Updating Your Information in the ReferNET Agency Survey System:

You will receive an email from your local 211 service.

The email will contain an introductory message, your log in credentials, and a link to a secure website for you to log in and request updates to your information. The link is something like this: http://www.refersoftware.com/survey20/Login.aspx?PAXX

Log in, and if you need to, update or edit your contact information.

Once you click save, you will have the ability to review and edit your organization information.

(next page)
The next screen you see will be based on whether your organization offers services at multiple sites, or only one location. If you have only one location, you will see a screen similar to this:
If your organization has multiple sites, you will see a screen with a dropdown list. Choose which location you want to update.

If anything needs to be changed, click the edit bubble in the center. The new information will be put into the right side of the screen.

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Once the organization information is updated, click on the bar for “Section 2 – Contact & Business Info.” Update any information necessary; click through and update Section 3. Beneath those sections, you'll see a heading for each service offered. Open them and review the information; edit anything that should be updated.

If there are services that you offer that are not listed, you'll see a link in Section 3 to add a new service.
Once you have reviewed all the information at all sites, you have two choices: if your record did not need any changes, choose “No Changes” at the bottom of the page. If you requested changes, when done, choose “Survey Complete” at the top.

If you have questions, please refer back to the email you received from your local 211 service for instructions on how to proceed. Thank you for participating in PA 211’s database!