

## Frequently Asked Questions

- 1. Q: When I search for my organization, I get a message that says the search produced no results. I know we should be in the Connector because we file 990s and we are a 211 provider. What should I do?**

**A:** First, zoom out so the entire state is on your screen and try your search again. If your search still produces no results, you may add your organization manually. Instructions for adding your organization can be found by going to the Member tab on the Connector website and then clicking on “Manage Your Account”. Then click on the link that says “View/edit your user account information.”
- 2. Q: I have already affiliated with an organization, but would like to affiliate with more than one. Can I do this?**

**A:** No, users are only allowed to affiliate their Texas Connector account with one organization. For those users that are affiliated with a nonprofit organization (including faith-based organizations and private foundations), they will be able to edit that organization’s information in the Texas Connector database. If you are affiliated with a nonprofit organization in the tool, go to the Members tab on the Texas Connector homepage, click on “Manage Your Account”, and click on “View/edit the Connector database information about XXXX (organization)” to learn more.
- 3. Q: Do I have to be a subscriber to edit my organization’s information in the Connector?**

**A:** No – Users who have an active Texas Connector account and who are in their free trial period can edit their organization’s information or add their organization to the Connector database, if it does not currently exist in the database. Note – only users that are affiliated with a 501(c)(3) nonprofit organization, including private foundations, can edit their organization’s information, or add a new nonprofit organization into the Texas Connector’s database.
- 4. Q: Do I have to be a subscriber to add my organization to the Connector?**

**A:** No- See above. For information on purchasing an annual subscription for the Texas Connector go to the “Member” tab on the Connector website and click on “Manage Your Account”. Then, under “Manage your subscription” click on the link that says “Subscribe” to learn more.
- 5. Q: Can I buy a multi-year subscription?**

**A:** Not at the current time. Go to the Members tab and click on “Manage Your Account”, “Manage Your Subscription” and then “Subscribe” to purchase an annual subscription to the Texas Connector.
- 6. Q: When I search for my type of organization (after school program, emergency support, preschool program, etc.), only a few organizations are shown. I know there are others. How do I find them?**

**A:** Not all like organizations classify themselves or their services in the same way. Select one of the organizational results from your search. . Click on “View More Detail”. The Organizational Details report that comes up may have other categories for organizational type or types of services (Alliance for Information and Referral Systems (AIRS) used by 2-1-1 Texas; the National Taxonomy of Exempt Entities, (NTEE), used by the IRS and GuideStar, USA.) for that organization listed at the bottom of the

page. These other categories might give you clues regarding other categories of services and types that you could also search for as well. Re-do your search using those categories to find other similar organizations.

**7. Q: What does it mean when click on a service or type result that I obtained by a search to load it into the “Active Provider” box on the left side of the screen, but it is greyed out?**

**A:** A greyed out service or type result means that there aren’t currently any organizations in Texas that provide that service. You may want to try to redo your search using a slightly different keyword(s) to try and find service types or specific organizations in the Connector. For example, if you didn’t find any services or types or specific organizations when using the search term “Elderly”, you may want to try a different search term with a similar meaning such as “Senior” or “Older Adult”.

**8. Q: I searched for the Alamo and didn’t get a result. Are state landmarks in the tool?**

**A:** Only entities that file an IRS Form 990 (and thus are 501(c)(3) nonprofit organizations and also contained in the GuideStar, USA database), or are part of the Texas 2-1-1 provider database are currently included in the Texas Connector. While state landmarks are often overseen by nonprofit organizations, they are typically not nonprofit organizations themselves.

**9. Q: Why doesn’t every organization have a budget on their Organization Details page?**


**A:** The information contained in the Organization Details page is limited to data that is derived from an organization’s Form 990 or additional information provided by the organization to GuideStar, USA or Texas 2-1-1. The operating budget of an organization is information that is only supplied by the GuideStar, USA data source and not 2-1-1 Texas. A Texas Connector user that is affiliated with a 501(c)(3) organization in the Texas Connector can edit their organization’s record in the tool. Click on the Members Home Page tab, on “Manage Your Account” and then the link “View/edit the Connector database information for XXXX (organization)”. Because an organization’s operating budget is a secure field, there will be additional instructions on this page for how to request an edit to your organization’s operating budget.

**10. Q: How do we find out where the information comes from?**

**A:** For boundary layers and demographic and socioeconomic data (the clickable boxes on the bottom right of your screen), the source of the data can be obtained by clicking on the blue dot with the white “i” in the center next to each data option.

For organization source data, search for the organization on the map or from the Member Home Page. From the map, click on the name of the organization. When the blue dot appears on the map, use your mouse to hover over the dot and open the link for the organization in the white box that appears. From the summary information box, click on the View More Details link. The Organization Details will open in a new window. At the bottom of the Organization Details, you will find the data source(s). From the Member Home Page, choose “Search for Organizations”. Type the name of the organization in the search box. When your options appear, choose the organization by clicking on the organization name. The Organization Details will open in a new window. At the bottom of the organization details you will find the data source(s).

**11. Q: How do I start over?**

**A:** You can start over on the map by clicking on the Reset Map button  at the top of your map. To return to the “Member Home Page, you may click on the house icon at the top of the Connector map or on the Texas Connector logo in the bottom right corner of the map.


**12. Q: Can I look at more than one data layer at the same time?**

**A:** You may load multiple boundary layers at the same time, but only one demographic or socio-economic layer at a time.

**13. Q: Is there a way to save what I looked for before?**

**A:** Not currently. An option to save “favorite” organizations and searches is in development.

**14. Q: How do I get legislative information for several different organizations?**

**A:** At this time, you will need to use the Query Map feature  (the state of Texas icon with a magnifying glass). You will need to query the point where each organization is located. Click on the Query Map icon. You will have several options. Choose “Query a Point”. A ? will appear. Place the ? at the location of the organization. A box will appear that includes the Texas and U.S. Congressional District information.

**15. Q: Why don't all organizations have a service area?**

**A:** An organization's service area is a data field that is collected by 2-1-1, but not to GuideStar, USA. If the organization is not a 2-1-1 provider, no service area will be shown, and only some 2-1-1 records contain program service area information. See the information above how to edit an organization's information if you are affiliated with an eligible organization and would like to learn how to edit that organization's record and add service area information directly into the Texas Connector.

**16. Q: How current is the GuideStar data?**


**A:** The GuideStar data is updated quarterly, but the organization information will reflect what was reported on their most recently filed Form 990 that has been obtained by GuideStar, USA.

**17. Q: How do I search for an organization?**

**A:** You can search for an organization two ways. From the map view, you can search for an organization using the search box on the right side of the map view. When you click on the result for the organization you are searching for, a blue dot will appear on the map.

You may also search for an organization from the Member Home Page. A “Search for Organizations” link is available. You may search for an organization in the search box provided. When you click on the result for the organization you are searching for, the Organization Details will open in a new window.

**18. Q: In regard to drawing a customized shape in the Query Map feature, can I expand my shape without starting over?**

**A:** To run a demographic report on a custom-drawn shape, click the “Query Map” feature . Then, click “Query a Shape” and follow the instructions provided. You cannot expand the original shape you have drawn, but you can draw another shape over the first that would expand the boundaries.

**19. Q: If it says there are 16 organizations in the area, does it mean there are 16 organizations located there or serving there?**

**A:** There are 16 organizations located in the area.