

Portal Invitations for New Volunteers

After a new volunteer has attended orientation and begun training for a Tax-Aide assignment, they will need an invitation to log into the AARP Volunteer portal using their AARP.org username and password.

Tax-Aide District Coordinators or Account Coordinators as well the State Coordinator, Assistant State Coordinator, Administrative Specialist or Prospective Volunteer Specialist may complete the portal invitation steps outlined below:

Log into the AARP Volunteer portal.

Enter the candidate's name or volunteer ID number in the Search box and click on the results.

Click on the candidate's name under Contacts.

Contacts	
1 Result	
NAME	CONTACT RECORD TYPE
Karen Presnall	AARP Volunteer

When the volunteer detail record appears, locate the Program Volunteer Assignment on the right side of the screen. Click on the assignment (begins with TA).

 Program Volunteer (1)		
Program Volunt...	Program	Status
PV00049235	Tax-Aide	Under Considera...

Click on the Send Assess Notification box located in the upper right side of the screen.

Edit	Send Access Notification	Clone	▼
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A validation process will occur that verifies that access has not been sent previously as well as verifying the volunteer has not logged in previously. The volunteer also has to have a valid email address and an active assignment.

If any of those validation steps do not pass, then an error report will appear showing which step has failed.

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Karen Presnall	
Volunteer Id : 040881823 Konnex Id : 4028626846 Email : klp2139@gmail.com Birth Date : 2/23/1948 Postal Code : 85234-2517	
Verifying User Was Not Sent Access	✓
Verifying User Has Not Logged In Volunteer Registered on 4/21/2016. The volunteer should go directly to http://volunteer.aarp.org to log-in. If needed, the volunteer can reset his/her password on the log-in page by clicking Forgot Password? If additional assistance is needed, please contact your Program's staff.	✗
Verifying Standardized Mailing Address	✓
Verifying Active Assignment	✓

If the validation passes, then the “Send Invitation” link will appear green at the bottom of the validation window and you may click it invite the volunteer to access the volunteer portal.

The portal will send an email to the volunteer inviting them to log into the volunteer portal.

If an error occurs, you may need to enter a OneSupport ticket to resolve the error.

If the error shows that the volunteer has already logged into the portal, such as the above example, then no OneSupport ticket is necessary. Just notify the volunteer to log into the portal as normal. If they have forgotten they user name or password, they may contact Member Services for assistance.

Member Services is available Monday through Friday from 8:00 AM to 8:00 PM at 1-866-839-0463.