



Greater Columbia 2-1-1
Dial 2-1-1 or (877) 211-9274
211help@pfp.org



How to access 2-1-1

While a human operator can be helpful and comforting, clients may sometimes find it more efficient or less intimidating to locate service providers through other means. In those cases, Washington Information Network's 2-1-1 allows the option of a self-guided Internet database search. This handout explains how to access and use, which is called WEB WIN211.

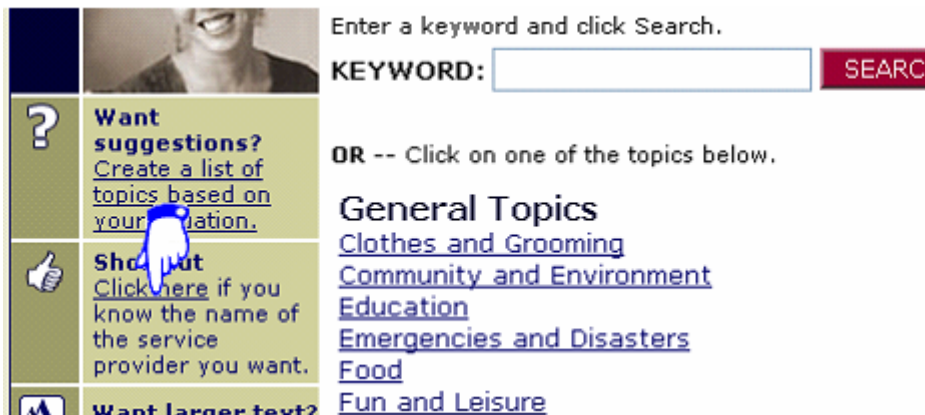
To get to WEB WIN211, begin by going to <http://www.win211.org> and clicking on the 2-1-1 logo at the top of the page or select the Washington State ICON in the main body of the Website



The first thing you will need to do is tell the system your geographic location. You can do this by entering either a ZIP code or a city:

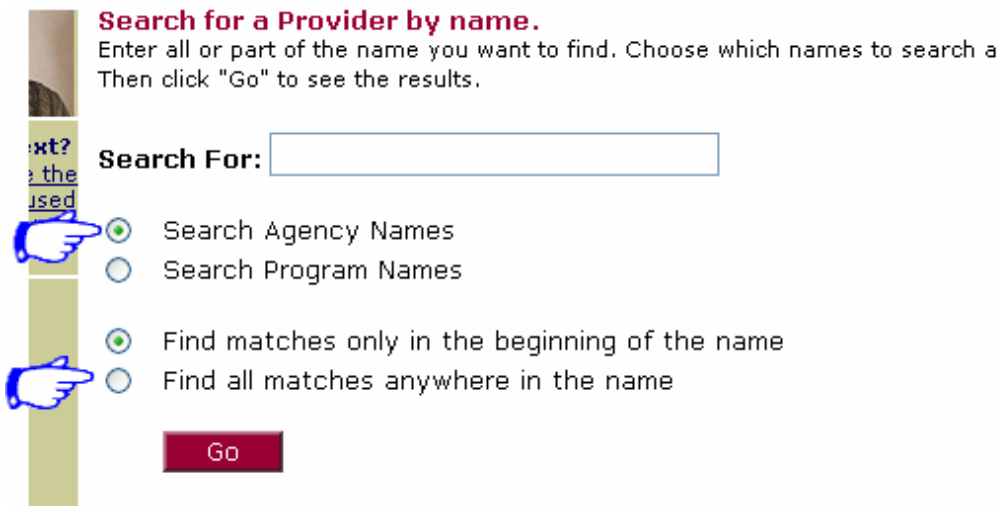


If you are seeking a particular agency that you already know the name of, look for the option on the left menu strip that says, "[Click here](#) if you know the name of the service provider that you want."



The screenshot shows a search interface. On the left is a vertical sidebar with four menu items: a question mark icon for "Want suggestions?", a thumbs-up icon for "Show what", a magnifying glass icon for "Want larger text?", and a person icon for "Search for a Provider by name.". The main content area has a search bar with the text "Enter a keyword and click Search." and a "SEARCH" button. Below the search bar, it says "OR -- Click on one of the topics below." and lists several "General Topics" as hyperlinks: "Clothes and Grooming", "Community and Environment", "Education", "Emergencies and Disasters", "Food", and "Fun and Leisure". A blue hand cursor is pointing at the "Show what" menu item and the "Education" link.

If you are having trouble finding what you want, try switching between agency and program searches, or searching for matches anywhere in the name, using the options indicated below:



This screenshot shows the "Search for a Provider by name." section. It includes a text input field for the name, a "Search For:" label, and four radio button options. The first two options are "Search Agency Names" and "Search Program Names". The last two are "Find matches only in the beginning of the name" and "Find all matches anywhere in the name". A "Go" button is at the bottom. Blue hand cursors point to the "Search Agency Names" and "Find matches only in the beginning of the name" options.

If you do not have a particular agency in mind, there are two ways to continue. One method is to do a search by keyword, which would be the particular type of service you wish to find (for example, "food," "shelter," "mentor," etc.).

However, if you know the broad field in which you think you need help, but aren't sure exactly what the service is called, or you want to see a range of services within a broader group, you can select a general topic and then view a range of subtopics beneath it, progressively narrowing your focus.

In either case, once you select a particular group, you will reach the Features screen, which gives you the option of specifying the features you require at the program's location, such as wheelchair accessibility or a dining area. If none of these are important, you do not need to check any boxes. In either case, select OK Continue, and you will see a list of programs. To learn more about any program on the list, click the red box labeled "View the Details."

Thank you for your interest in 2-1-1! For more information, please dial 2-1-1 or call (877) 211-WASH (9274).