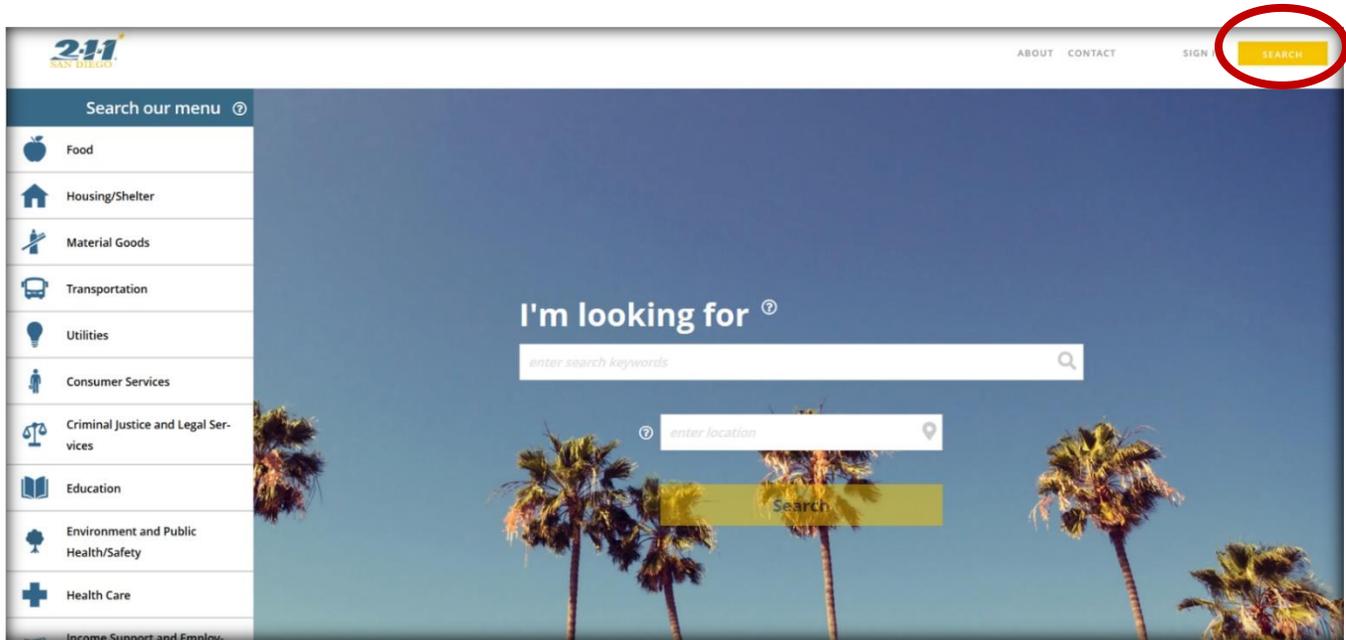Below are the steps to take to log into the CIE Partner Community to make updates to services and to add a new service listing.
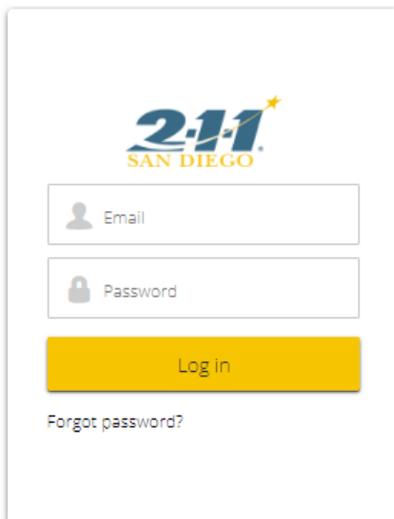
Updating Service Profile:

1. To access your agency's online profile, sign in to the CIE Partner Community:
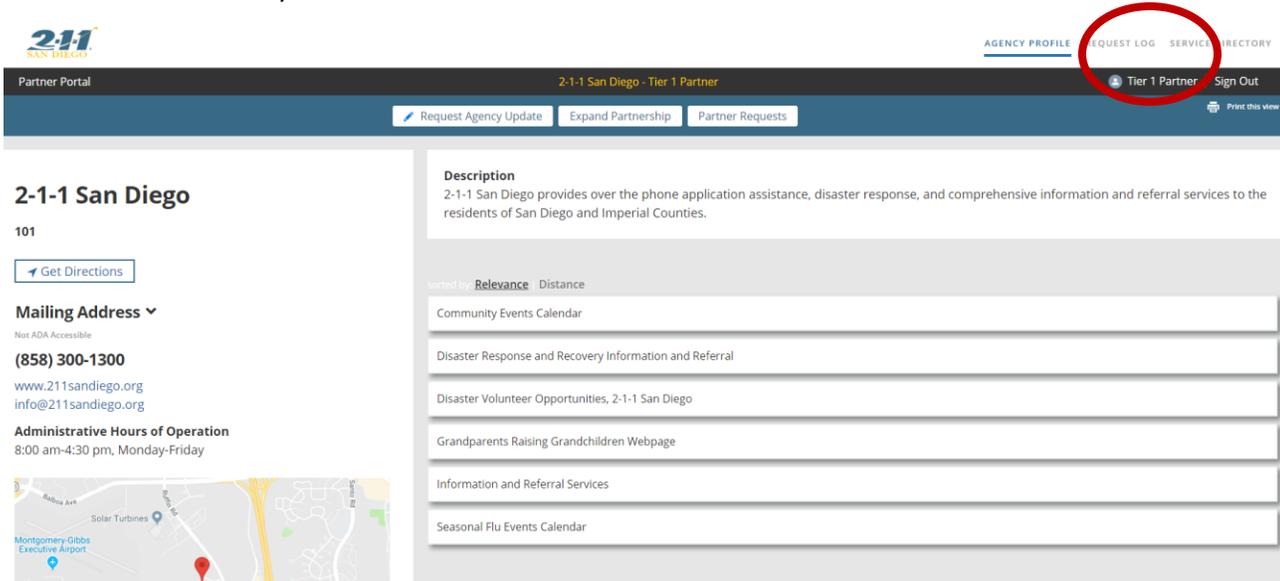   https://my211.force.com/s/login/?startURL=https%3A%2F%2Fmy211.force.com%2Fs%2Fservice-directory

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**.

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3. 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.

4. To make edits to the agency's administrative information listed, click on '**Request Agency Update**'
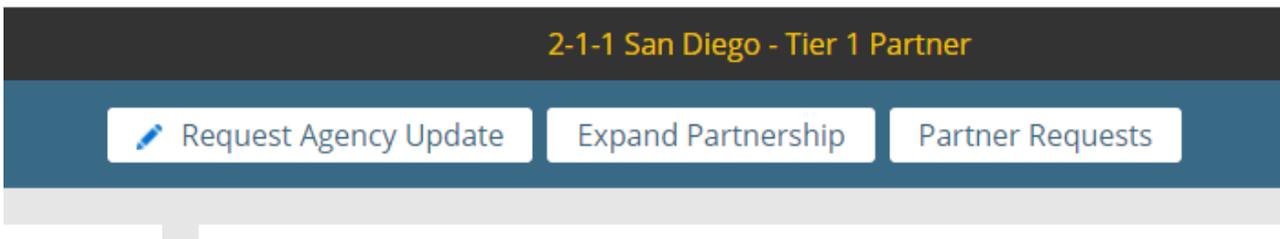
5. To make edits to any of the services listed, click on the service name, and it will take you to that profile.

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

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.
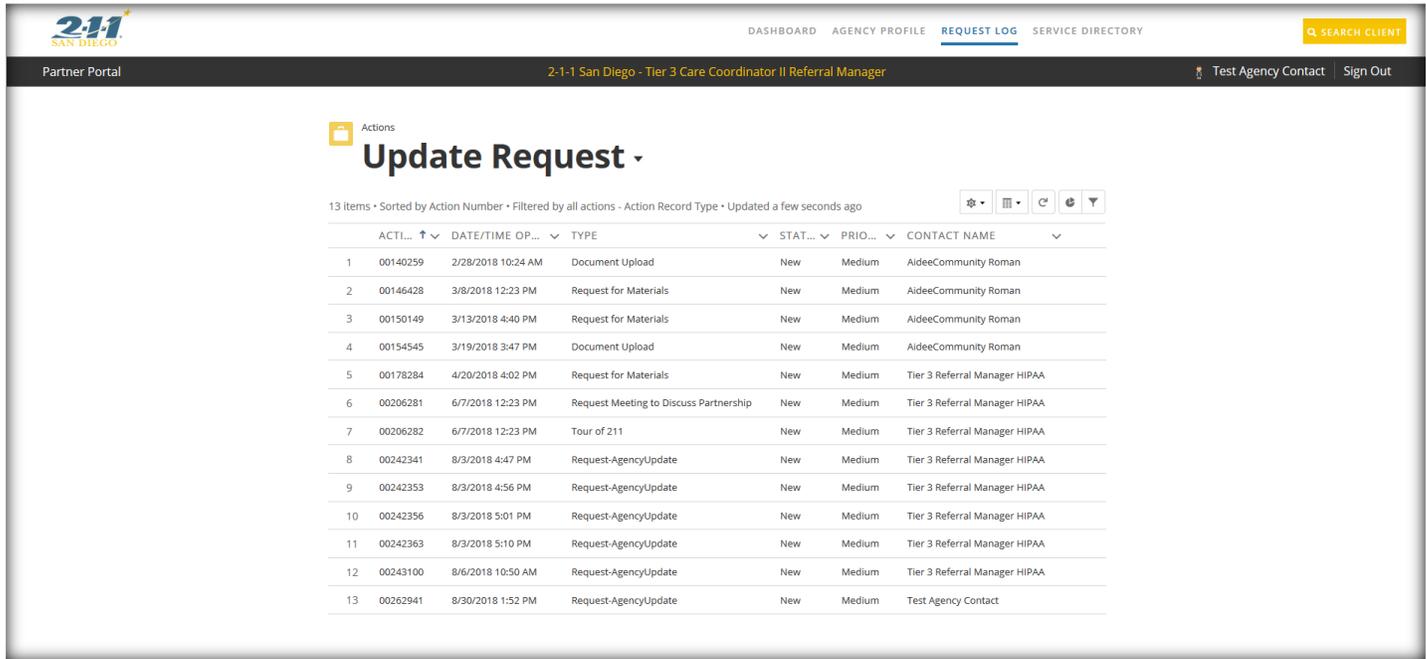
Partners Updating Agency/Service Profiles
Our Resource Department will review and approve all edits made to your agency's listings. For more information on how to update your agency, click here
To add a New Service to your existing Agency, click here and only select "Yes" from the dropdown list under "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

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

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).
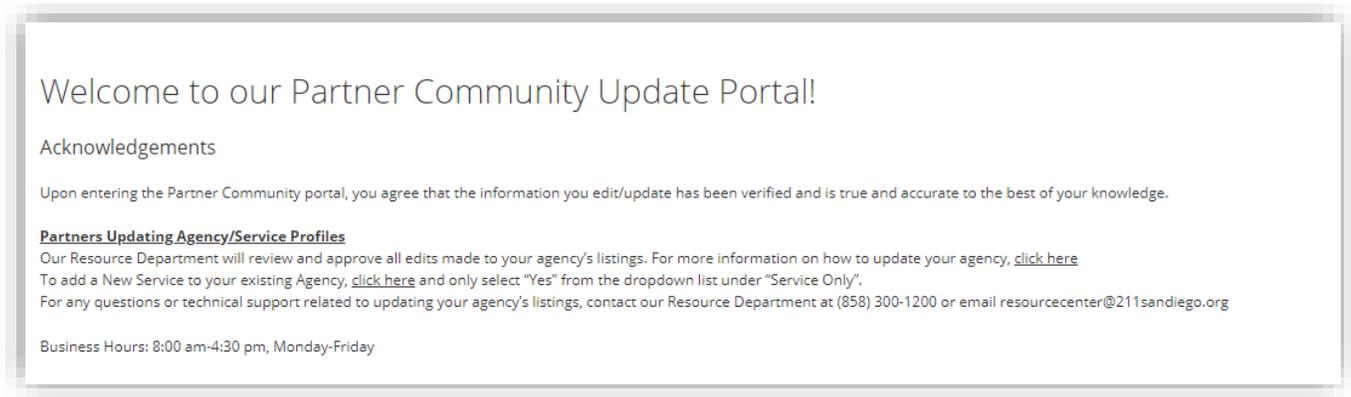
Last Updated: September 2020

Adding a NEW Service

1. Click on "Request Agency Update"
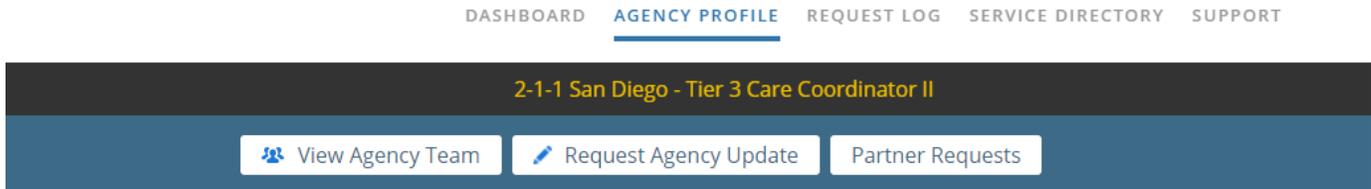
DASHBOARD **AGENCY PROFILE** REQUEST LOG SERVICE DIRECTORY SUPPORT

2-1-1 San Diego - Tier 3 Care Coordinator II

👥 View Agency Team   ✏ Request Agency Update   Partner Requests

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

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Last Updated: September 2020