



Becoming A Member – Member FAQ

What happened to the membership/directory login/signup on the website? SEI recently completed a technology update that has enabled us to provide a more streamlined, portal experience for our community. These features are now accessible in the [Portal](#) by clicking the [Become A Member](#) or [Find A Practitioner](#) tab.

How do I access the portal environment? Please visit the [Fonteva Landing Page](#) for all questions regarding the new portal environment.

What membership tier should I join? Please select the tier that best suits your budget and anticipate engagement with SEI. SEI will be increasing the number of short programs offered and increasing the member benefits. Once you choose a membership level, you cannot change during the membership cycle. You may refer to our list of membership levels [here](#).

The membership length of time I originally purchased is no longer an option. What does that mean for me? Previously purchased memberships will be recognized for their length of time as tier 2 members. If they expire, you will be asked to renew as a tier 2 member.

How to purchase a membership? You can [Become a Member](#) by selecting that tab at the top of the [Portal](#). You will need to complete a short questionnaire prior to selecting your membership tier. Finally, you will be directed to complete your purchase.

How do I create my Practitioner Directory listing? If you have at least completed your Beginning I module, you may be listed on the Practitioner Directory. The Practitioner Directory is now a separate subscription from membership and does not require a purchase of membership to subscribe. If you choose **not** to be an SEI member but still want to be listed in the Practitioner Directory and qualify, the price will be USD \$75 per year. If you choose to become a member, you will receive a discount based on your membership tier for your Practitioner Directory subscription. Qualifying individuals may purchase the Practitioner Directory subscription in the [e-Store](#). Once purchased, you must fill out the contact information you would like listed in the directory.

I don't see the Practitioner Directory for purchase in the store. What do I do? If you believe you are eligible to purchase the Practitioner Directory subscription and cannot locate it for purchase, please submit the [Contact Form](#) for support and to verify your eligibility.

I've already created a profile. How do I log back in? Please log into the portal to review and make updates to your Practitioner Directory listing through the [My Info](#) tab on the left navigation.



How long will it take for my practitioner listing to be added or reflect my changes? Now that the Practitioner Directory is more directly linked to SEI's records via the portal, your listing and updates should appear immediately. If you do not see these updates promptly, please attempt to log out and back in prior to requesting support. If this does not resolve your issue, please submit the [Contact Form](#) for additional support.

How do I renew my membership? You can now renew your membership from the [My Subscriptions](#) or the [My Renewal Notices](#) tabs on the left-hand side of the portal. Once you pay and your profile is active, you can update your listing at any time.

When does my membership expire? Membership is valid for one year from the purchase date. You may now review and manage your renewals through the [My Renewal Notices](#) tab in the portal.

Still have a question? Please submit the support form found on the [Contact Page](#) of our website. If you have already submitted the support form, please allow 1-2 business days for a response.