

2 – Introduction to the Portal Overview

Overview

Volunteers will have access to areas of the Volunteer Portal that are required for their assignment(s). Volunteers' level of access, or **profile**, determines what they can see and do within the Portal. For a list of profiles and which roles hold which profile, navigate to **13 – Profiles by Role**.

The Volunteer Portal screen is divided into two main sections: the header and the tab bar. The **Portal header** is program-specific and remains the same regardless of a volunteer's profile. The **tab bar** allows navigation to different areas within the Volunteer Portal, and differs based on a volunteer's profile.

Topics:

- Portal Header
 - Program Branding
 - Program Selection
 - Logout Menu
 - Search
- Tab Bar



Portal Header

Program Branding

Every AARP and AARP Foundation program has unique branding. The Tax-Aide program can be recognized by its red Portal header and the Tax-Aide logo in the upper left corner of the screen. Volunteers in other programs will see different branding.

Program Selection

Some volunteers may volunteer with another AARP or AARP Foundation program. These volunteers have a **Your Programs** drop-down menu below the Tax-Aide logo which allows them to switch between the different programs' interfaces.

Logout Menu

Your name is displayed in the upper right corner of the Portal screen. Of the options in the drop-down menu that appears when clicking on your name, only the **Logout** option is used.

Search

The **Search** feature allows volunteers to quickly navigate to records. Using this search box located in the upper right hand corner in the Portal header, results are returned from all areas of the Portal that match the criteria entered. Only records to which a volunteer has access are returned in the search results.

The Tab Bar

The **tab bar** allows navigation to different areas of the Volunteer Portal. The tabs displayed depend on a volunteer's profile. Accordingly, if a tab is not displayed, then the search function will not pull data from those tabs.

