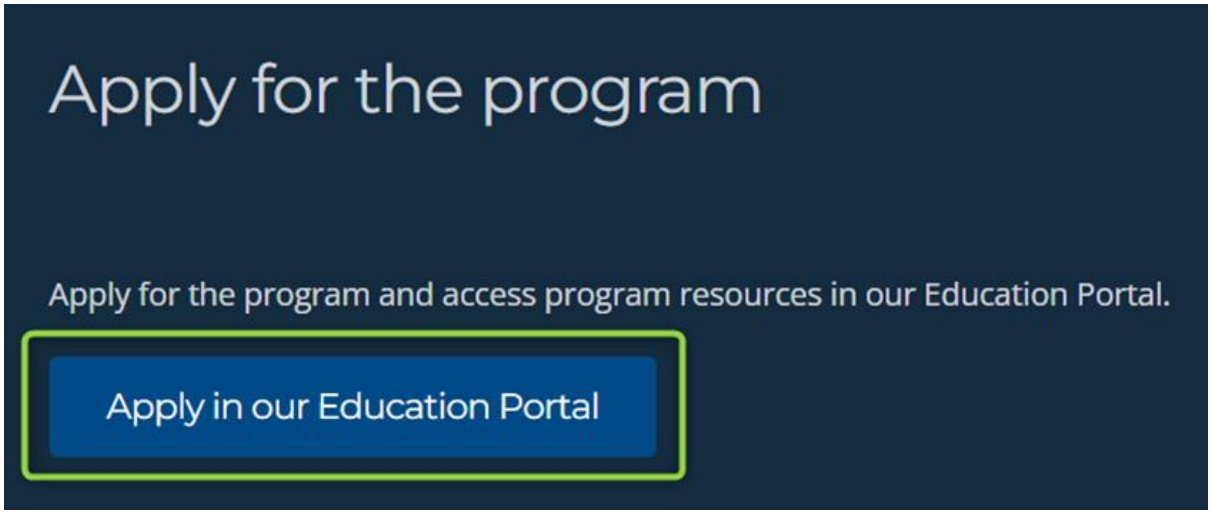
Customer Program Application Guide

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

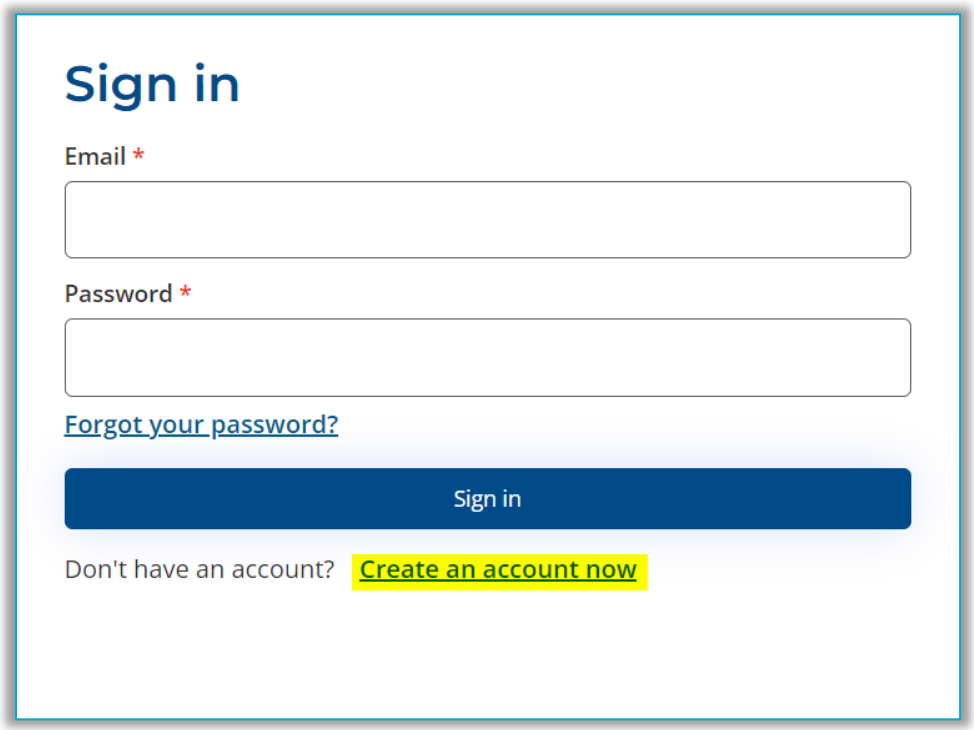
If you are **new to CSIRO Education & Outreach**, jump to New user account creation.

If you are an **Existing User**, jump to Existing User Sign-In.

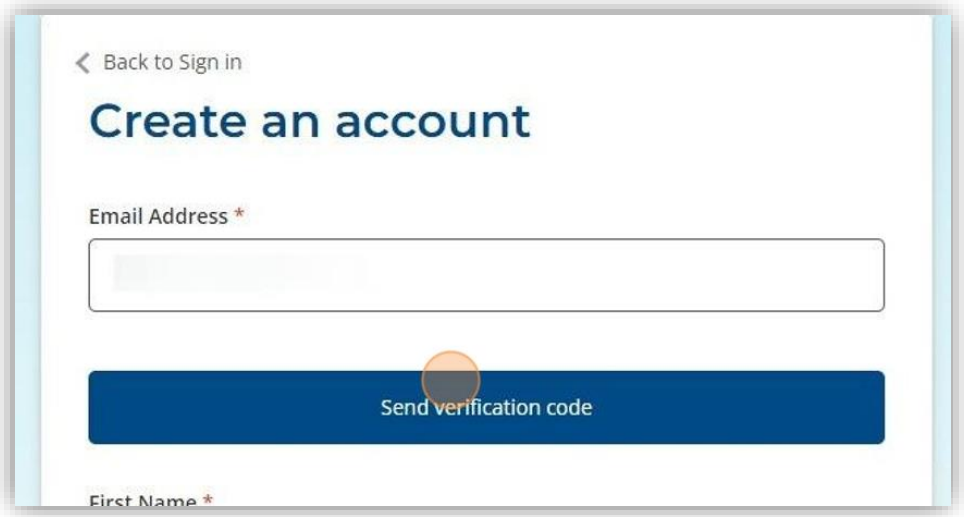
If you have forgotten your password, or if you already have an existing Education & Outreach program application but you do not have an account, jump to Forgot Password.

New customer account creation

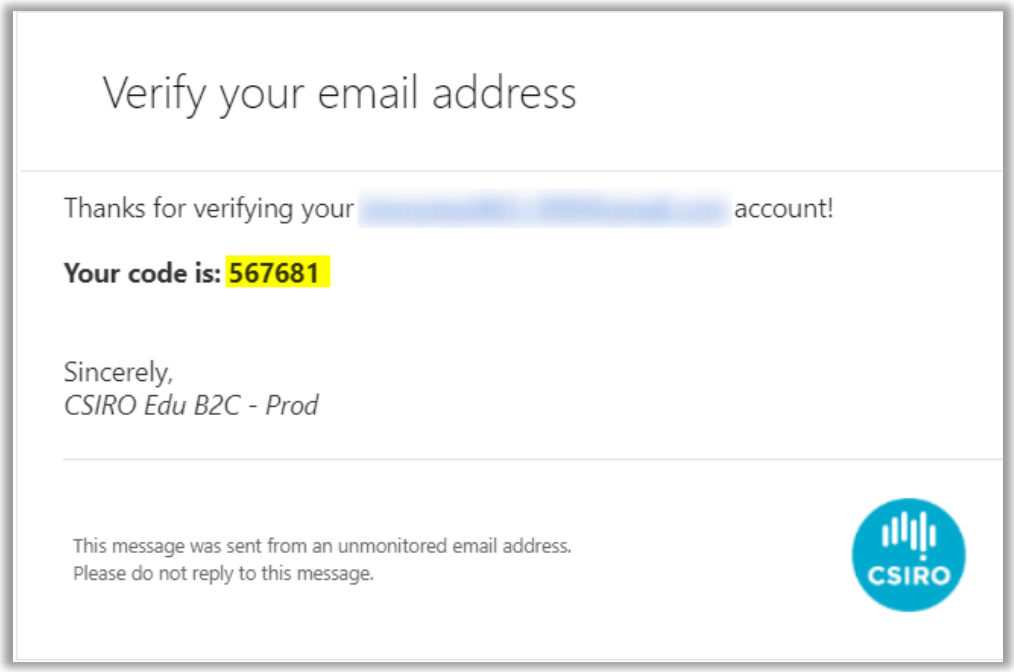
1. To create a new Portal account, select **Create an account now**.



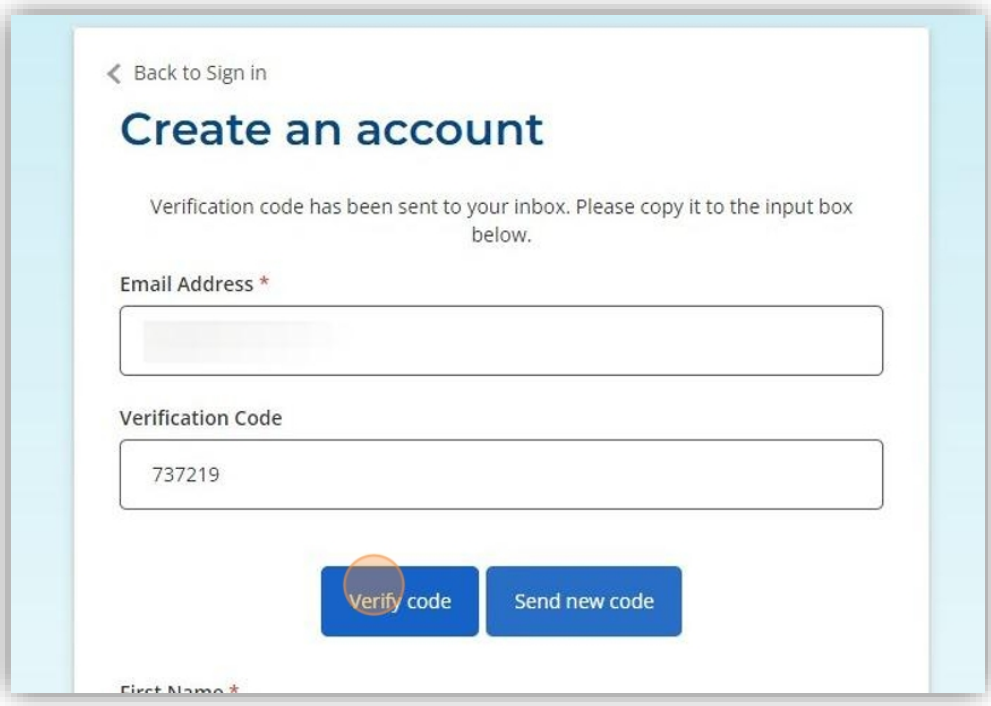
2. Enter your preferred email address and select **Send verification code**.



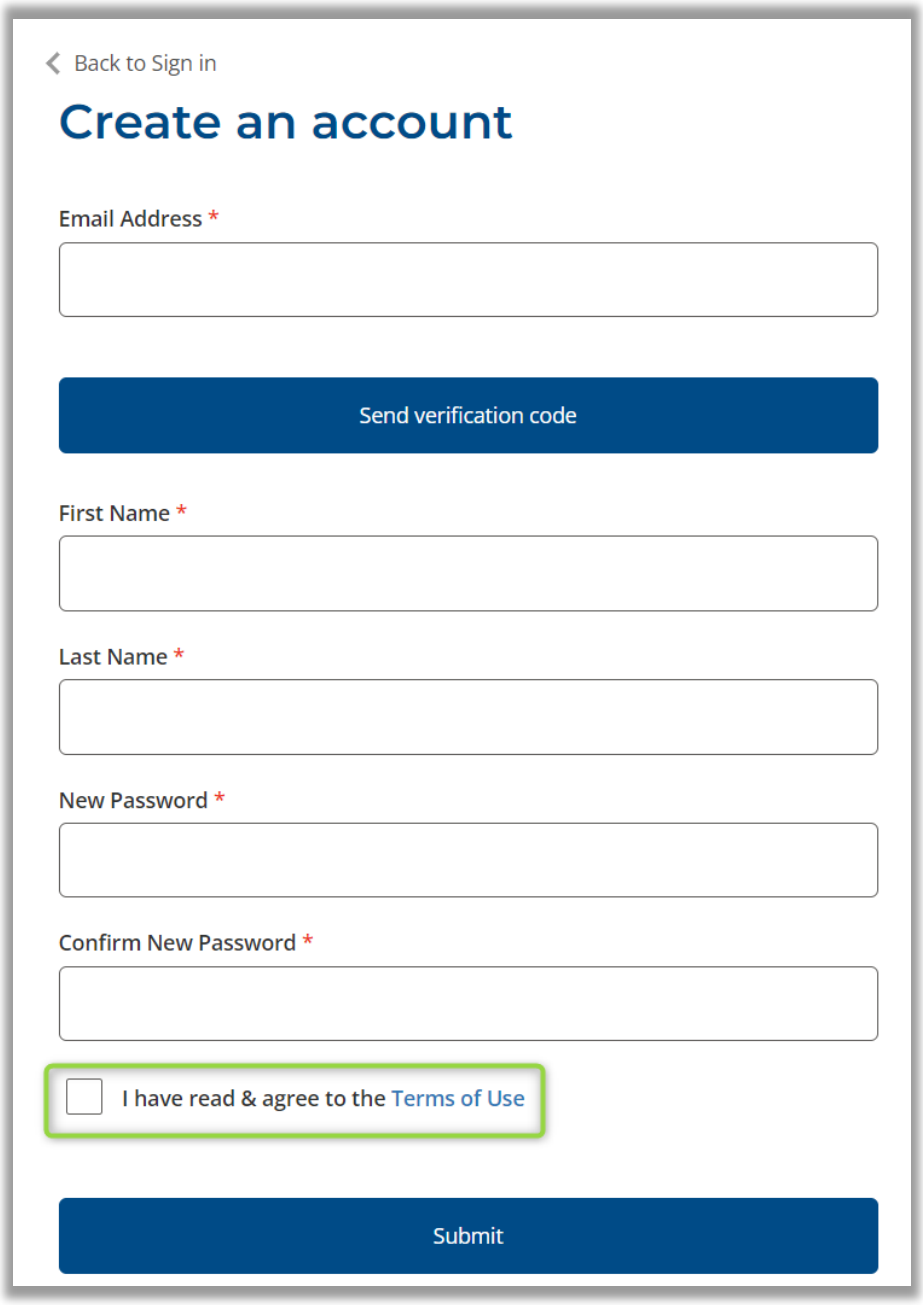
3. In a new tab, new browser or on a different device, navigate to your email inbox. Find the email from "Microsoft on behalf of CSIRO Edu B2C" and copy the verification code.



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.



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**.

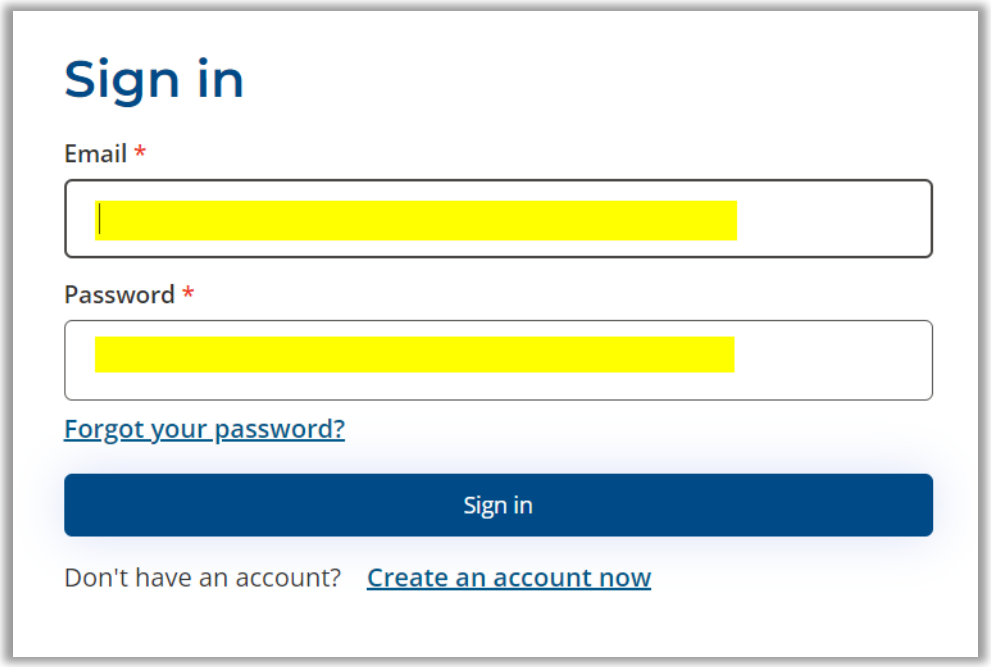
Please note:

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.

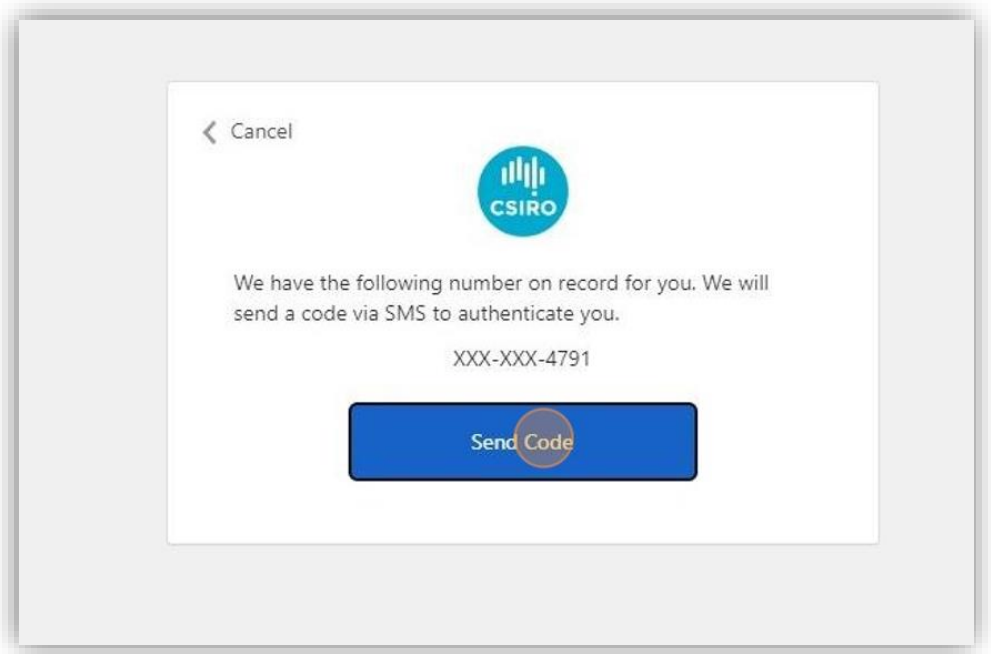
Now proceed to the Portal Dashboard instructions on page 12.

Existing User Sign-In

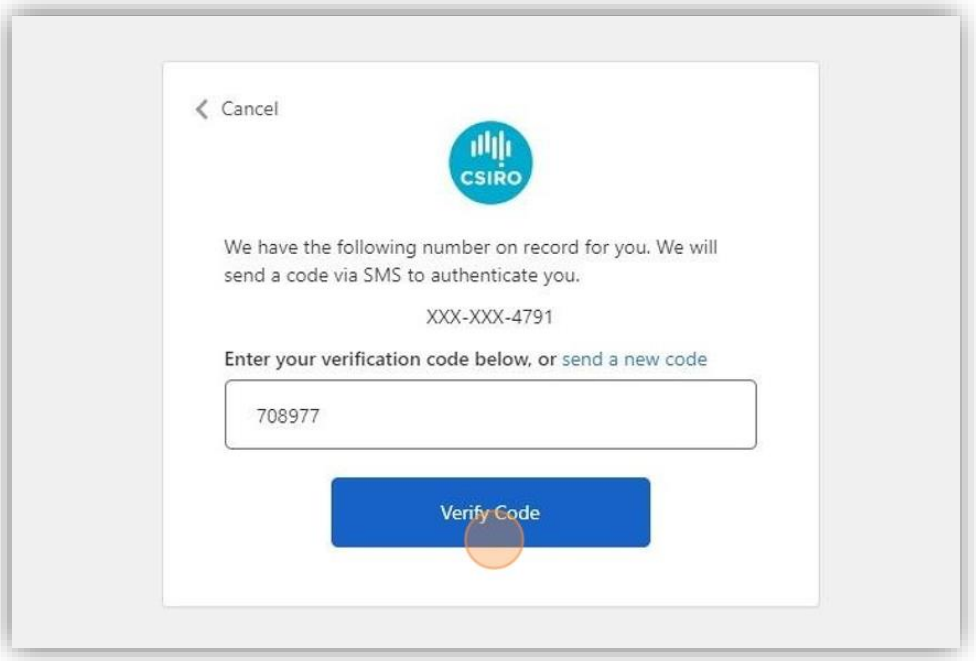
1. Enter your email address and password you set up previously, then select **Sign in**.



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

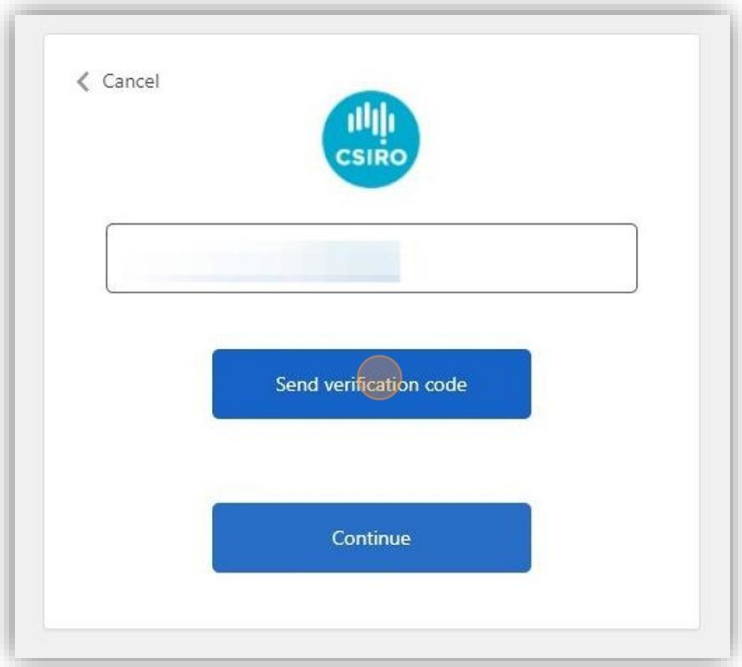
Our project officers will ask you some questions to in order to conclude you are the rightful owner of the profile details we already have.

Forgot Password

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

1. Select **Forgot your password?**

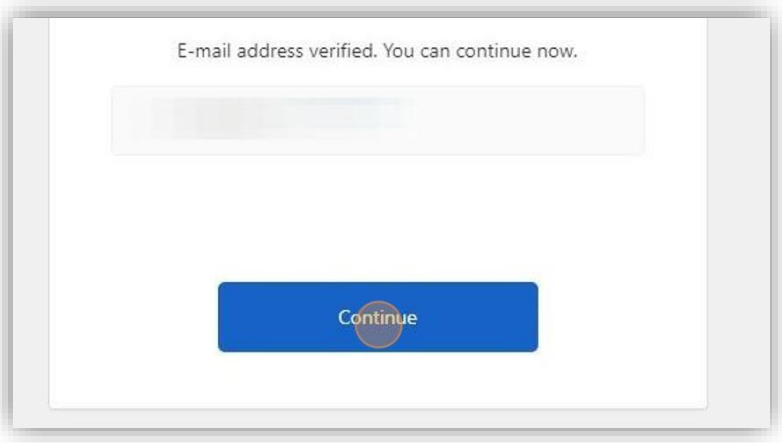
8. Enter the email address you used for your account then select the **Send verification code** button. Check your email for the verification code.



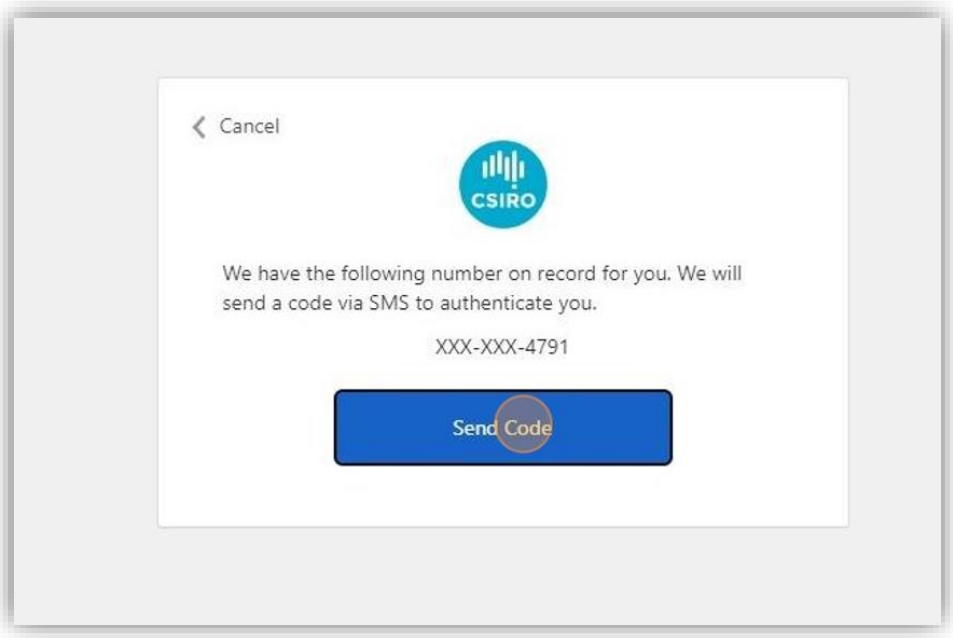
2. Enter your verification code into the textbox, then select the **Verify code** button.

Cancel
CSIRO
Verification code has been sent to your inbox. Please copy it to the input box below.
Verification Code
Verify code
Send new code
Continue

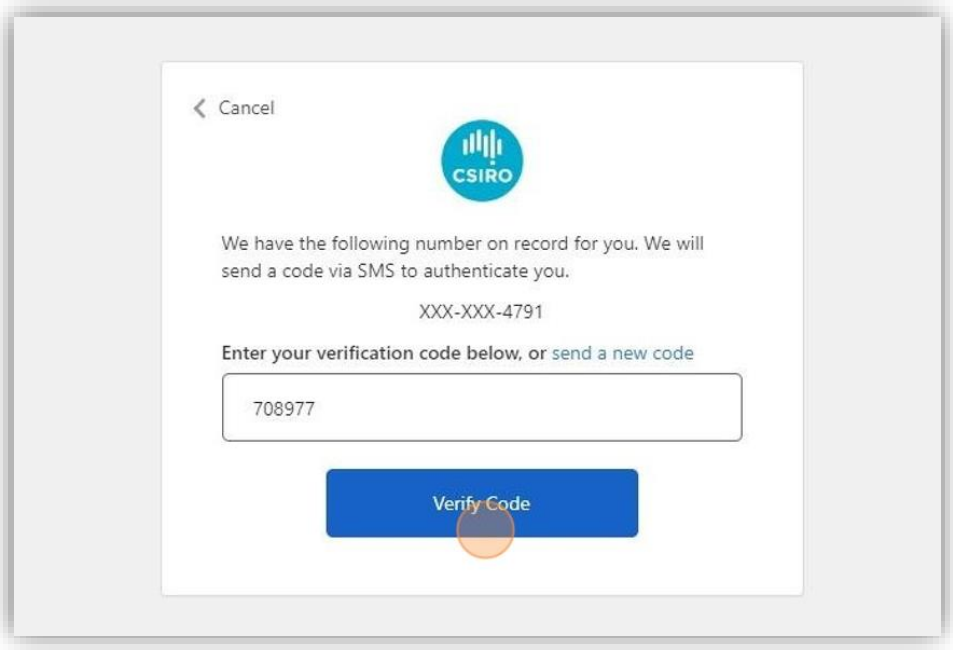
3. Once your email address is verified, select the **Continue** button.



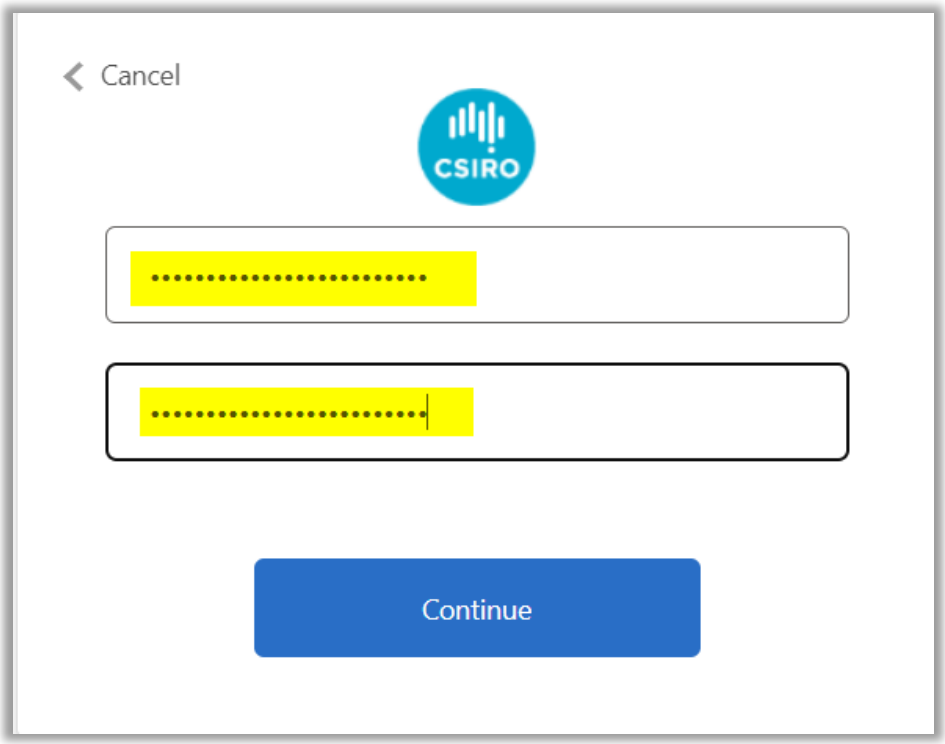
4. The mobile number you provided at initial signup will appear. Select **Send Code**.



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



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



Returning to your dashboard

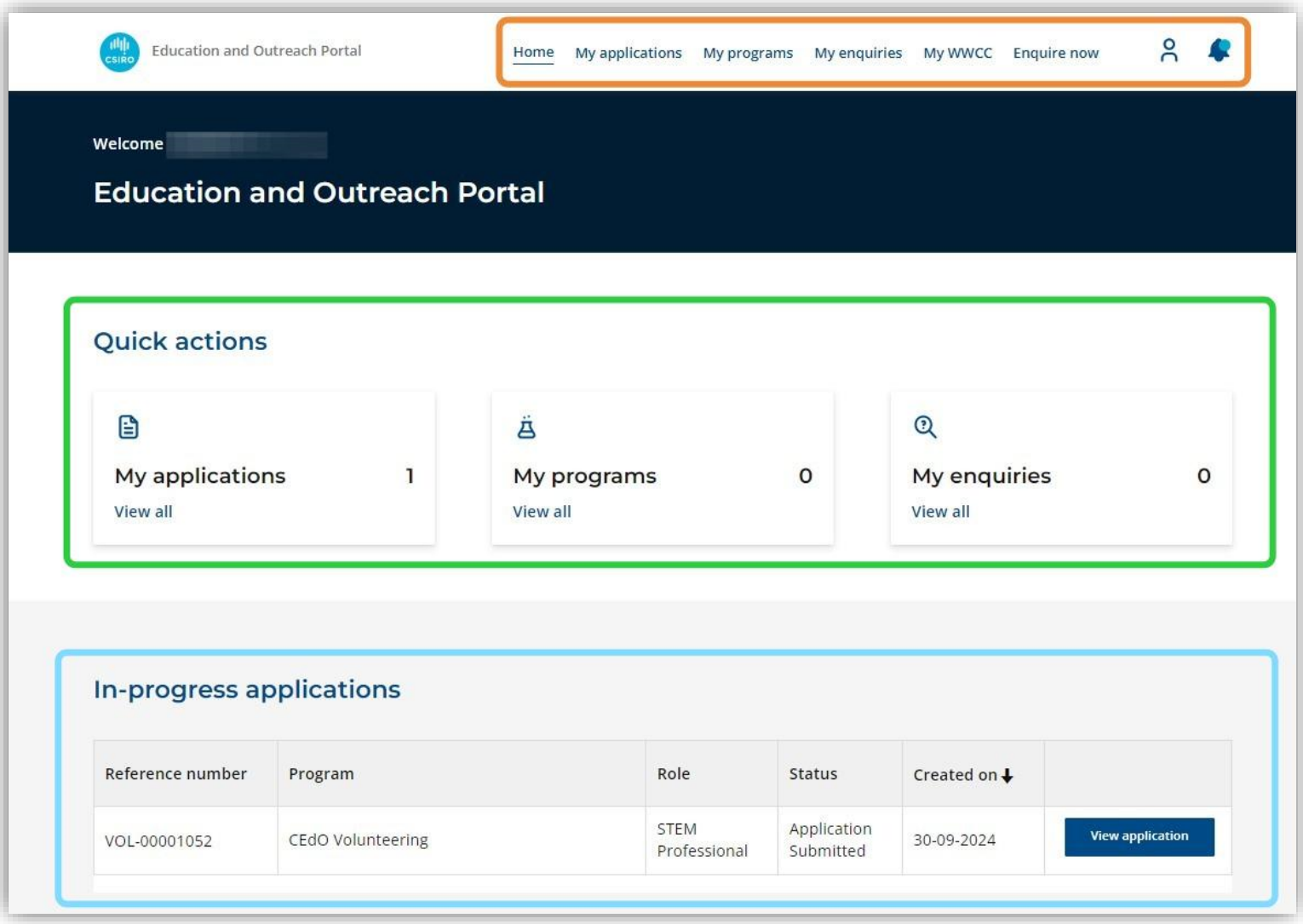
Once you have signed up for an Education & Outreach account, you can sign back in to your dashboard at any time without the need to go through the website. That is unless you want to apply for another program. Then you must apply from the program information website.

1. If you are a volunteer for **STEM Professionals in Schools** or **Generation STEM – CPP** programs, use education.csiro.au

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



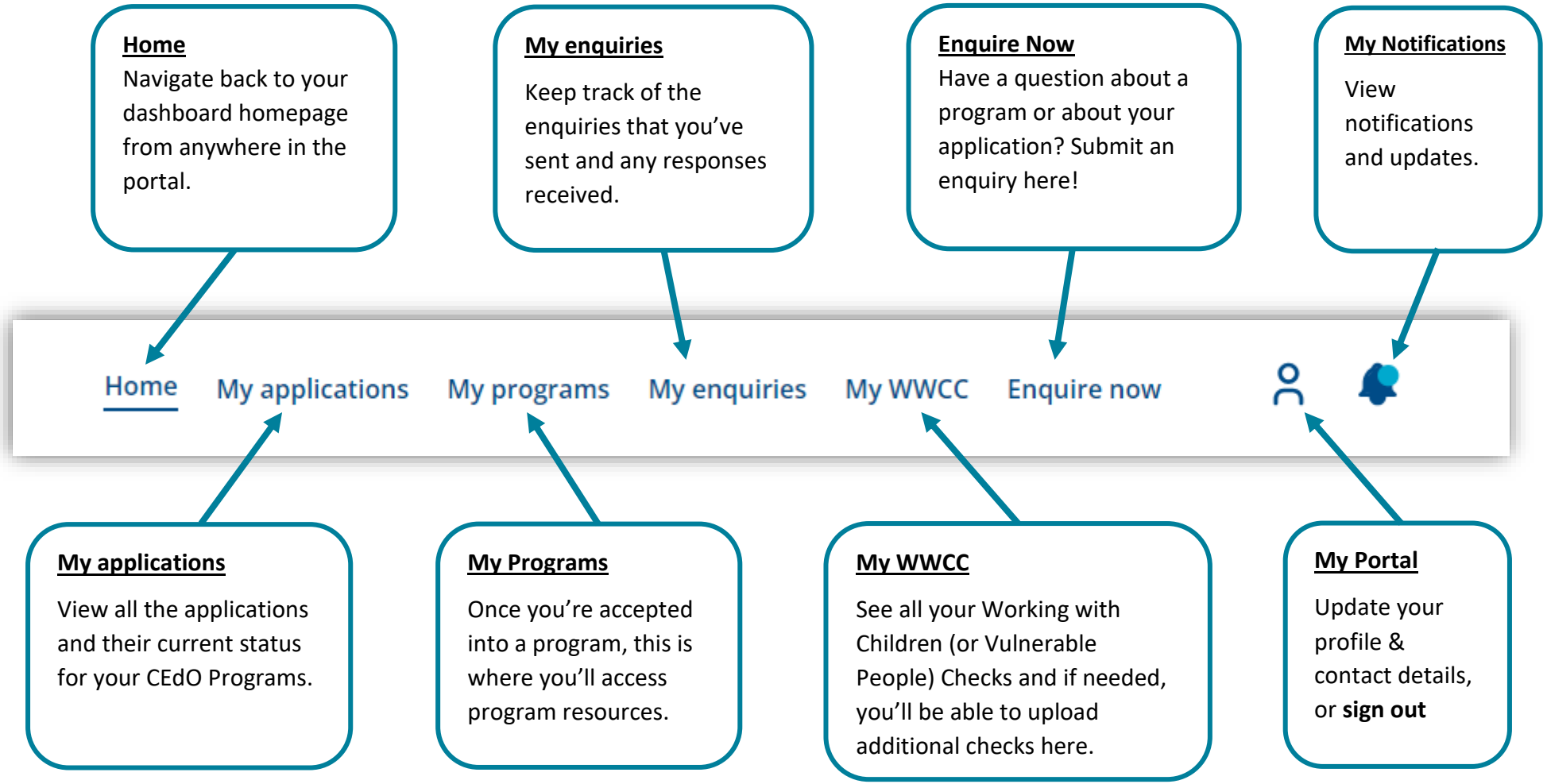
Navigation Bar
Once you've applied for a program, you can access various tabs here to see more detailed information. **Click here for more**

Quick Actions Panel
See your program participation at a glance, and click shortcuts to see key information

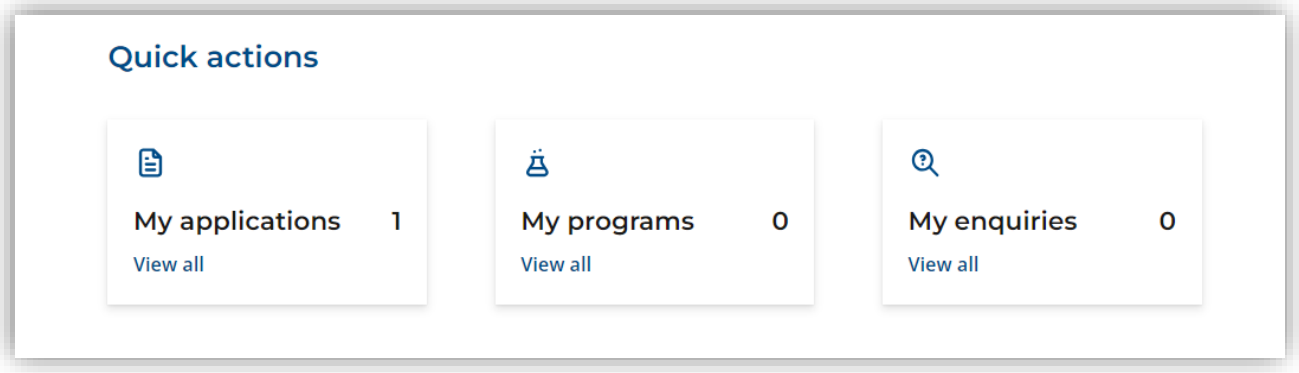
Click here for more

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

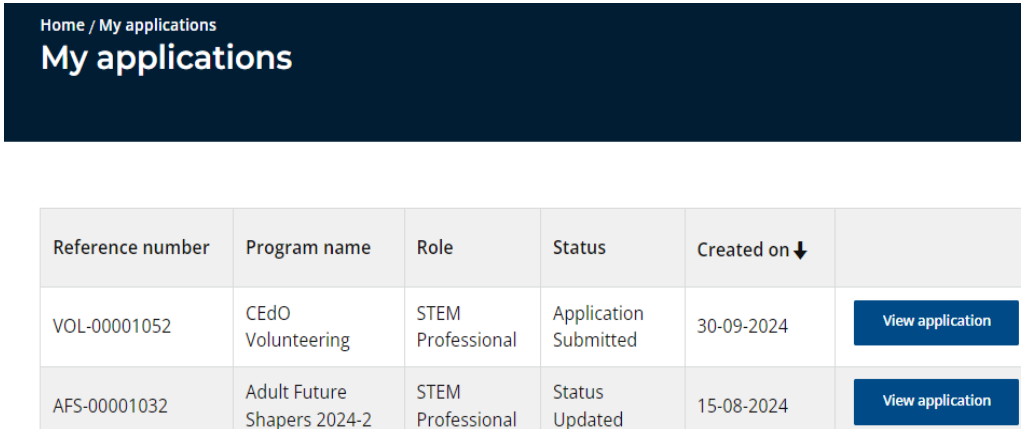


Quick Action Panel



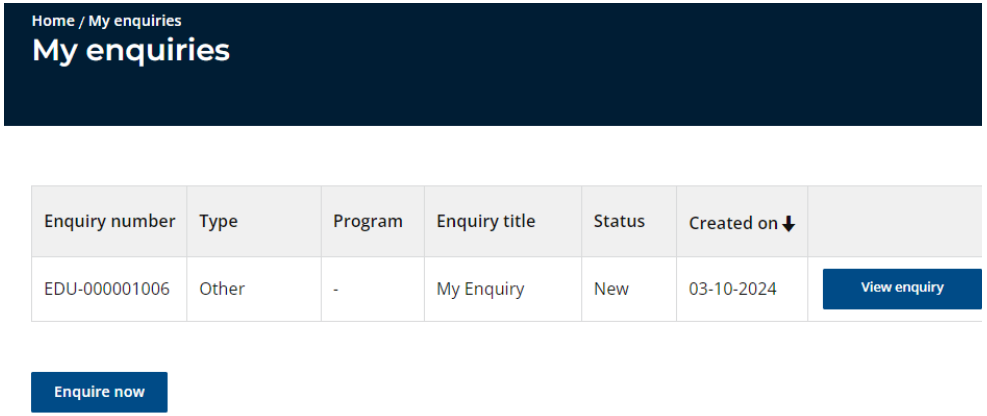
My applications

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



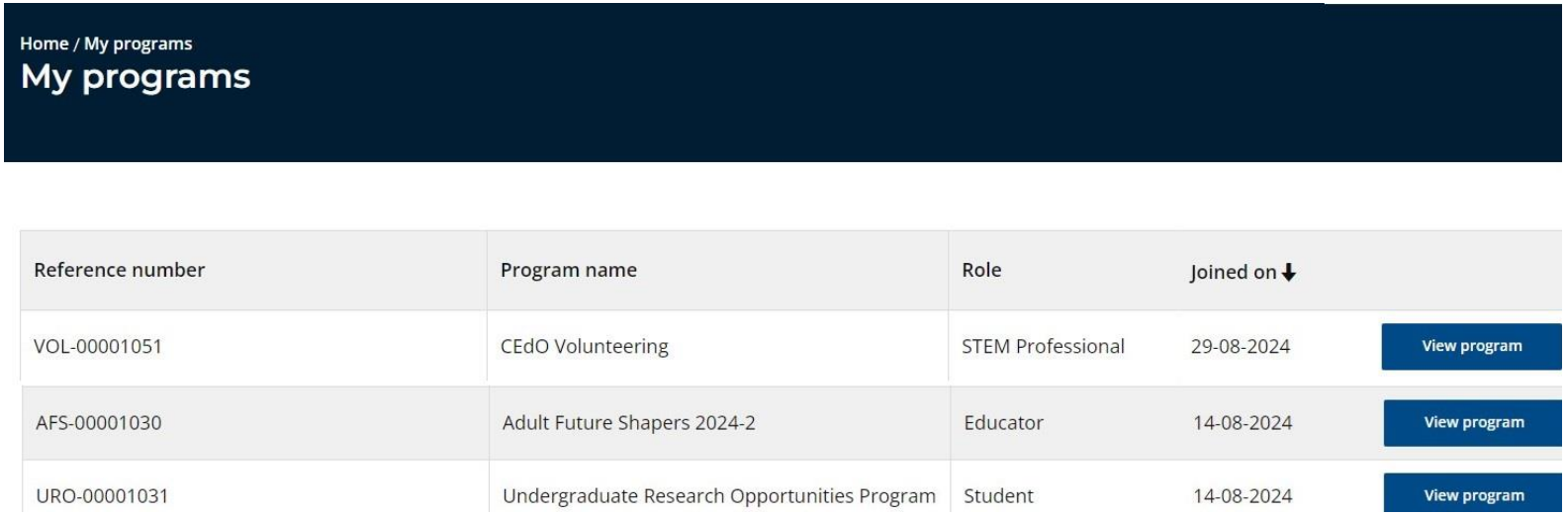
My Enquiries

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



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.



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

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