Database Contacts FAQ

211 Virginia

What is 211 Virginia and why am I getting an email from you?

211 Virginia is a statewide information and referral service. We operate and maintain the largest resource directory in the Commonwealth, and our nationally accredited contact center relies on that directory to provide hundreds of thousands of referrals to Virginians every year. You can learn more about us and browse our public-facing directory at 211virginia.org.

If you receive a request to be an agency contact, it's because your agency is already in our resource directory. All directory additions are voluntary, so somebody at your agency added your information at some point, but it may have been a while ago.

What does an agency contact do?

Our directory relies on agency staff to help us keep information up to date. When your agency comes due for its annual update, one point person from your agency will receive a tokenized link that will grant them access to your agency's resource dashboard so you can review and update your information. The point of contact is responsible for either updating the information on the resource dashboard themselves or sharing the link with other staff to complete updates.

I've been designated as the point of contact for my agency...now what?

- **Determine if you are the best point of contact for your agency and review the contact information we have on file.** Some agencies prefer to use a generic email address to prevent continuity issues related to turnover. Keep in mind that whichever email address you use will receive persistent reminders when your agency comes due for an update. Please confirm the email address you would like to use with a Community Engagement Team Member.

- **Verify your email in our system.** Once you've confirmed which email you would like to use, our system will send a validation request from no-reply@211va.communityos.org. **You will have to click the provided link to validate your email and move forward in the process.** If you cannot find the email, please check your clutter, junk, and spam folders. If you still can't find it, please let us know, and we will resend the email.

- **Complete your annual update.** When resources assigned to your agency come due for their annual updates, you will receive a tokenized link from no-reply@211va.communityos.org that will grant access to your agency's resource dashboard. Through the dashboard, you can review and update agency, site, and service information. **To update a record, simply click on its name in the resource dashboard. You will not need to log in to update or review information.**

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I can't find my email validation request.

The validation requests will come from no-reply@211va.communityos.org. Because it is a no-reply address, your email administrator may send the email to clutter/spam. Please be sure that no-reply@211va.communityos.org is on your approved senders list and check your clutter/spam folders frequently.

For security reasons, the validation requests also expire after a short period of time. If you missed your email, please let our team know, and we will resend it.

I verified my email but am still getting emails saying I'm "verification pending."

This is a rare, but known, issue. If this is happening to you, please let your Community Engagement Specialist know. We typically have to manually resend your validation request on our end.

I can't log in!

You do not have to log in to review or update your information. Simply click on the name of the resource you would like to review in your resource dashboard.

How do I update our resources?

When resources assigned to your agency come due for their annual updates, you will receive a tokenized link from no-reply@211va.communityos.org that will grant access to your agency's resource dashboard. Through the dashboard, you can review and update agency, site, and service information.

- The tokenized link you received will always provide access to your agency dashboard and is the ONLY way to view your agency dashboard. **You will not need to log in.**

- By default, resources will only show up on the dashboard if they are due for an update.

- If you would like to update a resource that is not yet due for updates, you will need to submit a Revision Request Form.

How do I add or remove a record?

Agency contacts are not approved to add/remove records. If you would like to deactivate a service, please reach out to us directly. If you would like to add a new site or service, you will need to submit a Resource Inclusion Form.