

TAPS Portal FAQs

Benefits of Portal Acct:

- Register and Manage Event Attendance
- Request TAPS Services
- Participate in TAPS Online Community
- Share Bio and Photo of Loved One
- Update Your Contact Information
- Have Access To New Features as the Portal Evolves

Why do I need a TAPS Portal account?

Creating a TAPS Portal account will help maintain your current contact information and details for more efficient registration and communication process. As features in the portal continue to evolve, you'll have immediate access to the most recent content.

Who benefits from having a TAPS Portal account?

TAPS portal accounts are ideal for anyone who interacts with or supports TAPS. There is specialized content for survivors and supporters; whether that be military mentors, volunteers, presenters, or donors.

What do I do if I forget my password?

If you need help resetting your password, select the "Forgot your password?" link at the bottom of the TAPS portal login page. You will then be prompted to enter the email address connected to your portal account. Once done, select the dark blue "Continue" button. This will send password reset assistance to the email address on your profile. Follow the instructions to access your account. If you need further assistance, please contact our TAPS Helpline at 800.959.8277.

What if I lose access to the email I use to login?

Should you lose access to the email address used to set up your TAPS Portal account, please reach out to us through the 24/7 TAPS National Military Survivor Helpline at 800.959.8277. A member of our team will help update your account's email address.

Can I add more than one military loved one?

Yes, once you have completely added your first military loved one to honor, there will be a light blue button on the lower left of the page that says "Add Another Fallen Hero." Select this option to add additional loved ones to your profile.

How do I add a photo of myself to my account?

After logging into your account, you can select “Manage My Account” and then “Edit My Profile.” Once there, you will see the option to “Upload New Photo.” When you select this option, it will open a line that says “Choose File” - if you click on that line, it will open up all photos connected to the device you’re using to select from. After you choose the photo you’d like to upload for your profile, scroll down the page and select the dark blue “Update” button.

What is a connected attendee and why do I need them?

Connected attendees are identified as friends or members of your family for whom you would want to be able to manage contact information or event registrations. Anyone that lives in your household or is joining you in attendance at a TAPS event would be appropriate to add as one of your Connected Attendees.

What is the TAPS Online Community?

The TAPS Online Community serves as a gathering place to meet fellow survivors, share your loved ones, and find support. Our chat sessions provide real-time conversations, blogs, and forums that offer comments and information, while our peer group sites create a forum to connect with others sharing common bonds and relationships.

Can everyone on my account have their own favorite photo of their loved one (for buttons, too)?

Yes, you can upload a different photo for each connected attendee on your account. This will ensure that each person is able to have their favorite photo to use for photo buttons and honors.

Who all can (or should) I add to my account?

We suggest you use the feature to connect attendees to your account for any loved one that either lives with you or would potentially be joining you for any future TAPS events. This will make registering yourself and those loved ones more streamlined going forward and save repetitive entries.

Would I connect attendees to my account who are over 18 years old?

Yes, you can connect attendees of any age to your account. Any loved one who lives with you or would potentially join us for a future TAPS event benefits from being connected to your account. If you add an adult to your account for easy group registrations, they can also add and manage their own personal account.

How can I add my story to “Our Stories?”

We would be honored for you to share your story with us! While logged into your personalized TAPS portal account, you will see a photo that says “Share Your Story.” Click on this photo and you will be taken to an entry form page where you can share the details of your TAPS journey.

How do I register for an event?

While logged into your personalized TAPS portal account, you will see an area for Upcoming Events. Use that area to find or search for an event you would like to attend and click on the name of the event. This will take you to the information page for that event. If registrations are being accepted, you will see a light blue “Register Now” button. Click on that button and follow the instructions.

How do I edit my registration? How do I cancel my registration?

To edit a registration you’ve already entered, log into your TAPS portal account. Once there, you will see a dark blue button that says “Registered Events.” Under this area, you will see a list of all upcoming events for which you’ve completed registration. Beneath each event, there will be a green button that says “Manage Registration.” Select this green button and find the information you need to add or update within your registration.

Why would my application be pending?

When submitting an entry form to participate in one of our limited attendance events, your submission will be held under this Pending Applications area until reviewed by the appropriate TAPS program staff member. Once approved for attendance, this will be moved from “Pending Applications” to “Registered Events.”

What is the Memorial Hero Wall?

At TAPS, we honor and remember all those whose life included selfless, military service prior to their death. We share our loved ones with a Grateful Nation on whose behalf our heroes served and died. The Memorial Hero Wall is an area to share the legacy of your fallen hero by adding a photo of your loved one.

What is the Manage Volunteer Hours button for?

As one of our valued volunteers, you have the opportunity to submit your hours spent in support of our survivors of all ages. These hours may be accumulated at any of our TAPS events, events within your own community, or through additional training in preparation to support our survivors. When in this area, just click the light blue “Request Volunteer Hours” and complete the form. Once approved by TAPS staff, you will see a history of your completed volunteer hours.