



211 Edmonton - Annual Update

InformAlberta Online Update Tool

InformAlberta has organization records and service records that require updating on an annual basis. Organization Records contain head office information. Service Records contain details on the organization's programs.

These instructions should help you:

- find the online update tool (Page 1, 2)
- submit updates using the online tool (Page 3)
- confirm if there are no changes (Page 3)
- remove or add records (Page 4, 5)

Thank you for updating your records using the online update tool. If you have any problems, questions, or feedback on this process, please call our team at 780-392-8722 or e-mail database@ab.211.ca.

Getting to the Online Update Tool

There are 3 types of **Electronic Update Request** forms used when updating. They are all connected, however, each form contains different information to update. Below are brief descriptions on which form you should be in and how to find it.

Organization Profile

Use to make changes to the organization's information such as the mandate, main office contact information, executive officer, alternate names, etc. Also used to add / remove service records.

Get there by:

1. visiting your organization record in InformAlberta
2. clicking **Is this information correct? If not, click here.**

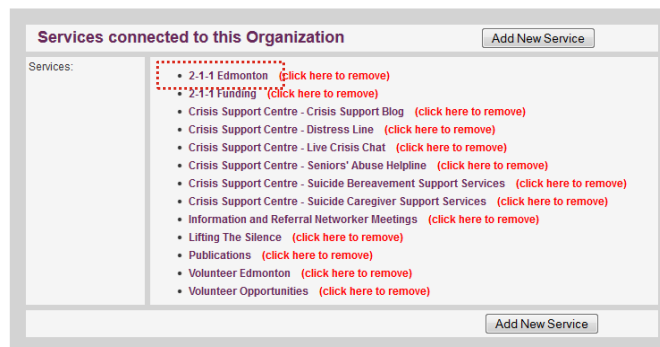


Service Profile

Use to make changes to the service record including the description of the service, how to access, eligibility, fees, wait times, etc.

Get there by:

1. visiting your organization record in InformAlberta
2. clicking **Is this information correct? If not, click here.** (see above)
3. scrolling down to **Service connected to this Organization** and clicking on a service listed

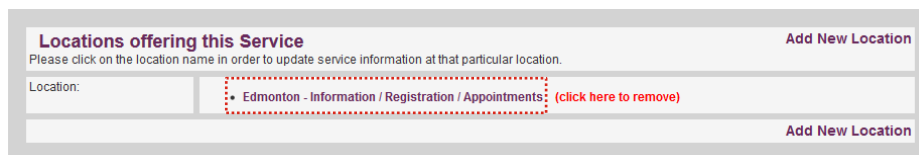


Service At Location Profile (Where the Service is Offered)

Use to make changes to service hours, address where the service is offered, contact information at a particular location, wheelchair accessibility, etc.

Get there by:

1. going to the Service Profile and selecting the appropriate service
2. scrolling down to **Locations offering this Service** and clicking on a location listed



Step 1: Making Changes / No Changes Required

Once you are in the Electronic Update Request form, simply make changes by:

- typing over the text in any field
- choosing from a drop down menu
- selecting add, edit, or delete buttons

If you do not have any changes:

- check off the **No Changes Required** button at the bottom of the page, above the **Verification Contact information**



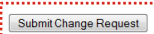
Step 2: Verification Contact Information

At the bottom of EVERY form you update, you must complete the Verification Contact Information and then click the **Submit Change Request** button.

- Updates come to our team for review, so you will not see your changes immediately.
- You should receive an e-mail copy of your changes if it has been submitted properly
- Use the comment box to include further direction regarding your submitted update.

A screenshot of the "Verification Contact Information" form. It includes fields for Name, Title, Telephone, and Email. A note states: "One of Telephone or Email is required. A copy of submission will be sent to the email address if provided." There is a large text area for Comments. At the bottom, there is a security image with the digits "5 8 7 5 0" and a "Request a new image" link. The form is enclosed in a grey border.

If this submission is successful, and you have provided your email address, you will receive an email confirmation.
If you do not receive this, please contact HealthLinkAlberta@AlbertaHealthServices.ca



Adding / Removing a Record

Organization

Adding or removing an organization record must be done by our team. Please contact us.

Service

To add or remove a service you must be in the Electronic Update Request form for the Organization. Scroll down to **Services connected to this Organization**.

Services connected to this Organization

Services:

- 2-1-1 Edmonton [\(click here to remove\)](#)
- 2-1-1 Funding [\(click here to remove\)](#)
- Crisis Support Centre - Crisis Support Blog [\(click here to remove\)](#)
- Crisis Support Centre - Distress Line [\(click here to remove\)](#)
- Crisis Support Centre - Live Crisis Chat [\(click here to remove\)](#)
- Crisis Support Centre - Seniors' Abuse Helpline [\(click here to remove\)](#)
- Crisis Support Centre - Suicide Bereavement Support Services [\(click here to remove\)](#)
- Crisis Support Centre - Suicide Caregiver Support Services [\(click here to remove\)](#)
- Information and Referral Networker Meetings [\(click here to remove\)](#)
- Lifting The Silence [\(click here to remove\)](#)
- Publications [\(click here to remove\)](#)
- Volunteer Edmonton [\(click here to remove\)](#)
- Volunteer Opportunities [\(click here to remove\)](#)

To REMOVE:

1. Click on **(click here to remove)** beside the program you want to remove.
2. Complete the Verification Contact Information and then click the **Submit Change Request** button.

To ADD:

1. Click the **Add New Service** button. This should bring you to an Electronic Update Request - Service Profile.
2. Fill in the fields and add any locations necessary (see instructions below on adding a location)
3. Click the **Add Service** button at the bottom of the page. This should bring you back to the Organization update form and the new service should be listed under **Services connected to this Organization**.
4. Complete the Verification Contact Information and then click the **Submit Change Request** button.

Service At Location

To add or remove a location where a service is offered you must be in the Electronic Update Request form for the Service. Scroll down to **Locations offering this Service**.

Locations offering this Service Add New Location
Please click on the location name in order to update service information at that particular location.

Location:

- Edmonton - Information / Registration / Appointments (click here to remove)

Add New Location

To REMOVE:

1. Click on **(click here to remove)** beside the location you want to remove.
2. Complete the Verification Contact Information and then click the **Submit Change Request** button.

To ADD:

1. Click **Add New Location**. A field should appear where you can type in the location name (ie. the building name).
2. Type in the location name, then click the **Add New Location Name** button. This should bring you to an Electronic Update Request - Service At Location Profile.
3. Fill in the fields then click the **Add Service Location** button at the bottom of the page. This should bring you back to the Service update form and the new location should be listed under **Locations offering this Service**.
4. Complete the Verification Contact Information and then click the **Submit Change Request** button.

We hope these instructions have been helpful. Please call or e-mail our team if you have any questions, feedback, or come across any problems using the online tool. We are happy to help!

The 211 Community Resource Department

Direct Phone: 780-392-8722

E-mail: database@ab.211.ca