

3 Easy Steps to Update Your Record



VOLUNTEER & INFORMATION CENTRE
OF HASTINGS AND PRINCE EDWARD COUNTIES

**Volunteer & Information Quinte is the data provider for 211 Ontario
(a province wide non-emergency number for community and social services)**

The information that is in your agency's VIQ record, is the SAME information that is on the 211 system. PLEASE update your record regularly to ensure accurate data at all times.

Step 1

- Go to www.viq.ca
- Click on *Info Services*
- Click on *Database of Community Services*
- Type *your agency name* in the Find field
- Click on *Search*

Step 2

- Click on the VIQ # beside your Agency Name or Program
- On the next page that opens click on *Suggest an Update*

Please note: If you click on your Agency Name all the listings belonging to your agency appear; all of them need to be updated separately!

Step 3

- Follow the prompts and fill in the applicable fields
- At the bottom of the page click on *Submit Updates*
- That's it, you're done!

HINTS



On the right hand side of each field there is the question mark symbol providing information on the requirements of each field

Be short & sweet, lengthy descriptors are not necessary

The creation of a new record will not happen immediately. The request will be sent to VIQ for review and approval. The record will be created within 14 business days.



United Way
Quinte



211
When you don't know
where to turn.™

NEED HELP??

Contact Dianne Coyle,
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