EMDR Trauma Recovery/HAP Volunteer Portal

Troubleshooting Guide

This guide provides step-by-step solutions to common technical issues. If you continue to experience problems after trying these solutions, please contact our support team at portalsupport@emdrhap.org or call 203-288-4450.

Email & Verification Code Issues

Problem: Verification code not arriving

Solution steps:

1. **Check spam/junk folder** - Look for emails from EMDR Trauma Recovery/HAP in your spam or junk mail folder
2. **Verify email address spelling** - Double-check that you entered your email address correctly on the login page
3. **Wait 2-3 minutes** - Sometimes email delivery can be delayed
4. **Whitelist EMDR Trauma Recovery/HAP**- Add EMDR Trauma Recovery/HAP's email address to your contacts or safe sender list
5. **Check email filters** - Review any email rules or filters that might be blocking the message
6. **Request new code** - Return to the login page and click 'Send Verification Code' again

Problem: Code expired before I could enter it

Solution:

Verification codes expire after a short time for security reasons. Simply return to the login page and request a new code. Tips to use your code quickly: (1) Keep the email tab open next to the login page, (2) Copy the code immediately when it arrives, (3) Use a mobile device where you can switch between apps quickly.

Problem: Code shows as invalid

Common causes and solutions:

- **Using an old code:** Always use the most recent code you received. Previous codes become invalid once a new one is sent.
- **Code expired:** Request a fresh code from the login page.
- **Typing error:** Carefully re-enter all 6 digits. Watch for similar-looking characters (0 vs O, 1 vs l).
- **Extra spaces:** If copying and pasting, make sure no extra spaces were included.

Browser & Loading Issues

Problem: Portal won't load or loads slowly

Solution steps:

1. **Check internet connection** - Verify you're connected to the internet and the connection is stable
2. **Clear browser cache and cookies:**
   Chrome: Settings > Privacy and security > Clear browsing data
   Firefox: Settings > Privacy & Security > Clear Data
   Safari: Preferences > Privacy > Manage Website Data > Remove All
   Edge: Settings > Privacy, search, and services > Clear browsing data
3. **Update your browser** - Make sure you're using the latest version of your web browser
4. **Disable browser extensions** - Ad blockers or security extensions might interfere. Try disabling them temporarily
5. **Try incognito/private mode** - This tests if extensions or cache are causing the issue
6. **Try a different browser** - If the problem persists, test with Chrome, Firefox, Safari, or Edge

Problem: Page displays incorrectly or features don't work

Solution steps:

1. **Clear cache and refresh** - Press Ctrl+F5 (Windows) or Cmd+Shift+R (Mac) to hard refresh
2. **Check browser compatibility** - The portal works best with Chrome, Firefox, Safari, or Edge (latest versions)
3. **Enable JavaScript** - The portal requires JavaScript to be enabled in your browser
4. **Disable popup blockers** - Some features may open in new windows or tabs

Mobile Device Issues

Problem: Portal not working properly on mobile

Solution steps:

1. **Update your mobile browser** - Make sure you're using the latest version of Safari (iOS) or Chrome (Android)
2. **Clear browser data** - In your mobile browser settings, clear cache and cookies
3. **Check mobile data/WiFi** - Ensure you have a stable internet connection
4. **Rotate device** - Try both portrait and landscape orientations to see which works better for your task
5. **Restart your device** - A simple restart can resolve many mobile issues

Problem: Switching between email and portal on mobile

Tips for easier mobile login:

- **Keep both tabs open:** Open the portal in one browser tab and your email in another, then switch between tabs
- **Use split screen:** Many mobile devices support split-screen view to see both apps at once
- **Copy code first:** Open email, copy the verification code, then switch to the portal tab and paste it

Account & Access Issues

Problem: Don't know which email address to use

Solution:

Use the email address where you received your launch day invitation from EMDR Trauma Recovery/HAP. This is the email we have on file for your volunteer account. If you're unsure or need to update your email address, contact portalsupport@emdrhap.org and we'll help you verify your account information.

Problem: Never received launch day invitation

Solution:

Launch day invitations were sent to recently active volunteers (TRN Members within 6 months, Faculty within 1 year). If you didn't receive an invitation but would like portal access, contact portalsupport@emdrhap.org or call 203-288-4450. We're also sending monthly invitations with reactivation instructions to inactive accounts.

Problem: Can't access portal after successful login

Solution:

If you successfully entered your verification code but still can't access the portal, there may be an account configuration issue. Contact our support team at portalsupport@emdrhap.org or call 203-288-4450, and we'll investigate and resolve the issue quickly.

When to Contact Support

Contact our support team if:

- You've tried all troubleshooting steps and still can't access the portal
- You need to verify or update your email address
- You encounter error messages that aren't explained in this guide
- You have questions about your account status or permissions
- You need help with any portal features or functions

Contact Information:

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 here to ensure your portal experience is smooth and successful!
The Trauma Recovery/HAP Team