

## **2-1-1 of WNC Online Database 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 the instructions on how to update.

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

To search, start at [www.211wnc.org](http://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. You can look up your program/agency by selecting "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.

**2. Sign In or Create An Account**

If this is your first time editing your information online, you will be prompted 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.

You will then need to choose "My Account" and enter your username and password. You will then see a yellow link on the left saying "You Last Viewed" and a link to your program listing.

If you have logged onto the site before, you will be prompted to log in, and this link will bring you directly to the listing of your program in the "Edit Resource Record" mode.

**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 contact Linda Brinkley at (828)239-1034 or [lbrinkley@unitedwayabc.org](mailto:lbrinkley@unitedwayabc.org) if there are any questions regarding your updates or need to update 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.