

2-1-1 of WNC Online Database Verification and Updating Instructions

Thank you for updating your listing. 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 written instructions on how to update. You can also view a video tutorial about updating at this link: http://nc211.bowmansystems.com/?option=com_cpx .

When reviewing 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. Sign In or Create An Account

To search, start at www.211wnc.org:

Select "Find Help Access the 2-1-1 Database Here" (on the left hand side of the homepage). This link will bring you to the NC 2-1-1 database. Click on "My Account" in the top right hand corner of the screen to sign in. Enter your Username and Password here. If you do not have a username and password, select "Create An Account". You will need to have cookies enabled in your browser to create the 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.

You will then need to choose "My Account" and enter your username and password.

If you have forgotten your username and password, please contact Linda Brinkley (828-239-1034 or linda.brinkley@unitedwayabc.org).

2. Click the link from your update email or Search for your program.

Once you have signed in, you can look up your program/agency by selecting "Search" and then "Advanced Search"; entering your agency's name in the field "Keywords- All of These Words" and the zip code of your physical location.

Once you are in the listing for your agency/program, you can review your information and make necessary changes by clicking on "Report Incorrect Information" (in red above the Google map to the right of the screen) or "Verify Information" if everything is correct.

3. Submit Record

Changes can be made directly to the information and submitted. If another page (stating that the changes were submitted successfully) fails to load after you hit the "Submit" 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 allow at least 2 business days for your new information to be viewable online.

Note: Our software vendor suggests using Firefox as a browser.

Please contact Linda Brinkley at (828)239-1034 or lbrinkley@unitedwayabc.org if there are any questions regarding your updates or need to update over the phone. There is also a way to manage your groups online that could make the process easier. Contact Linda Brinkley to set this up over the phone.

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.