



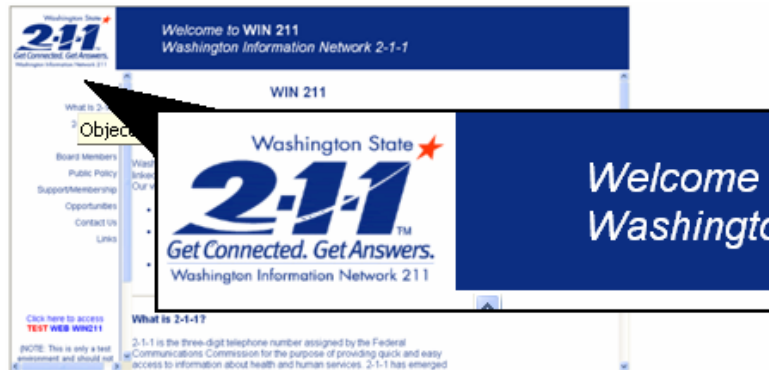
Greater Columbia 2-1-1  
Dial 2-1-1 or (509) 895-8257  
211help@pfp.org



# Updating your database information for 2-1-1

The goal of 2-1-1 is to provide a convenient resource for information and referral regarding social services, local resources, and volunteer opportunities. To stay relevant and useful, the 2-1-1 database needs to be regularly updated with quality information. Through our online tool, Provider Portal, you can view, update, and change the information we have about you, using the Internet, raising both the quality of 2-1-1's service and the referrals it brings to your agency.

1. Begin by going to <http://www.win211.org>. Click on the 2-1-1 logo at the page's top.



2. Once the page loads, click the link that says, "Click here if you are a service provider."



3. You will then be given a menu of options for service providers. Select the option, “Already have an agency sign in ID?”



4. Enter your User ID and password. If you do not know your ID and password, you can obtain them by emailing 211help@pfp.org or by calling Jennifer Blizard at (509) 654-7351. Once you have entered the main area, you can view and change your database information by selecting “Content” from the series of links at the top of the page, and following the instructions. There are three types of records you can view and update, including your Agency Master Record, which gives an overall description of your agency, Service Master Records, which deal with the programs and services offered by your agency, and Location Master Records, which describe the locations you operate.



Thank you in advance for helping to optimize the efficiency and quality of 2-1-1 service through frequent updating and detailed information! If you have any further questions, please feel free to email 211help@pfp.org, call (509) 654-7351, or simply dial 2-1-1!