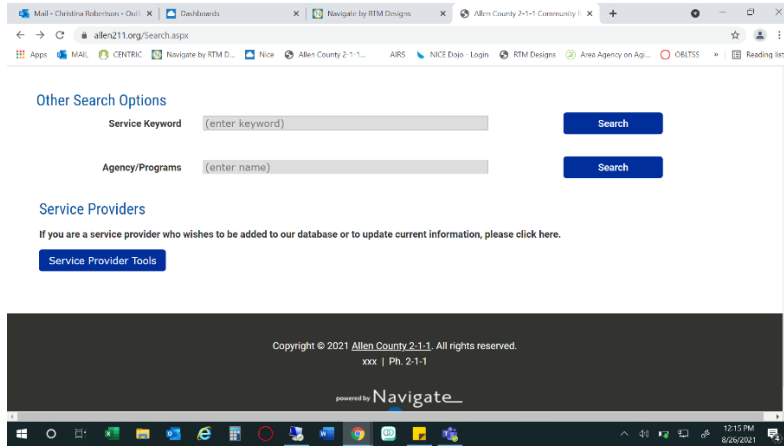


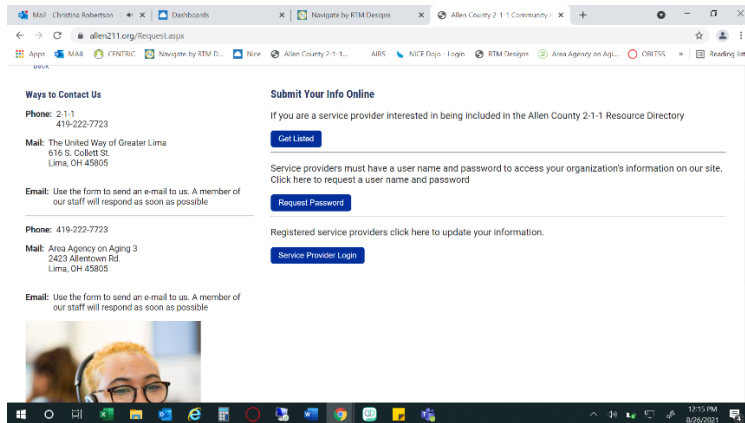
# ALLEN 2-1-1 SERVICE PROVIDER TOOLS INSTRUCTIONS

## GET LISTED

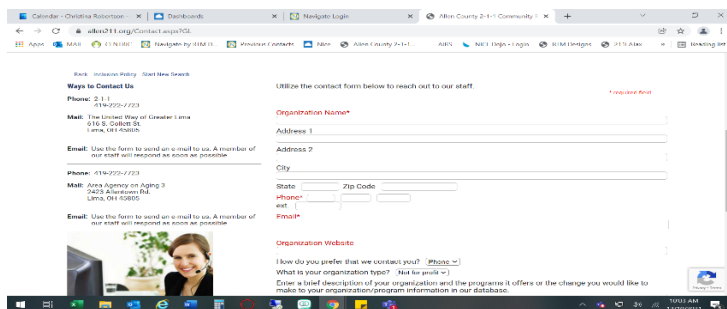
Go to <https://allen211.org/> and scroll to the bottom of the home page. Click on Service Provider Tools.



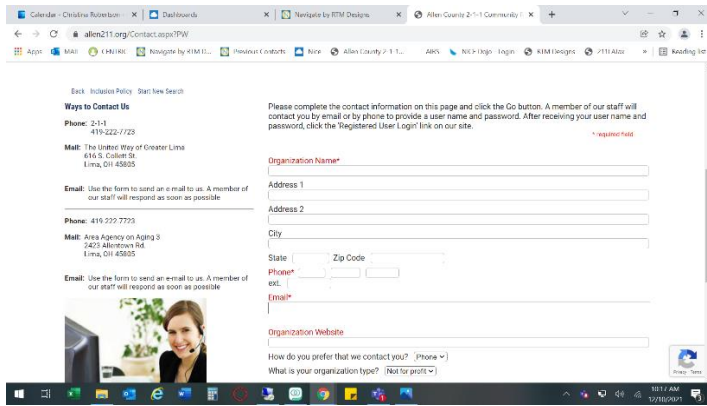
Choose which action you would like to complete. The agencies that are not listed on 211 and would like to be would click on the “Get Listed” option. The agencies that are already listed on 211 but don’t know their User ID or Password to make changes would click on the “Request Password” option. The agencies that know their User ID and Password would choose “Service Provider Login” option.



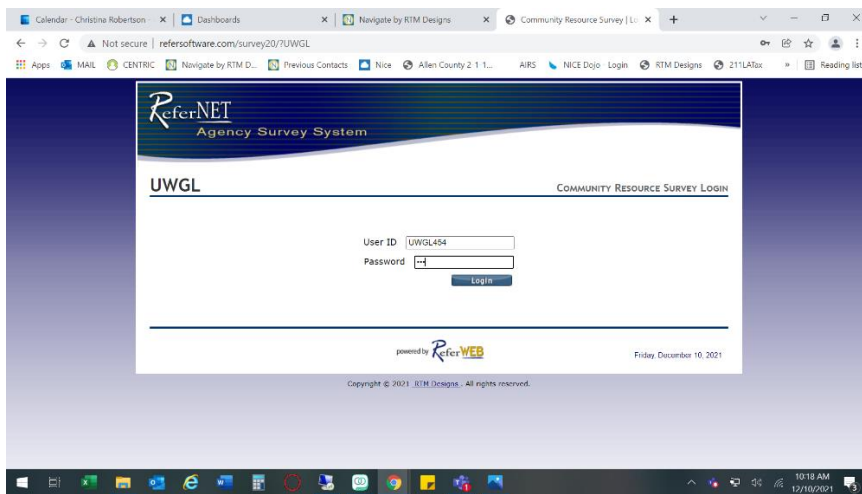
The agencies that want to get listed will see the following screen. Fill out the information and submit. The request form will be sent to 211 Specialist who will create agency account and follow up with the agency when finished.



The agencies that are requesting User ID or Password will receive the same screen. Fill out the information and submit. The request form will be sent to 211 Specialist who will follow up with the agency and provide requested information.

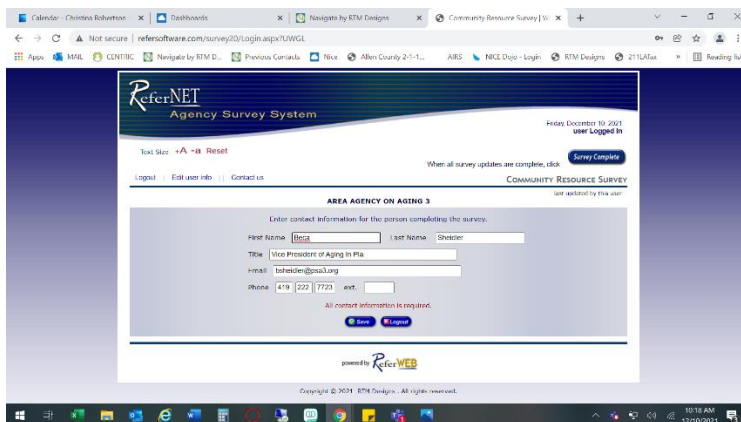


The agencies that know their login information will click on Service Provider Login and receive the following screen. Enter in your agency User ID and Password.

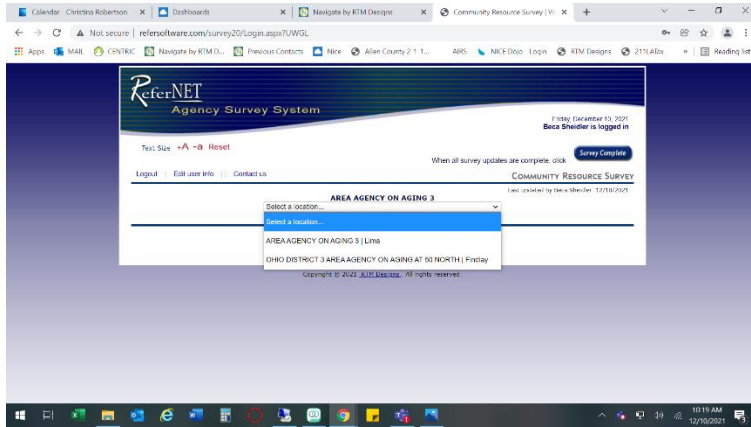


## UPDATING AGENCY INFORMATION

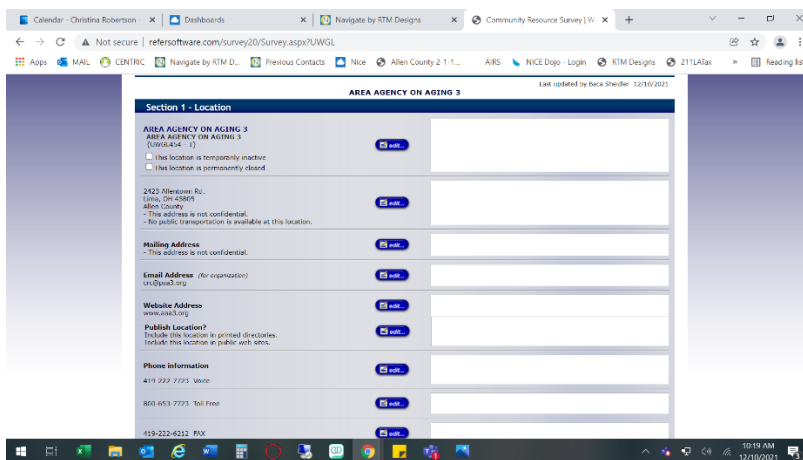
When updating agency information, the following screen will show after login. Fill out using information of individual making changes and save.



Next choose which location you would like to edit (agency may have only one location)



The next screen allows you to edit any section that changes are needed.



This screen allows you to go into each service your agency provides and update or delete as needed. If a new service needs added you will click on the link to add new service. When done click save.



If after reviewing information and no changes are needed just scroll to bottom and click no changes



When changes are submitted the 211 Specialist will review and approve changes. Then the updates will be complete. An questions or concerns please contact Christina Robertson at 419-222-7723 or [crobertson@psa3.org](mailto:crobertson@psa3.org). Thank you!