



Whitman County  
Public Health

# PRG Organization Instruction Manual





# Table of Contents

What is the Palouse Resource Guide?	3
How to edit your Organization	4-5
How to edit your Service(s)	6-8
How to edit your Location(s)	9-11
Frequently Asked Questions	12-13
Contact Us	14



# What is the Palouse Resource Guide?

The Palouse Resource Guide (PRG) is a countywide database managed by Whitman County Public Health. It connects residents with local services, organizations, and programs that support health and well-being.

The PRG currently includes hundreds of services from organizations across the region.

Each listing is built from three connected parts:

- **Organizations** are the core. They represent any business, agency, or entity that provides a service.
- **Services** are linked directly to organizations. Each organization can have one or many services. All Orgs must have at least one service.
- **Locations** are tied to services. All locations must be tied to at least one Service

This structure allows the PRG to show accurate details about what is offered, where, and by whom.

**Thank you for taking the time to keep your information up to date and for helping Whitman County continue to grow a thriving community.**



# How to Edit Your Organization

This is your step-by-step guide for updating the Palouse Resource Guide (PRG).

## STEP 1

### Log in

1. Go to: <https://palouserresources.org/admin/>
2. Log in using your PRG account (if you are not sure of your email or password for your account associated with the PRG, please reach out to [communityhealth@whitmancounty.gov](mailto:communityhealth@whitmancounty.gov))

## STEP 2

### Accessing your organization

1. In the left sidebar, select **Organizations**.
2. Click your organization's name to open its details.

You'll see two tabs at the top:

- **Content** — where you edit your organization's information
- **Services** — where you can view the services connected to your organization

Propaganda Thrift Store Current v

Previous View Create a draft Save

Content Services **Summary**

**Summary**

This summary shows up in public search results under your service name. It helps people quickly understand what you offer and how to access it.

**Briefly include:**

- What do you offer?
- Who is it for?
- How do people get started?
- Are there any special rules, limits, or eligibility requirements (e.g., once per year, \$250 cap)?
- Do you offer translation? List the languages.

**Example**

"We offer free home energy assessments for low-income households in Whitman County. Services are available to homeowners and renters. To get started, fill out a short online form or call our office. Services are limited to once every two years. Translation available in Spanish and Russian."

Character limit: 300

Summary

Address

Street	Street Line 2	City	State	ZIP Code
			WA v	

Contact Info

Phone Email Website Fax Address

Slug: propaganda-thrift-store

Post Date: 12/8/2025, 10:08 AM

Expiry Date: [ ] [ ]

Status: Enabled

NOTES ABOUT YOUR CHANGES

ID	Status	Created at	Updated at	Notes
116233	Disabled	12/8/2025, 10:08 AM	12/8/2025, 10:12 AM	Applied "Draft 1"



# How to Edit Your Organization – Continued

## Updating Your Summary

The summary is the public-facing description shown on the PRG. You can edit it in the summary text box within the Content tab.

Note: The summary has a 300-character limit.

## Updating Your Address

Below the summary, you'll find the fields for your organization's address. Make edits directly in these fields as needed.

## Adding Contact Information

To add a phone number, email address, website, fax, or an additional address:

1. Select the appropriate **Add button**.
2. Fill out the fields that appear.

## Saving Your Changes

When you're finished updating your organization, select the large red Save button in the top right corner.



# How to Edit Your Service(s)

## STEP 1

### Accessing Your Services

1. In the left sidebar, select **Services**.
2. Click the service name you would like to edit to open its details.

You'll see three tabs at the top:

- **Service Info** – where you edit your service's information
- **Locations** – where you can view the services connected to your organization
- **Summary** – where you can view the services connected to your organization

Name of Service/Program Current — Edited Service Name

Showing your unsaved changes. Discard

Service Info Locations Summary **Service Info** Tabs

Something not right? Reach out to us at [communityhealth@whitmancounty.gov](mailto:communityhealth@whitmancounty.gov) so we can correct it.

**Name of Service/Program**

Organization

Your Service Categories Main Services

Website URL

**Age Restriction**  
Only serve certain age groups? Enter the range below.  
To show your service is for all ages, enter 0 to 99.

**Age Minimum**  
Use 0 for birth.

**Age Maximum**  
Use 99 for no age limit.

**Communities Served**

- No population restrictions
- Only people with disabilities
- Only members of our organization
- Only families
- Only veterans
- Only people who are unhoused
- Only Medicaid-eligible
- Only Medicare-eligible
- Only income-eligible

**Accepting New Clients**  
Not Applicable



## **How to Edit Your Service(s) – Continued**

### **STEP 2 – INFO**

#### **Service Info Tab**

The Service Info tab allows you to update the core details of your service, including:

1. Website URL
2. Age restrictions
3. Communities served
4. Application process
5. Required documents
6. Whether you accept new clients
7. Fee details
8. Insurance acceptance

Only fields that are editable will appear as open form fields or checkboxes.

#### **Changing the Name of Your Service**

Service names affect how your listing appears across the PRG, so they cannot be edited directly.

To request a name change of your service, email:  
[communityhealth@whitmancounty.gov](mailto:communityhealth@whitmancounty.gov)

#### **Updating Your URL**

To update the website for this service:

- Find the field labeled Website URL.
- Enter the link that applies specifically to this service (not your general organization site, unless they are the same).



## How to Edit Your Service(s) – Continued

### STEP 3 – LOCATIONS TAB

The Locations tab controls where this service is available.

#### Add an existing location

- Click Add a location.
- Choose an existing location from the list.

#### Add a brand new location

- Click Add a location.
- Select New locations entry in the bottom left of the popup.
- Fill out the location details. (for more details about this process refer to this page)

#### Edit an existing location

Double-click the location name in the list.

(Only editable fields will appear.)

### STEP 4 – SUMMARY TAB

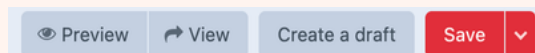
This summary appears in public search results under your service name. It helps people quickly understand what you offer.

Your summary should briefly include:

- What you offer
- Who it is for
- How people get started
- Any limits or eligibility requirements
- Translation availability

#### Saving Your Changes

When you're finished updating your service, select the large red Save button in the top right corner.





# How to Edit Your Location(s)

Each location has four tabs you can edit:

- Location Info
- Contact Info
- Restrictions
- Accessibility & Inclusion

You can update your location details at any time. Only fields that are editable will appear as open form fields, checkboxes, or "Add" buttons.

## STEP 1 - INFO

### Location Info Tab

Use this tab to update the basic details of your location.

#### Title

This name displays publicly. Use something clear and recognizable (for example, "Moscow Location" or "Main Street Office"). **You must enter a title to save the location.**

#### Services

To connect a service to this location:

- Click Add a service and select it from the list.
- To edit a service already listed, double-click its name.

The screenshot shows a web interface for editing a location. At the top, there is a dropdown menu for 'Pullman Location' and a title 'Location Name'. Below this is a 'Tabs' section with four tabs: 'Location Info', 'Contact Info', 'Restrictions', and 'Accessibility & Inclusion'. The 'Location Info' tab is active. The form contains the following sections:

- Title:** A text input field with the value 'Pullman Location'. Above it, there is a note: 'This name shows publicly, so use something clear and specific people will recognize. If there's no official name, use the city or street (e.g., "Moscow Location" or "Main St Location"). A title is required to save the location.'
- Services:** A section with a note: 'To edit a service, double-click its name in the list below. To add a service to this location, click "Add a service" and select it from the list.' Below this is a button labeled '+ Add a service'.
- No In-Person Services:** A toggle switch that is currently turned off.
- Address:** A form with five input fields: 'Street', 'Street Line 2', 'City', 'State', and 'ZIP Code'. The 'State' field has a dropdown menu with 'WA' selected.



## How to Edit Your Location(s) – Continued

### Address

Update the street address, city, state, and ZIP code.

If your organization uses multiple address lines, fill in both fields.

**Important Note!** – If you have no physical location please check “No In-person Services” and disregard filling out address and Latitude/Longitude.

### Latitude & Longitude

These fields are optional. If you don’t know them, you can leave them blank.

## STEP 2 – CONTACT TAB

### Hours

Click Hours Set to add your business hours. You may also add a *Note*: if hours vary seasonally or require clarification.

### Phone, Email, Fax

Add or update the appropriate contact methods using the buttons in this section. You can add more than one if needed.

## STEP 3 – RESTRICTIONS TAB

### Location Restrictions

If services at this location are restricted by residency, select **Add Residency Restriction**.

If your location does not have residency restrictions, leave this section empty.

### Restriction / Service Info Notes

If this location has details that differ from the main service (for example, different required documents or a special requirement for this site only), you can note that here.

Click Note to add additional information.



## How to Edit Your Location(s) – Continued

### STEP 3 – ACCESSIBILITY & INCLUSION TAB

Use this tab to list the accessibility and inclusion features available at this location.

You can select all features that apply, including:

- Wide doorways
- Automatic doors
- Ramp entrances
- Translation services
- Handicap parking
- Baby changing stations
- Accessible furniture
- Sensory-inclusive environment

And more, as shown in the checklist.

#### Safe Zone Training

Toggle Yes if your staff is Safe Zone trained and your location displays a Safe Zone sign.

#### Cooling Center Availability

Toggle Yes if your location allows the public to come indoors during extreme heat periods (as defined in the description).

#### Saving Your Changes

When you're finished updating your location, select the large red Save button in the top right corner.



**Important Note!** – If you have no “No In-person Services” you do not need to fill out the Accessibility & Inclusion Tab.



# Frequently Asked Questions

## **Can I edit the category or subcategory of my service?**

No. Category and subcategory assignments are managed by Public Health staff to keep listings consistent. If something needs to change, please email [communityhealth@whitmancounty.gov](mailto:communityhealth@whitmancounty.gov)

## **Can I add more than one service to my account?**

Yes. If your organization offers additional services, reach out to [communityhealth@whitmancounty.gov](mailto:communityhealth@whitmancounty.gov) and WCPH staff can add them to your account for you to update.

## **Can I edit my organization's name?**

Not directly. Please email any changes to your organization's name to [communityhealth@whitmancounty.gov](mailto:communityhealth@whitmancounty.gov)

## **Can I edit my organization's main description?**

Yes, you can.

## **What information can I update on my own?**

You can update core details for your existing services, such as hours, contact information, eligibility, cost details, or program descriptions.

## **Who do I contact for technical issues or if I get locked out?**

For log-in issues, password resets, or technical errors, please email [communityhealth@whitmancounty.gov](mailto:communityhealth@whitmancounty.gov)



# Frequently Asked Questions

## **Can multiple people from my organization have accounts?**

No. Only one email per organization

## **What if my service is temporarily unavailable?**

You can update your description or contact Public Health to temporarily hide or flag a service. Email [communityhealth@whitmancounty.gov](mailto:communityhealth@whitmancounty.gov) with the dates or details.

## **Why can't I edit some of the fields in my account?**

Certain fields are protected to maintain accuracy across the entire database. If something looks incorrect or needs updating, send the changes to [communityhealth@whitmancounty.gov](mailto:communityhealth@whitmancounty.gov)

## **How often should I update my information?**

We recommend reviewing your listings every 6 months or whenever your services change, so residents see accurate and current information.

## **What if I see outdated or incorrect information?**

Please correct what you can within your account. For locked fields, contact [communityhealth@whitmancounty.gov](mailto:communityhealth@whitmancounty.gov)



# Contact Us

Thank you for helping keep the Palouse Resource Guide accurate and up to date. If you have questions about this booklet or the PRG in general, reach out to:

[communityhealth@whitmancounty.gov](mailto:communityhealth@whitmancounty.gov)