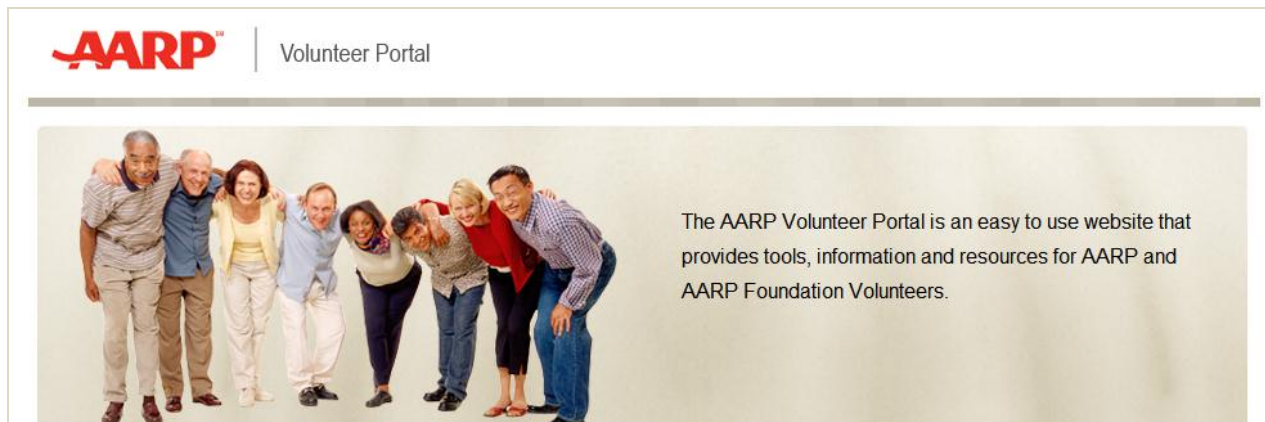


# Portal Login and Troubleshooting

Access to Portal Login: <https://volunteers.aarp.org>



**Supported Browsers:** Internet Explorer 7, 8 or 9. FireFox, Chrome and Safari are not guaranteed to work consistently.

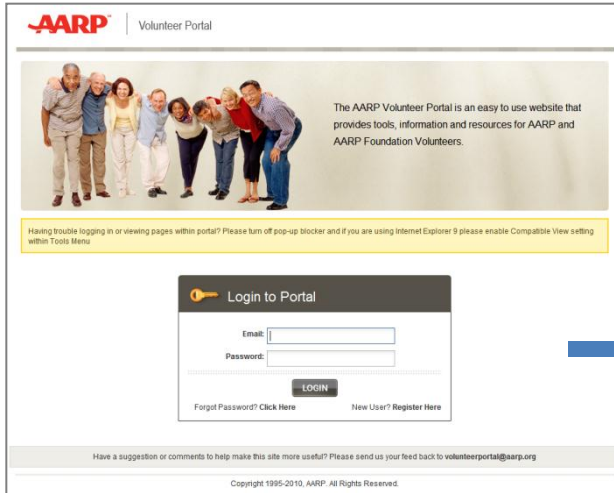
*Many volunteers have been registered to use the Portal by the National Office. Please use the steps that follow to log in to the Portal.*

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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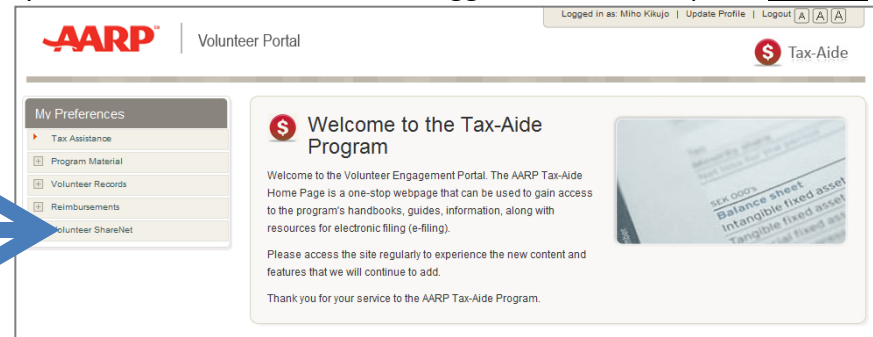
# Check if you are already registered

Try logging in to the Portal. The email address is typically the Tax-Aide email address shown on the Volunteer roster

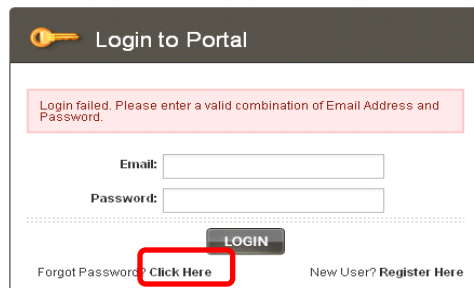


If successful, you will see “Welcome to the Tax-Aide Program” page on the Volunteer Portal. Congratulations!

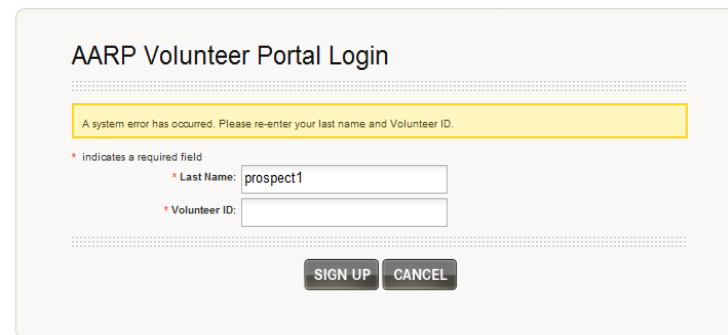
If you don't see this screen once logged in, Follow steps on **Slide D.**



If you receive a “**Login failed**” error, the email/password is not valid or you may not be registered. Click on “Forgot Password? Click Here” and follow steps on **Slide A** to reset password and/or determined if you are registered.



If you receive the yellow box “**system error**” below, you are registered but need to link the Portal registration to your volunteer record . Follow steps on **Slide B** to make the link.



*New volunteers who applied through AARP.org, are already registered. You will need to link as shown on **Slide B.***

# Slide A: Resetting Password

1. Enter your email address and click on OK. You will receive either message 2a or 2b.

**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](mailto:noreply@info.aarp.org) to your address book

Email Address:

**OK**

- 2a. If you get “Forgot Password” error, you are not registered.

**Forgot Password**

We're having trouble finding your e-mail address. Please check to make sure that you have entered it correctly. If you continue to receive this error, please call us, toll-free, at Service Desk at 1-888-825-2002 or [helpdesk@aarp.org](mailto:helpdesk@aarp.org).

Please enter the e-mail address you used at registration

You must register for the Portal. Follow steps on **Slide C** to register.

- 2b. If you get “Temporary Password Sent” message:

**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](mailto: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**

Check for [noreply@aarp.org](mailto:noreply@aarp.org) in your inbox/spam folder.

3. Make a note of the temporary password and click on [Click Here](#).

Your AARP.org Password Request

Inbox x

[noreply@info.aarp.org](mailto:noreply@info.aarp.org)  
to me

Dear Paul DC,

A new temporary password has been assigned to your account:

Your temporary password : **esamvaw2**

Please [Click Here](#) and enter this password exactly as it appears.

You will then be prompted to choose a permanent password for your account.

If you need additional help, please contact us at [helpdesk@aarp.org](mailto:helpdesk@aarp.org).

Thank you,

AARP.

4. On the “Login to Portal” screen enter your email and temporary password.

**Login to Portal**

Email:

Password:

**LOGIN**

[Forgot Password? Click Here](#) [New User? Register Here](#)

5. Enter “Temporary Password” and “Enter a new password” and click on **Save**. Log in to the Portal using the new password.

**AARP**

Change your Password

Your unique password has to be a minimum of 6 characters, cannot exceed 20 characters, and must contain at least one number.

Temporary Password:

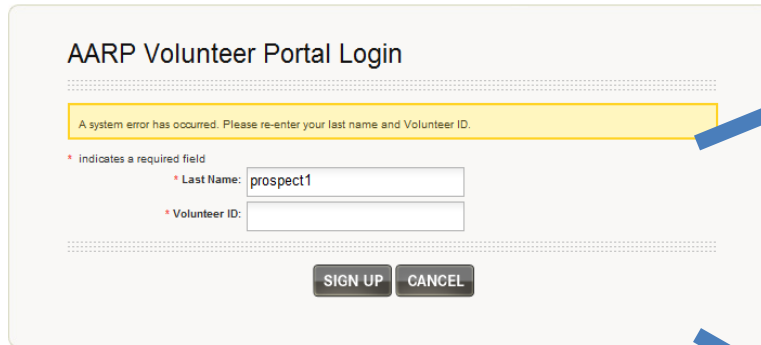
Enter new password:

Retype password:

**Save** **Cancel**

# Slide B: Link Portal Registration to Volunteer Record

1. Enter your last name as you have already registered your email at the AARP.org website and enter the volunteer ID provided by your supervisor.



AARP Volunteer Portal Login

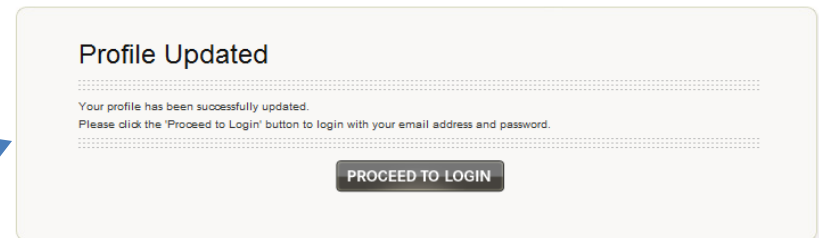
A system error has occurred. Please re-enter your last name and Volunteer ID.

\* indicates a required field

\* Last Name:

\* Volunteer ID:

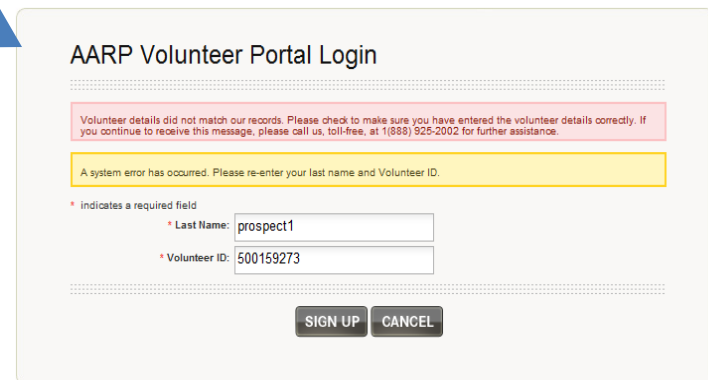
2a. If successful, you will see the “Profile Updated” message. Click on “**PROCEED TO LOGIN**”.



Profile Updated

Your profile has been successfully updated.  
Please click the 'Proceed to Login' button to login with your email address and password.

2b. If after attempting to login you get the error “Volunteer details did not match” message below... Please contact the [helpdesk@aarp.org](mailto:helpdesk@aarp.org) or call 1-888-925-2002.



AARP Volunteer Portal Login

Volunteer details did not match our records. Please check to make sure you have entered the volunteer details correctly. If you continue to receive this message, please call us, toll-free, at 1(888) 925-2002 for further assistance.

A system error has occurred. Please re-enter your last name and Volunteer ID.

\* indicates a required field

\* Last Name:

\* Volunteer ID:

# Slide C: Registering for the Portal

1. Click on “Register Here”.

Forgot Password? Click Here

New User **Register Here**

2. Enter all required information and click on “SIGN UP”.

AARP Volunteer Portal Registration Form

\* Indicates a required field

\* First Name: Anne

\* Last Name: ADS

\* Email Address: AnneADS@gmail.com

\* Password: .....

(Minimum of 8 characters and should have at least one numeric character)

\* Confirm Password: .....

\* Birthday: 10/01/2012 (mm/dd/yyyy)

\* Zip Code: 30385

\* Volunteer ID: 50-014-4555

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

SIGN UP CANCEL

Portal registration requires:

- Volunteer ID &
- Birthday (to be used as identity verification when changing password)

***If after registering you get one of the errors shown below...***

Please contact the [helpdesk@aarp.org](mailto:helpdesk@aarp.org) or call 1-888-925-2002 to arrange to update your record in the Tax-Aide database and receive a temporary password by email.

Error

A system error has occurred that prevents us from processing your request.  
Error Code: "as33du(1765)" has been generated.  
Please contact the AARP Service Desk by phone at: 1-888-925-2002 or by email at: [helpdesk@aarp.org](mailto:helpdesk@aarp.org).  
Be sure to reference the Error Code in all correspondence with AARP.


OK

Contact Help Desk.

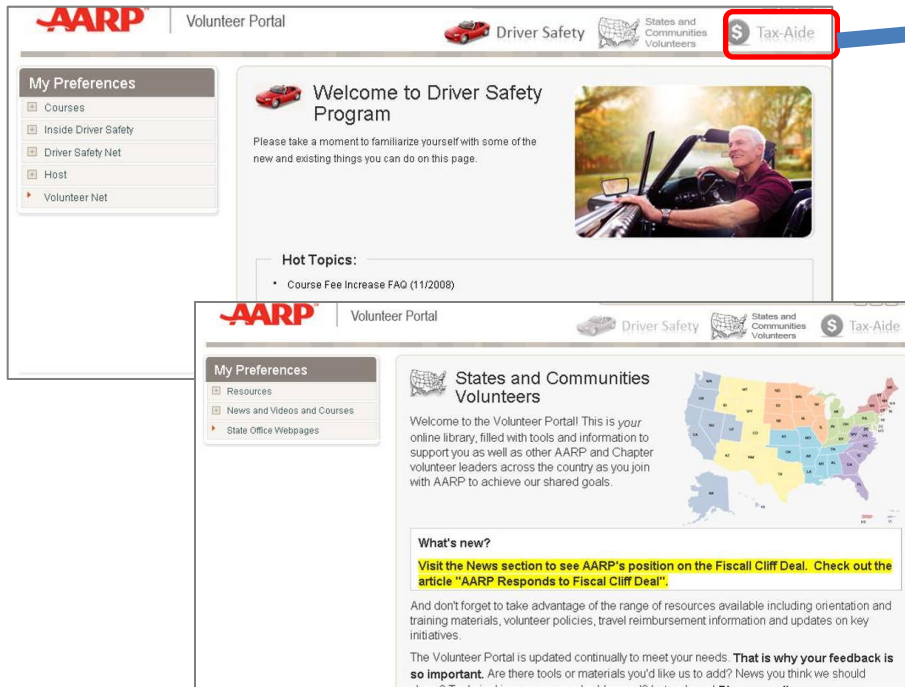
We are unable to process your request at this time. If you continue to receive this message, please call us, toll-free, at 1(888) 925-2002 for further assistance.

OK


# Slide D: Opening Tax-Aide Page

1. If you volunteer with another AARP volunteer program such as the Driver Safety Program or your AARP State office your Portal default display may be for the other program. Click on the icon for  Tax-Aide on the top right corner.

2. You may switch the page between programs by clicking on program icons on the top right corner.



**AARP** Volunteer Portal

Driver Safety States and Communities Volunteers 

**My Preferences**

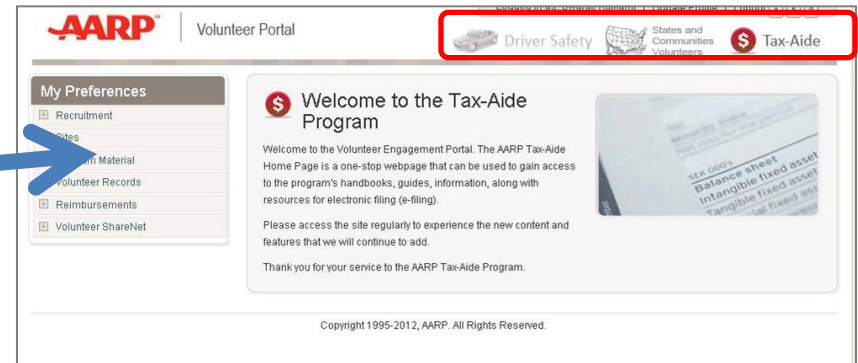
- Courses
- Inside Driver Safety
- Driver Safety Net
- Host
- Volunteer Net

**Welcome to Driver Safety Program**


Please take a moment to familiarize yourself with some of the new and existing things you can do on this page.

**Hot Topics:**

- Course Fee Increase FAQ (11/2008)



**AARP** Volunteer Portal

Driver Safety States and Communities Volunteers 

**My Preferences**

- Recruitment
- Sites
- Form Material
- Volunteer Records
- Reimbursements
- Volunteer ShareNet

**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.

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