

GV05 Comprehensive Google Voice Setup

AARP Foundation Tax-Aide National Technology & Security Committee

Revised 05/02/2023

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Summary

This document encompasses the steps necessary to log into a google voice account from a tab in Chrome while logged into a VolunteerID@aarpfoundation.org account in the Chromebook. It includes initialization of the Google Voice account if it has not been previously used. It also includes setting up email forwarding from the Google Voice Gmail account to another volunteer Gmail account from where messages and voicemails can be sent to the other recipients.

How do I find my site's Google Voice account

The GV number for the site is the Site ID without the S. For example: Site S53052730 would have a GV account 53052730@aarpfoundation.org.

Google Voice accounts exist for each active Tax-Aide site. Sites that are inactive on the portal have no Google Voice account.

New sites or sites which have been reactivated on the portal should fill out the [GV06](#) spreadsheet (Portal- > Tax-aide: Technology -> Google Workspace -> Google Voice) and submit a ticket to get a GV account created for that site.

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How do I find my site's Google Voice Password

The default password for the GV account is: **TaxaideYYYY!** (where YYYY is the current tax year). Notice that the a in "aide" is lower case unlike the default password for VolunteerID accounts.

The passwords of all GV accounts that are not being used during a tax season are being reset at the end of the tax season at the end of April. For example, a new or unused GV account has the default password: **Taxaide2023!** starting on May 1, 2023 until the end of April 2024.

The passwords for GV accounts used during the tax season are left unchanged for the next tax season.

GV passwords may be set by the associated RTA but it is best for the LC to set the account recovery email and password (see below)

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Log into Google Voice account in a tab in Chrome while in your VolunteerID@aarpfoundation.org Chromebook account.

<p>Chromebook with an existing Volunteer account</p>	<ol style="list-style-type: none"> 1. Log into your Chromebook 2. Open Chrome 3. Type voice.google.com into the browser address bar 4. Click Sign in on the top right 5. It will say your account isn't ready for Google Voice. Click Switch account 6. Under <i>Choose an account</i> click Use another account 7. Under <i>email or phone</i> enter the 8 digit Site ID GV account number 12345678@aarpfoundation.org (Site ID minus the S.) 8. If this is the first time anyone has used this Google voice account enter the password for the year of account creation of the tax year in progress TaxaideYYYY! (Taxaide2023! For accounts created or reset after 5/1/23 through 4/15/24) <ol style="list-style-type: none"> a. You will be asked to enter a new password. 9. If you have used the account already, enter your password 10. On the Welcome page, click I agree 11. You will return to the <i>Choose an account</i> screen. Click on your Google Voice Account 12. IF YOU ALREADY HAVE SET UP YOUR GV ACCOUNT SKIP STEPS 14 TO 20 AND GO TO THE NEXT PAGE.
<p>FIRST TIME GOOGLE VOICE SETUP</p> <p>Google Voice tab in Chrome</p>	<ol style="list-style-type: none"> 14. In the <i>Get started with Google Voice now</i> Screen you will see your assigned phone number. If you want to change it click Chose a different number <ol style="list-style-type: none"> a. You can search by city or area code until you find a number you like. When you find one you are happy with click Select 15. On the <i>Get started with Google Voice now</i> screen click Next 16. On the <i>Review service address</i> screen click Edit and set your service address for the site 17. Once you are happy with the service address click Confirm 18. On the <i>Can't always get to the internet</i> screen you can chose to <ol style="list-style-type: none"> a. Link your mobile phone and follow the instructions. This will let you have your mobile phone be called in parallel with other devices when this number is called. Or b. you can decide not to link a phone now and chose Skip 19. Click on Get started and you will end up in the GV homepage 20. You can make a test call by using the screen number pad on the right-hand side and clicking on the blue phone icon on the top right-hand side of the screen afterwards.

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Add a GV Bookmark to Chrome and Set Recovery email and phone.

Now you are in a Google Voice tab in chrome, it is time to bookmark it and set the recovery email and phone number for the google voice account.

Screen	Action
Google Voice Homepage in Chrome	<ol style="list-style-type: none">1. Notice the colored circle in the top right of the page with GV or other letters in it. That signifies that this page is in a different account from the Chromebook login account2. Click the star on the right of the address bar to bookmark this tab3. A pop-up window opens. In Name, enter whatever name you want for this GV Homepage and click Done <p>You have now added a bookmark to the GV account homepage. The GV account will be accessible from Chrome while logged into your VolunteerID@aarpfoundation.org account in your Chromebook.</p>
SET GOOGLE VOICE ACCOUNT RECOVERY EMAIL AND PHONE	<ol style="list-style-type: none">4. In bookmarks, click Tax-Aide Links > Google Links > Update Recovery Info5. Notice the circle on the top right of the screen has changed back to the login account on the Chromebook. Click the circle on the top right of screen6. Select the Google Voice account from the dropdown menu7. Notice the circle on the top right of the screen has changed to the GV account. (You may have to log into the GV account again.)8. Scroll down to <i>Ways we can verify it's you</i> and follow the instructions to set your recovery email (use your personal email) and phone (use your personal phone) <p>If you ever forget the Google Voice password you can say forgot password at a login and be able to reset the password using your phone or email.</p>

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Setting Google Voice Parameters and forward to email notifications of missed calls, voicemails, and messages

Screen	Action
Google Voice in Chrome	<ol style="list-style-type: none">1. Click on the Google Voice bookmark in Chrome2. Notice the colored circle in the top right of the page with GV or other letters in it. That signifies that this page is in a different account from the Chromebook login account3. Click the gear icon on the right top of the page to get to settings4. You will see the GV phone number for this account5. Below it you will see the service address for this account<ol style="list-style-type: none">a. If it is wrong, click the pencil icon to change it (for 911....)6. Click on Messages on the left side7. To Forward messages to email, slide the slider to the right (green)8. Click on Calls on the left side9. Under Incoming calls you will be able to select what devices you want to ring when the number is called. Web is normally selected: any CB with an open GV tab will ring if the number is called. If no devices are selected, the call will immediately go to voicemail.10. Scroll down. Under Call forwarding you can turn on received call forwarding to one or more phone numbers and set up more complex forwarding rules to have a call ring somewhere before going to voicemail.11. Next to Get email alerts for missed calls to my direct line slide the slider to the right (green).12. Select if you want to Screen Calls by your choice of the slider13. Next to Show my Google Voice number as caller ID when forwarding calls slide the slider to the right (green).14. If you want all calls direct to voicemail set the Do not disturb slider to green15. Click on Voicemail on the left side16. Record whatever greeting you want to use.17. Next to Get voicemail via email slide the slider to the right (green). <p>You have now set up GV to send emails to the GV email account whenever a text message is received, a call is missed, or a voicemail is received. These settings can easily be changed in the future as more experience with Google Voice is gained.</p>

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Setting Google Voice account email to forward emails to a volunteerID@aarpfoundation.org account.

Screen	Action
Chrome in CB	<ol style="list-style-type: none">1. Click on the Google Voice bookmark in Chrome. (Notice the colored circle in the top right of the page with GV or other letters in it. That signifies that this page is in a different account from the Chromebook login account.)2. Click the hamburger (9 dots) on the right top of the page3. Select Gmail to get to GV Gmail4. Notice the little circle on the top right will still be in the GV account5. Click the gear icon on the right top of the Gmail page to get to settings6. Click See all settings under <i>Quick settings</i>7. Click Forwarding and POP/IMAP8. Under <i>Forwarding</i> click Add a forwarding address9. enter the VolunteerID@aarpfoundation.org address you want to forward all emails to and click Next10. A popup will ask if you want to forward email to that address click Proceed11. Another popup will say that a confirmation code has been sent to that address. Click OK12. The receiving email account will get an email titled "AARP Foundation Forwarding Confirmation - Receive Mail from xxxxx@aarpfoundation.org containing a confirmation code. Get that confirmation code.13. Back in the GV email account setup, enter the confirmation code next to the email address you just entered and click Verify.14. Click the button to the left of <i>Forward a copy of incoming mail to xxxxx@aarpfoundation.org</i> and in the dropdown next to the email address you may choose to retain the email in the GV account or delete it upon forwarding.15. Click Save Changes at the bottom of the page <p>You have now set up the GV Gmail account to automatically forward all emails to a specific volunteer and (optionally) not keep a copy in the GV account. Try testing this by calling the GV number and leaving a voicemail. The transcription of the voicemail will be forwarded to the selected email. That volunteer can now decide what to do with GV notifications: forward them to another volunteer or take care of it themselves.</p> <p>It is possible to forward from the GV email account to multiple email addresses by creating a filter but that is not straightforward. It is also possible to forward emails to multiple people via a google group (groups.google.com). It is simplest to forward to one person and let them forward emails further, depending on the content.</p>

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Note that all GV emails, SMS, call logs, etc., will be deleted in the GV account after 30 days. This is determined by current National policy.

Revision History

Version #	Date	Initials	Comments
1	10/24/22	KO	Create
2	11/20/22	KO PM	Add How do I find my GV account number to page 1 Add how to request a GV account for a new site. Add settings for gmail is now enabled Add a 30 days Gmail delete policy.
3	12/3/22	KO	GV05, page 4, step 13, it should say ID (not IE)
4	1/17/23	KO	Note 2022 password for newly created accounts.
5	5/2/23	KO	Update passwords for latest info from Jason