

November 2008

To: ADS

Cc: SC, NLT

As some of you may have heard, AARP is working towards an online communication capability with AARP members, volunteers, staff and the general public at large. This new communication functionality, once operationalized, will enable us to open up online capabilities that are currently not possible. Such online capabilities could prove to be beneficial to volunteers in the AARP Tax-Aide program. For example, functionality around online ordering of AARP materials and submission of expense reimbursement requests could be developed with these new online tools.

To facilitate this, AARP had to work through some security issues to permit people to get behind the AARP internet firewall. The industry standard that AARP choose to implement is to use email addresses. The first place they looked to validate email addresses was the database systems currently in use. Because of the reliance on these databases to validate email addresses, a new requirement was set up -- i.e. the need to have unique email addresses listed in the databases used by AARP.

So what does this mean to AARP Tax-Aide volunteers? From now on, the email addresses listed in our national database, VMIS, must be unique. Volunteers who share a single email address with another AARP Volunteer will no longer be able to list that email for both their records in the AARP database systems. For example if volunteer John Doe and his spouse volunteer Jane Doe share an email account, such as Doehome@aol.com, one will need to set up a separate email account to separate their records in the AARP database systems.

Because communication is so important in the AARP Tax-Aide program, volunteers are encouraged to list an email address in the national database. To support this effort, there are a multitude of free options that appear to be relatively easy to set-up. Volunteers should choose an option that they were most comfortable with. The options available to volunteers include getting a new email address with a free email provider or adding another account to the email provider the volunteer is already using.

### **Free Email Provider Information**

For those volunteers who wish to set up with a free email provider, the following links have been provided to assist with this effort:

- Google Mail -also known as Gmail (comes with lots of storage space, filters out spam into a separate folder, has an option to report a message as spam)
- Windows Live - formerly call Hotmail (color codes spam messages for easy detection, has folders to organize messages)

- Yahoo! Mail (automatically check for new messages every 10 minutes, has folders to organize messages, allows the user to switch back to the "classic" version if they do not want to use the newer one)

For your use, below are a few links to some free email address systems that have been identified by our technology department. They include:

AOL:

<https://new.aol.com/freeaolweb/?promocode=814336&promocode2=805966&ncid=AOLAOF00020000000680>

Google:

<https://www.google.com/accounts/NewAccount?service=mail&continue=http%3A%2F%2Fmail.google.com%2Fmail%2Fe-11-10f43f1949da0038bf5c6e0e5193a59c-de1b351484ad7f65063ebc66e942c5a8977e64&type=2>

Yahoo:

<https://edit.yahoo.com/registration?.intl=us&new=1&.done=http%3A//mail.yahoo.com&.src=ym>

Additional free email services providers may also exist, and the decision of which provider to use is ultimately that volunteer's decision.

### **Adding Another Account to their Email Provider**

For those volunteers who wish to set up additional accounts with an existing provider, today many internet service providers offer family accounts, which enable subscribers to have multiple email addresses under the same plan and for the same charge as having a single account. If a volunteer already has an email with one of the major providers, they may provide additional email addresses at no cost. Some examples of what large providers offer include:

- Comcast (allows up to 7 email accounts with service)
- Verizon (allows up to 9 email accounts with service)
- Earthlink (allows up to 8 email accounts with service)
- Time Warner (allows at least 3 email accounts with service)

Additional email service providers may offer other options for multiple accounts, and the decision of which provider to use is ultimately that volunteer's decision.

Setting up unique email addresses and updating them in the VMIS system will hopefully lead to future process enhancements online. Also, please note that AARP Tax-Aide does not sell email addresses. Thank you.

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