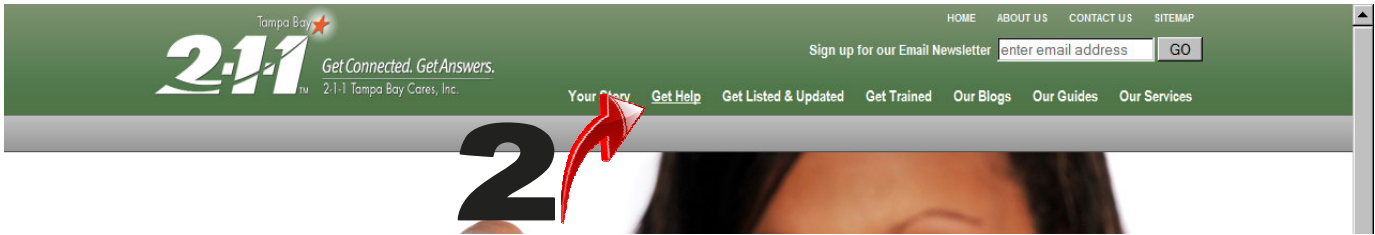


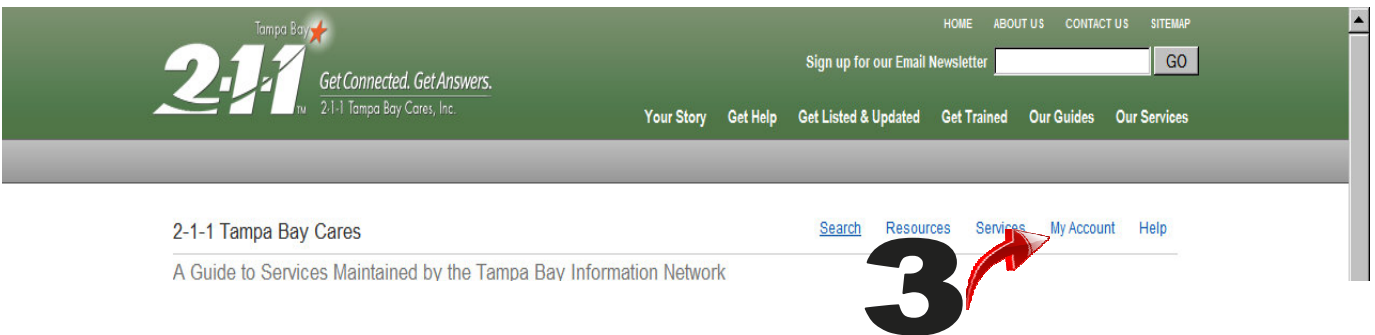
# Online Database *Updating*

## Quick guide to the New Updating Procedure

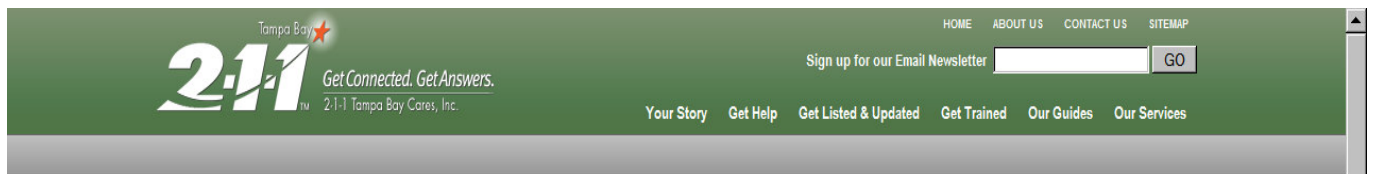
1. Visit [www.211connects.org](http://www.211connects.org)
2. Once there click on **Get Help** (it's located in a couple different locations on the page - use the one most convenient for you)



3. Click **My Account**



4. Next you'll need to **Register a New Account**. You will be creating your own **New Password** and **User Name** from here. **\*\*Note: Previous PASSWORDS & USER NAMES are no longer valid\*\***
5. **Sign In** after registering.



2-1-1 Tampa Bay Cares

[Search](#) [Resources](#) [Services](#) [My Account](#) [Help](#)

A Guide to Services Maintained by the Tampa Bay Information Network

You must sign in to use "My Account"

**feedback**

**4** [Create a new Account »](#)

Why should I create an account?  
 Personal history of recently viewed profiles.  
 Submit changes to resource records.  
 Create and manage resource groups.

**5**

**Existing Users Sign-in**

Username

Password

Remember Me

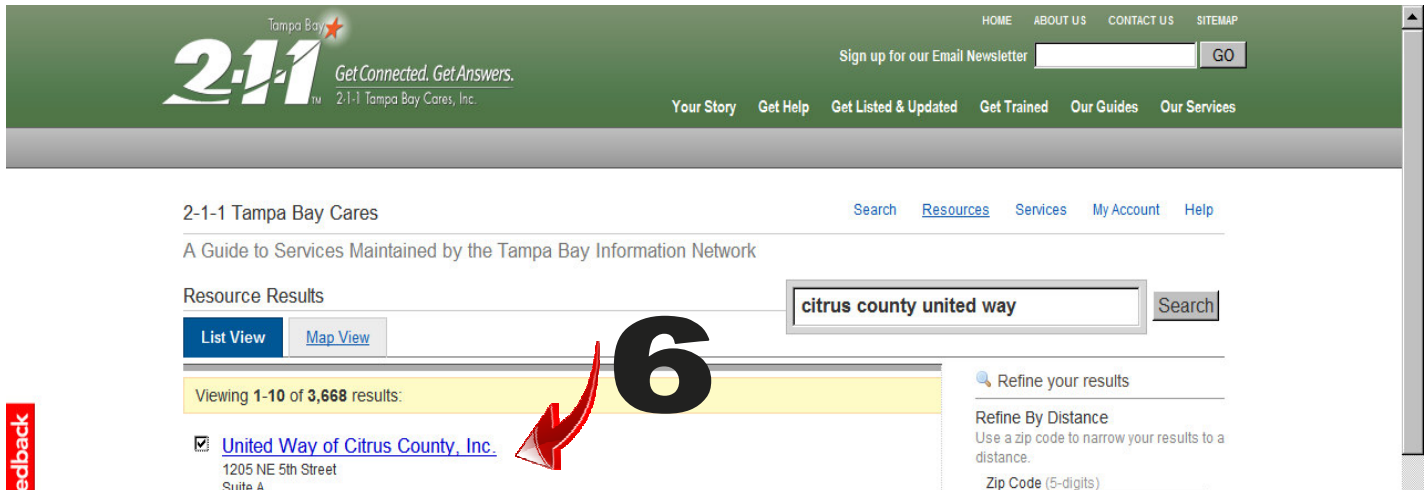
[Forgot your password?](#)  
[Forgot your username?](#)  
[Create an account](#)

# Online Database

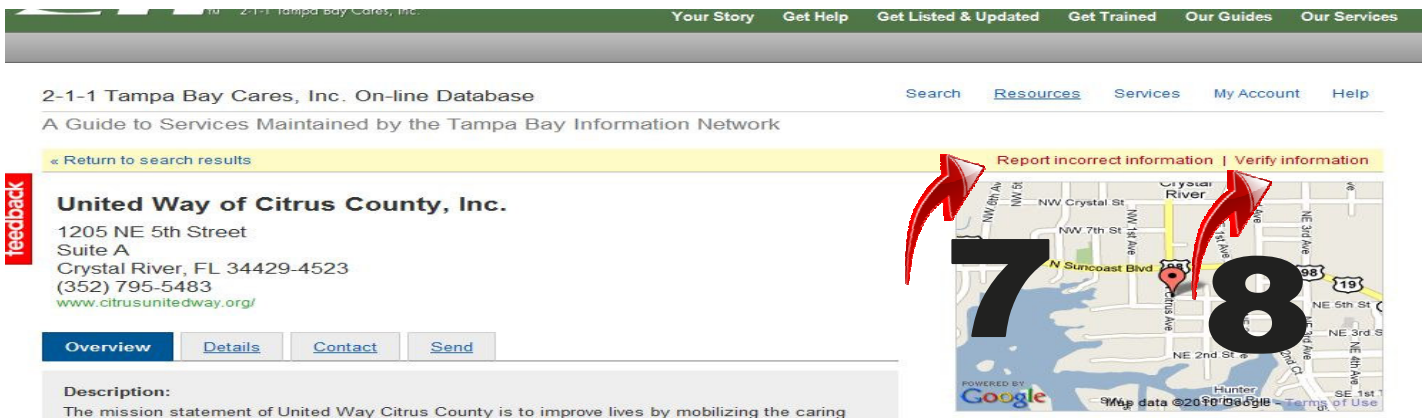
## Updating

### Quick guide to the New Updating Procedure (Continued)

6. Search for your Agency / Program and once open you will see your program's information.



7. From this same page, you'll be able to update or change your information . Above the program's map of location you see the words "Report Incorrect Information". Click on that to report and submit any changes to 2-1-1.



8. If your agency or program has no change to report, above the program's map of location you see the words "Verify Information". Click on that, check the box and click the submit button. Your verified information will be sent to our staff for updating.

If you have any questions or need assistance, please contact the 2-1-1 Tampa Bay Cares, Inc, Resource Department at 727-210-4239 and press option 1 or email us at [update@211tampabay.org](mailto:update@211tampabay.org).