



## Becoming a Member – Membership FAQs

**What is the Membership team?** The membership team manages all things connected to your membership with SEI, including your practitioner directory listings.

**What membership level should I join?** Please refer to our list of membership levels [here](#).

**How do I log in to the membership portal?** You can log into the membership portal [here](#). Please keep in mind that this is a separate login from your Practitioner Directory listing.

**How do I log in to update my Practitioner Directory listing?** You can log in to update your practitioner listing [here](#). Please keep in mind that any changes you make do not automatically get applied.

**How long will it take for my practitioner listing to be added or reflect my changes?** When you first create your practitioner listing, it could take up to one – two business days to be added to the site as we review your profile to make sure the information you listed matches our records. If you create your listing several days or weeks after you sign up for your membership, we may not get notified of that posting. If you update your listing, we may not get notified of that change. Please email [membership@traumahealing.org](mailto:membership@traumahealing.org) when you make changes so that we can update your listing in one – two business days.

**Are my membership fees tax-deductible as a charitable contribution?** Membership fees are not considered a charitable donation for federal income tax purposes. However, they may be deductible as ordinary and necessary business expenses.

**Why do I not have the option to make a practitioner listing?** The directory listing is only for Intermediate-Advanced students and for SEPs. Beginning-year students and public members are not listed in the directory.

**How do I update my password?** Your password must be updated by using the 'Forgot Password' link on the [login](#) here. We cannot update passwords manually.

**How do I renew my membership?** To renew your membership, [login](#) to your membership account. You will be able to renew directly from your account page. Once you pay, you can [login](#) to your Practitioner profile to update your listing at any time.

**I forgot my practitioner directory password. How do I log in?** You can login [here](#). Enter the email address/username associated with your Directory listing. Click the button “Request My Password.” Your password will be sent to your email address.

**How do I add a second practice location to my directory profile?** Please log in [here](#) and visit the dashboard link at the top of the page. Once in your dashboard, click the button to “Create an Additional Listing”. You will recreate a whole new profile with the second location. This means that you will need to re-enter your bio, insurance, contact information, etc. a second time.

**I'm practicing in California. How do I indicate which part of the state I'm in?** If you practice in CA, when you register, please be sure to click “CA-North,” “CA-Central,” or “CA-South” from the “California Region” dropdown menu on the member registration form.

**Where can I access the member forum?** Once you are a member, you can access the member forum [here](#).

**When does my membership expire?** Membership is valid for one year from the purchase date, except for Lifetime Membership, which never expires. Please email [programsupport@traumahealing.org](mailto:programsupport@traumahealing.org) if you need a reminder on when your membership will need to be renewed.

**I recently became an SEP and need to upgrade from Student Member to SEP Member. How do I upgrade?** If you have already paid for Student Membership this year and have recently received your SEP Certificate, please email [membership@traumahealing.org](mailto:membership@traumahealing.org) to upgrade levels.

**Why is the membership fee higher for SEPs?** Clients and professionals searching our Directory for referrals are generally seeking the most highly qualified SE professionals. As an SE Practitioner, you receive priority listing in our directory and are more likely to receive referrals because you have completed our training.

Student Members (listed as “Practitioners in Training”) also receive referrals as those searching our directory typically review the full profile to view practice details that contribute to their choice. We offer a discounted rate for students as they are concurrently paying for their tuition in the training.

**I am a student, and I am looking for Credit Providers. Where can I find a list of approved Credit Providers?** We have a list on our website of all approved Assistants/Providers. Please click [here](#) to access this *separate* directory.

**I am an SEP and am curious about the Lifetime Membership option. Where can I find more information?** This option is only for SE Practitioners (SEPs) and includes access to all benefits for life and access to any benefits we add in the future. You will never renew again! The cost is \$2500. You can sign up for it by logging into the membership portal [here](#).

**Still have a question?** Send an email to [membership@traumahealing.org](mailto:membership@traumahealing.org). If you have already sent an email, please allow one – two business days for a response before emailing again!