

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

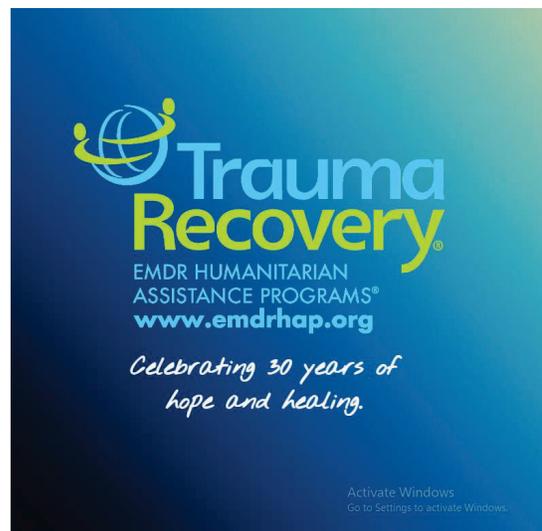
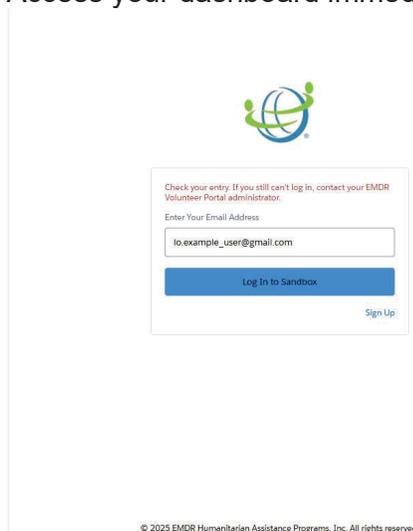
The portal uses passwordless authentication for your convenience and security. Instead of remembering a password, you simply receive a one-time verification code via email each time you log in.

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





Verify Your Identity

You're trying to log in to EMDR Volunteer Portal. To make sure your EMDR Volunteer Portal account is secure, we have to verify your identity.

Enter the verification code we emailed to log*****@****.com.

Verification Code

[Resend Code](#)

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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.

The dashboard features a green navigation bar with the following menu items: HOME, CONTACT INFORMATION, LICENSE & INSURANCE, and TRAINING EVENTS. A user profile icon labeled 'EXTERNAL...' is visible in the top right corner.

Welcome Back, demo1 !

Faculty Assignments

Event	Date	Role	Average Score	Status
#2238 Virtual EMDR Part II	2025-12-05	Facilitator in Training - Evaluation		Requested

Showing 1 to 1 of 1 results. [Previous](#) [1](#) [Next](#)

* Standby: May be added closer to training date based on registration needs.

Current Training Events

Event Name	Date	Location
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Trauma Recovery Networks

Role	Network Name	Manage TRN Details
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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

The screenshot shows the 'Your Name' profile update form. At the top left is the 'Trauma Recovery' logo. At the top right is a user profile icon labeled 'EXTERNAL...'. Below the logo is a navigation bar with tabs: HOME, CONTACT INFORMATION (selected), LICENSE & INSURANCE, and TRAINING EVENTS. The form itself is titled 'Your Name' and contains the following fields:

- Name:** First Name (demo1), Middle Name, Last Name (demo1), Suffix.
- Preferred Pronoun(s):** A dropdown menu with '--None--' selected.
- Are you a member of the PSYPACT?:** Radio buttons for Yes and No.
- Membership in the Counselling Compact:** A dropdown menu with '--None--' selected.
- Mailing Address:** Address (Street: bb), City (vianden), State/Province (KS), and Postal Code.

At the bottom right of the form, there is a watermark that says 'Activate Windows Go to Settings to activate Windows.'

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.

Faculty Assignment

To apply for a faculty role at one of our events, click the Apply button.

Event Type	Date	Delivery Type	Location	Trainer	
#2304 Trauma Recovery, EMDR Humanitarian Assistance Programs - Virtual EMDR	2026-01-16	Virtual	Mountain Time	Trainer - Raquel Jone	Apply
#2311 Trauma Recovery, EMDR Humanitarian Assistance Programs - Virtual EMDR	2026-01-22	Virtual	Mountain Time	Logistics - Raquel Jone Facilitator - Sally Sandbox	Apply
#2303 Trauma Recovery, EMDR Humanitarian Assistance Programs - Virtual EMDR	2026-01-30	Virtual	Eastern Time	Trainer - Lori Pereira Facilitator - Sally Sandbox Facilitator - Raquel Jone	Apply

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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

Welcome Back, demo1!

Faculty Assignments

Event	Date	Role	Average Score	Status
#2304 Trauma Recovery, EMD...	2026-01-16	Facilitator in Training - Observat...		Requested
#2238 Virtual EMDR Part II	2025-12-05	Facilitator in Training - Evaluation		Requested

Showing 1 to 2 of 2 results

* Standby. May be added closer to training date based on registration needs.

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Current Training Events

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



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.

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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*