

# 1- Accessing the Volunteer Portal Overview

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## **Overview**

Volunteers must follow a **one-time** process when gaining access to the Volunteer Portal for the first time. Instructions for this process are emailed by volunteer leaders with edit permissions (for a list of which roles hold which profile, navigate to **13 – Profiles by Role**).

## **Topics:**

- Pre-Requisites to Accessing the Portal
  - Email Address
  - Register with AARP.org
- Accessing the Portal
- Internet Browser Requirements

## ***Pre-Requisites to Accessing the Portal***

### **Email Address**

Per Section 11.1 of the Policy and Procedures Manual, *all leaders and all volunteers joining the program after November 2012 are required to have email addresses accurately recorded in the Volunteer Portal*. Volunteers without an email address can obtain a free email address from a number of providers such as Yahoo and Gmail.

### **Register with AARP.org**

Volunteers must also create an account with AARP.org if they do not already have one (**1 – Create an AARP.org Account**). Creating an AARP account does not require membership in the organization nor show support for AARP's social mission work. Instead, registration allows for the information within the Tax-Aide and AARP databases to be in sync with each other.

Volunteers are not automatically opted into any AARP communications when they register at AARP.org, but a volunteer will be given the opportunity to receive AARP communication during the registration process. If, after the fact, the volunteer wishes to stop receiving AARP communication, they should follow the steps outlined in **1 – Create an AARP.org Account**.

## ***Accessing the Portal***

Volunteer leaders with edit profiles can issue Portal invitations to the volunteers under their leadership by following the process described in **4 – Converting a Candidate to a Volunteer**, while volunteers should follow the directions in **1 – Respond to an Invitation to Access the Portal** to gain access to the Portal.

### ***Internet Browser Requirements***

The Portal supports three browsers: Internet Explorer (11 or higher), Google Chrome, and Mozilla Firefox. No other - or lower version - browsers are supported, and pop-up blockers must be turned off. For assistance with pop-up blockers, perform an internet search for *How to turn off pop-up blockers in (insert the name of our browser)*.

Note: Google Chrome is the preferred browser, and volunteers are encouraged to use this browser when logging into the Portal.