

**Helpful Hints and Self-Help Steps for Volunteer Leaders and
First Time Users of the AARP Tax-Aide Recruitment System**

This document is designed to give you information to help you access the AARP Tax-Aide Recruitment System in an easier and more understandable fashion. It also addresses several of the most often encountered system problems and provides you with steps you can do yourself to alleviate these issues. Information and help sources are also provided. This document is comprehensive and includes the following topics:

- **Passwords**
- **Password Reset Help**
- **Printing Web Pages**
- **System Timeout and Non-Response**
- **Bookmarking URLs to Access the System**
- **Dial-up Access**
- **Registration and Error Messages**
- **Login and Error Messages**
- **Browser Compatibility Information**
- **Browser Help, Clearing Cookies and Caches**
- **Reporting Problems and Support Help**

System Overview- The AARP Tax Aide program provides an online Prospective Volunteer Recruitment System that enables the on line application for thousands of prospective volunteers and provides a system for workflow management of Prospective Volunteer information and status.

The first step in using this new system (and other internet based AARP Tax-Aide systems in the future) is a registration and authentication process. The process to register is fairly straightforward and in most case should take less than five minutes to complete. To date, over 600 Volunteer leaders have registered and are using the system.

Due to the information and access now available in this system, part of the process involves correlating database information concerning your registration between several other systems (including VMIS). In some cases, database problems have delayed access to volunteer leaders as problems are resolved. In addition, during the initial implementation of the registration portion of the system some volunteers have encountered a variety of different problems accessing and registering for the system. There are a few potential computer related technology issues you may encounter during this initial registration and subsequent use of the system. The issues can be encountered to a varying degree depending on the system or browser your computer uses to access the internet (i.e. your “ browser “), your network access (broadband vs. dial-up) and how your computer is programmed. In most cases, these problems will not occur but we want to provide some proactive information that should help for those that do encounter problems.

The systems group at AARP has provided directions and useful hints for when problems do occur. To help you with some of the more common issues being encountered we have provided a Self-Help Guide that follows:

Key items of interest:

Passwords – Currently, Passwords must be **8** (and only 8) characters in length with one position being a numeric value (although the form currently indicates there is a minimum of six characters required, please ignore this as it is being corrected). Pick a password that is easy to remember.

Password Reset Help

If you encounter problems registering (i.e. receive a message “Email Address and Password do not match” or similar messages) or have other access issues or just forget your password, it is recommended that you reset your password. This is a relatively easy process.

The registration page itself has links and instructions for you to utilize:



Registered Already?

Enter the email address and password you selected during registration to access Tax Aide Prospect Volunteer data

Email Address:

Password

(password must contain minimum 6 characters)

LOG IN

[forgot password?](#)

New User

Please register in order to access Tax Aide Prospect Volunteer data

Register

Click on the selected link to change password.

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Please enter the e-mail address you used at registration

A temporary password will be e-mailed to you.

Email Address:

SUBMIT **CANCEL**

Enter your registered email address and click on submit button.

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After entering your registered email address, click on the submit button.

Please wait for a temporary password email from *noreply@info.aarp.org* to appear in your email account. You may want to check your spam filters or junk mail account if you do not quickly receive this email. We have had several reports of these notices being caught in these filters. A new temporary password will be provided on the email.

Upon receiving the temporary password, go back into the system preferably via the Volunteer Extranet link or through this URL:

<https://volreg.aarp.org/login/TaxAidlogin.html>

Do not use the URL provided on the email itself. That link will bring back to the AARP.org website which may be confusing. This will be fixed in the near future.

When you login with the new temporary password, the system will request you to choose a new password. You can then change your password to one you want to use.

Printing – When trying to print pages from the System (either the landing page with the list of applicants or the applicant information page), it is recommended that you use the **File – Print** function from the web browser. The program has tested this function and it appears to work well on different printer configurations. The landing page does have a printer icon on the right side of the page which can also be utilized.

Login Timeout Function – There is a 30 minute timeout (period of no activity) for each Login session, similar to other AARP systems. This means that if you are in the system and do not perform any activity in it (change pages or select status,etc) for 30 minutes, the system will not be able to be accessed even though the screen itself will remain unchanged. This could happen if you are speaking with prospective volunteers between accessing the system or get involved in other activities. The Timeout feature will cause your session to automatically “Logout” and you may get no response when attempting to use the system or get a Blank Screen or “Browser Error 404” message. It is recommended that you exit completely out of your browser if this occurs and restart your browser before logging back in.

Bookmarking – Do not Bookmark the Registration URL or other URLs on your computer for future Login reference as the web system utilizes different URLs for re-entry into the system or after registration. Instead, use the link to the Recruitment System at the Volunteer Extranet at www.aarp.org/tavolunteers. The URL from the extranet that can be bookmarked for use at all times is :

<https://volreg.aarp.org/login/TaxAidlogin.html>

Dial-up Access – If you use dial-up internet access to the Recruitment System you can encounter problems, depending on your computer configuration and dial up speed. There are reported incidents of blank screens, error messages and slow response for this type of access. Please see the “browser compatibility” and “browser help” sections of this document. If you continue to have issues, and access to broadband services are not possible, please contact the National

Office and we will work with you to ensure the prospective volunteers process works for you.

Registration - Most of the problems that Volunteer Leaders are encountering occur during initial entry into the system and during Registration. However, some of the same problems may occur after using the system successfully. Some helpful hints in dealing with these problems are as follows :

1. You encounter a **Blank Screen** or **Browser error – 404** message when accessing the registration page or filling out the registration information:
 - A. You should first exit out of your browser, restart it and try the Registration process again. If this doesn't help you should go to step B.
 - B. You should follow the instructions detailed under "browser help" later in the document for clearing computer "Cookies" and clearing "Cache" for your particular type of browser. Once you have performed these steps try the Registration process again. If you continue to have a problem, you can always contact the help desk at helpdesk@aarp.org or call 888-925-2002. However, you want to consider going to step C.
 - C. You may want to try a different Browser. Many of the issues we have encountered involve problems between the Recruitment System and Internet Explorer 8. This is partially due to the design of the system and the different configurations available in IE8 or other browsers. We would not recommend that you change anything out of your current browser (as many people have specific bookmarks or other functionality they use in the home) and would recommend that you continue using current browser for other than AARP system access. For dealing with AARP systems, you may want to download a free **Google Chrome** browser that can be used just when accessing AARP systems. Goggle Chrome is a browser that combines a minimal design with sophisticated technology. It is easy to install and it "automatically" tells you if you will have a problem using it on your computer, though this should be rare. For those of you with a technical focus this browser requires Windows Vista or Windows XP with Service Pack 2.

You may download Google Chrome at the following link:

<http://www.google.com/chrome>

We have tried this browser in multiple configurations with the system and have had good success. Please note that in some cases this browser worked slower than others but the access problems and error messages were eliminated.

Once you have downloaded Google Chrome, try the Registration Process again. If problems persist contact the help desk at helpdesk@aarp.org or call 888-925-2002

2. You receive a message upon registering that states “**There is an issue with your Volunteer Information**”. This is a database issue within AARP and rarely involves VMIS or a problem your ADS can fix. Instead please contact the help desk at helpdesk@aarp.org or call 888-925-2002.

Login – Other problems or error messages have occurred during Login or when accessing the system after you have registered successfully. Some helpful hints in dealing with these problems are as follows :

1. System indicates “You are not registered” or you forgot your Password
 - A. Did you enter your Login and Password correctly? Please verify you are entering the Email Address and Password you established during Registration. Try again and if this does not resolve your Login access go to step B.
 - B. Reset your Password by following the previous instructions under the Password Reset Help portion of this document. Once you have your new password established, try the Login again. If this does resolve the issue go to step C.
 - C. Try re-entering the registration program through the Extranet link or :

<https://volreg.aarp.org/login/TaxAidlogin.html>

If problems still persist, please contact the help desk at helpdesk@aarp.org or call 888-925-2002

2. You forgot your login email.
 - A. You will need to contact the Help Desk at helpdesk@aarp.org or call 888-925-2002.
3. You encounter a **Blank Screen** or **Browser error – 404**
 - A. You should first close your browser, restart it and try the Login process again. If this doesn't help you should go to step B.
 - B. You should follow the instructions attached in the “Browser Help” section of this document for clearing Cookies and clearing Cache. Once

you have performed these steps try the Login process again. If you continue to have a problem, you can always contact the help desk at helpdesk@aarp.org or call 888-925-2002. However, you want to consider going to step C.

C. You may try a different Browser. See the recommendations for the **Google Chrome** browser detailed previously in this document.

Browser Compatibility – As previously stated, if you continue to have problems that are not database related (blank screens, no response, etc) there may be browser compatibility issues related to the latest versions of Internet Explorer Version 8 or other browsers. If you continue to have problems like this we would recommend following the instructions in the “browser help” portion of the document or review the recommendations previously reviewed for using the Google Chrome browser.

Browser Help - If you don't know what browser you have or if you have a browser related issue use, there are two ways to identify it. With your browser open, click on “help” then click “about”. This will show you your browser name and your current version. Otherwise: click on this [Browser Tool](#) or paste the following to your browser and hit enter:

<http://sites.securepaynet.net/troubleshooter/default.aspx>

This will check your browser and you will see several displays confirming your browser type (note: if you are using Chrome you will see a message stating the browser is Safari 2.0, this is entirely normal) and provide you with a simple to follow explanation to see if it is properly configured. If everything is properly configured please try to empty your browser's cookie and cache files. For Internet Explorer, try setting the security and privacy settings to medium or medium-low. If you continue to experience problems, please check if there are:

- Any firewall/antivirus/pop-up blockers installed that may be blocking access? :
- Are your bookmarks properly set (see “Bookmarks” previously addressed in the document)

Here are instructions on how to clear the cookies for various browsers:

Internet Explorer 7.x

1. Click the Tools menu. If you don't see the menu, press Alt button on your keyboard to show the menus.
2. Click the Delete cookies button.
3. Click the Yes button in the confirmation window.
4. Click the Close button.

Internet Explorer 8.x

1. Click the Tools menu. If you don't see the menu, press Alt button on your keyboard to show the menus.
2. Selected Internet options
3. Under browsing history
4. Select Delete button
5. Check mark on cookies
6. Click the Delete cookies button.
7. Click the Yes button in the confirmation window.
8. Click the Close button.

Firefox 3.x for Windows

1. In Firefox, click the Tools menu.
2. Click Options.
3. Click Privacy.
4. In the Cookies section, click Show Cookies.
5. In the Cookies dialog box, click Remove All Cookies.
6. Click OK to close the Cookies dialog box.
7. Click OK to close Options.

Firefox 3.x for Mac OS X

1. Click the Firefox menu.
2. Click Preferences.
3. Click Privacy.
4. In the Cookies section, click Show Cookies.
5. In the Cookies dialog box, click Remove All Cookies.
6. Click OK to close the Cookies dialog box.
7. Click OK to close Preferences.

Safari 3.x for Mac OS X

1. Click the Edit menu.
2. Click Preferences.
3. Click Security.
4. Click Show Cookies.
5. Click Remove All.
6. Click Done.
7. Close the 'Preferences' dialog box.

Safari 3.x for Windows

1. Click the Safari menu.
2. Select Preferences.

3. Click Security.
4. Click Show Cookies.
5. Click Remove All.
6. Click Done to close the cookies list.
7. Close the 'Preferences' dialog box.

Here are instructions on how to clear the cache for various browsers:

Internet Explorer 7.x

1. Click the Tools menu. If you don't see the menu, press Alt button on your keyboard to show the menus.
2. Select Delete Browsing History.
3. Click the Delete files button.
4. Click the Yes button in the confirmation window.
5. Click the Close button.

Firefox 3.x for Windows

1. Click the Tools menu.
2. Select Clear Private Data.
3. Select the 'Cache' checkbox.
4. Click the 'Clear Private Data Now' button.

Firefox 3.x for Mac OS X

1. Click the Firefox menu.
2. Select Preferences.
3. Select Advanced.
4. Click the Network tab.
5. In the 'Offline Storage' section, click Clear Now.
6. Click the OK button.

Safari 3.x for Mac OS X

1. Click the Safari menu.
2. Select Empty Cache.
3. Click Empty.

Safari 3.x for Windows

1. Click the Edit menu.
2. Select Empty Cache.
3. Click Empty.

Reporting Problems or if You Have Questions - If problems continue to occur please contact the Help Desk at helpdesk@aarp.org or call 888-925-2002. You can also access the AARP Tax-Aide Extranet at www.aarp.org/tavolunteers and click on the Recruitment link under “Hot Topics” to access this document and other training materials. Finally, you can also request assistance from your Senior Volunteer Technician. For persistent problems or if you need to escalate issues with the system please contact Jim Kenny of the AARP Tax-Aide National Office at taxscan1@aarp.org or call 202-434-6043.