Frequently Asked Questions

What is the purpose of the member portal

The **Member Portal** is your personal dashboard that helps you stay informed and involved throughout your journey with us. It's designed to work hand-in-hand with our internal system, called the **Vault**, so that you always have access to the most up-to-date information.

What can I do in the Member Portal?

- **Track your progress** through intake and eligibility using a visual tracker that updates automatically.
- **Upload documents** securely during the intake phase.
- **View your coordinator's contact info** so you know who's supporting you.
- **Receive real-time updates**—the portal reflects changes made in the Vault within about 15 minutes.

How do I get access?

- You'll receive access after your intake screening.
- If you need help logging in or managing your account, you can review the guide or video for assistance.

How does communication work?

- You can leave comments in the portal, and your coordinator will be notified.
- Any messages between your and your coordinator will remain available to you in the member portal.
- Please note, the communication is not a live chat. Submissions are reviewed periodically and do not generate an immediate response

What support is available?

- We offer guides, video tutorials, FAQs, and office hours to help you use the portal with confidence.
- If you run into technical issues, please contact your assigned coordinator.

What are the current and future features of the Member Portal?

- Current Features - As of September 1, 2025, the member portal is fully functional for those going through the Intake process.
- Future Features – In the foreseeable future, you will be able to utilize the Member Portal to track your progress through the enrollment process and will help you remain informed and updated on your ongoing services.