Welcome to the EMDR Trauma Recovery/HAP Volunteer Portal

Quick Start Guide

Getting Started

Welcome to the new EMDR Trauma Recovery/HAP Volunteer Portal! We're excited to have you here. This guide will walk you through your first login in under 60 seconds.

What's New

- **Lightning-fast performance** – Pages load instantly with no delays
- **Passwordless login** – No passwords to remember or reset
- **Mobile-friendly design** – Works beautifully on any device
- **Self-service profile updates** – Update your information anytime
- **Streamlined event registration (Faculty)** – Register for trainings with a single click

Your First Login

The entire process takes less than 1 minute:

1. Check your email on December 29, 2025.
2. Look for an email from "EMDR Volunteer Portal" with the subject line: **"Action required: reset your password."**
3. Open the email and click the link inside.

4. **Create your password.**
   This is a one-time step for security. You won't need to create or remember a password again.
5. Go to the volunteer portal.
6. Enter your email address (the same one you used to get the email).

7. Click **"Send Verification Code."**
8. A 6-digit code will be sent to your email.
9. Enter the code.
10. **You're in!** Your dashboard will open—feel free to explore your new volunteer portal.

Every Time You Log In

Future logins are just as simple:

1. Visit the portal URL.
2. Enter your email address.
3. Click **"Send Verification Code."**
4. Enter the code from your email – **Done!**

Important Information

Who Will Receive Launch Day Access

- **TRN Members:** If you accessed the old system in the past 6 months
- **Basic Training Faculty:** If you accessed the old system in the past year

If You Don't Receive an Email

If you haven't accessed the system within the timeframes above but would like portal access:

- Contact portalsupport@emdrhap.org for immediate assistance
- We'll send monthly invitations to inactive accounts with reactivation instructions

Need Help?

Our support team is here to assist you:

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)

We're excited for you to experience the new portal!

The Trauma Recovery/HAP Team