**Agency Online Referral Information – How to Use Website:**

* Go to [www.freshstartfurniturebank.org](http://www.freshstartfurniturebank.org/) and click on the “Agencies” tab.
* Select your agency from the drop-down box and press “Submit.”
* Select your user name from the list, enter your password and then press “Submit.”
* You may then submit a referral or update your login info.
* The Client Referral form uses information filled in with date from your login, so be sure to create separate logins for each person submitting referrals.
* When submitting a referral, we strongly suggest that you utilize the “Special requests/notes” box to confidentially provide information such as:
  + Client’s needs
  + Any information about their housing situation which may be helpful
  + If another organization has already given them furniture/linens/housewares
* Our computer system sends e-mail and text messages to clients in English, Spanish, and Portugese. This includes a welcome message with basic information and messages reminding them that they have furniture on hold that they need to pick up. If available, please provide the client’s e-mail address and if they have a cell phone with a texting plan, have them accept text messages from us.
* Once a referral is submitted you will receive an e-mail indicating that we received it.