



United Nations
Educational, Scientific and
Cultural Organization

BASIC PORTAL USER GUIDE



PORTAL



UNESCO

Portal- Scope and Benefits

Portal for Contact Management:

- Allow National Commission and Permanent Delegation members to access to the portal and update their personal data.
- Grant focal points to see and update their Organization and Organization's contacts information.
- Updates will go through an approval process by PAX.

The access to this site is restricted to Member States, namely Permanent Delegations and National Commissions, and users from Intergovernmental Organizations (IGOs) maintaining official relations with UNESCO and Non-Governmental Organizations in official relations with UNESCO, by invitation.

Information related to access to the CRM Portal

- The members of Permanent Delegations and Permanent Observer Missions having an UNESCO nominative account already have access to the CRM Portal in consultation mode, using their @unesco-delegations.org account and the associated password.
- The Permanent Delegations and Permanent Observer Missions can designate on request a member with diplomatic status who will be responsible within the Permanent Delegation/ Permanent Observer Mission for updates in the CRM Portal; an UNESCO account will be created if the designated person does not already have one. It will then be possible to propose modifications to the own Organization data and to all contacts inside the Organization
- Members of Permanent Delegations who do not have a UNESCO nominative account can request for access following the directives available on <http://www.unesco.org/new/en/member-states/resources/how-to-use-this-site/>.
- Members of National Commission for UNESCO who have already a nominative account @natcom.unesco.org can access in edit mode using this account and the associated password (it is possible to propose modifications to the own Organization data and to all contacts inside the Organization).
- Members of National Commission for UNESCO who do not have a nominative UNESCO account can request for access following the directives available on <http://www.unesco.org/new/en/member-states/resources/how-to-use-this-site/>.
- Other UNESCO official partners can request for access by e-mail at helpdesk@unesco.org.


Should you have any questions related to the access, please contact the UNESCO's Support (HelpDesk) Services through telephone during standard working hours (Paris time) by dialing 11 or through e-mail: helpdesk@unesco.org.

Portal- Access to the Portal

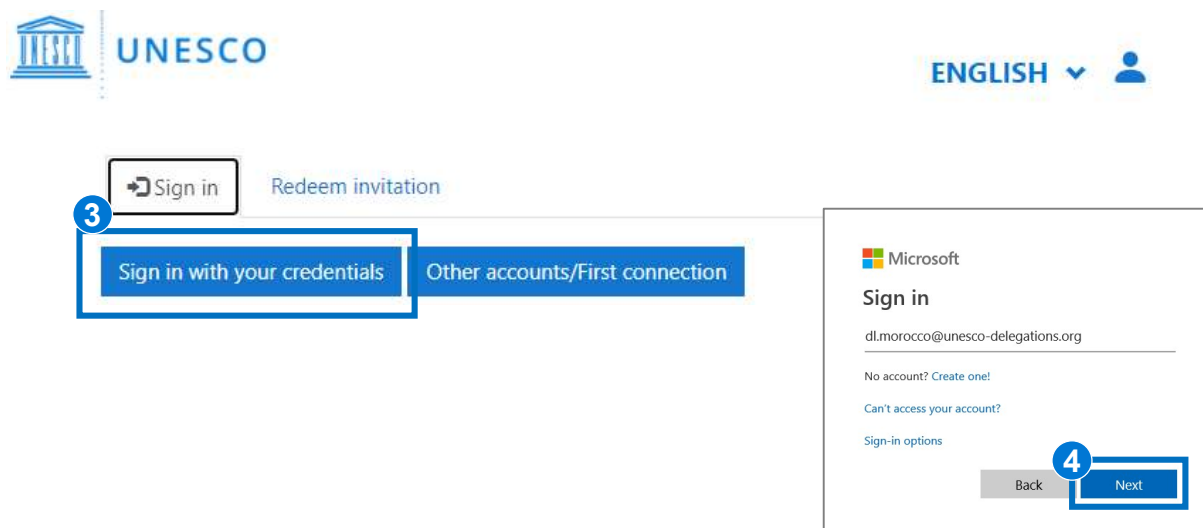
Access to the Portal

Access link: <https://crmportal.unesco.org/> 1



1. Open the access link in a browser (Chrome or Microsoft Edge)
2. Click on 
3. Click on Sign in with your credentials
4. Enter your UNESCO email and click Next

You will be redirected to UNESCO website. Enter your password




Note: UNESCO email is:

- for Permanent Delegations – the unesco-delegations.org email
- for National Commissions – the natcom.unesco.org email

Portal- User Profile and Sign out

User Profile and Sign out

Access link: <https://crmportal.unesco.org/>

1. Click on 
2. Click on Profile
3. If needed, complete the information
4. Click on Update
5. Click on Sign out to log out of the portal



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ENGLISH ▾



My Organization

My Organization Contacts


Organizations ▾

Official Contacts

Countries


- 2 Profile
- 5 Sign out

Profile



Monica Crutescu

Profile




Security

Please provide some information about yourself.

The **First Name** and **Last Name** you provide will be displayed alongside any comments, forum posts, or ideas you make on the site.


The **Email Address** and **Phone** number are required but will not be displayed on the site.

Your Information



Jérôme Sorrel

Profile



Security

Manage External Authentication

Please provide some information about yourself.

The **First Name** and **Last Name** you provide will be displayed alongside any comments, forum posts, or ideas you make on the site.

The **Email Address** and **Phone** number are required but will not be displayed on the site.

Your **Organization** is required, and a **Title** is optional. They will be displayed with your comments and forum posts.

First Name *

Last Name *

E-mail *

Business Phone

Title

How may we contact you? Select all that apply.

☒ Email

☒ Fax

☒ Phone

☒ Mail

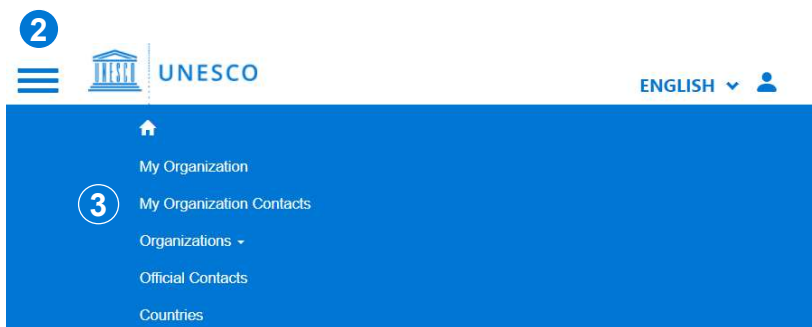



UNESCO

User Interface

Menus




Access link: <https://crmportal.unesco.org/>



1. The Portal displays the menu horizontally on a large screen
2. Click on  to display the menu on a narrow screen
3. Select on one option to display the related information

Official lists

Countries

Search <input type="text"/>						
English Name 	English Long Name	UNESCO Membership 	Region	ISO (Alpha-2)	ISO (Alpha-3)	Date of Admission
Afghanistan 	the Islamic Republic of Afghanistan	1. Member State	Asia and the Pacific	AF	AFG	5/4/1948
Albania	the Republic of Albania	1. Member State	Europe and North America	AL	ALB	10/16/1958
Algeria	the People's Democratic Republic of Algeria	1. Member State	Arab States	DZ	DZA	10/15/1962

4. To change the order of the list, click on the column title
5. Click on the text in blue to display more information

Portal- Changes on Organization (from the Portal)

Changes on Organization (from the Portal)

Access link: <https://crmportal.unesco.org/>

1. Once logged on to the Portal, click on My Organization

2. Select the Organization you wish to modify

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ENGLISH

My Organization

My Organization Contacts Organizations Official Contacts Countries

My Organization

Organization Name (original) ↑	Organization Category	Representing Country/Region	Address Country
Prodware Belgium	Private Sector		Belgium
Test FIR PermDel	Permanent Delegation	Belgium	Belgium
test igo 5	IGO	Belgium	Belgium
test Ministry-NGO -IGO	Ministry	Belgium	Belgium
Test NGO JL1	NGO	Cambodia	Cambodia
test-Natcom KH(MB)	National Commission	Cambodia	Cambodia

Connected users can propose changes for their own Organization.
These changes are visible after their validation by PAX.

Portal- Changes on Organization (from the Portal)

Changes on Organization (from the Portal)

3

My Organization Detail

Summary


ORGANIZATION INFORMATION	ADDRESS
Organization Name (original) * <input type="text" value="Commission suisse pour l'UNESCO"/>	Street 1 <input type="text" value="Département fédéral des affaires étrangères"/>
Organization Category * <input type="text" value="National Commission"/>	Street 2 <input type="text"/>
Email <input type="text" value="natcom.ch@natcom.unesco.org"/>	City <input type="text" value="3003 BERNE"/>
Other Email <input type="text"/>	State/Province <input type="text"/>
Rattachement to Ministry EN <input type="text" value="Ministère de l'éducation"/>	Postal Code <input type="text"/>

3. Modify the information that you want
4. Scroll down and click Submit.

Then, a message appears to inform you that your change request has been taken into account and sent for validation.

INFO

Document Attachments

Name ↑	Modified
 I feel good.docx (19 KB)	7 days ago

4

Add files

Choose files Aucun fichier n'a été sélectionné

☒ Overwrite existing files

Please send an email to UNESCO to alert us about new documents attached

5

5. When you attach a file, please do not forget to send us an email (click on "UNESCO")



UNESCO

Portal- Changes on Contact (from the Portal)

Changes on Contact (from the Portal)

Access link: <https://crmportal.unesco.org/>

The screenshot displays the UNESCO CRM Portal interface. At the top, the UNESCO logo and tagline 'Building peace in the minds of men and women' are visible, along with a language dropdown set to 'ENGLISH' and a user profile icon. The main navigation bar includes links for 'My Organization' (highlighted with a red box and number 1), 'My Organization Contacts' (numbered 6), 'Organizations', 'Official Contacts', and 'Countries'. The 'My Organization' section shows a table of organizations with columns for 'Organization Name (original)', 'Organization Category', 'Representing Country/Region', and 'Address Country'. One row, 'Test Ministry-NGO -IGO', is highlighted with a blue box and number 2. Below this, the 'Related Contacts' section (numbered 3) displays a table with columns for 'NO', 'Full Name', 'Job Title (original)', 'Job Title (EN)', and 'Email'. Two contact entries are shown: Walter Grahammer and Claudia Reinprecht. The entry for Claudia Reinprecht is highlighted with a blue box and number 4. A 'View details' button (numbered 5) is visible next to her entry. A blue sidebar on the right contains a numbered list of instructions (1-6) explaining the steps to access and edit contact information.

1. Once logged on to the Portal, click on My Organization
2. The Portal will then show your Organization. Click on its name if you wish to open/modify
3. Go to Related Contacts area
4. Select the Contact you want to edit
5. Click on Edit
6. You can also display the Contacts of your Organization selecting "My Organization Contacts" from the menu.

Connected users can propose changes for the contacts of their Organization. These changes are visible after their validation by PAX.

Portal- Changes on Contact (from the Portal)

Changes on Contact (from the Portal)

Access link: <https://crmportal.unesco.org/>

6 Summary

CONTACT INFORMATION

Contact Status
Inactive sent for approval

Representing Country
Austria

Salutation (original)
Mr

Salutation (EN)
Mr

Salutation (FR)
Monsieur

Full Name *
Jan Rick

Job Title (original)
Member

6. Modify the information that you want
7. Scroll down and click Submit.

Then, a message appears to inform you that your change request has been taken into account and sent for validation.

INFO

Document Attachments

Add files

New folder

There are no folders or files to display.

7

Submit

8. When you attach a file, please do not forget to send us an email (click on "UNESCO")

Add files

Choose files

Choisir des fichiers | Aucun fichier n'a été sélectionné

☒ Overwrite existing files

Please send an email to UNESCO to alert us about new documents attached

8

Add files Cancel



UNESCO