EMDR Trauma Recovery/HAP Volunteer Portal

Features & Capabilities Guide

Welcome to your new volunteer portal! This guide will help you make the most of all the powerful features available to you. Built on Salesforce Experience Cloud, the portal provides you with fast, secure, and intuitive tools to manage your volunteer experience with EMDR Trauma Recovery/HAP.
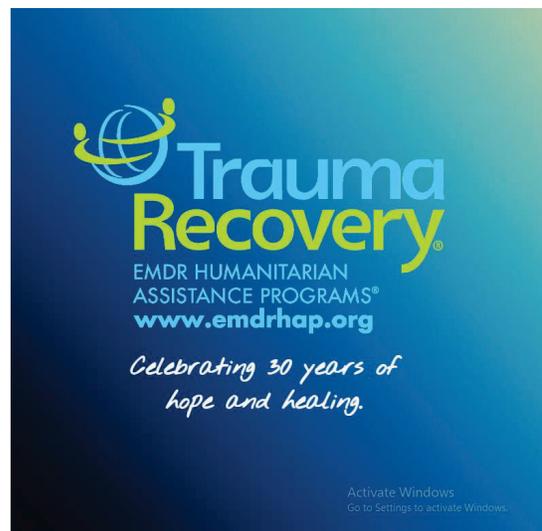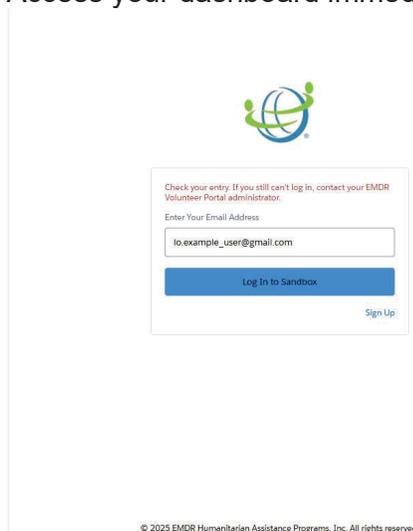
Passwordless Login

How It Works

The portal uses passwordless authentication for your convenience and security. Instead of remembering a password, you simply receive a one-time verification code via email each time you log in.

Benefits

- **No passwords to remember** - Never worry about forgotten passwords or password resets
- **Enhanced security** - Each code is unique, time-limited, and single-use
- **Fast access** - Login takes less than 60 seconds
- **Works anywhere** - Access the portal from any device with your email

Login Process

- Visit the portal URL and enter your email address
- Click 'Send Verification Code' to receive a code in your email
- Enter the 6-digit code from your email
- Access your dashboard immediately

Your Dashboard

Your dashboard is your central hub for all volunteer activities. It provides an at-a-glance view of your information, upcoming events, and important updates.

Dashboard Features

- **Quick navigation** - Access all portal features from your dashboard menu
- **Activity overview** - See your recent activity and volunteer history
- **Upcoming events** - View events you're registered for at a glance
- **Important announcements** - Stay informed about EMDR Trauma Recovery/HAP news and updates
- **Profile shortcuts** - Quick access to update your information

Self-Service Profile Management

One of the most powerful features of the new portal is the ability to manage your own profile information. Update your details anytime, and changes take effect immediately without waiting for staff processing.

What You Can Update

- **Contact Information**
  Email address, phone number, mailing address
- **Skills & Expertise**
  Your professional qualifications, areas of expertise, and supporting documents.
- **Availability**
  Your volunteer availability and schedule preferences

How to Update Your Profile

- Log in to your account

- Navigate to the **Contact Information** tab

- Click **Edit** to update your details

- Make the required changes

- Click **Save** — your updates will sync immediately

Event Registration (Faculty)

Faculty members can browse and register for upcoming training events directly through the portal. The streamlined registration process takes just seconds.

Browsing Events

- **View all upcoming training events** - See dates, locations, and event details
- **Filter and search** - Find events by date, location, or type
- **Event details** - Click on any event to see complete information
- **Registration status** - Easily see which events you're already registered for

Registering for Events

- Find the event you want to attend
- Click the 'Register' button
- Receive automatic confirmation email
- Event appears in your dashboard 'Upcoming Events' section

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

Managing Your Registrations

- **View all registrations** - See past and upcoming events you're registered for
- **Check registration status** - Confirmed, waitlisted, or pending
- **Access event details** - Location, schedule, materials, and other information

Automated Notifications

The portal keeps you informed with automatic email notifications delivered directly to your inbox. No more missed updates or manual reminders!

Types of Notifications

- **Event confirmations** - Immediate confirmation when you register for an event

- **System announcements** - Portal updates and maintenance notifications

Sandbox: Your event assignment has been received
HAP Registration <registration@emdrhap.org>
Tuesday, December 23, 2025 2:08:44 PM

Show pictures

Hello, demo1 demo1.

Your request to join the EMDR HAP event: 2304 EMDR Part 2 beginning 1/16/2026 in the role of Trainer has been received.

Mobile-Responsive Design

The portal is fully optimized for mobile devices, providing a seamless experience whether you're on a computer, tablet, or smartphone.

Mobile Features

- **Touch-optimized interface** - Easy navigation on touchscreens
- **Responsive layout** - Automatically adjusts to your screen size
- **Fast loading** - Optimized for mobile data connections
- **Full functionality** - Access all portal features from your mobile device

Tips for Mobile Use

- Keep your mobile browser updated for best performance
- Bookmark the portal URL for quick access
- Try both portrait and landscape orientations
- Use split-screen view for easier login with verification codes

Lightning-Fast Performance

Built entirely on Salesforce's enterprise-grade platform, the portal delivers exceptional speed and reliability.

Performance Benefits

- **Instant page loading** - No waiting, no lag
- **Seamless navigation** - Move between pages without delays
- **Real-time updates** - Changes sync immediately
- **Enterprise reliability** - 99.9% uptime on Salesforce infrastructure
- **Automatic backups** - Your data is always secure and protected

Support & Assistance

Our dedicated support team is here to help you make the most of your portal experience. Whether you have questions, need technical assistance, or want to learn more about portal features, we're just an email or phone call away.

Email Support:

portalsupport@emdrhap.org

Phone Support: 203-288-4450 (normal business hours)
- **Faculty:** Stephanie x128 (Eastern Time Zone)
- **TRN Members:** Tracy x123 (Mountain Time Zone)

Thank you for being part of the EMDR Trauma Recovery/HAP community!
We're excited to support your volunteer journey.
The Trauma Recovery/HAP Team