

2-1-1 of WNC Online Database Inclusion Instructions

Thank you for listing your services with 2-1-1 of WNC. United Way's 2-1-1 of WNC is a community service information line serving Buncombe, Henderson, Madison and Transylvania Counties. Our information and community resource line is available 24 hours a day, 7 days a week. Below are the instructions on how to add your program.

When adding your listing please ask yourself the following question: If I needed this service, do the description and other details clearly tell me what it does and everything I need to know to access it?

1. Go to www.211wnc.org:

If you have followed the 2-1-1 website select "Find Help" (the orange button on the left hand side of the homepage). This link will bring you to the NC 2-1-1 database.

2. Sign In or Create An Account

Now that you are on the Search screen, click on "My Account" on the top right hand side of the screen in blue. If this is your first time editing your information online, you will need to create an account. Please be sure to enter all the information required to contact you correctly. It is also important to either write down or create a user name and password that you will be able to easily remember. After you click on "Register", you will see a message: "Your account has been created and an activation link has been sent to the e-mail address you entered. Note that you must activate the account by clicking on the activation link when you get the e-mail before you can login." This email will be from "Local Joomla Installation" and the subject will be "Account Details for Your Name at North Carolina 2-1-1". Click on the link in your email to activate your account.

If you already have an account, you can just enter your username and password here.

3. Add Your New Program

You add your program/agency by selecting "Add your resource to this directory" (found on the lower right of the screen under "RESOURCE ADMINISTRATORS") on the Search Screen. This will now take you to the online form to enter your information. If another page (stating that the changes were submitted successfully) fails to load after you hit the "Submit Record" button, check the top of the page for a red bar displaying an error message. After hitting the "Submit Record" button, a page will load stating "Your Resource Edits Have Been Submitted". Your changes will be submitted to the 2-1-1 Data Manager for approval.

Please contact Linda Brinkley at (828) 239-1034 or linda.brinkley@unitedwayabc.org if there are any questions regarding your updates.

2-1-1 WNC is collecting this information to include in a public resource database for community information and referral. We reserve the right to make changes in order to ensure compliance with database style and indexing needs.

Thank you and have a great day!