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/

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

<table>
<thead>
<tr>
<th>English Name</th>
<th>English Long Name</th>
<th>UNESCO Membership</th>
<th>Region</th>
<th>ISO (Alpha-2)</th>
<th>ISO (Alpha-3)</th>
<th>Date of Admission</th>
</tr>
</thead>
<tbody>
<tr>
<td>Afghanistan</td>
<td>the Islamic Republic of Afghanistan</td>
<td>1. Member State</td>
<td>Asia and the Pacific</td>
<td>AF</td>
<td>AFG</td>
<td>5/4/1948</td>
</tr>
<tr>
<td>Albania</td>
<td>the Republic of Albania</td>
<td>1. Member State</td>
<td>Europe and North America</td>
<td>AL</td>
<td>ALB</td>
<td>10/16/1958</td>
</tr>
<tr>
<td>Algeria</td>
<td>the People’s Democratic Republic of Algeria</td>
<td>1. Member State</td>
<td>Arab States</td>
<td>DZ</td>
<td>DZA</td>
<td>10/15/1962</td>
</tr>
</tbody>
</table>

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

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

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

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

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.
Changes on Contact (from the Portal)

Access link: [https://crmportal.unesco.org/](https://crmportal.unesco.org/)

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.

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