resource house provider portal

Updating in the Provider Portal: Tips and Guidelines

1. Put Yourself in Your Client's Shoes

It is important that you describe what your program is/does for the individuals who are needing services. Descriptions that lack specificity or are too mission-focused are very difficult to use as referrals. When updating, a good rule of thumb is to imagine someone asking, "What will this service do for *me*?"

2. Don't Forget the "How" Questions

The ultimate goal of the NJ 2-1-1 Partnership is to connect eligible people to services such as your own. As such, it is important to include details on how people can access your services. Information like Eligibility, Application, Fees, and Business Hours save time and frustration for you and the clients who are referred to you.

3. Skip the Behind-the-Scenes Programs

The NJ 2-1-1 Resource Database is used for referrals by individuals in need of various services. With this in mind, only list your programs that offer a "point of entry" service for individuals – something that they can contact directly in order to receive a service of some kind. This is not to downplay the importance of behind-the-scenes work; it is simply unsuited for individual referrals.

4. We Are Here to Help

The NJ 2-1-1 Partnership has a team of trained Resource Specialists who will look at your record on an individual basis, and reach out to you personally. If no one has reached out to you yet, you can write an email to database@nj211.org with any questions or concerns you may have. We are happy to help!

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Updating in the Provider Portal: A How-To Guide

1. **Follow the link** http://www.resourcehouse.com/en/nj211/cgi-bin/hub_signin.asp

2. **Enter your User ID and Password**
   a. If you don't have your User ID and Password, click "Cancel". Select the option that says

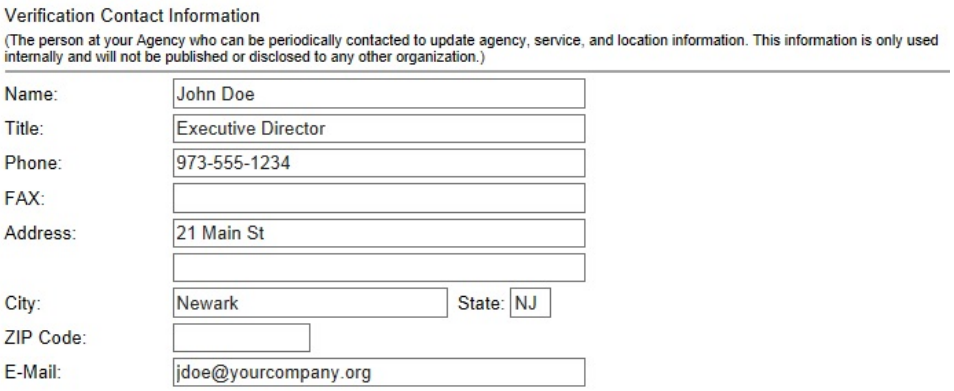
   Listed in The Resource Library, but don't have a Sign In ID?
   Click here to get an Agency Sign In ID.

   You should receive your login information within 1-2 business days.

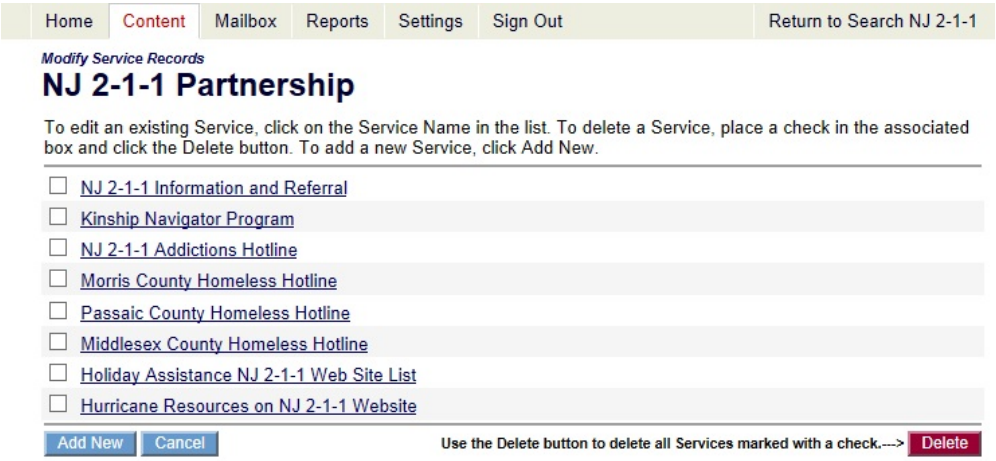
3. **On the first screen, click on the Content tab**

4. **From the Content page, you will need to visit <u>3 different screens</u> to update your information.**

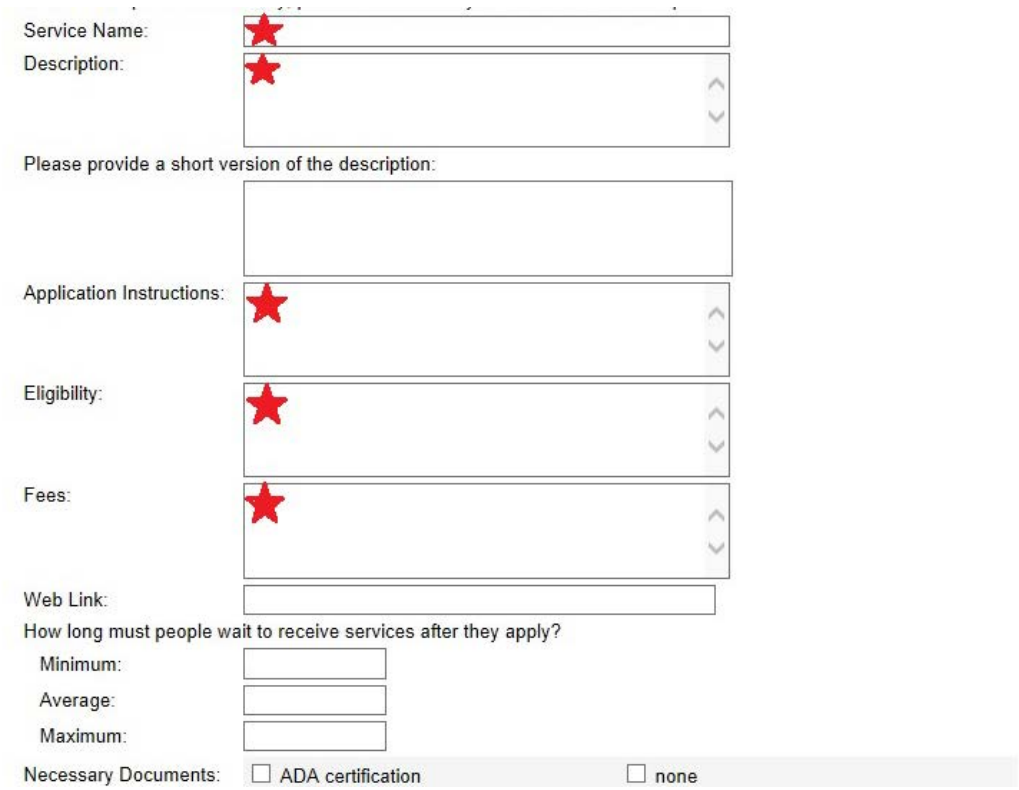
5. **The <u>Master Record</u> information is for internal purposes only; it will not be shared with the public. Please remember to fill out your contact information at the bottom, so we can get back in touch with you.**



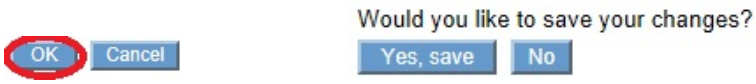
6. **The <u>Service Record</u> information will be divided by service. These services must each be updated individually.**



Most of the information found in each service will be made public for use by our call specialists and web visitors. The fields with red stars are most important:



To save your changes, don't forget to click "OK" at the bottom, and then "Yes, save"



7. **The <u>Location Record</u> information will ALSO be divided by service – this information contains the contact details for each service. The associated service is in parentheses next to each address.**

*Main Site (NJ 2-1-1 Partnership) **The Main Site does not have an associated service. It is for internal purposes only.

- [ ] Whippany, NJ (NJ 2-1-1 Information and Referral) - Click for NJ 2-1-1 Information and Referral service contact info
- [ ] Whippany, NJ (Kinship Navigator Program) - Click for Kinship Navigator Program service contact info
- [ ] Whippany, NJ (NJ 2-1-1 Addictions Hotline) - Click for NJ 2-1-1 Addictions Hotline service contact info
- [ ] Whippany, NJ (Morris County Homeless Hotline) - Click for Morris County Homeless Hotline service contact info
- [ ] Whippany, NJ (Passaic County Homeless Hotline) - Etc.
- [ ] Whippany, NJ (Middlesex County Homeless Hotline)
- [ ] Whippany NJ (Holiday Assistance NJ 2-1-1 Web Site List)
- [ ] Whippany NJ (Hurricane Resources on NJ 2-1-1 Website)

Add New | Cancel | Use the Delete button to delete all Locations marked with a check.---> Delete

Most of the information found in each Location record will be made public for use by our call specialists and web visitors. The fields with red stars are most important:

Address:

City: State: NJ

Zip: -

...

Business Hours:

Travel Instructions:

Area Served:
Use this field to describe the area served in a narrative, including any restrictions, e.g. 'serves only the northern portions of Lake county, plus all of Green county.'

IMPORTANT: Please notice that phone numbers are on a second screen! These phone numbers are what we primarily use for referrals, so do not forget to update these as well!

The Location data is divided into two categories. You can switch between the categories by clicking on the links provided.
[Basic Information] Phone Numbers

Location: *Main Site (NJ 2-1-1 Partnership)

As always, remember to save your changes

OK | Cancel

Would you like to save your changes?
Yes, save | No

8. **If you need any further help, please email us at database@nj211.org.**

Thank you!!