

Submitting Updates to Red Book – Frequently Asked Questions

How do I submit an update to a Red Book entry?

To submit or propose an update to a Red Book entry, log into [Red Book](#) and enter your proposed changes.

How do I log into Red Book?

You should have received an email with a one-time login link to Red Book that allowed you to set a password. Please check your inbox for that email. If you cannot find it, you can either set a new password using “forgot my password” on the login page, or contact redbook@hpl.ca.

What is my login?

Your username is the contact email address associated with your Red Book agency or service.

I don't remember which email is associated with my Red Book listing. What should I do?

The email address associated with your service listing should be on Red Book. Search for your agency on Red Book, and the email address listed will be your login. If there is no email address listed, contact redbook@hpl.ca, and we will confirm which email account you can use to log into Red Book.

For example, if you work for Spectrum, and want to make changes to this listing, visit the Spectrum agency page:

Red Book Search

Spectrum Hamilton

A program of YWCA Hamilton that focuses on skill-sharing and community building opportunities for 2SLGBTQIA+ young adults

SERVICES OFFERED BY THIS ORGANIZATION
[2SLGBTQIA+ Newcomer Program](#) [Weekly Check-Ins](#)

SITES OF THIS ORGANIZATION:
[YWCA MacNab Main Location](#)

<https://www.spectrum.ca/> info@spectrum.ca

75 MacNab St S, Hamilton, ON L8P 3C1, Canada

Map Satellite

Hamilton

REGION
CITY OF HAMILTON
WARD
Z
FEDERAL RIDING
Hamilton Centre

The email is listed below the description of the agency, beside the map.

I forgot my password. What should I do?

If you forget your password, click “forgot my password” on the login screen.

Why do I need to create a password to update my Red Book information?

We allow all agencies that list their services on Red Book to keep their information up to date by submitting changes via a login on our website. If you would rather manually submit these changes, please contact redbook@hpl.ca.

When will my proposed changes be made?

You will receive confirmation if your changes have been approved, generally within two (2) business weeks. If we cannot approve your changes, we will contact you within the same time period.

Submitting Updates to Red Book – Instructions

- 1) Visit redbook.hpl.ca/user/login.
- 2) Log in with the email address connected to your agency and your password:
 - a. If you have not set a password yet, look for an email in your inbox from Red Book with a one-time login link. This will allow you to set up a password. This email will have gone to the email address associated with your Red Book agency listing (see FAQ page for more information).
 - b. If you cannot remember your password, reset it by selecting “forgot password” on the login page.
 - c. If you have further problems logging in, contact redbook@hpl.ca.
- 3) Click on the “edit form” button beside the record.
 - a. If you do not see the blue edit button beside the record, then the account you’ve logged in with does not have permissions to submit changes for the record. Contact redbook@hpl.ca for assistance.
- 4) Make changes to your record accordingly.
- 5) Click “submit.”
- 6) We will be in touch to confirm that your changes have been approved.