Create a New Account

1. Go to [SC211.ORG](http://SC211.ORG) and click “My Account”
2. Click “I want to create an account” beneath the log in menu
3. Enter required credentials and click “register”
4. An activation link will be sent to your email. You be able to access your new account after activation.

Add a New Record to the Database

1. Go to [SC211.ORG](http://SC211.ORG) and click “My Account” at the top right corner of the home page
2. Click “Add a new resource record”
3. Complete the form and click “Submit Record”
4. Changes will not appear on the website until the 211 data team reviews and approves the record for database inclusion.

Edit/Verify Existing Records in the Database

1. Navigate to [SC211.ORG](http://SC211.ORG) and click “My Account” at the top right corner of the home page
2. Enter your username and password. If you do not know/cannot reset your credentials, you may still submit changes by creating a new account*
3. Click “Home” and enter the name of the agency you would like to update or verify
4. Open the agency record and click “Report Updated Information” at the bottom of the page
5. Edit or verify the agency’s information and click “submit record” upon completion
6. Changes will not appear on the website until the 211 data team reviews and approves the changes.

* Your account does not need to be linked to agency you are trying to update. All updates are reviewed, verified, and approved by the 211 data team before any changes or additions are made to SC211.ORG

Paper or Electronic Applications

Complete [this form](#) to add or edit a record in the 211 database

- Scan and email the completed form to caleb.goodrum@uwasc.org; or
- Print and mail form to: 914 Richland Street, Suite A200, Columbia, SC 29201

By Phone or Email

Contact Caleb Goodrum, Manager of Data Quality and Engagement, at caleb.goodrum@uwasc.org or by phone at 803.605.0054 to add, edit, or verify an agency in the 211 Database.

If you have additional questions or any technical trouble, please contact John-Mark Bell, VP of Operations & 211 Services at johnmark.bell@uwasc.org or by phone at 803.609.3569. You may also review some of the most frequently asked questions and answers [here](#).