

### Updating the database

To add, update and/or delete an organization's profile

Go to the [Employment Ontario website](http://www.edu.gov.on.ca/eng/tcu/etlanding.html) at [www.edu.gov.on.ca/eng/tcu/etlanding.html](http://www.edu.gov.on.ca/eng/tcu/etlanding.html)

Select the "Find Employment and Training Services" tab at the right of the page

### Adding a new or missing record

1. On the [Find employment services in your area](#) page
2. Use the drop-down lists to choose the location and choose the program
3. Click "GO"
4. Click on "Suggest a New Record", when the results appear
5. In the box provided, enter any new or missing information

*If necessary, we will contact you to gather additional information, confirm that the information is accurate, and then add the information to the database. Depending on the validation period, the record will be posted within 7-14 days.*

### Updating an existing record

1. On the [Find employment services in your area](#) page
2. Use the drop-down lists to choose the location and choose the program
3. Click "GO"
4. Click on the name of the service provider that needs updating, when the list of results appears
5. Click on "Update Info" at the top of the screen
6. Complete the "Update information" form

*If necessary, we will contact you to gather additional information, confirm that the information is accurate, and then add the information to the database. Depending on the validation period, the record will be posted within 7-14 days.*

### Deleting an existing record

1. On the [Find employment services in your area](#) page
2. Use the drop-down lists to choose the location and choose the program
3. Click "GO"
4. Click on the name of the service provider that needs updating, when the list of results appears
5. Click on "Update Info" at the top of the screen.
6. In the "Notes" section, please describe why the record should be deleted.

*If necessary, we will contact you to gather additional information, confirm that the information is accurate, and then add the information to the database. Depending on the validation period, the record will be posted within 7-14 days.*



# EO Service Provider Search

The Service Provider search feature makes it easy for users to find Employment Ontario first point of contact service sites.

▶▶▶ **What is a first point of contact service site?**

*A first point of contact service site provides direct services or needs determination to clients in addition to information and referral about Employment Ontario training and employment services. Examples of direct client services include payment of certificate renewal fees or access to equipment and services (faxes, word processors) that support employment and training searches.*

▶▶▶ **Will clients be able to locate all EO-funded service providers through this search feature?**

*No. Those Employment Ontario programs and services (such as Skills Development) that require a referral from an assessment centre will not appear through a Service Provider Search.*

▶▶▶ **Are service providers responsible for keeping their organizations' information up to date on the web site?**

*Yes. Part of the Employment Ontario Promise is to provide consistent and accurate information about our programs and services to our clients. We expect that EO first point of contact office locations will review and update their information in an attempt to serve clients the best we can*

▶▶▶ **If a first point of contact service provider contacts me about not being listed on the database what should I do?**

*Check out instructions on the reverse.*

▶▶▶ **Please check out the EOPG website at [www.eopg.ca](http://www.eopg.ca)**