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# *Volunteer Portal - Overview*

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# AARP Tax-Aide Volunteer Portal

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## Presentation Objectives

- Volunteer Portal Overview
- Access, register and log-in
- Portal menu organization
- User Guidelines
  - Support / Resources
- Training resource for volunteer trainers

# AARP Tax-Aide Volunteer Portal

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A **web-based** and **centralized access point** that provides a **single** and **secure** access to All AARP Tax-Aide Information, Applications, Databases and Reporting

- Accessibility based on volunteer title and other requirements
- Simplification and consistent presentation of the forms, tools and interfaces used for data entry, search and reporting

# Volunteer Portal Applications

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## □ Oct 2010 Introduction

- Recruitment
- Online AARP Material Ordering – Optional
- Site applications
  - Site Management application (SMS) - Optional
  - Activity Reporting – Portal Activity Users Only

## □ April 2011

- Site Management application - Portal Only

## □ Future....

# Volunteer Portal Access

□ <https://volunteers.aarp.org>

The screenshot shows the AARP Volunteer Portal homepage. At the top, there is a navigation bar with the AARP logo and the text "Volunteer Portal". To the right of the logo, there are links for "New Portal Users - Register Here" and "Already registered? Login to Portal?". Below the navigation bar is a large banner image of a diverse group of people. To the right of the image, there is a text box that reads: "The AARP Volunteer Portal is an easy to use website that brings all the tools and information about volunteering programs at AARP. Whether it be finding a Tax-Aide Site near you or registering for a Driver Safety Program Course, you'll find it here." Below the banner is a yellow warning box with a red exclamation mark icon, containing text about login issues and a link to the helpdesk. The main content area is divided into two columns. The left column is for the "AARP Tax-Aide Program" and includes sections for "About the program", "Volunteer with Tax-Aide", and a "Find a Tax-Aide site nearest you" button. The right column is for the "AARP Driver Safety Program" and includes sections for "About the program", "Volunteer with Driver Safety Program", and a "Find a Driver Safety Program course nearest you" button. At the bottom of the page, there is a footer with the text "Copyright 1995-2010, AARP. All Rights Reserved." and a link to "volunteerportal@aarp.org".

# Getting Started....

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New User: Click On "Register Here"

Already a User: Click on "Use Already Registered"



Volunteer Portal

New Portal Users - Register Here | Already registered? Login to Portal?



The AARP Volunteer Portal is an easy to use website that brings all the tools and information about volunteering programs at AARP. Whether it be finding a Tax-Aide Site near you or registering for a Driver Safety Program Course, you'll find it here.

# New User Registration Form

AARP Volunteer Portal Registration Form

.....

\* indicates a required field

\* First Name:

\* Last Name:

\* Email Address:

\* Password:

(Minimum of 6 characters and should have at least one numeric character)

\* Confirm Password:

\* Birthday:  (mm/dd/yyyy)

\* Zip Code:

\* Volunteer ID:

Yes, I agree to the AARP's Terms of Service and Privacy Policy.

.....

# New User Registration Confirmation

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Volunteer Portal

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## Profile Created

.....  
**Congratulations!** Your profile has been created.  
Click the 'Proceed to Login' button below.  
.....

**PROCEED TO LOGIN**

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# Already Registered Access

New Portal Users - Register Here | Already registered? Login to Portal?

**AARP** | Volunteer Portal



The AARP Volunteer Portal is an easy to use web site that brings all the tools and information about volunteer programs at AARP. Whether it be finding a Tax-Aide site near you or registering for a Driver Safety Program Course, you'll find it here.

Having trouble with logging in or viewing pages within portal? Please turn off pop-up blocker and if you are using Internet Explorer 8 please enable Compatibility View setting within Tools Menu. [Click here](#) For more details. If additional assistance needed, please contact helpdesk at 1-888-925-2002 or [helpdesk@aarp.org](mailto:helpdesk@aarp.org).

**AARP Tax-Aide Program**

**About the program**

The AARP Tax-Aide is a free Volunteer run tax preparation and assistance service available to taxpayers with low and moderate income, with special attention to those, age 60 and older.

**Volunteer with Tax-Aide**

We are always looking for qualified volunteers to help us serve the elderly community file their taxes. Submit an application to volunteer for AARP Tax-Aide. [Apply Now](#)

**Find a Tax-Aide site nearest you**

Use our "Site Locator" to find the AARP Tax-Aide site nearest you. [Find Now](#)

**AARP Driver Safety Program**

**About the program**

The AARP Driver Safety Program has helped millions of drivers remain safe on today's roads and save money on insurance premiums.

**Volunteer with Driver Safety Program**

We are always looking for qualified volunteers to help us coordinate and teach this exciting program. Submit an application to volunteer for AARP Driver Safety Program. [Apply Now](#)

**Find a Driver Safety Program course nearest you**

Use our course locator to find the AARP Driver Safety Course nearest you. [Find Now](#)

Have a suggestion or comments to help make this site more useful? Please send us your feedback to [volunteerportal@aarp.org](mailto:volunteerportal@aarp.org)

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# Already Registered Access

The screenshot shows the AARP Volunteer Portal homepage. At the top, there is a navigation bar with the AARP logo and the text "Volunteer Portal". A link in the top right corner reads "New Portal Users - Register Here" and "Already registered? Login to Portal?". Below the navigation bar is a large banner image of a diverse group of older adults. To the right of the image, a text block states: "The AARP Volunteer Portal is an easy to use website that brings all the tools and information about volunteering programs at AARP. Whether it be finding a Tax-Aide Site near you or registering for a Driver Safety Program Course, you'll find it here." In the center of the page, a white modal window titled "Login to Portal" is open. It contains two input fields: "Email:" and "Password:". Below the fields is a "LOGIN" button and a link that says "Forgot Password? Click Here". The background of the page is dimmed, showing sections for "AARP Tax-Aide Program" and "Find a Tax-Aide site nearest you" and "Find a Driver Safety Program course nearest you".

# Volunteer Personalized Menu

**AARP** | Volunteer Portal

Logged in as: JACK ENRIGHT | Update Profile | Logout

 Tax-Aide

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### My Preferences


- Tax-Aide Extranet
- ⊕ Recruitment
- ⊕ Sites
- ⊕ Program Material

## Welcome to the Tax-Aide Program

Welcome to the Volunteer Engagement Portal. The AARP Tax-Aide Home Page is a one-stop webpage that can be used to gain access to the program's handbooks, guides, information, along with resources for electronic filing (e-filing).

Please access the site regularly to experience the new content and features that we will continue to add.

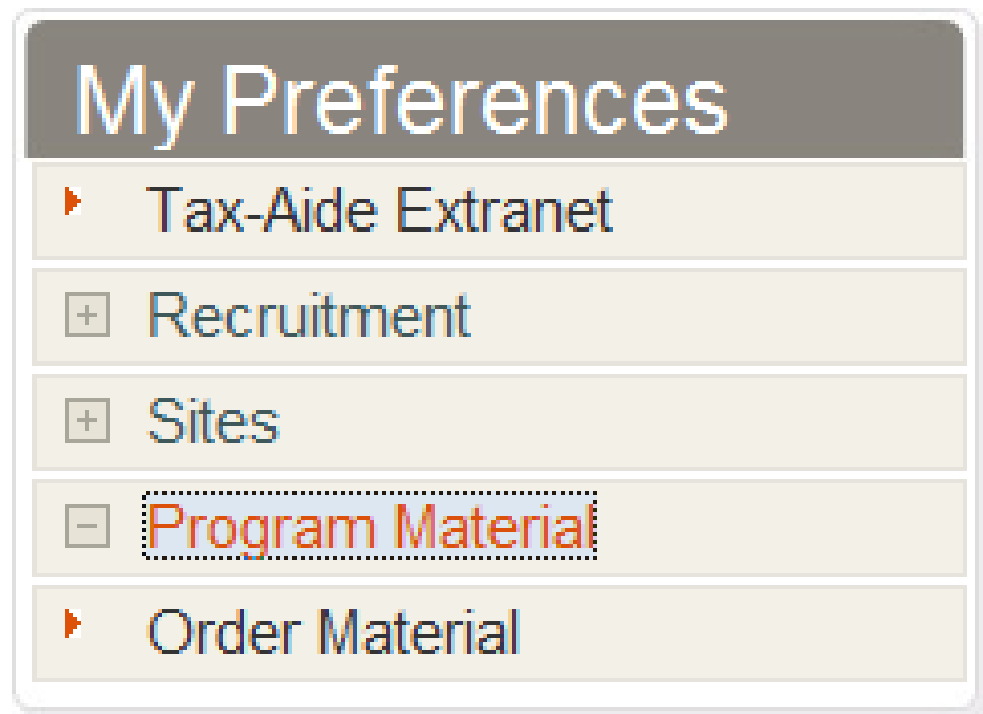
Thank you for your service to the AARP Tax-Aide Program.



# My Preferences - Organization

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- Application terminology
- Vol. title determines menu options
- “ ”
- “+” sign
- “-” sign



# My Preferences – DC Title

## My Preferences

- ▶ Tax-Aide Extranet
- ☐ Recruitment
  - ▶ Add Prospective Volunteer
  - ▶ Review Prospective Volunteer
  - ▶ Display Activity Summary
- ☐ Sites
  - ▶ Update Site Information
  - ▶ Report Site Activity
  - ☐ **Program Material**
  - ▶ Order Material

The screenshot shows the AARP Volunteer Portal interface. At the top, it says 'AARP Volunteer Portal' and 'Logged in as JACK EHRHART | Update Profile | Logout (A) (1/3)'. There is a 'Tax-Aide' link with a dollar sign icon. The main content area is titled 'My Preferences' and contains a sidebar menu with the following items: Tax-Aide Extranet, Recruitment, Add Prospective Volunteer, Review Prospective Volunteer, Display Activity Summary, Sites, Update Site Information, Report Site Activity, Program Material (highlighted in red), and Order Material. The main content area features a 'Welcome to the Tax-Aide Program' message with a dollar sign icon, a small image of a document, and a paragraph of text: 'Welcome to the Volunteer Engagement Portal. The AARP Tax-Aide Home Page is a one-stop webpage that can be used to gain access to the program's handbook, guides, information, along with resources for electronic filing (e-file). Please access the site regularly to experience the new content and features that we will continue to add. Thank you for your service to the AARP Tax-Aide Program.' At the bottom, it says 'Copyright 1995-2010, AARP. All Rights Reserved.'

# Portal Access by Volunteer Title

	State Management Team (SMT)					District Management Team (DMT)							Leader (Other)			Non-Leader		
	SC	ADS	TCS	TRC	PCS	DC	LC	AC	TC	TRC	CC	INS	PVC	SCO	ERO	COU	CF	NC
<b>My Preferences</b>																		
▶ Tax-Aide Extranet	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
<b>Recruitment</b>																		
▶ Add Prospective Volunteer	X	X				X							X					
▶ Review Prospective Volunteer	X	X				X							X					
▶ Display Activity Summary	X	X				X							X					
<b>Sites</b>																		
▶ Update Site Information	X	X				X	X											
▶ Report Site Activity						X	X											
<b>Program Material</b>																		
▶ Order Material	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X			

As of 07/01/11

# Other Landing Page Links



Logout



Update Profile

Exit the Volunteer Portal

Increase the text size

Update Mailing Address and Residential Phone

# Update Profile Window

## Updates VMIS

- **Mailing Address**

The mailing address displayed address may not be the T-A address. The T-A address prints on volunteer rosters

- **Residential Phone Number**

**Update Profile: Mrs Elaine L Hentschel**

Volunteer ID: 500034667 Member ID: 670041474

**Mailing Address**

\* Address Line 1 Line 2 Line 3  
2 W WESLEY RD NW APT 1E

\* City \* State \* Zip  
ATLANTA Georgia 303053500

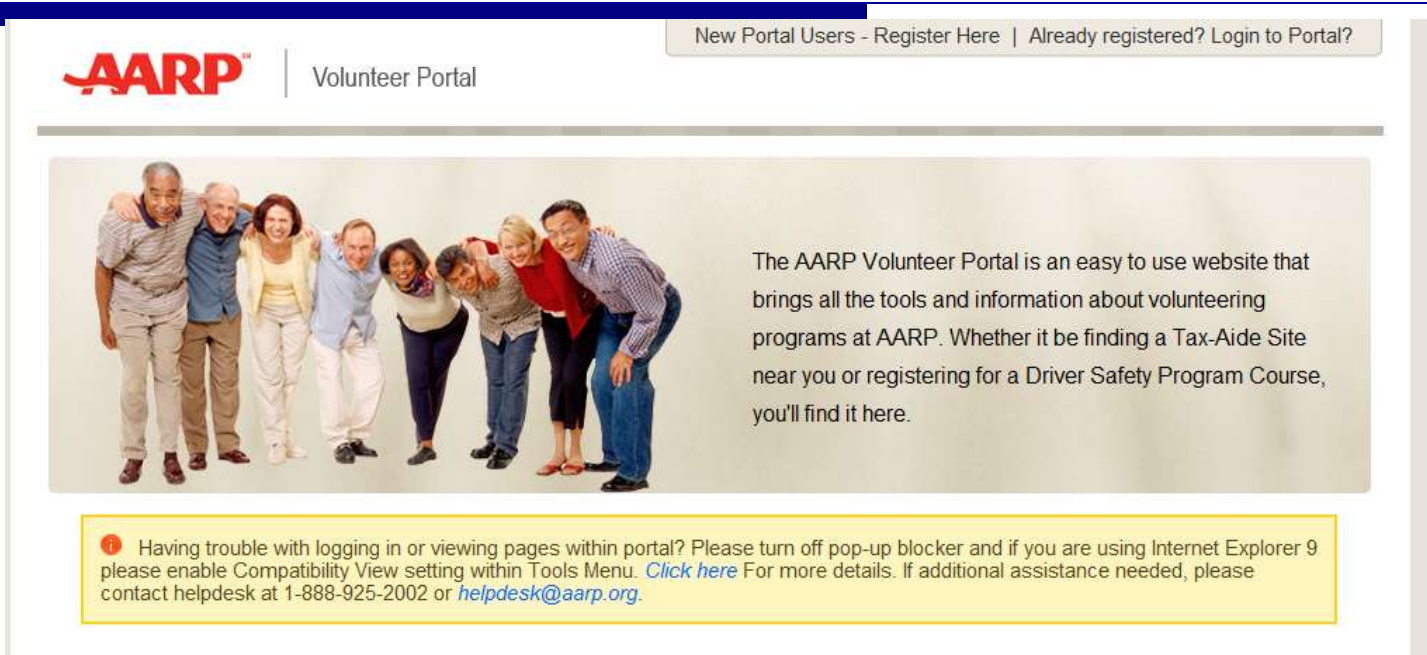
**Residential Phone Number**

Phone Number:  
404 - 233 - 0813

**UPDATE CANCEL**



# Browser Considerations



**AARP** | Volunteer Portal

New Portal Users - Register Here | Already registered? Login to Portal?

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**i** Having trouble with logging in or viewing pages within portal? Please turn off pop-up blocker and if you are using Internet Explorer 9 please enable Compatibility View setting within Tools Menu. [Click here](#) For more details. If additional assistance needed, please contact helpdesk at 1-888-925-2002 or [helpdesk@aarp.org](mailto:helpdesk@aarp.org).

- IE8 and IE9 – Compatibility View On
- Pop-up blockers – Off
- Informational message and guidance

# Common Registration Errors

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## Email already in use

- Another volunteer using this email
- Confirm using T-A email address in volunteer record
- Contact HelpDesk.

## Invalid password

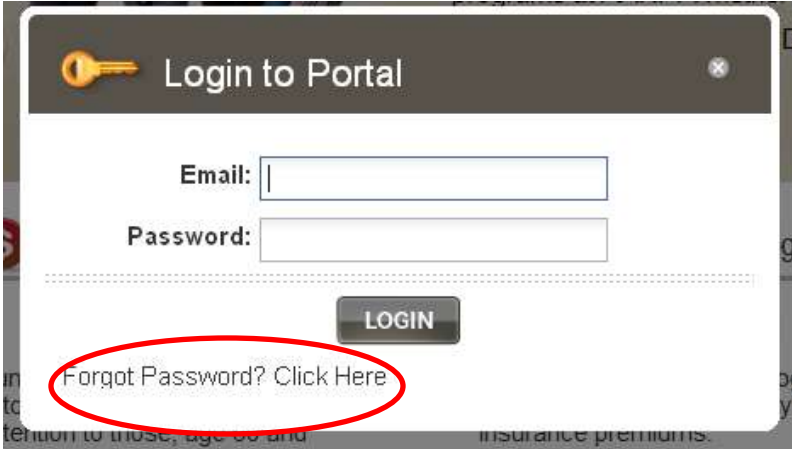
- Password must be 6-20 characters in length and should have one number.

# Common Login Errors

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## □ Common Login Errors

- Mis-typed email address
- Mis-typed password
  - Password is case sensitive
- Forgot password



The image shows a screenshot of a web application's login interface. At the top, there is a dark grey header with a yellow key icon and the text "Login to Portal". Below the header, there are two input fields: "Email:" and "Password:". A "LOGIN" button is positioned below the password field. At the bottom of the form, there is a link that says "Forgot Password? Click Here", which is circled in red. The background of the page is white with some faint text visible at the bottom.

# Forgot Password

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1

Forgot Password

Please enter the e-mail address you used at registration

A temporary password will be e-mailed to you.  
To ensure delivery to your inbox, please add **noreply@info.aarp.org** to your address book.

Email Address:

OK

2

Your Temporary Password Is Sent

Thank You

Please check your e-mail inbox for your temporary password. You can use this to login to AARP.org and reset your password  
To ensure delivery of this e-mail to your inbox, please add **noreply@info.aarp.org** to your address book  
If you don't find an e-mail in your inbox, please check your junk or spam folders just in case.  
For further assistance, you can contact us at 1-866-839-0463, 9 a.m. - 7 p.m. ET, Monday - Friday.

RETURN TO LOGIN

# Operating Tips

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- ❑ Do not use Browser “Back” button to go back a screen in any portal application.
  - User will be taken back to the Login screen
- ❑ Use the “Cancel” button to return to the previous screen.

# Tax-Aide Email Address

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Changing the email address that you use for Tax-Aide related correspondence?

- Notify the state ADS who will update your volunteer record, AND
- Send an email to [HelpDesk@aarp.org](mailto:HelpDesk@aarp.org) to have your Volunteer Portal login email address changed – the ADS cannot update Portal login information.

# Log-in/Registration Support

## AARP HelpDesk

- HelpDesk@aarp.org
- 1-888-925-2002 (M-F, 8am-11pm EST)

## When to contact HelpDesk

- Wish to change login email address
  - Changing email address in Volunteer record will NOT change Portal login email address
- Trouble registering

# Portal Application Support

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- National Tax-Aide Support
  - [TaxAide@aarp.org](mailto:TaxAide@aarp.org)

## **When to contact Tax-Aide**

If you can log in to the Portal, contact [TaxAide@aarp.org](mailto:TaxAide@aarp.org) for assistance with accessing and/or using Portal applications



# Volunteer Portal Applications

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Questions?

Next:  
Volunteer Portal – Future  
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