Go to iPhone App store and search “United Way 2-1-1” or “2-1-1 Missouri/Southwest Illinois”

USING THE 2-1-1 iPHONE MOBILE APP

2-1-1 App Home Screen:
Using Common Searches:

Click to see common search terms used in the 2-1-1 database

Click Category to search
Using Search Button

From Home screen, click on magnifying glass for general search of database

Type common search terms into field
Ex: food, electric, rent, etc.
Refining Search Results

Initial results are unfiltered; to filter by area served or agency’s physical location, click “Refine.”

Search results can be narrowed by KEYWORD: type in any word in the title of the agency, etc.

PHYSICAL LOCATION: Area where agencies are physically located; can search by zip, city or county (Remember this will narrow your results – it is best to search by Areas Served)

AREA SERVED: Area that agencies serve with their programs; can search by zip, city, or county
After typing in any refining criteria, click SEARCH.

Search results can be sorted by Relevancy or Distance. Search results can also be viewed on a map.

To view specific agency information, click on agency name entry.
Agency Information

To view address on a map, click on the address field.

To call agency directly, click on phone number.

List of services provided at agency.

Click to e-mail or text resource to another person.

Click to add to Favorite agency list.
Accessing Favorites

From Home Screen, click on Favorites button to pull up saved agencies.

Once in Favorites, click on any agency to see full details.