EMDR Trauma Recovery/HAP Volunteer Portal

Frequently Asked Questions

Passwordless Login

How do I access the volunteer portal?

Simply visit the portal URL, enter your email address, and click 'Send Verification Code.' You'll receive a one-time code in your email within seconds. Enter that code and you're in! No passwords to create or remember. The entire process takes less than 60 seconds.

I didn't receive my verification code. What should I do?

If you don't receive your code within a minute or two, try these steps:

- **Check your spam or junk mail folder** - the email may have been filtered
- **Verify your email address** - make sure you entered it correctly
- **Wait a moment** - sometimes emails take a minute or two to arrive
- **Request a new code** - return to the login page and click 'Send Verification Code' again
- **Add EMDR Trauma Recovery/HAP to your contacts** - this helps ensure future emails arrive in your inbox

My verification code expired. How do I get a new one?

Verification codes are time-limited for security. Simply return to the login page and click 'Send Verification Code' again. You'll receive a fresh code immediately. Each code is single-use and expires after a short time.

I'm entering the code but it says it's invalid. What's wrong?

This usually happens for one of these reasons:

- **The code expired** - request a new code
- **You're using an old code** - always use the most recent code you received
- **There's a typo** - carefully re-enter all 6 digits
- **Copy-paste issue** - try typing the code manually instead of copying

Which email address should I use to log in?

Use the same email address where you received your launch day invitation from EMDR Trauma Recovery/HAP. This is the email address we have on file for your volunteer account. If you're unsure which email to use, contact our support team at portalsupport@emdrhap.org.

Can I change my email address?

Yes! Once logged in, you can update your email address in your profile settings. Go to your dashboard, click on 'Profile' or 'My Information,' and update your contact information. Changes take effect immediately.

Is passwordless login secure?

Yes! Passwordless authentication with one-time codes is actually more secure than traditional passwords. Each code is unique, expires quickly, and can only be used once. This eliminates common security risks like password reuse, weak passwords, and password theft.

Can I access the portal from my phone or tablet?

Absolutely! The portal is fully mobile-responsive and works beautifully on any device - computer, tablet, or smartphone. The passwordless login process works exactly the same way on all devices. Just make sure you have access to your email on the device you're using.

Account Access

I didn't receive a launch day email. How do I get access?

Launch day emails were sent to volunteers who had accessed the system recently:

- TRN Members: Active within the past 6 months
- Basic Training Faculty: Active within the past year

If you haven't been active but would like portal access, simply contact portalsupport@emdrhap.org for immediate assistance. We're also sending monthly invitations with reactivation instructions to inactive accounts.

How do I reactivate my account?

Contact our support team at portalsupport@emdrhap.org or call 203-288-4450 during business hours. Let us know you'd like to reactivate your account, and we'll send you an invitation with complete instructions. The reactivation process is quick and easy.

Portal Features

What can I do in the volunteer portal?

The portal offers several powerful features:

- **Browse and register for training events** (Faculty) - view upcoming trainings and register with a single click
- **Manage your profile** - update contact information, skills, availability, and communication preferences
- **View your dashboard** - see your activity, upcoming events, and important information at a glance
- **Receive automated notifications** - get event confirmations and updates delivered to your inbox

How do I update my profile information?

From your dashboard, click on the 'Contact Information tab'. You can update your contact details, communication preferences, skills, and availability. All changes sync immediately - no waiting for staff to process updates!

How do I register for a training event? (Faculty)

Browse the list of upcoming training events from your dashboard or events page. When you find an event you'd like to attend, simply click the 'Register' button. You'll receive an automatic confirmation email. If you need to cancel, please contact the Trauma Recovery/HAP Office directly.

Can I cancel my event registration through the portal?

While you can view and manage your registrations in the portal, cancellations must still be processed through the Trauma Recovery/HAP Office. Please contact us at portalsupport@emdrhap.org or call 203-288-4450 to cancel a registration.

Technical Support

The portal isn't loading or is very slow. What should I do?

Try these troubleshooting steps:

- **Check your internet connection** - make sure you're connected
- **Clear your browser cache** - old cached files can cause issues
- **Try a different browser** - Chrome, Firefox, Safari, and Edge all work well
- **Update your browser** - make sure you're using the latest version
- **Restart your device** - sometimes a simple restart fixes the issue

Which web browsers are supported?

The portal works with all modern web browsers including Google Chrome, Mozilla Firefox, Safari, and Microsoft Edge. For the best experience, make sure you're using the latest version of your browser. The portal is also fully mobile-responsive and works on smartphones and tablets.

I'm having trouble accessing the portal. Who can help?

Our support team is ready to help! Contact us:

Email: portalsupport@emdrhap.org

Phone: 203-288-4450 (normal business hours)

- **Faculty:** Stephanie x128 (Eastern Time Zone)
- **TRN Members:** Tracy x123 (Mountain Time Zone)

Still have questions? We're here to help!
Contact portalsupport@emdrhap.org
The Trauma Recovery/HAP Team