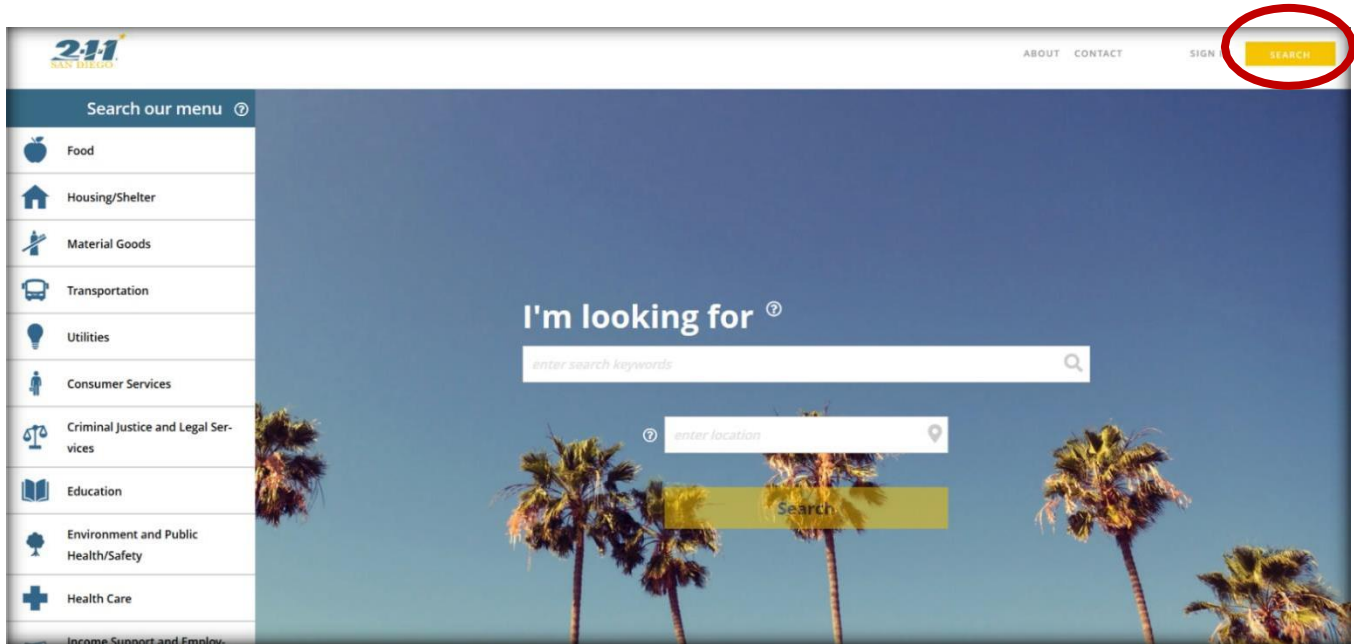


Below are the steps to take to log into the CIE Partner Community to make updates to services and to add a new service listing.

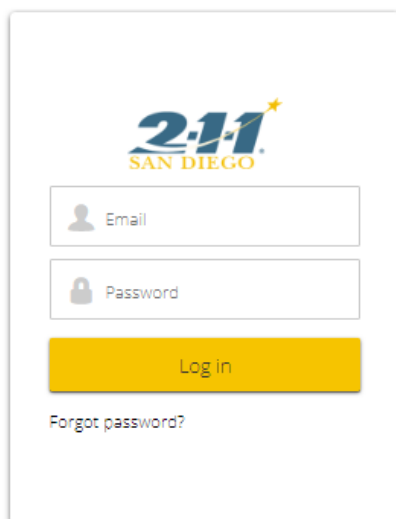
Updating Service Profile:

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

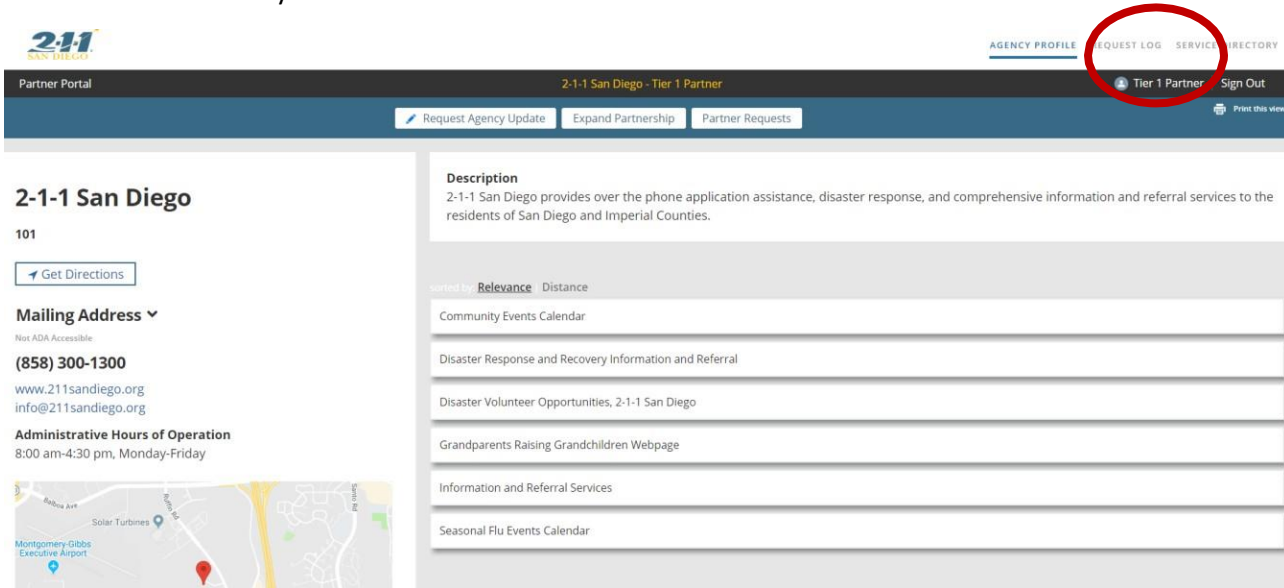
<https://my211.force.com/s/login/?startURL=https%3A%2F%2Fmy211.force.com%2Fs%2Fservice-directory>



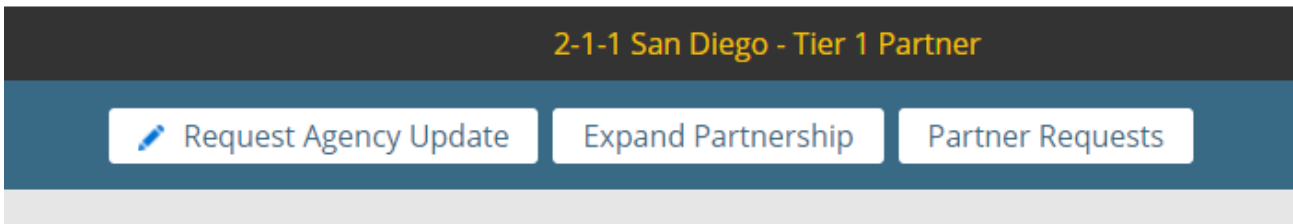
2. You will then be prompted to enter your login credentials.
 - a. If you forget your login credentials, select '**Forgot password?**' and enter your **EMAIL** address **ONLY**.

A screenshot of the login form on the 2-1-1 San Diego Imperial website. The form includes 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. At the bottom of the form, there is a link for 'Forgot password?'.

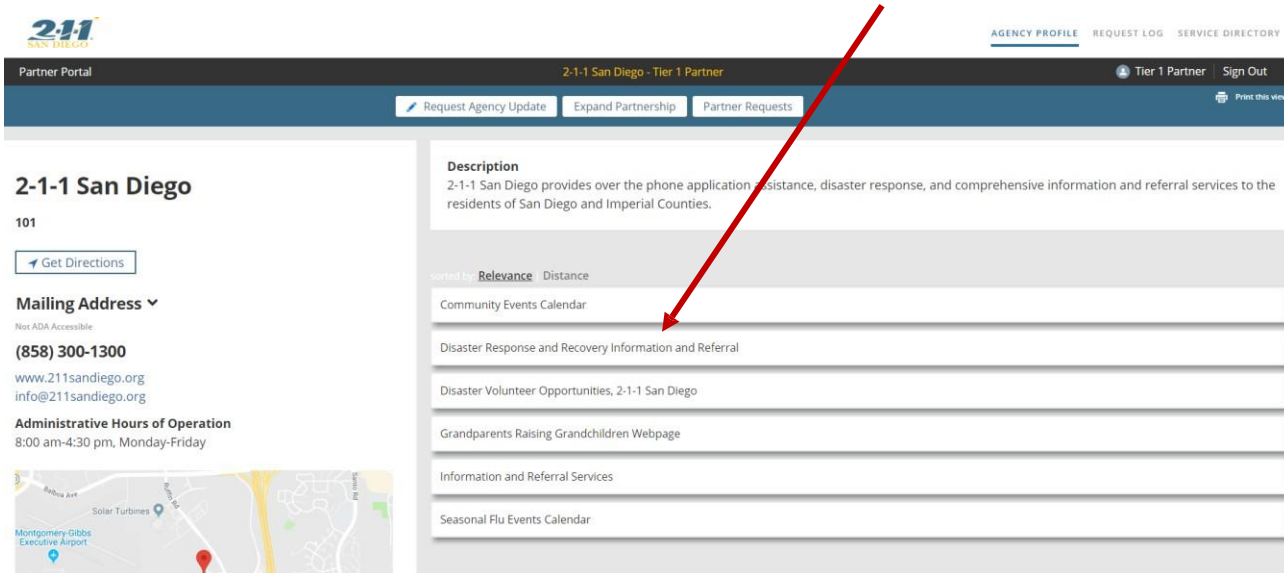
- Once logged in, you will see your Agency's profile, which includes the administrative information of your agency and a list of all your services.



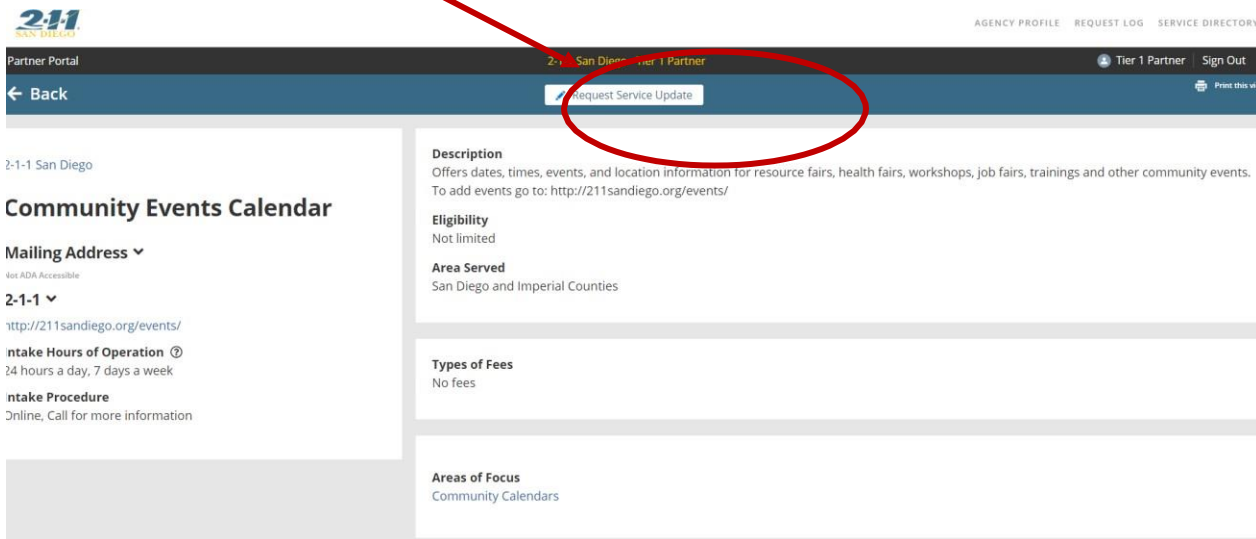
- To make edits to the agency's administrative information listed, click on 'Request Agency Update'



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



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

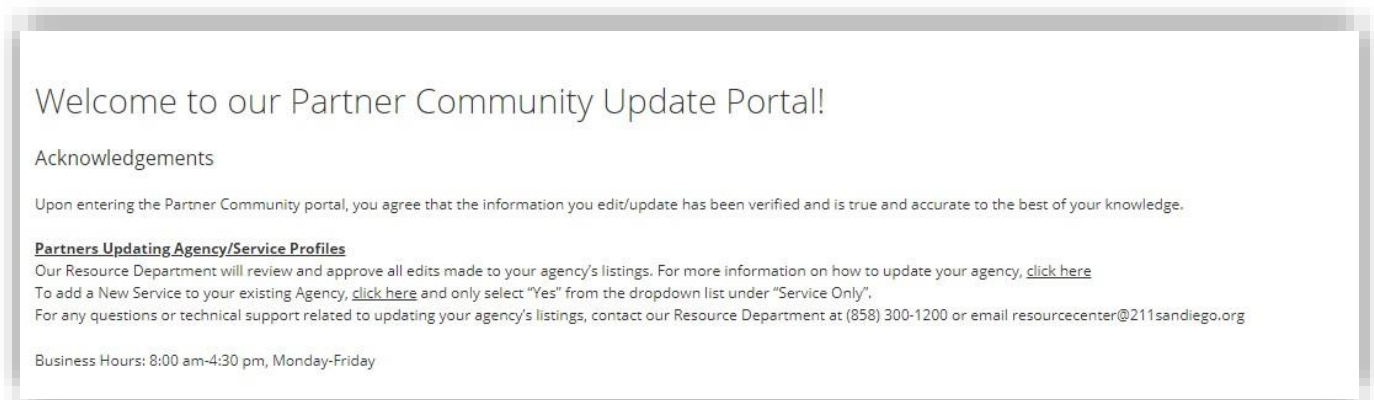


The screenshot shows the 2-1-1 San Diego Partner Portal. The top navigation bar includes 'Partner Portal', '2-1-1 San Diego Tier 1 Partner', 'Tier 1 Partner', and 'Sign Out'. A red circle highlights the 'Request Service Update' button. The main content area displays the 'Community Events Calendar' service profile with the following details:

- 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
- Areas of Focus:** Community Calendars

On the left side, there is a 'Community Events Calendar' section with a 'Mailing Address' dropdown, a '2-1-1' dropdown, and a URL: <http://211sandiego.org/events/>. Below this, it lists 'Intake Hours of Operation' as 24 hours a day, 7 days a week, and 'Intake Procedure' as Online, Call for more information.

- 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

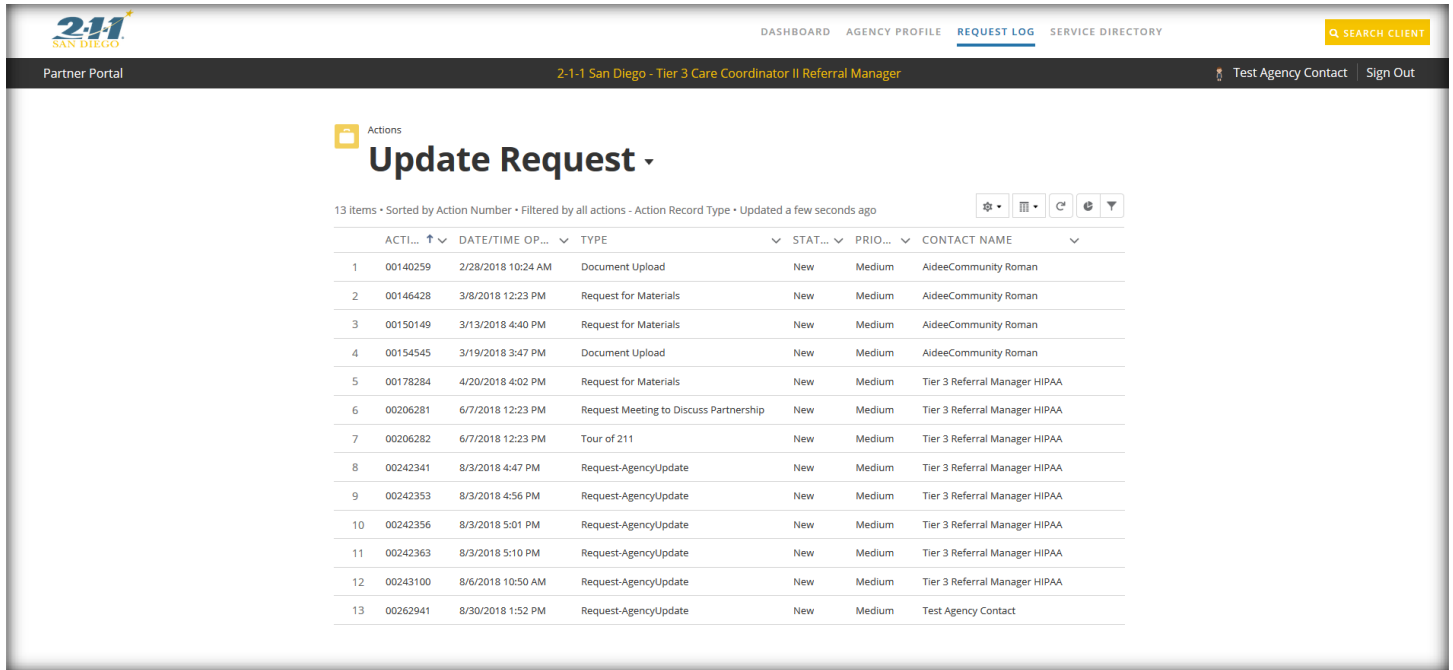
Our Resource Department will review and approve all edits made to your agency's listings. For more information on how to update your agency, [click here](#)

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 'Update Request' screen in the Partner Portal. The page header includes the 2-1-1 San Diego logo, navigation links (DASHBOARD, AGENCY PROFILE, REQUEST LOG, SERVICE DIRECTORY), a search bar, and user information (Partner Portal, 2-1-1 San Diego - Tier 3 Care Coordinator II Referral Manager, Test Agency Contact, Sign Out).

The main content area is titled 'Update Request' and shows a list of 13 items. The table below represents the data shown in the screenshot:

ACTI...	DATE/TIME OP...	TYPE	STAT...	PRIO...	CONTACT NAME	
1	00140259	2/28/2018 10:24 AM	Document Upload	New	Medium	AideeCommunity Roman
2	00146428	3/8/2018 12:23 PM	Request for Materials	New	Medium	AideeCommunity Roman
3	00150149	3/13/2018 4:40 PM	Request for Materials	New	Medium	AideeCommunity Roman
4	00154545	3/19/2018 3:47 PM	Document Upload	New	Medium	AideeCommunity 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.

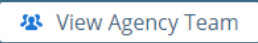


10. If updating via phone or email packet is preferred, please email the resourcecenter@211sandiego.org or call 858-300-1200 during business hours (8:00 am-4:30 pm).

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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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](#)

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