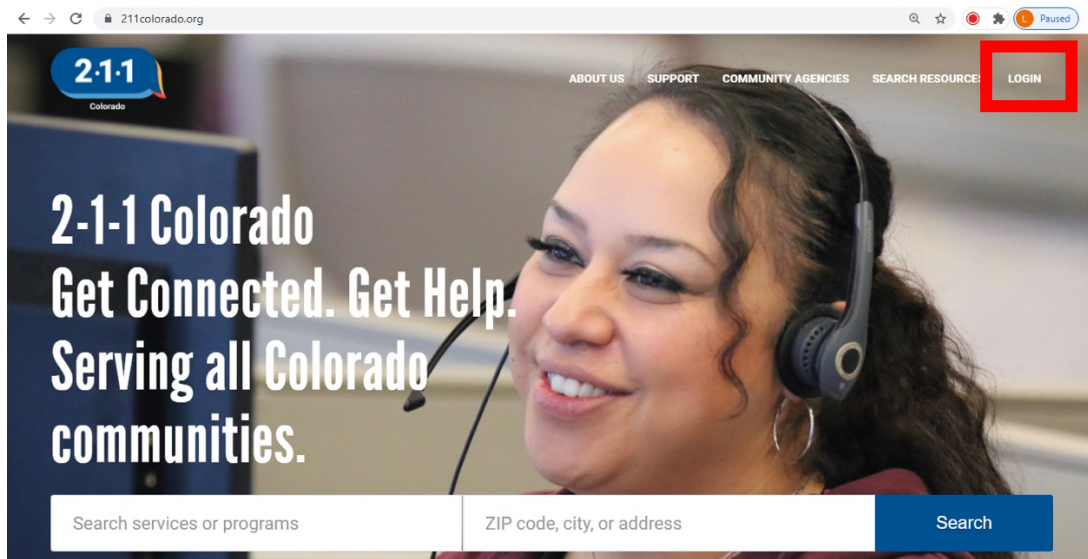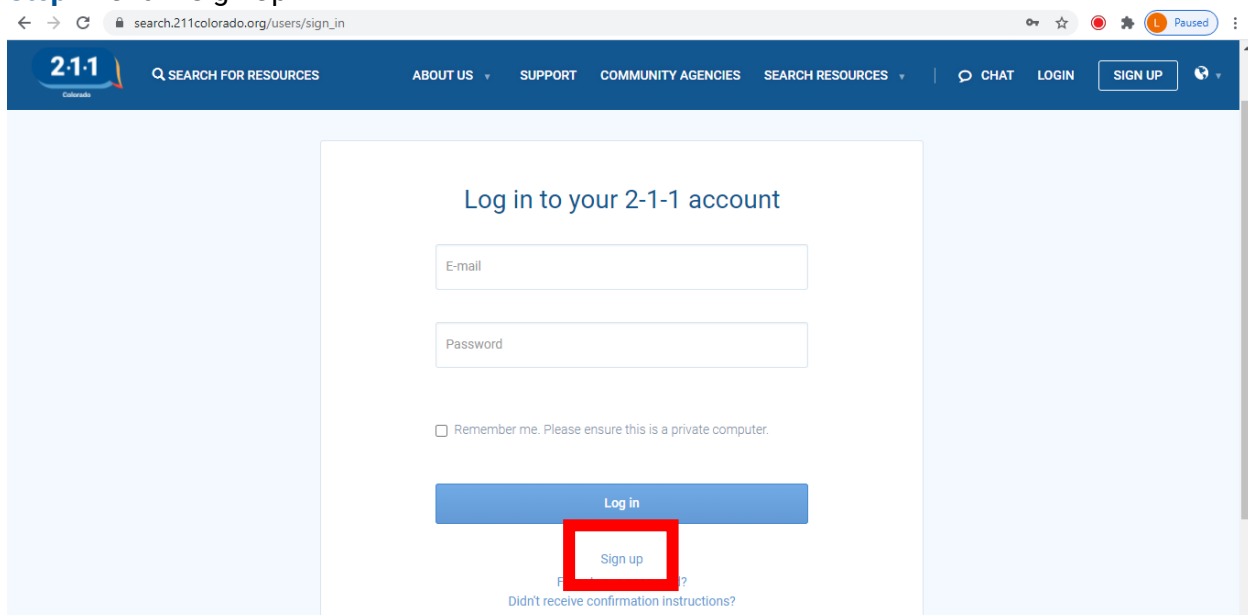# 2-1-1 AGENCY PORTAL INSTRUCTIONAL GUIDE

How to Set Up Your Agency's Account

Step 1: Visit 211Colorado.org and click "LOGIN" in the top right corner.

Step 2: Click "Sign Up"

**Step 3:** To create an account and claim your agency, click "Sign up here" at the top.

Step 4: Please fill the following form with your agency's contact information. Create your login password and then click "Sign Up".

Step 5: You will then receive an email with the subject "Confirmation instructions" which will include a verification link. If you did not receive the email, click "Resend verification email."
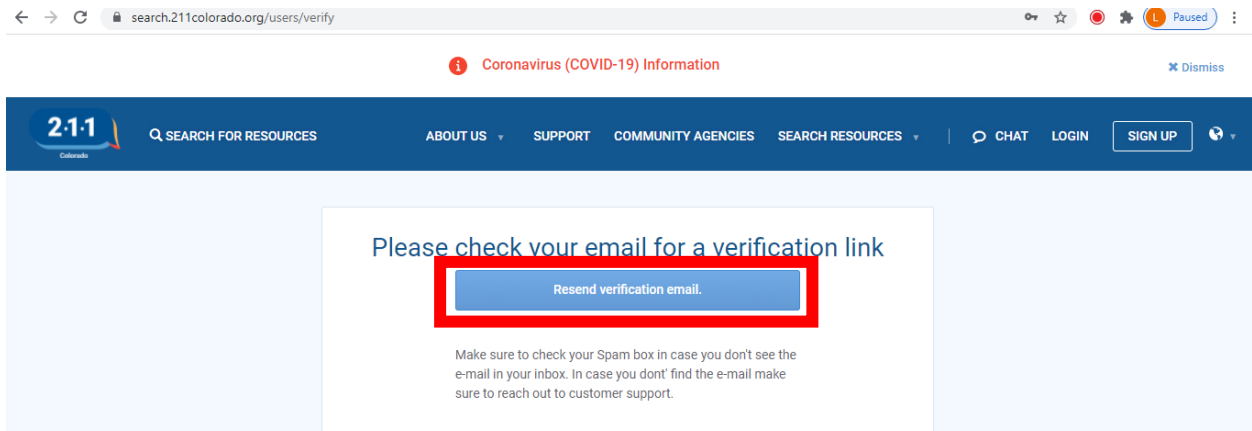
Note: If you do not receive the email to your inbox, please check your junk or spam folder. If this happens, be sure to set your permissions to receive future emails related to your account.

Step 6: Click "Confirm My Account" to verify your email address.
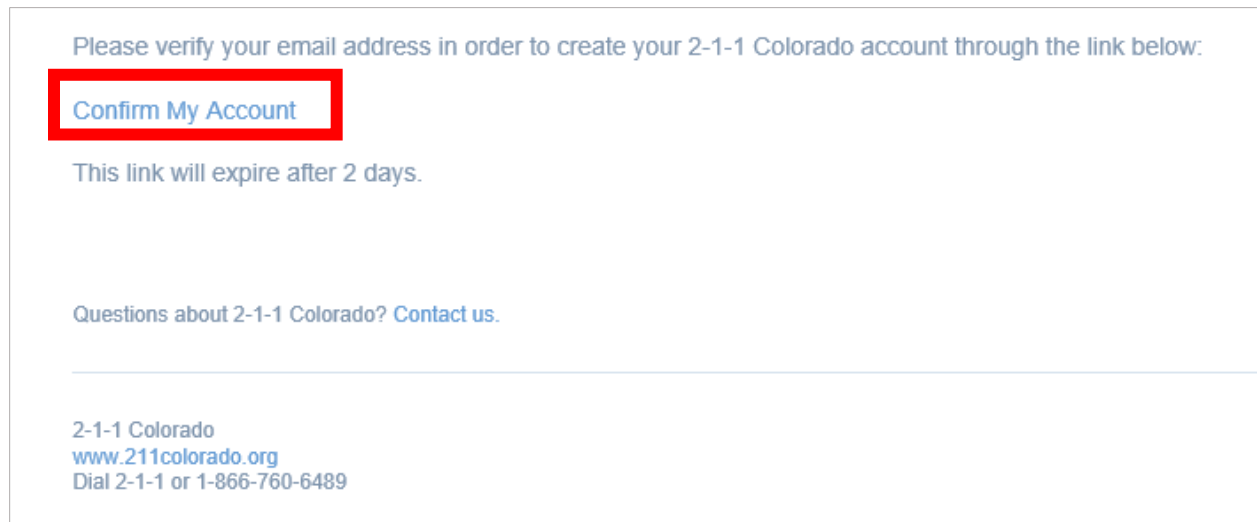
Step 7: A Resource Specialist may reach out to confirm that you are a valid contact to update your agency's listings. This helps ensure that only authorized individuals have access to edit the information in the 2-1-1 Database. Once a Specialist confirms your account, you will be able to submit changes through the portal.

Step 8: Now you can log in and update your agency's information. To log in, go to 211Colorado.org and click on "Log In." Once you have logged in, you should automatically be directed to your agency information.
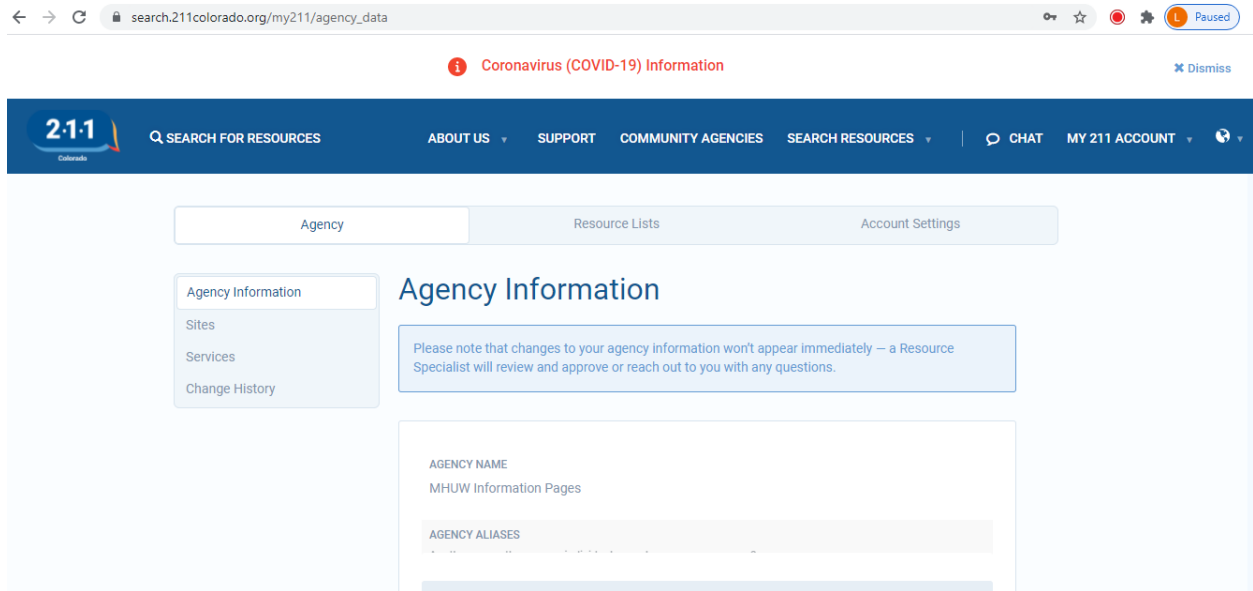
**Step 9:** On the left side, you can view your agency's information categorized by:

- Agency Information
- Sites
- Services

Select which type of information you would like to review and edit. If you select Sites or Services, a list of the different locations or services 2-1-1 has listed will appear. Click on the Site or Service you would like to view. You can also view your change request history.

Step 10: Next to each field, if you hover your cursor, you will see a pencil that indicates that you can edit and suggest a change, like this:
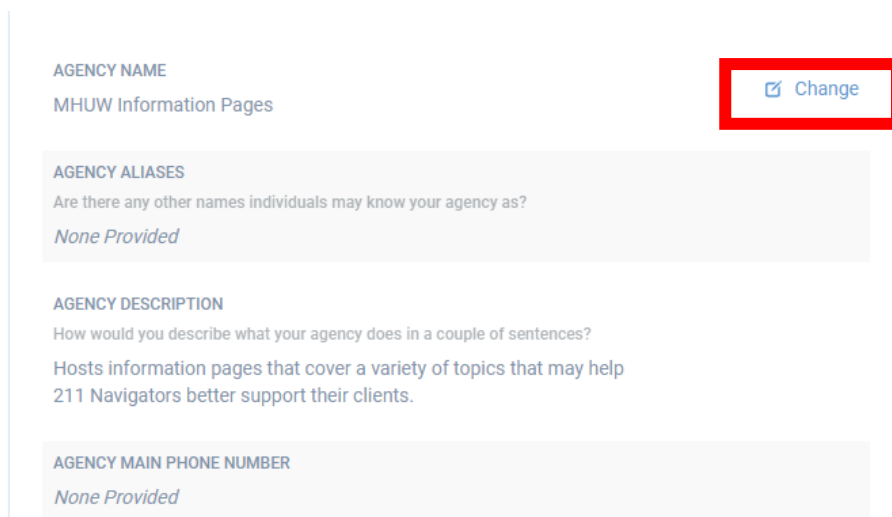
Step 11: Once you have entered new information, click on "Submit Changes" to send the information to the 2-1-1 team. You can update as many fields of information as you would like across each site and service listed in the database. We recommend that an agency review every field in each profile at least once a year.

Step 12: You can review all requested updates and check on their status by selecting "Change History" on the left side of the screen.

Thank you for your partnership in keeping your agency's information updated, so we can best address the immediate needs of our community.