

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?

- Start at www.211wnc.org:
Select "**Access the 2-1-1 Database**" (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).

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.

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.

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" 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 Patty McGovern at (828)239-1034 or patty.mcgovern@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.