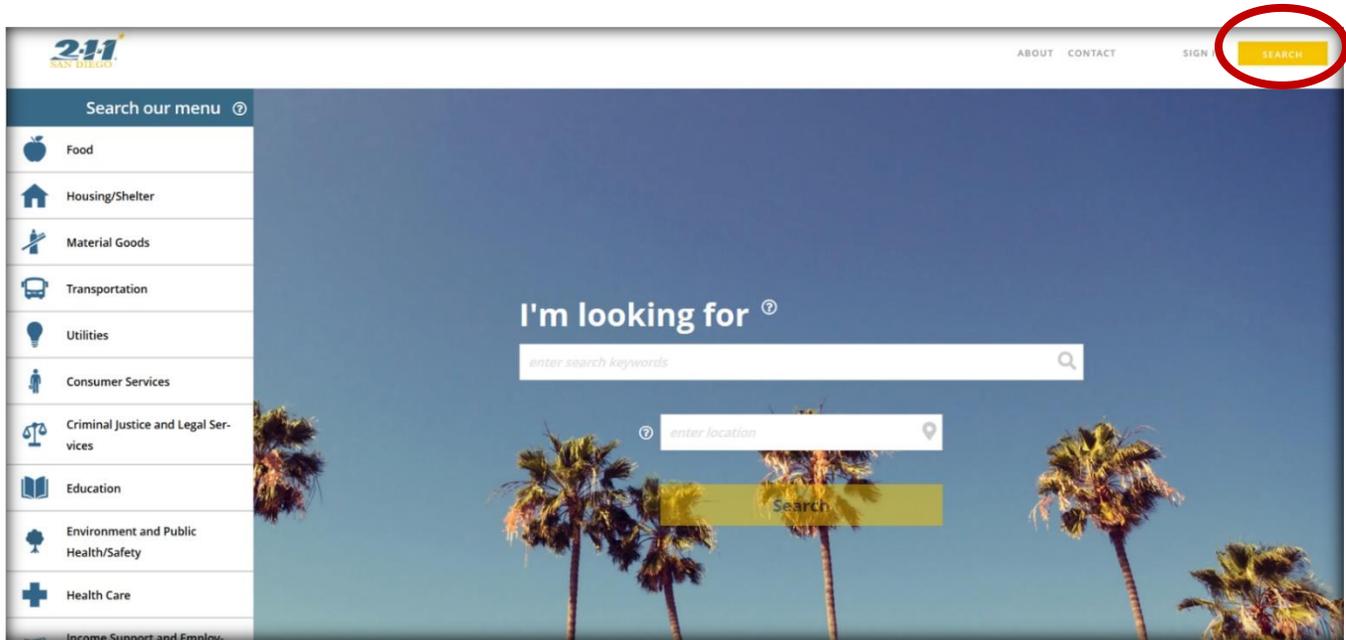


Below are the steps to take to log into the CIE Partner Community to make updates to services and to add a new service listing.

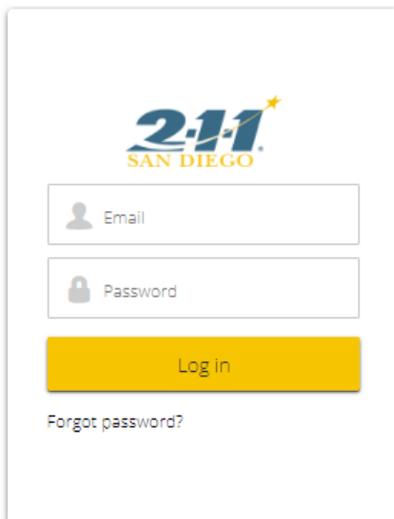
Updating Service Profile:

1. To access your agency's online profile, sign in to the CIE Partner Community:

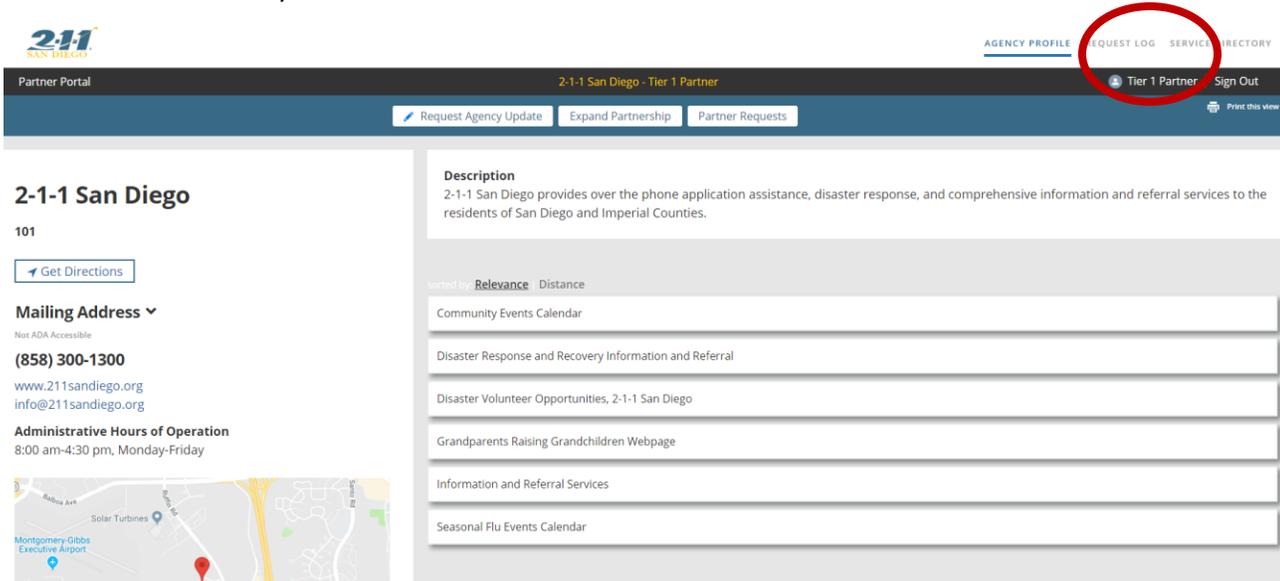
<https://my211.force.com/s/login/?startURL=https%3A%2F%2Fmy211.force.com%2Fs%2Fservice-directory>



2. You will then be prompted to enter your login credentials.
 - a. If you forget your login credentials, select '**Forgot password?**' and enter your **EMAIL** address **ONLY**.

A screenshot of the login form on the 2-1-1 San Diego website. It features the 2-1-1 San Diego logo at the top, followed by two input fields: 'Email' and 'Password'. Below these fields is a yellow 'Log in' button and a link for 'Forgot password?'.

- Once logged in, you will see your Agency's profile, which includes the administrative information of your agency and a list of all your services.



2-1-1 San Diego

101

[Get Directions](#)

Mailing Address ▼
Not ADA Accessible
(858) 300-1300
www.211sandiego.org
info@211sandiego.org

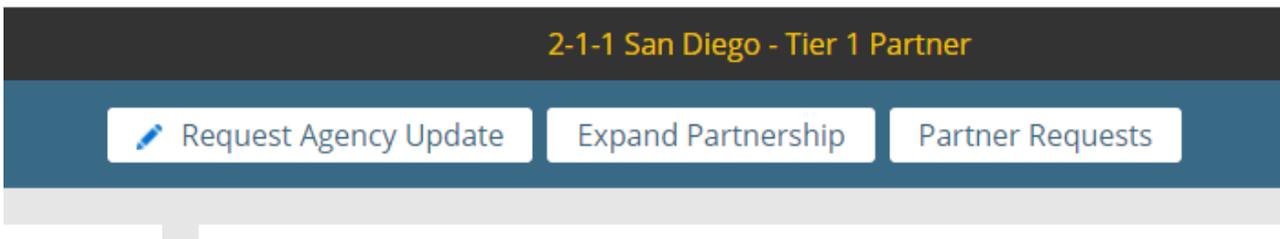
Administrative Hours of Operation
8:00 am-4:30 pm, Monday-Friday

Description
2-1-1 San Diego provides over the phone application assistance, disaster response, and comprehensive information and referral services to the residents of San Diego and Imperial Counties.

sorted by: **Relevance** Distance

- Community Events Calendar
- Disaster Response and Recovery Information and Referral
- Disaster Volunteer Opportunities, 2-1-1 San Diego
- Grandparents Raising Grandchildren Webpage
- Information and Referral Services
- Seasonal Flu Events Calendar

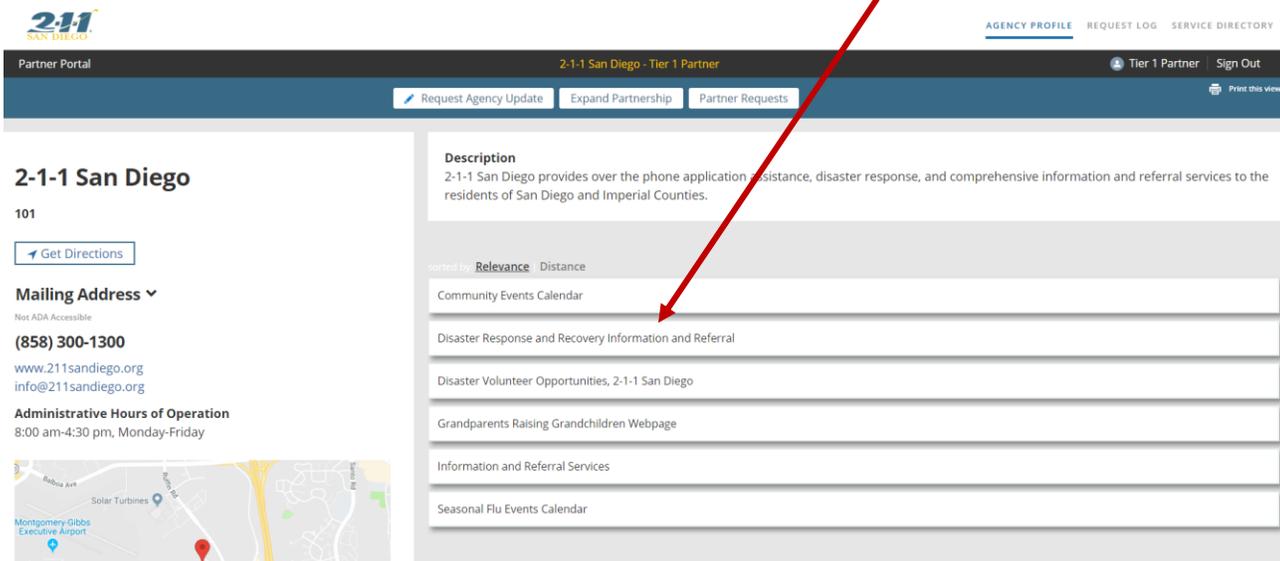
- To make edits to the agency's administrative information listed, click on 'Request Agency Update'



2-1-1 San Diego - Tier 1 Partner

[Request Agency Update](#) [Expand Partnership](#) [Partner Requests](#)

- To make edits to any of the services listed, click on the service name, and it will take you to that profile.



2-1-1 San Diego

101

[Get Directions](#)

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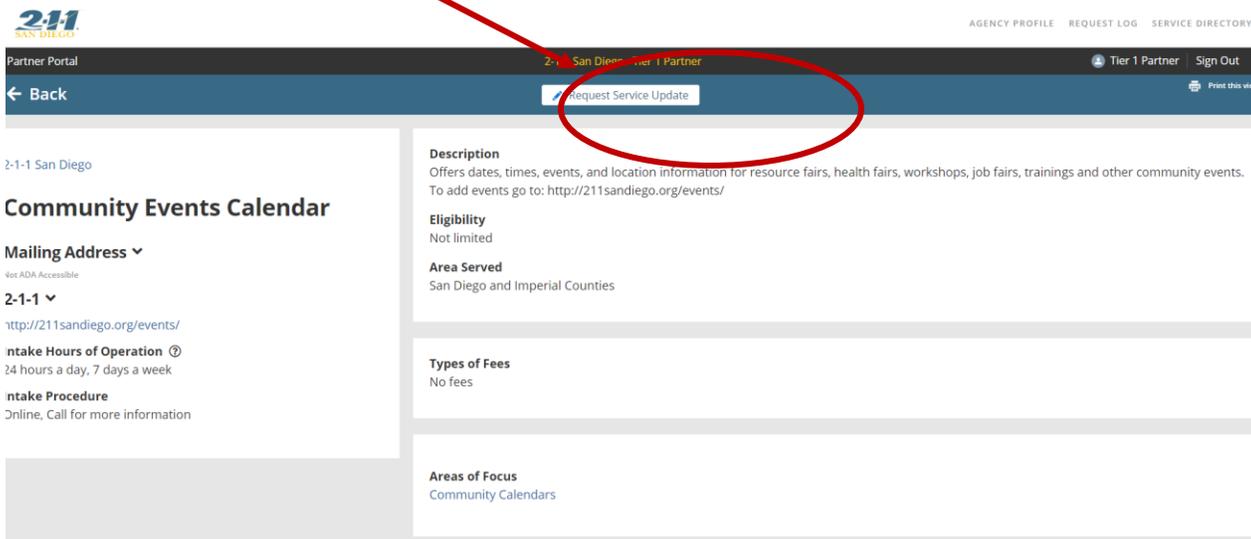
Administrative Hours of Operation
8:00 am-4:30 pm, Monday-Friday

Description
2-1-1 San Diego provides over the phone application assistance, disaster response, and comprehensive information and referral services to the residents of San Diego and Imperial Counties.

sorted by: **Relevance** Distance

- Community Events Calendar
- Disaster Response and Recovery Information and Referral
- Disaster Volunteer Opportunities, 2-1-1 San Diego
- Grandparents Raising Grandchildren Webpage
- Information and Referral Services
- Seasonal Flu Events Calendar

6. From the service profile, you will see all the information listed for that service. Click on **'Request Service Update'** to make any changes.



The screenshot shows the 2-1-1 San Diego Partner Portal. The top navigation bar includes 'AGENCY PROFILE', 'REQUEST LOG', and 'SERVICE DIRECTORY'. The user is logged in as a 'Tier 1 Partner' and can 'Sign Out'. A 'Back' button is on the left, and a 'Print this view' button is on the right. The main content area displays the 'Community Events Calendar' service profile. The profile includes a 'Description' (Offers dates, times, events, and location information for resource fairs, health fairs, workshops, job fairs, trainings and other community events. To add events go to: <http://211sandiego.org/events/>), 'Eligibility' (Not limited), 'Area Served' (San Diego and Imperial Counties), 'Types of Fees' (No fees), and 'Areas of Focus' (Community Calendars). A red circle highlights the 'Request Service Update' button in the top right corner of the profile area.

7. The page will introduce you to the update portal and explain how changes are made. As you scroll through the information, make the appropriate changes to the service listing then hit submit.

Welcome to our Partner Community Update Portal!

Acknowledgements

Upon entering the Partner Community portal, you agree that the information you edit/update has been verified and is true and accurate to the best of your knowledge.

Partners Updating Agency/Service Profiles

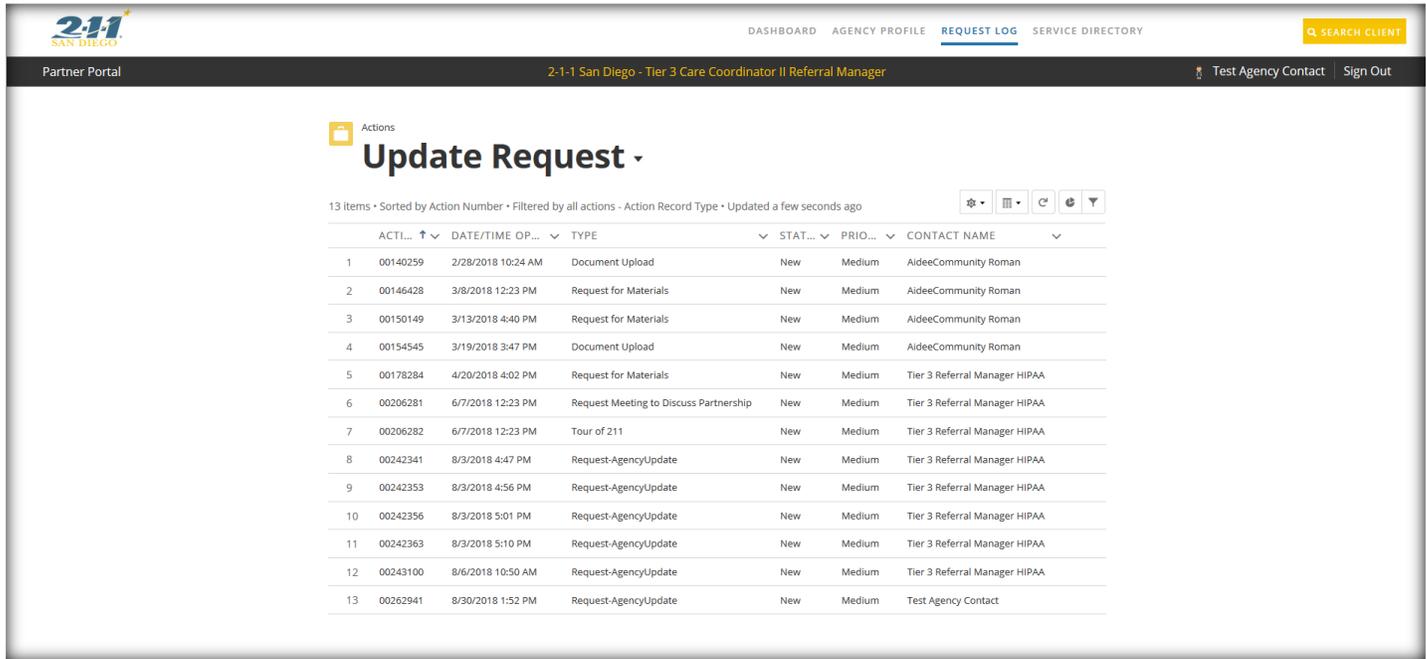
Our Resource Department will review and approve all edits made to your agency's listings. For more information on how to update your agency, [click here](#)

To add a New Service to your existing Agency, [click here](#) and only select "Yes" from the dropdown list under "Service Only".

For any questions or technical support related to updating your agency's listings, contact our Resource Department at (858) 300-1200 or email resourcecenter@211sandiego.org

Business Hours: 8:00 am-4:30 pm, Monday-Friday

8. After submitting the updates, this screen will appear showing you all the requests you have made overtime.



The screenshot shows the 'Request Log' section of the 2-1-1 San Diego Partner Portal. The page title is 'Update Request' and it displays 13 items. The table below lists the requests with columns for Action Number, Date/Time, Type, Status, Priority, and Contact Name.

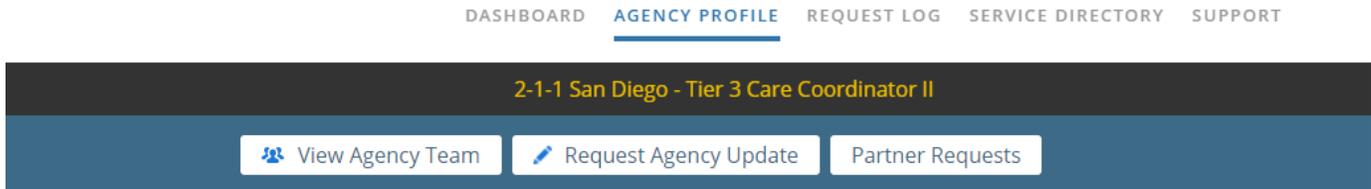
ACTI...	DATE/TIME	OP...	TYPE	STAT...	PRIO...	CONTACT NAME
1	00140259	2/28/2018 10:24 AM	Document Upload	New	Medium	AldeeCommunity Roman
2	00146428	3/8/2018 12:23 PM	Request for Materials	New	Medium	AldeeCommunity Roman
3	00150149	3/13/2018 4:40 PM	Request for Materials	New	Medium	AldeeCommunity Roman
4	00154545	3/19/2018 3:47 PM	Document Upload	New	Medium	AldeeCommunity Roman
5	00178284	4/20/2018 4:02 PM	Request for Materials	New	Medium	Tier 3 Referral Manager HIPAA
6	00206281	6/7/2018 12:23 PM	Request Meeting to Discuss Partnership	New	Medium	Tier 3 Referral Manager HIPAA
7	00206282	6/7/2018 12:23 PM	Tour of 211	New	Medium	Tier 3 Referral Manager HIPAA
8	00242341	8/3/2018 4:47 PM	Request-AgencyUpdate	New	Medium	Tier 3 Referral Manager HIPAA
9	00242353	8/3/2018 4:56 PM	Request-AgencyUpdate	New	Medium	Tier 3 Referral Manager HIPAA
10	00242356	8/3/2018 5:01 PM	Request-AgencyUpdate	New	Medium	Tier 3 Referral Manager HIPAA
11	00242363	8/3/2018 5:10 PM	Request-AgencyUpdate	New	Medium	Tier 3 Referral Manager HIPAA
12	00243100	8/6/2018 10:50 AM	Request-AgencyUpdate	New	Medium	Tier 3 Referral Manager HIPAA
13	00262941	8/30/2018 1:52 PM	Request-AgencyUpdate	New	Medium	Test Agency Contact

9. The 2-1-1 San Diego /CIE Team will receive a notification that changes have been requested. They will review and apply those changes within 24 business hours.

10. If updating via phone or email packet is preferred, please email the resourcecenter@211sandiego.org or call 858-300-1200 during business hours (8:00 am-30 pm).

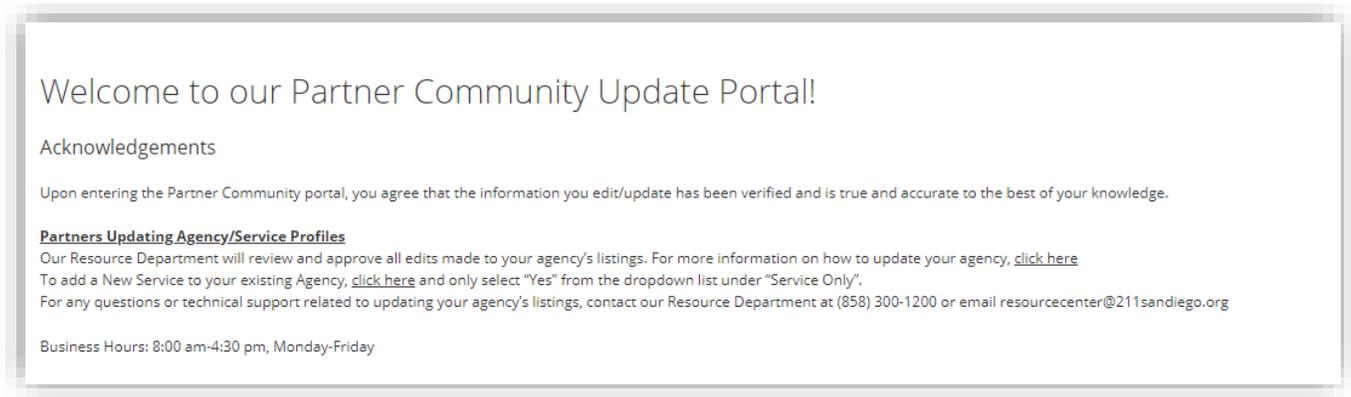
Adding a NEW Service

1. Click on “Request Agency Update”



The screenshot shows the top navigation bar with links: DASHBOARD, AGENCY PROFILE (underlined), REQUEST LOG, SERVICE DIRECTORY, and SUPPORT. Below the navigation is a dark blue header for the agency profile: 2-1-1 San Diego - Tier 3 Care Coordinator II. Underneath are three buttons: View Agency Team, Request Agency Update (highlighted with a blue border), and Partner Requests.

2. Click on the following link to add a Service to your existing agency: <https://211sandiego.org/partners/become-a-partner/>



The screenshot shows a white page with a grey border. The heading is "Welcome to our Partner Community Update Portal!". Below it is the section "Acknowledgements" with the text: "Upon entering the Partner Community portal, you agree that the information you edit/update has been verified and is true and accurate to the best of your knowledge." There is a sub-section "Partners Updating Agency/Service Profiles" with the text: "Our Resource Department will review and approve all edits made to your agency's listings. For more information on how to update your agency, [click here](#). To add a New Service to your existing Agency, [click here](#) and only select 'Yes' from the dropdown list under 'Service Only'." It also includes contact information: "For any questions or technical support related to updating your agency's listings, contact our Resource Department at (858) 300-1200 or email resourcecenter@211sandiego.org" and "Business Hours: 8:00 am-4:30 pm, Monday-Friday".

For any questions or support, please email the resourcecenter@211sandiego.org or call 858-300-1200 during business hours (8:00 am-30 pm).