

TO: State Coordinators, Administrative Specialists
CC: National Leadership Team

As you know, the AARP Tax Aide National Office, with the assistance of Volunteers and the NLT, has redesigned the Activity Reporting process for the upcoming tax season. To date, we have distributed almost one thousand CDs with voiceovers to explain and demonstrate the new Activity Reporting Process to the NLT and all program SCs and ADSs. These CD included updated training versions for LCs and DCs which were distributed to SCs last week.

We have received many positive responses to the CDs and material including over fifty positive comments from ADSs. A relatively few number of technical problems have been reported with the new CD technology, most dealing with the varying levels of computer technology that Volunteers may have. Due to the assistance of several Volunteers and the AARP technology group we have a fix for the problems a few people have run into. If you are having trouble running the presentation or if it stops halfway through a slide, it may be an indication that your computer is missing free, updated software. The fix is relatively easy and is free for all users. The instructions for the fix are as follows:

If problems occur with the CD presentation, you will need to install Flash Version 9. Simply go to your browser and follow these steps:

Step 1: Type or click on the following link:

http://www.adobe.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash&promoid=BIOW

Or type www.adobe.com into your browser and press the "Get Adobe FlashPlayer" Button located on the screen, it should look like this:

Solutions and products

Download Adobe Reader and Flash Player.



Step 2: Follow the on-screen installation instructions

You may have to restart your computer but the presentation should then run without interruption after this fix. If you still encounter problems please contact:

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Please contact me at 202-434-2715 or Jim Kenny at 202-434-6043 if you have any questions or require additional information. Thank you in advance for your time and effort and support of the AARP Tax-Aide program.

Jan K. Garcia
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