

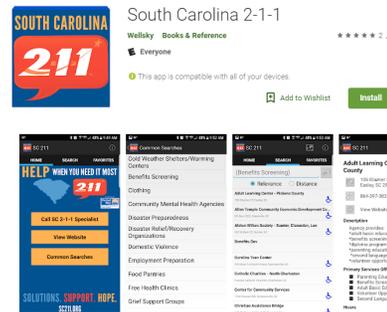
4. From here you can add the resource to an already existing group or create a new one.

5. If you wish to view your groups and what is listed in each, click on “My Account” at the top of the page. Find the link on the left named “Manage my resource groups” and click on it. This will list your groups on the right. If you click on one of your group names, it takes you to a list of those resources.

6. If you are an agency that wishes to add or edit their agency’s listed information, please create an account, search for your agency, look under the map on the right, and click either “Report updated information” or “Verify all current information”. This will take you to a form to edit your information. Complete the form and click “Submit”.

Is the South Carolina 2-1-1 database mobile friendly?

Yes! A free app is also available for most smart phones and devices.



Aiken County Help Line 2-1-1
 237 Park AVE SW, STE 224
 Aiken, SC 29801
 Office: 803-641-4143
Free: 2-1-1
 Toll Free: 877-648-9900
 Fax: 803-262-4202
 Web: aikenhelpline211.org
Janice Decker, Executive Director
aikenhelpline@bellsouth.net
Crystal Renew, Office/Resource Manager
crystalrenew211@gmail.com

Navigating Resources in the 2-1-1 Database

A Guide to South Carolina’s Free Online Database of Resources



How to Navigate Resources with 2-1-1

1. Go to aikenhelpline211.org and select “Search for Answers” in the blue menu bar. This will direct you to the 2-1-1 online database.

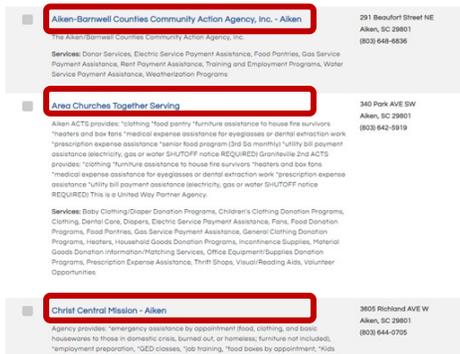


2. Enter either the ZIP code, city, or county you are searching for services in, then select the correct corresponding service button (Disaster Services, Food, Housing and Utilities, etc.) This will populate a list of subcategories relating to the selected service; choose one.

3. This should generate a list of agencies in the

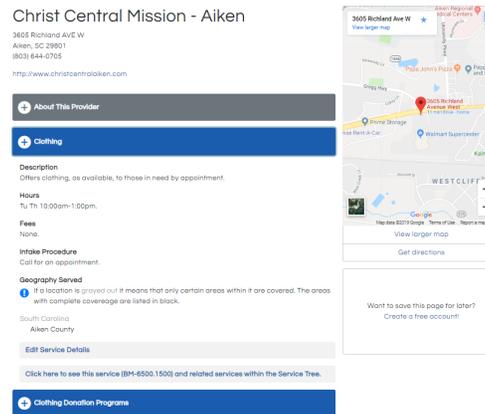


designated search area that offer the services you searched for. To view them, click on their blue names.



1

4. Once you clicked on an agency name, you will be directed to their agency record. This record will list all information provided by that agency. Each of the blue bars lists a service offered at that agency. Some of these will contain information specific to that service, but not all. To view, click on the plus sign next to each.



5. If you scroll down to the bottom of the listing, you will find buttons that will allow you to email, print, or text the information listed.



How to Create Resource Groups

If you prefer, you are welcome to create a free account on this site. If you do so, you will be able to create and manage resource groups of your choosing.

1. First, create an account by clicking

“My Account” at the top of the page.



2. This will take you to a login page that has the option to create an account. Look under the **Log In** button and select “I want to create an account”

Please sign in

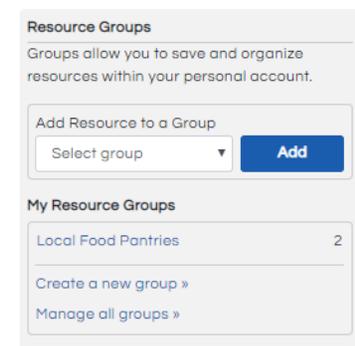
[I forgot my password.](#)

[I don't know my username.](#)

[I want to create an account.](#)

This website is free to use without an account. Having an account allows you to save records to groups and to recall profiles you have visited previously.

3. Answer the questions to create your account, then sign in. Once you're signed in, you can search for agencies that you would like to be in your groups. To add a listing, look to the right under the map.



3