

United Way 2-1-1 Troubleshooting Tip Sheet

United Way of the Quad Cities Area 2-1-1 wants to ensure our community has easy access to our free and confidential, information and referral services in times of need. If you are trying to reach United Way 2-1-1's and you are unable to connect, please refer to the list below to determine why, what you can do to help and how you can connect.

- If you are calling from a government building, school, senior high rise, or a private business service may be blocked. To fix this, please contact your phone administrator and ask them to “unblock” or “allow” 2-1-1 calls from your building.
 - If you are still unable to contact 2-1-1 after the phone has been unblocked, please contact United Way 2-1-1 by calling 563.355.9900. Let them know you are having trouble connecting through 2-1-1 and that you have already unblocked your lines. Next give them your phones 3 digit prefix, phone service provider and let them know if you are calling from a land line or cell phone. We will then work with your provider to correct the problem.
- Cell phone access to United Way 2-1-1 is limited. Some service providers like at&t will connect while others are not set up to connect. Contact United Way 2-1-1 by dialing 563.355.9900. Let them know you are unable to connect through your cell phone and share your cell phone provider name with them. We will then work with your provider to correct the problem.
- If you are calling from a phone with Voice Over IP (or VOIP) otherwise known as an internet based phone provider, we are sorry to inform you that this type of phone service does not allow 2-1-1 calls at this time. To reach United Way 2-1-1's services please call 563.355.9900.

We encourage you to keep us informed about the phone providers not allowing 2-1-1 services so we can correct the problem and allow all Quad Citians the ability to reach United Way 2-1-1 through the easy to remember, three digit number.

Please note 2-1-1 can be reached by calling 563.355.9900 or 1.888.680.INFO 24 hours a day, seven days a week. In addition you can find information online at www.unitedwayqc.org.

