Entertainment Community Fund
Formerly The Actors Fund

Step-by-Step Guide: Registering for the Client Portal

How to Register

1. **Visit the Fund Portal:** Go to **portal.entertainmentcommunity.org**

2. **Locate the Portal Registration:** Look for the button that says "Register." Click on it to proceed.

3. **Complete the Registration Form:**
   - Fill out the registration form with your personal details: first name, last name and email address. Note that your email address will be your username. You will also need to create your password and confirm it.
   - Next, click on the "Register" button to proceed.

4. **Email Verification:**
   - Check your email inbox for a verification link and click on it to verify your email address.

5. **Log In:**
   - Once your email is verified, return to the portal login page. Enter your username and password to log in to your account.
   - Congratulations, you are now registered!

Note: If you have previously received services from the Fund, a Fund Portal account has already been created for you. To activate this account, **please reset your password** and complete your profile.

How to Complete Your Demographic Profile

1. **Access Your Profile:**
   - After logging into the **Fund Portal**, you will be prompted to complete your profile if you have not already done so. This step is essential to access and request our services. If you choose not to fill out your profile, you will only be able to navigate and view our services without the ability to make requests or access certain features.

2. **Fill Out Demographic Information:**
   - Navigate to the "My Account" section in the top navigation bar. Click on "Complete Your Profile." Here, you will be asked to provide demographic information including, but not limited to:
     - **Date of Birth**
     - **Marital Status**
     - **Union Membership**
     - **Street Address**
     - **Current Income (Annualized)**
   - This information helps us tailor our services and customize your dashboard to better align with your interests and needs.

3. **Save and Submit:**
   - Carefully review the information you've entered for accuracy. Once confirmed, click on the "Submit" button to complete your demographic profile.

Entertainment Community Fund
Formerly The Actors Fund

Step-by-Step Guide: Registering for the Client Portal

How to Request an Appointment

1. Log in to Your Account:

- After you log into the **Fund Portal**, if you have not yet completed it, you will be prompted to complete your profile. You must complete your profile form in order to request any service in the Portal.

2. Navigate to Counseling & Consultations:

- Find the "How We Help" section in the top navigation bar. Click on it, then click on "Counseling & Consultations" to view all the counseling and consultations services we offer.

3. Select Service Type:

- Choose the type of service you are seeking from the available options (e.g., Social Worker Consultation & Referrals, Mental Health Consultation, Addiction & Recovery Counseling, Health Insurance Counseling, Career Counseling, Housing Application Consultation [NY only], Taxes Consultation [VITA]).

4. Submit Request:

- Click on the "Learn More" hyperlink for the service you want to make an appointment for. Next, click on the "Request Counseling," "Request Consultation" or "Request Service" button and fill out the form. Then click on "Submit."

5. Confirmation:

- Once your request is submitted, you will receive an immediate confirmation email and will be prompted to "Visit Your Personal Dashboard."

Additional Tips:

- **Support:** If you encounter any issues during registration or in requesting an appointment, navigate to the "Portal Site Help" section to submit an assistance request by clicking on the "Contact Us" option or email **portalgeneralinquiry@entertainmentcommunity.org.**
- **Security:** Always log out of your Portal account after each session, especially if you're using a shared or public computer.