

# 1 – Respond to an Invitation to Access the Portal



## Overview

Volunteers must follow a **one-time** process to gain access to the Portal. Instructions for this process are emailed by volunteer leaders with an edit profile. For a list of which roles hold which profile, navigate to **13 – Profiles by Role**.

## Topics:

- Accessing the Portal for the First Time via an Email Invitation

## Accessing the Portal for the First Time via an Email Invitation

The instructions contained within the email invitation depend upon the volunteer's AARP.org registration status; therefore, the National Office recommends reading through the invitation and viewing the video before following the instructions. It is critical for a smooth login process to complete the steps in the order in which they are presented within the invitation email.

1. Record your volunteer ID because you will need it later in the login process.
2. Click the blue, **here** hyperlink in your email.
3. Enter your email address and password, and click **LOGIN** if the video in your invitation instructed you to do so; otherwise, register the email address at which you received the invitation by clicking **REGISTER** before proceeding to step 4. For instructions on how to register your email at AARP.org, consult **1 – Create an AARP.org Account**.

The screenshot shows a web interface for logging in or registering. On the left, under the heading "Registered Already?", there are input fields for "Email Address:" and "Password:". Below the password field is a link that says "Forgot your password?". A green "LOGIN >" button is at the bottom left. In the center, there is an "OR" separator and a section titled "Log in using your existing social account:" with icons for Facebook, Twitter, Google+, LinkedIn, YouTube, and AOL. On the right, under the heading "It takes just 3 steps...", there are three bullet points: "On this screen, log in using the AARP.org credentials you have already established", "On the next screen, enter your Volunteer ID", and "On the following screen, log into the AARP Volunteer portal with the same credentials". A grey "REGISTER" button is at the bottom right.

4. Enter your Volunteer ID and email address on the screen that loads.
5. Click **Submit** to enter the Portal.

Note: For subsequent Portal access, log in at **volunteers.aarp.org**.