



**Participant and Resource Person  
Management System  
(Salesforce Portal)**

**Users' Manual for  
APO Project Participants  
(July 2024, Ver 1.0)**

**Asian Productivity Organization**

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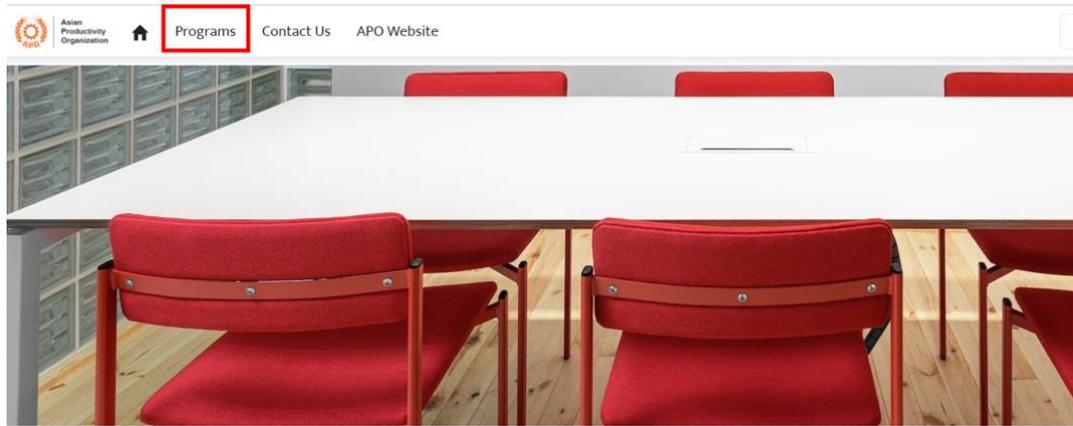
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# 1 Viewing APO Programs

Applicants can see a list of programs in the Salesforce portal by browsing the following address and clicking on the “Programs” menu link.

Salesforce portal address: <https://apo.my.site.com>



To see details of a program and submit a nomination for an open program, please click on the program code.

A screenshot of the APO Programs list table. The table has columns for Color Code, Days Left Until Closing Date, Closing Date, Program Code, Hosting Country, P/N Project Title, From, and Duration. The 'Program Code' column is highlighted with a red box, showing '24-CL-03-GE-OSM-A' for the first row.

Color Code	Days Left Until Closing Date	Closing Date	Program Code	Hosting Coun...	Hosting Coun...	P/N Project Title	From	Duration
1	55 days	9/15/2024	24-CL-03-GE-OSM-A	Republic of China		Multicountry Observa...	11/6/2024	3 days
2	Closed	7/19/2024	24-CP-29-GE-WSP-A	Malaysia		Workshop on the Regulat...	7/17/2024	3 days
3	4 days	7/26/2024	24-RC-02-GE-TRC-B	Vietnam		Training Course for Assess...	9/16/2024	5 days

Once a program code is clicked, the relevant program information will be displayed with all the information including relevant project notification and implementation file attachments.

A screenshot of the APO Program Details page. The page shows the program code '24-RC-02-GE-TRC-B' and the P/N Project Title 'Training Course for Assessors for the Productivity Specialists Certification Program'. Below this is a section for 'Notes & Attachments (2)' which lists two PDF files: 'Implementation Procedures for F2F MC (Local costs by APO) v9' and 'PN 24-RC-02-GE-TRC-B'. At the bottom, the Program Code and Project ID are both listed as '24-RC-02-GE-TRC-B'.

Program Details   Apply as a Participant   Apply as a Resource Person   Edit My Personal information

**Program**  
24-RC-02-GE-TRC-B

P/N Project Title  
Training Course for Assessors for the Productivity Specialists Certification Program

**Notes & Attachments (2)**

- Implementation Procedures for F2F MC (Local costs by APO) v9  
Jul 5, 2024 • 109KB • pdf
- PN 24-RC-02-GE-TRC-B  
Jul 5, 2024 • 204KB • pdf

Program Code  
24-RC-02-GE-TRC-B

Project  
24-RC-02-GE-TRC-B

## 2 Participants' Application Process

### 2.1 Applying for Participation in a Project as a New Candidate

Candidates can apply for programs open for nominations.

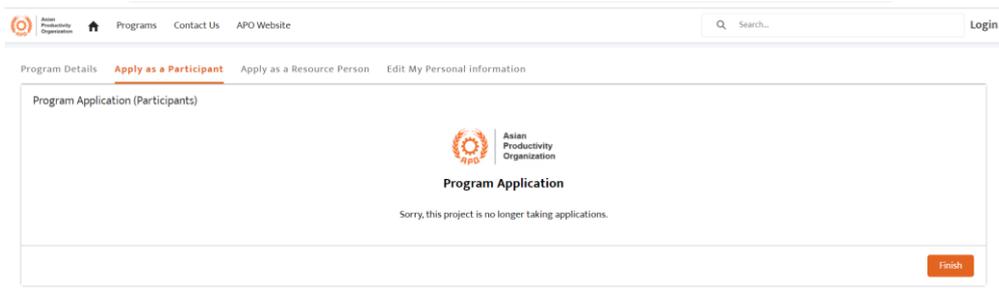
- i. From the program details page, a candidate can only apply for programs open for nominations before the closing dates.

The screenshot shows the 'Program Details' page for '24-RC-02-GE-TRC-B'. The 'Program' tab is selected. The page displays the program title 'Training Course for Assessors for the Productivity Specialists Certification Program' and a section for 'Notes & Attachments (2)'. Two PDF attachments are listed: 'Implementation Procedures for F2F MC (Local costs by APO) v9' and 'PN 24-RC-02-GE-TRC-B'. At the bottom, the 'Program Code' and 'Project' are both listed as '24-RC-02-GE-TRC-B'.

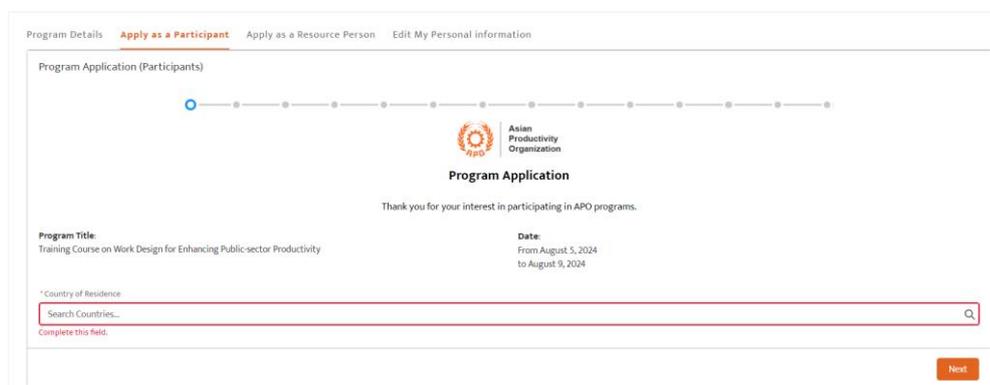
The screenshot shows the 'Apply as a Participant' form. The form is titled 'Program Application (Participants)'. It includes a progress bar, the APO logo, and the text 'Thank you for your interest in participating in APO programs.' The 'Program Title' is 'Training Course for Assessors for the Productivity Specialists Certification Program' and the 'Date' is 'From September 16, 2024 to September 20, 2024'. There is a search box for 'Country of Residence' and a 'Next' button.

- ii. If project closing dates have passed and the color code changed to red, then nominations can no longer be submitted.

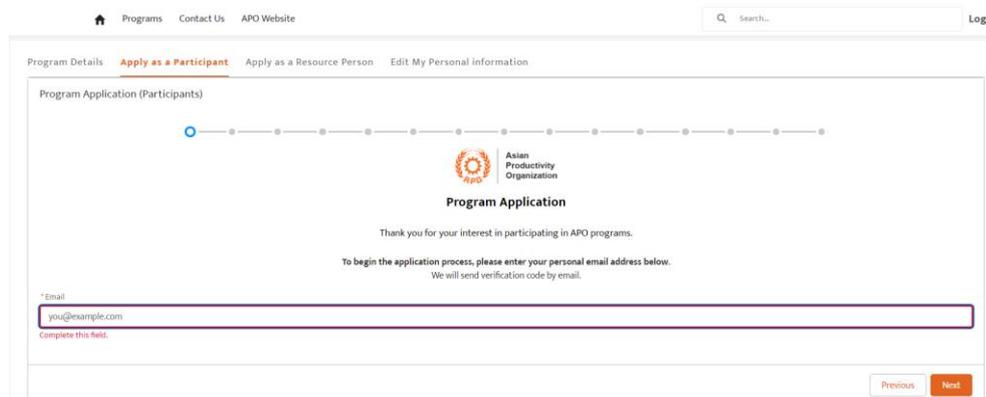
	Color Code	Days Left Until Closing Date	Closing Date	Program Code	Hosting Coun...	Hosting Coun...	P/N Project Title	From	Duration	
1	Green	55 days	9/15/2024	24-CL-03-GE-OSM-A	Republic of China		Multicountry Observation...	11/6/2024	3 days	
2	Red	Closed	7/19/2024	24-CP-29-GE-WSP-A	Malaysia		Workshop on the Regulat...	7/17/2024	3 days	
3	Yellow	4 days	7/26/2024	24-RC-02-GE-TRC-B	Vietnam		Training Course for Assess...	9/16/2024	5 days	



- iii. A candidate can initiate application from the tab “Apply as a Participant” for programs open for nominations.
- iv. Applicants must enter their country of residence and then click the “Next” button to proceed.



- v. In the next screen, applicants must enter their email address and click the “Next” button to proceed.



- vi. After entering the email address and clicking the “Next” button, applicants will receive a verification code sent to the email address provided. The verification code must be entered on the next screen to continue the application process. This confirms that the email address provided belongs to the applicant.

Programs Contact Us APO Website Search... Login

Program Details **Apply as a Participant** Apply as a Resource Person Edit My Personal Information

Program Application (Participants)

Please input 4 character's verification code

\*Verification Code  UnMatched

Complete this field.

Pause Previous Next

vii. Applicants must fill in all the data fields and click the “Next” button to proceed. Fields with red asterisks (\*) are mandatory and cannot be left blank.

viii. Applicants must complete the Personal Data fields and click the “Next” button to proceed.

Programs Contact Us APO Website Search... Login

Program Details **Apply as a Participant** Apply as a Resource Person Edit My Personal Information

Program Application (Participants)

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**Personal Data**

Solution:

\*Birthdate:

\*First Name:

\*Mobile Phone (country code starting with a "+" sign + (area/operator code) + phone number) example: +8108012345678:

Middle Name:

\*Gender:

\*Last Name:

\*Time Zone:

\*Nationality:

Previous Next

ix. On the next screen, enter the Present Employment information and click the “Next” button to proceed.

X.

Programs Contact Us APO Website Search... Login

Program Details **Apply as a Participant** Apply as a Resource Person Edit My Personal Information

Program Application (Participants)

Asian Productivity Organization

**Present Employment**

Please provide only one present position.

\*Position:

Hold Position Since:

Department:

Join Date:

\*Company/Organization:

Company/Organization Website (Only if its applicable):

\*Type of Organization:

Work Phone (country code starting with a "+" sign + (area/operator code) + phone number) example: +81080112345678:

**Work Address Information**

\*Work Address Line 1 (street address):

\*Work Address City/Ward/District:

Work Address Line 2 (Additional):

\*Work Address State/Province/Region:

\*Work Address ZIP Code:

\*Work Address Country:

Previous Next

Note: For the Company/Organization Website, please enter the full website address, e.g., <https://www.apo-tokyo.org>.

- xi. Continue the application process until reaching the Confirmation screen. Applicants can review and confirm the information entered in the application and click the “Next” button for confirmation.

The screenshot shows the 'Confirmation' step of the application process. At the top, there is a navigation bar with 'Programs', 'Contact Us', and 'APO Website' on the left, a search bar, and 'Login' on the right. Below this is a breadcrumb trail: 'Program Details' > 'Apply as a Participant' > 'Apply as a Resource Person' > 'Edit My Personal Information'. The main content area is titled 'Program Application (Participants)' and features a progress indicator with 10 steps, where the 10th step is active. The APO logo and name are displayed. The heading is 'Confirmation' with a sub-heading 'Please double-check that your data is correct before proceeding.' Underneath, there is a 'Personal Data' section with a dropdown arrow. The form includes fields for Salutation, First Name, Middle Name, Last Name, Gender, Nationality, and Birthdate. The 'Next' button is visible at the bottom right.

- xii. The final step of the application is the “Declaration by Participants” and acceptance of the APO “Terms and Conditions” and “Privacy Policy.” Candidates must agree to and accept the terms to submit the application by clicking the "Next" button.

The screenshot shows the 'Declaration by the Participant' step. The navigation bar and breadcrumb trail are identical to the previous screen. The progress indicator shows the 10th step as active. The APO logo and name are present. The heading is 'Declaration by the Participant'. Below the heading is a paragraph of text: 'I hereby declare that I have read and understood the APO Project Notification for this project. I agree that my personal information be shared for project purposes and I have read and agree with the Terms and Conditions and Privacy Policy. I further declare that the information provided by me in this online application form and the documents I have submitted are true and accurate. I understand and accept that any false declaration of information on my part will disqualify me from participation in the project, even if it is in progress.' Below this text is a checkbox labeled 'I agree to the terms above.' with a red border and the text 'Please check the box to agree to the terms above.' below it. At the bottom right, there are 'Previous' and 'Next' buttons.

- xiii. A “success” screen will be displayed, and candidates will receive confirmation email with an APO Key in the email address provided. Candidates should keep the email record to use the APO Key later if they need to update their personal information and apply for other APO projects in future.

The screenshot shows the 'Thank you for your application' screen. The navigation bar and breadcrumb trail are identical to the previous screens. The progress indicator shows the 10th step as active. The APO logo and name are present. The heading is 'Thank you for your application'. Below the heading is a paragraph of text: 'We have received it and will review its contents. A confirmation email has been sent to Applicants email address'. The text 'Applicants email address' is highlighted with a red box. At the bottom right, there is a 'Finish' button.

## 2.2 When Repeating Candidates Apply for APO Projects

If repeating candidates who applied for or attended APO projects in recent years submit applications for the second time or more and their email addresses match those in the existing Salesforce system database record, they can use the email address and APO Key for retrieving their biodata and submitting applications.

The APO Key is a unique key issued by the Salesforce system to each applicant at the time of first registration. The APO Key is sent to applicants' registered email addresses.

Please contact [sfsupport@apo-tokyo.org](mailto:sfsupport@apo-tokyo.org) if you are a repeating candidate and/or could not find the APO Key sent to your registered email address.

Program Details **Apply as a Participant** Apply as a Resource Person Edit My Personal information

Program Application (Participants)

Asian Productivity Organization

**Program Application**

Thank you for your interest in participating in APO programs.

The system found your record bases on your Email,  
Please enter your APO-provided key below.

Email  
Applicants email address

\*APO Key

Previous Next

## 2.3 When Registered Resource Persons Apply as Candidates for Project Participation

If a registered resource person applies to attend an APO project as a participant, a different email address for registration in the Salesforce system and application submission must be used. Double registration of single users with the same e-mail addresses for both resource persons and participants is not allowed when sending unique APO Keys and updating user profiles later.

## 2.4 Candidates Cannot Apply for Projects after Nomination Closing Dates

Project applications are not accepted after the closing date for nominations. For example, if Japan's NPO has stopped accepted applications for a project, individuals who access the Salesforce portal from Japan will not be able to apply for that project.

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Program Details **Apply as a Participant** Apply as a Resource Person Update My Personal information

Program Application (Participants)

Asian Productivity Organization

**Program Application**

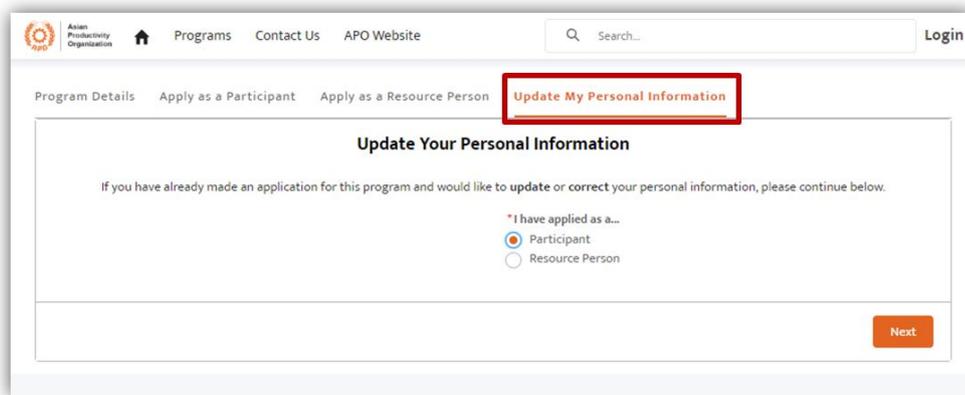
Sorry, this project is no longer taking applications.

Finish

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## 2.5 Candidates Can Correct Personal Information after Application Submission

Candidates can correct mistakes in their applications or update their biodata on the Salesforce portal by accessing the program applied for and clicking the “Update My Personal Information” tab.



## 3 Candidates' Shortlisting and Nomination Process

- i. Candidate applications  
When a new participant application is created on the Salesforce portal, the relevant NPO receives a notification.
- ii. Candidate Selection by NPOs  
Candidate shortlisting and selection is done by NPOs on the Salesforce portal. Once NPOs approve candidates, their nominations will be sent to the APO.

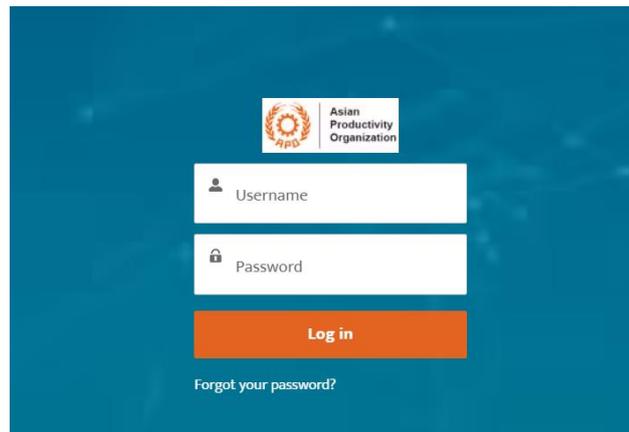
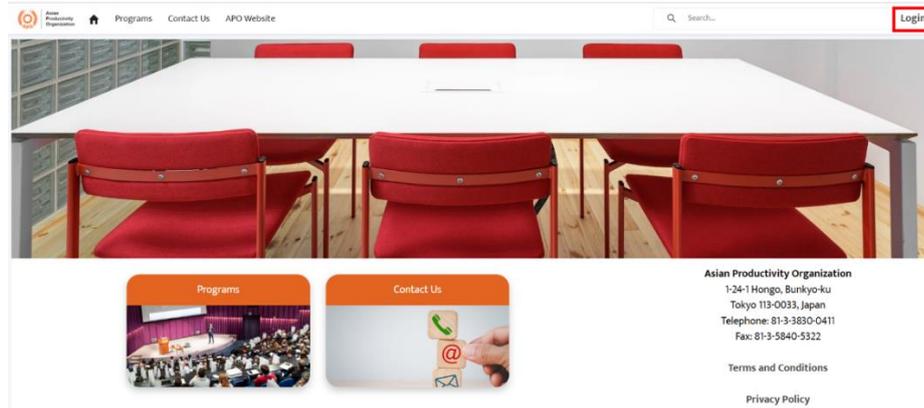
## 4 Candidates' Selection by the APO and LAc Receipt by NPOs and Selected Participants

- i. The final selection of candidates for participation in an APO project is approved by the APO Secretariat's Selection Committee. Letters of Acceptance (LAc) are issued to selected participants upon completion of the selection process at the APO Secretariat.
- ii. When LAc are issued, the following processes are initiated:
  - a. Salesforce portal user accounts for the selected participants are created.
  - b. LAc notification email messages are sent to participants from the Salesforce portal.

## 5 Login to the Salesforce Portal

After a participant is selected for an APO project and the LAc is issued, a user account is created on the Salesforce portal. Participants can login to the following Salesforce portal using the email address and password:

Portal URL: <https://apo.my.site.com>



## 6 Making Corrections and Updating Personal Information after Application Submission

Candidates can correct mistakes in their applications or update their biodata on the Salesforce portal by accessing the program they applied to and clicking the “Update My Personal Information” tab.

