

Creating an Enquire account



Department of
Conservation
Te Papa Atawhai



New Zealand Government

This guide is for applicants to the DOC Community Fund to log in or create an account in Enquire using their RealMe account.

Please note that RealMe will not share any of your personal details with Enquire. It is only used for logging in.

Before you begin you will need to know if:

- You have an Enquire account.
- You have a RealMe account.
- Your organisation has an Enquire account set up

Please use the following links if you are already set up on Enquire

[I already have an account on Enquire.](#)

[I want to invite other people to join my organisation's account.](#)

If you are not on Enquire or you have been invited to join Enquire

[I do not have an Enquire account, but I have a personal RealMe account.](#)

[I do not have an Enquire account and I do not have a personal RealMe account.](#)

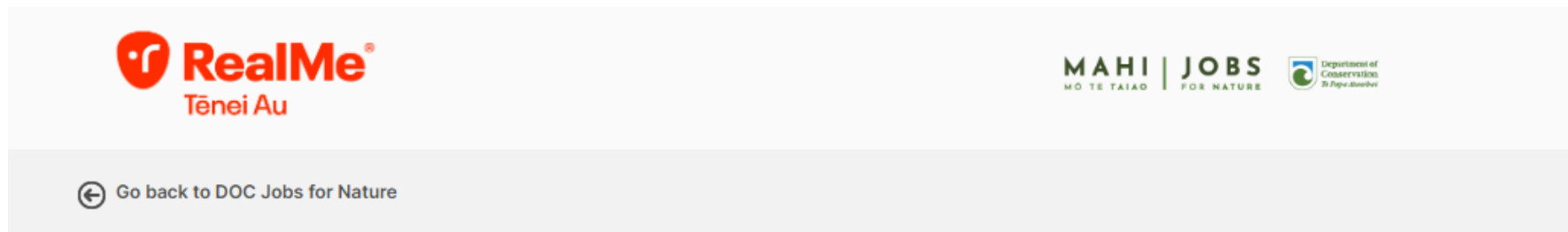
[Common issues](#)

I already have an account on Enquire

Enter your **personal** RealMe account into the login screen.

If you know you have an account and are not being taken to your organisation's home screen, double check the email you are using. It needs to be your **personal account** and not a work email address.

If you have forgotten your username and password, click either **forgot username** or **forgot password**.




Log in with RealMe

You've been redirected here so you can log in with RealMe

Username
mikeallen34

Password
••••••••

 Log in

[Forgot Username](#) or [Forgot Password?](#)

Create a RealMe login

To access this service you need a RealMe login.

You'll be able to access a range of services with a single username and password. RealMe is designed to protect your privacy and security.

 Create a RealMe login

If you have an existing account, you will be taken straight to the homepage for your organisation.

Department of Conservation
Te Papa Atarauhi

Home Published Rounds

Sample Org

Home

Upcoming Activities

Name	Opens	Closes
Department of Conservation Community Fund 2024-2025 Funding Round	22/9/2024 9:00 AM	29/11/2024 5:00 PM

Apply View Details

My Projects

There are no projects available

Filter

You can now start your application to the Fund. Click **view details** to see the funding criteria and guidance. Click **apply** to begin the application.

Any application you or someone in your organisation has started will be listed under **my projects**.

You can update your organisation's detail in the menu in the top right corner.

I want to invite other people to join my organisation's account.

Go to your account name in the top right hand corner and click **account details**.



Home

Upcoming Activities

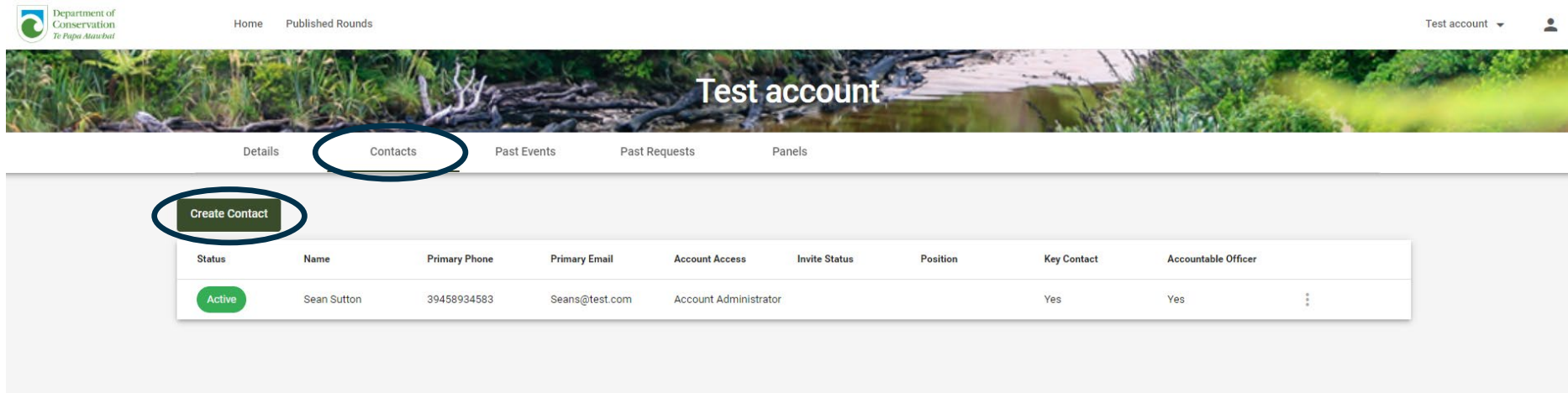
Name	Opens	Closes	
Department of Conservation Community Fund 2024-2025 Funding Round	22/9/2024 9:00 AM	29/11/2024 5:00 PM	Apply View Details

My Projects

Filter

There are no projects available

You will be taken to your organisation's account page. Click **contacts** and you will find a list of people already connected to your organisation. To add someone, click **create contact**



The screenshot shows the user interface of the Department of Conservation account page. At the top left is the logo for the Department of Conservation, with the Māori motto 'Te Papa Atahua'. Navigation links for 'Home' and 'Published Rounds' are visible. The user is logged in as 'Test account'. A banner image with the text 'Test account' is displayed. Below the banner is a navigation menu with options: 'Details', 'Contacts', 'Past Events', 'Past Requests', and 'Panels'. The 'Contacts' option is circled in blue. Below the menu is a 'Create Contact' button, also circled in blue. A table lists the existing contacts.

Status	Name	Primary Phone	Primary Email	Account Access	Invite Status	Position	Key Contact	Accountable Officer
Active	Sean Sutton	39458934583	Seans@test.com	Account Administrator			Yes	Yes

You will taken to a pop-up, enter the **name** and **email address**.

Create Contact

First Name *
John 4/200

Last Name *
Doe 3/200

Email
johndoe@test.com 16/200

Send Invitation

[Cancel](#) [Save](#)

Click **send invitation** and select whether role they will have in Enquire. Click **save** and that will send an invitation. They will receive an email and they can follow the following instructions on how to set up an account.

A **standard user** will be able to view the account and submit an application.

An **account administrator** will be able to do what the standard user can do, but they will be able to add new users to the account. Only use the account administrator for people you want to be able to have full control of your organisations account.

Create Contact

John

4/200

Last Name *

Doe

3/200

Email

johndoe@test.com

16/200

Send Invitation

An invitation to connect this contact to the organisation will be sent to the above email address.

Select a role for the new contact

- Standard User has access to view Business Account details, and can submit forms and claims
- Account Administrator has full access to manage this Business Accounts details, Users and submit forms

Role in Account *

Standard User




Cancel

Save

I don't have an an Enquire account, but I have a personal RealMe account.

Enter your **personal** RealMe account into the login screen.

If you have forgotten your username and password, click either **forgot username** or **forgot password**




[← Go back to DOC Jobs for Nature](#)

Log in with RealMe

You've been redirected here so you can log in with RealMe

Username
mikeallen34

Password


 Log in

[Forgot Username](#) or [Forgot Password?](#)

Create a RealMe login

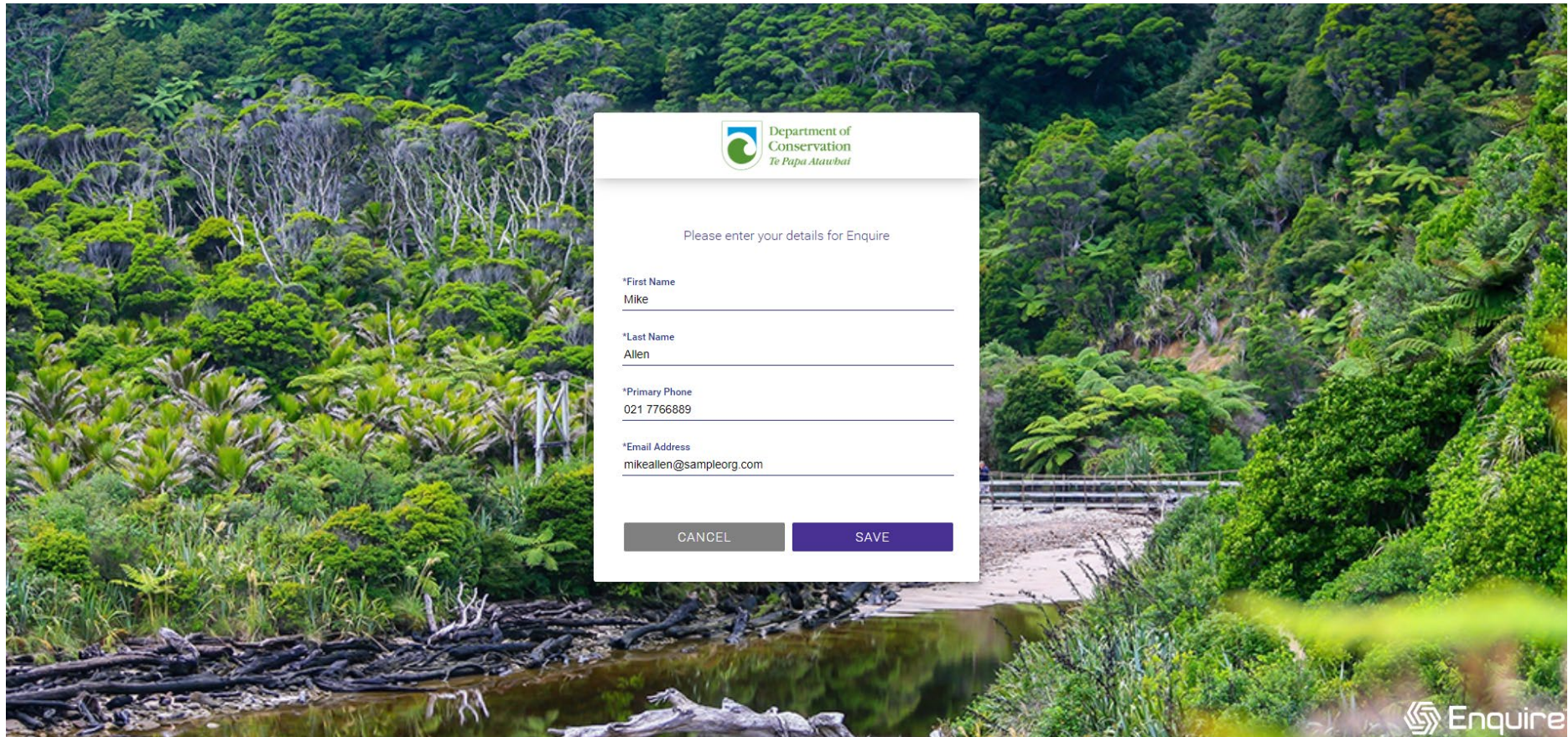
To access this service you need a RealMe login.

You'll be able to access a range of services with a single username and password. RealMe is designed to protect your privacy and security.

 Create a RealMe login

Once you log in, you will be asked to create an account.

Complete all the relevant fields and click **save**.



The screenshot shows a web form for the Department of Conservation (Te Papa Atawhai). The form is titled "Please enter your details for Enquire" and contains the following fields:

- *First Name: Mike
- *Last Name: Allen
- *Primary Phone: 021 7766889
- *Email Address: mikeallen@sampleorg.com

At the bottom of the form, there are two buttons: "CANCEL" and "SAVE". The "SAVE" button is highlighted in purple. The background of the form is a scenic image of a forest with a stream and a wooden bridge.

Department of Conservation
Te Papa Atawhai

Please enter your details for Enquire

*First Name
Mike

*Last Name
Allen

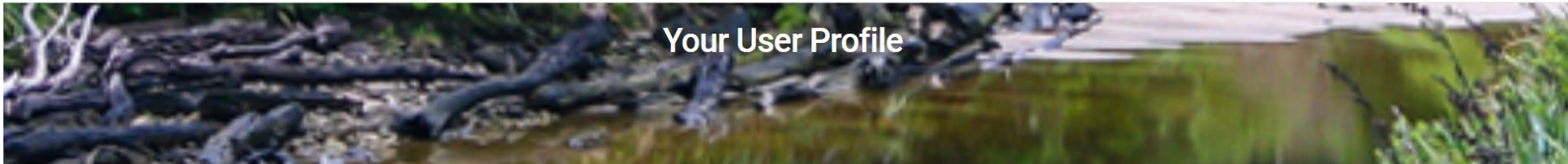
*Primary Phone
021 7766889

*Email Address
mikeallen@sampleorg.com

CANCEL SAVE

Enquire

You will be asked to confirm your details and acknowledge the Department's privacy statement (see next page). Once you have acknowledged the statement, click **save**.



Your User Profile

Complete Your User Profile Contact Details

First Name *

Mike

4/255

Last Name *

Allen

5/255

Primary Email

mikeallen@sampleorg.com

Primary Phone Number *

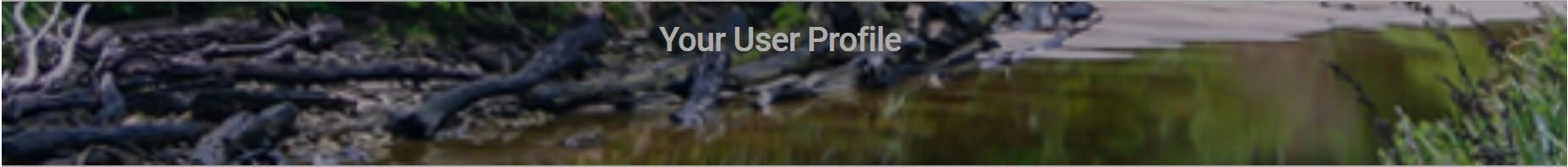
021 7766889

Update Primary Phone

I acknowledge DOC's privacy statement *

Cancel

Save



Your User Profile

Complete Contact

First Name *
Mike

Last Name *
Allen

Primary Email *
mikeallen@...

Primary Phone Number *
021 7766889

I acknowledge DOC's privacy statement *

We need to collect some personal information like your name, phone number, and email address to manage your account, administer your organisation's funding, and to make sure we can contact you.

Please take care to ensure any reporting or financial information you provide does not include personal information about you or anyone connected with your project.

We'll treat all personal information in accordance with our [Privacy Statement](#).

Mike Allen 07/10/2024

OK

Update Primary Phone

Cancel Save

4/255
5/255


If your organisation has an account already and you have been invited to join the organisation account, you will be asked to join that account. Click **yes.**

If you are creating a new organisation account, you will be asked to complete the registration form for your organisation.

Complete all the mandatory fields and click **save** at the bottom of the form.

Department of Conservation
Te Papa Atahou

Home Published Rounds


No Account 

Register your Organisation

[NZBN search](https://www.nzbn.govt.nz/) <https://www.nzbn.govt.nz/>

NZBN *
1234565434565
Searchable on the Companies Register 13/13

Full Legal Name *
Sample Organisation Limited
Name as it appears on the Companies Register (linked to a registered NZBN) 27/255

Registered for GST *
Yes 


GST Number
123-456-789 11/255


Other Registration Number(s)
Trust, Charity, Incorporated Society registration number 0/255

Display Name *
Sample Org 10/255


Organisation Primary Email
enquiries@sampleorg.com
Organisation Primary Phone
+64 7 890 9908 14/255

Website / Social Media
sampleorg.com 13/255

Organisation Type *
Company 

Is your organisation a Māori organisation *
No 

Primary Address

Line 1 * 
171 Featherston Street

Line 2
.....

Suburb/City

Your registration is now complete and you will be taken to the homepage for your organisation.

The screenshot shows the homepage of the Department of Conservation. At the top left is the logo with the text 'Department of Conservation' and 'Te Papa Atawhai'. To the right are navigation links for 'Home' and 'Published Rounds'. In the top right corner, there is a dropdown menu for 'Sample Org' and a user profile icon, both circled in blue. Below the navigation is a banner image with the word 'Home' in the center. Underneath the banner is a section titled 'Upcoming Activities' which contains a table with the following data:

Name	Opens	Closes
Department of Conservation Community Fund 2024-2025 Funding Round	22/9/2024 9:00 AM	29/11/2024 5:00 PM

At the bottom right of the table row, there are two buttons: 'Apply' and 'View Details', both circled in blue. Below the table is a section titled 'My Projects' (circled in blue) with the text 'There are no projects available' and a 'Filter' input field.

You can now start your application to the Fund. Click **view details** to see the funding criteria and guidance. Click **apply** to begin the application.

Any application you or someone in your organisation has started will be listed under **my projects**.

You can update your organisation's detail in the menu in the top right corner.

I do not have an Enquire account and I do not have a personal RealMe account

On the login screen, click **create a RealMe login**.

RealMe
Tēnei Au

MAHI | JOBS
MŌ TE TAIAO | FOR NATURE

Department of Conservation
Te Kaitiaki Take Kōwhiri

Go back to DOC Jobs for Nature

Log in with RealMe

You've been redirected here so you can log in with RealMe

Username

Password

Log in

[Forgot Username](#) or [Forgot Password?](#)

Create a RealMe login

To access this service you need a RealMe login.

You'll be able to access a range of services with a single username and password. RealMe is designed to protect your privacy and security.

Create a RealMe login

Help & contact us Terms of use Privacy About this site

English 中文

© New Zealand Government.

You will be prompted to set up your account. Add your **email address** and click **send code**.

Note that it is recommended that you use your personal email address as your RealMe account can be used for other government services such as applying for a passport. **Please remember the email address that you used to set up your RealMe account.**



[Go back to DOC Jobs for Nature](#)

Set up your account

To set up an account you will need to confirm your email address:

- Enter your email address and click the Send Code button
- Check your email to retrieve the Code
- Enter the code in the Confirmation Code field
- Click the Confirm Code button

Email Address *

[Send Code](#)

Username *

Minimum 4 characters.

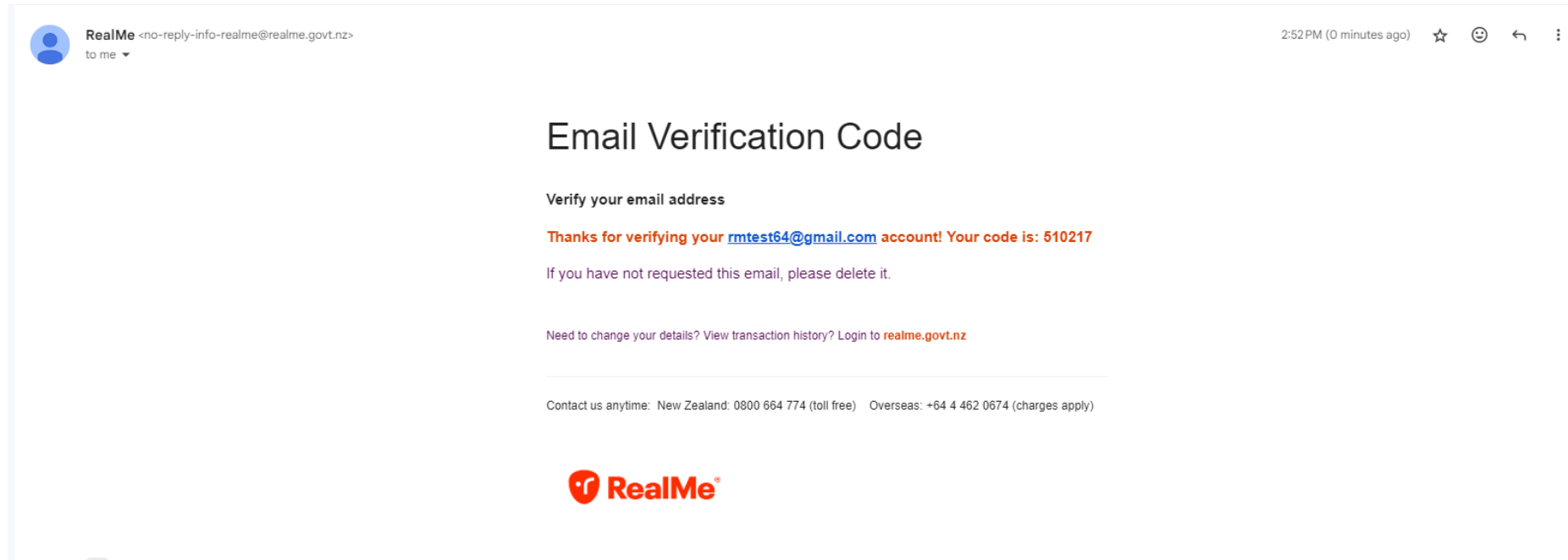
Password

Your password must be between 8 and 64 characters long. It must contain at least three (3) of the below:

- uppercase (A-Z)
- lowercase (a-z)
- numbers (0-9)
- symbols (e.g. #, \$, !, @, ^ &, *, etc)





Login to the email account you supplied in the step above, and you will find an email from RealMe with a **verification code**.



Enter the **verification code** from the step before, into the **confirmation code** field. Click **confirm code**.

If the verification code was not sent through, double check your email address and click **send new code** and repeat the step above.

 **RealMe**
Tēnei Au

MAHI | JOBS
MŌ TE TAIAO | FOR NATURE 

[← Go back to DOC Jobs for Nature](#)

Set up your account

To set up an account you will need to confirm your email address:

- Enter your email address and click the Send Code button
- Check your email to retrieve the Code
- Enter the code in the Confirmation Code field
- Click the Confirm Code button

A confirmation code has been sent to your email, please enter it below and confirm.


Email Address *
rctest64@gmail.com

Confirmation Code *
510217




Username *
Minimum 4 characters.

Password

Your password must be between 8 and 64 characters long. It must contain at least three (3) of the


Privacy - Terms

Type in a username and password for the remaining fields and click **continue**.



[Go back to DOC Jobs for Nature](#)

Set up your account

To set up an account you will need to confirm your email address:

- Enter your email address and click the Send Code button
- Check your email to retrieve the Code
- Enter the code in the Confirmation Code field
- Click the Confirm Code button

Email Address*
rctest64@gmail.com

[Change](#)

Username*
MikeAllen

Minimum 4 characters.

Password

Your password must be between 8 and 64 characters long. It must contain at least three (3) of the below:




- uppercase (A-Z)
- lowercase (a-z)
- numbers (0-9)
- symbols (e.g. #, \$, !, @, ^, &, *, etc)

Password*
.....

Password (again)*
.....

[Continue](#) [Cancel](#)

You will now be prompted to complete your RealMe registration details. Once you have completed all of the relevant fields, click **create**.



Go back to DOC Jobs for Nature

Set up your account

Mobile number (Optional)

Country code: New Zealand (+64) | Mobile Number: 43564758756

This number can also be used to reset your password if you forget it.

Alternative contact number (Optional)

Country code: New Zealand (+64) | Contact Number: 243243242

Our helpdesk will use this number if we need to get in touch with you if we can't reach you on your mobile.

Security questions

If you require helpdesk support in the future, you'll be asked to answer these security questions.

Question 1*
What road did your best friend in secondary/high school live on?

Answer 1*
Amberly

Question 2*
What was the name of your favourite childhood friend, e.g. John Brown?

Answer 2*
Joe

Question 3*
What is your grandmother's first name on your mother's side?

Answer 3*
Alice

Secret PIN (Optional)

If you want to add a secret PIN it will need to:

- be a five digit number
- have no more than three consecutive numbers
- not repeat the same digit more than twice

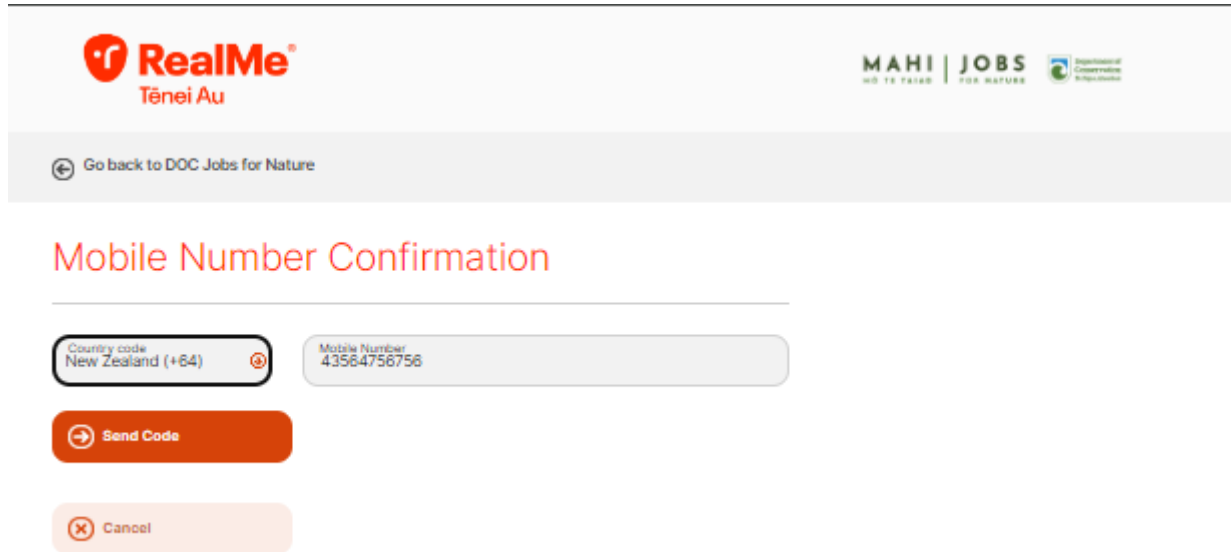
Secret PIN: *****

Secret PIN (again): *****

Terms of use

I accept the [RealMe Terms of use](#)*

You will be prompted to send a code to your phone. Enter your **mobile phone number** and click **send code**.



The screenshot shows a mobile application interface for RealMe. At the top left is the RealMe logo with the Māori name 'Tēnei Au'. At the top right are logos for 'MAHI | JOBS' and the 'Department of Conservation'. Below the logos is a grey bar with a back arrow and the text 'Go back to DOC Jobs for Nature'. The main heading is 'Mobile Number Confirmation'. There are two input fields: 'Country code' with 'New Zealand (+64)' and a dropdown arrow, and 'Mobile Number' with '43564756756'. Below the fields are two buttons: a red 'Send Code' button with a right arrow and a light orange 'Cancel' button with a close icon.

RealMe
Tēnei Au

MAHI | JOBS
MĀHI | JOBS
TĪKĀ MĀTUA

Department of Conservation
Mātauranga Māori

Go back to DOC Jobs for Nature

Mobile Number Confirmation

Country code
New Zealand (+64)

Mobile Number
43564756756

Send Code

Cancel

You will receive a text message containing a code from RealMe. Enter the confirmation code below and click **confirm code**.

If you do not receive a text message, double check your mobile phone number and click **send new code**.

After confirming the code, your RealMe account is now set up.



← Go Back

Security Check

A verification code has been sent. Please copy it to the input box below.

Click the Send Code button to receive a 6 digit code on your mobile number: *****7774

Confirmation Code
851159

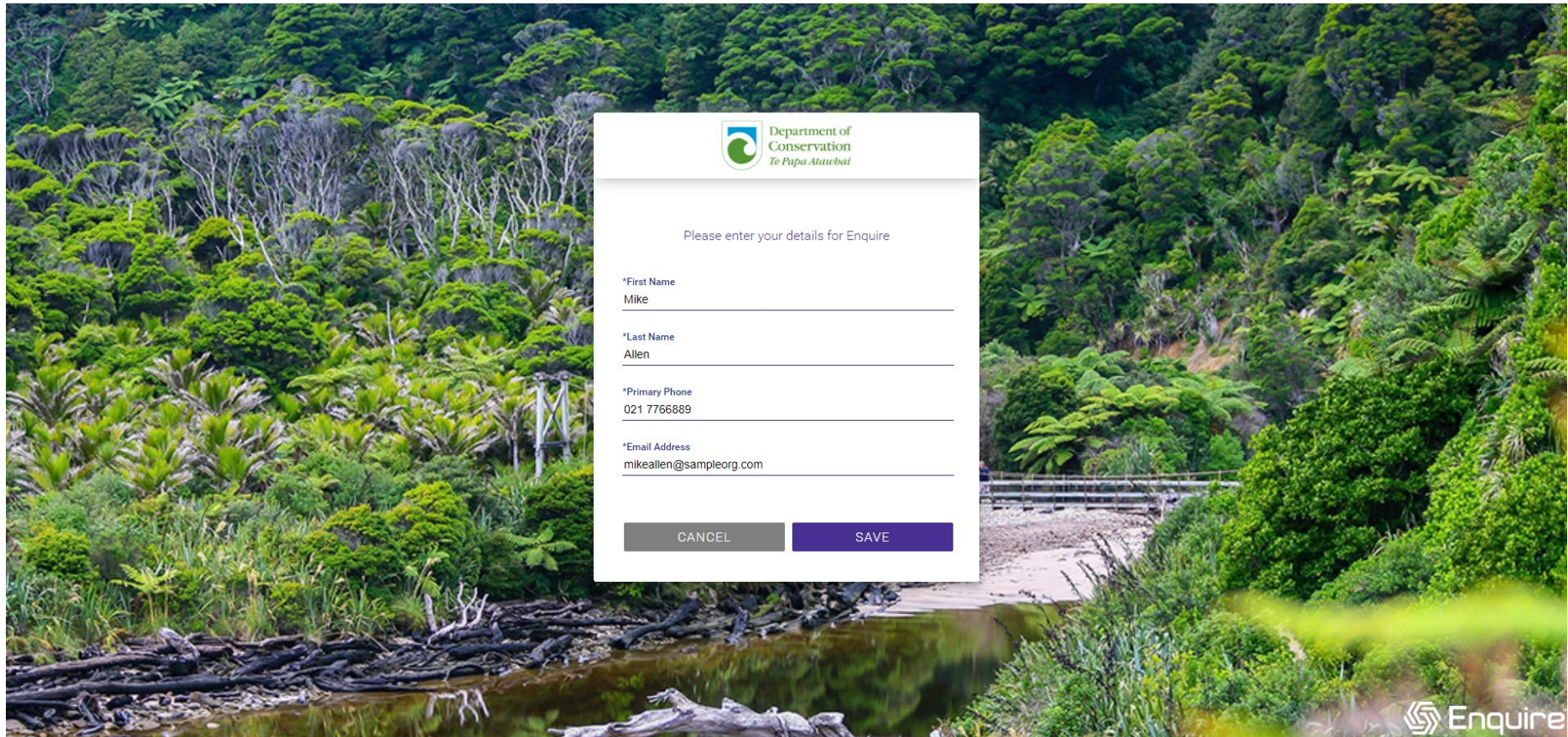
✓ Confirm Code

→ Send New Code

✗ Cancel

Once you log in, you will be asked to create an account.

Complete all the relevant fields and click **save**.

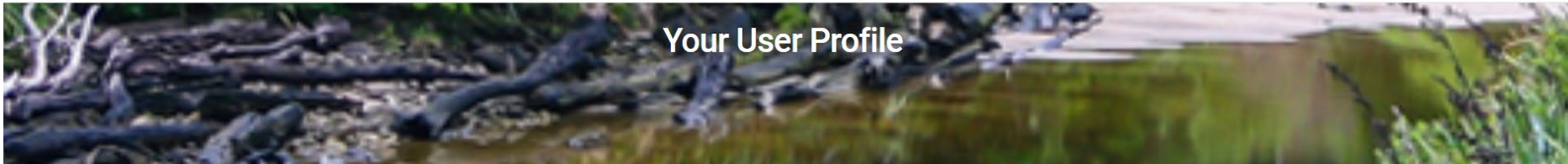


The image shows a screenshot of a web application interface. The background is a lush green forest with a river and a wooden bridge. Overlaid on this is a white form titled "Department of Conservation Te Papa Atawhai". The form contains the following fields and text:

- Department of Conservation
Te Papa Atawhai
- Please enter your details for Enquire
- *First Name
Mike
- *Last Name
Allen
- *Primary Phone
021 7766889
- *Email Address
mikeallen@sampleorg.com
- CANCEL (grey button)
- SAVE (purple button)

In the bottom right corner of the image, there is a logo for "Enquire" with a stylized icon.

You will be asked to confirm your details and acknowledge the Department's privacy statement (see next page). Once you have acknowledged the statement, click **save**.



Your User Profile

Complete Your User Profile Contact Details

First Name *

Mike

4/255

Last Name *

Allen

5/255

Primary Email

mikeallen@sampleorg.com

Primary Phone Number *

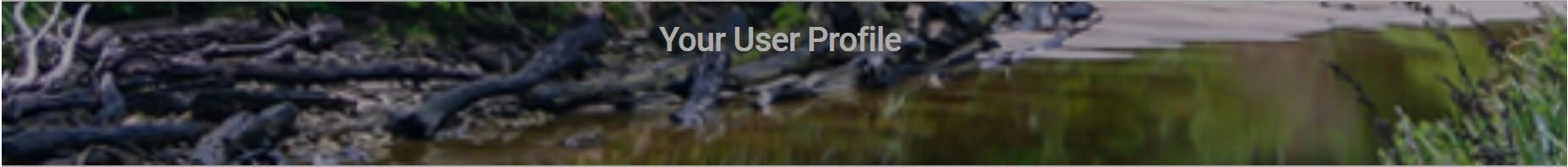
021 7766889

Update Primary Phone

I acknowledge DOC's privacy statement *

Cancel

Save



Your User Profile

Complete Contact

First Name *
Mike

Last Name *
Allen

Primary Email
mikeallen@...

Primary Phone Number *
021 7766889

I acknowledge DOC's privacy statement *

We need to collect some personal information like your name, phone number, and email address to manage your account, administer your organisation's funding, and to make sure we can contact you.

Please take care to ensure any reporting or financial information you provide does not include personal information about you or anyone connected with your project.

We'll treat all personal information in accordance with our [Privacy Statement](#).

Mike Allen 07/10/2024

OK

Update Primary Phone

Cancel Save

4/255
5/255


If your organisation has an account already and you have been invited to join the organisation account, you will be asked to join that account. Click **yes.**

If you are creating a new organisation account, you will be asked to complete the registration form for your organisation.

Complete all the mandatory fields and click **save** at the bottom of the form.

Department of Conservation
Te Papa Atahua

Home Published Rounds


No Account 

Register your Organisation

[NZBN search](https://www.nzbn.govt.nz/) <https://www.nzbn.govt.nz/>

NZBN *
1234565434565
Searchable on the Companies Register 13/13

Full Legal Name *
Sample Organisation Limited
Name as it appears on the Companies Register (linked to a registered NZBN) 27/255

Registered for GST *
Yes 


GST Number
123-456-789 11/255


Other Registration Number(s)
Trust, Charity, Incorporated Society registration number 0/255

Display Name *
Sample Org 10/255


Organisation Primary Email
enquiries@sampleorg.com
Organisation Primary Phone
+64 7 890 9908 14/255

Website / Social Media
sampleorg.com 13/255

Organisation Type *
Company 

Is your organisation a Māori organisation *
No 

Primary Address

Line 1 * 
171 Featherston Street

Line 2
.....

Suburb/City

Your registration is now complete and you will be taken to the homepage for your organisation.

The screenshot shows the homepage of the Department of Conservation. At the top left is the logo with the text 'Department of Conservation' and 'Te Papa Atarauhi'. To the right are navigation links for 'Home' and 'Published Rounds'. In the top right corner, there is a dropdown menu for 'Sample Org' and a user profile icon, both circled in blue. Below the navigation is a large banner image with the word 'Home' centered. Underneath the banner is a section titled 'Upcoming Activities' which contains a table with the following data:

Name	Opens	Closes
Department of Conservation Community Fund 2024-2025 Funding Round	22/9/2024 9:00 AM	29/11/2024 5:00 PM

At the end of the table row, there are two buttons: a dark green 'Apply' button and a 'View Details' link, both circled in blue. Below the 'Upcoming Activities' section is a 'My Projects' section, which is circled in blue. It contains the text 'There are no projects available' and a 'Filter' input field.

You can now start your application to the Fund. Click **view details** to see the funding criteria and guidance. Click **apply** to begin the application.

Any application you or someone in your organisation has started will be listed under **my projects**.

You can update your organisation's detail in the menu in the top right corner.

Common Issues

I forgot my password

You need to reset your password in the **RealMe** portal. [Reset your password on RealMe.](#)

I know I have an existing account, but I cannot login to my organisation's account

Double check the email address you are using to login to Enquire. Most people will use a personal email address for RealMe. If you are continuing to have issues with logging in, please contact the Funds and Investment Team at doccf@doc.govt.nz or 0800 86 20 20 and we will be able to connect your account to your organisation.

I know my organisation has an Enquire account, but I am being asked to register a new organisation.

Your account is not linked to your organisation's account. Ask for a member of the organisation who you know has an account with your organisation in Enquire to invite you to the organisation. Instructions on how to do this can be found above.

If they cannot add you, please contact the Funds and Investment Team at doccf@doc.govt.nz or 0800 86 20 20 and we will be able to connect your account to your organisation.

My organisation has an Enquire account, but all the existing members no longer work for my organisation.

You will need to contact the Funds and Investment Team on either doccf@doc.govt.nz or 0800 86 20 20.

I am trying to create an account but Enquire says this New Zealand Business Number (NZBN) is already registered.

Your organisation is already registered. Ask someone in your organisation who has access to your organisations Enquire account to invite you. Instructions on how to do this can be found above.

If they cannot add you, please contact the Funds and Investment Team at doccf@doc.govt.nz or 0800 86 20 20 and we will be able to connect your account to your organisation.

If you know your organisation does not have an account and you are getting this message, you will need to contact the Funds and Investment Team on either doccf@doc.govt.nz or 0800 86 20 20.