



Frequently Asked Questions

COMMUNITY PARTNERS

Q Why should I list my program on the *Connect IE* website?

A Listing your program on **www.ConnectIE.org** allows more people to find and connect with your services. Through a quick zip code search, people can find the services they need in their area.

Q How do I add my organization's program to the *Connect IE* website?

A Follow these steps:

1. Visit **www.ConnectIE.org**
2. Click "Suggest Program" at the bottom right-hand side of the home page
3. Enter the information about your program into the "Suggest a Program" form online; select "Search" and then follow the simple online instructions

Q What do I need to do when I find my program already listed?

A You will need to claim it, which means you have affirmed that the program webpage information on **Connect IE** belongs to your organization. To claim your program:

1. Go to **www.ConnectIE.org**
2. Click the "Support" tab on the header menu of the home page
3. Choose the "Updating and Adding Programs" button, and then follow the link to "Claim Your Program Listing"

Q Who can claim my organization's program page?

A If you are the owner, operator, worker, or affiliate of a program listed on **www.ConnectIE.org**, you can claim that program. You don't have to be the program director to do so. That's because we verify the user who applies to claim the page - to make sure the individual is affiliated with the program.

Q What are some key features of *Connect IE*?

A You'll gain access to FREE tools to help you help others, including:

1. Making referrals and tracking the outcome
2. Linking to an eligibility screener or your own online application
3. Getting analytics about the programs or services people are searching for in your area
4. Sharing favorite resources with your team





Q Who should claim my organization's page?

A Your organization can decide who is best to serve as your site administrator. More than one person in your organization may obtain site administrator rights. But, they must use the same log-in.

Q How quickly will my program be listed after I have submitted it?

A Within 48 hours, you will receive a confirmation email letting you know if the program was verified and listed or if more information is needed.

Q Would multiple staff be able to log in at the same time?

A Yes, many people in your organization can use the website at the same time to view resources and make referrals.

Q When should I update my program page on *Connect IE*?

A Updating your page is needed only when something changes within your program. It takes just a few minutes! It's also good to fine-tune your program's search details. That way, people can find out if they're eligible for your services - even before they talk to you!

Q Is *Connect IE* mobile-friendly?

A Yes. You can save the website to your favorites on your smartphone and view it when you're on the go!

Q Is the site available in other languages?

A Yes. You can toggle through many different languages (including Spanish) and even print the handouts in other languages.

Q Where can I go for help logging in?

A Refer to the *Connect IE* user training manual "Provider 101 Guide" at <http://bit.ly/ConnectIE>.