

Account Types, Usernames, and Initial Passwords Guide

Revised 7/14/2025

OFFSEASON Volunteer Account

- Username Format: VolID@aarpfoundation.org
- VolID is the 9-digit Volunteer ID number.
- These accounts are created for all certified volunteers in early May and are deleted in early October.
- Initial Password: TaxAideYYYY!
- For 2025 offseason accounts, use: TaxAide2025!

Volunteer Account

- Username Format: VolIDtyYY@aarpfoundation.org
- VolID is the 9-digit Volunteer ID number.
- YY indicates the 2-digit Tax Year (e.g., Tax Year 25 begins January 1st, 2026).
- Volunteer accounts are deleted at the beginning of June each year.
- Accounts for returning volunteers are created in September for the upcoming tax season.
- New volunteers receive accounts when their status is marked “candidate under consideration” in the AARP Volunteer Portal.
- Initial Password: TaxAideYYYY!
- For Tax Year 25, use: TaxAide2025!

Google Voice Account (One Per Site)

- Username Format: SiteID@aarpfoundation.org
- SiteID is the 8-digit site ID number, without the leading “S”.
- Initial Password: TaxaideYYYY! (see Note 1)

Note 1

- If a site has not previously used a Google Voice Account, it may not yet have one assigned.
- To request a Google Voice Account (limit one per site), the site’s Local Coordinator should ask the State’s Technology Specialist to submit a GV06 Google Voice Site Account Request ticket.
- The password and Google Voice phone number for an active site that used its account during the last tax season will remain unchanged for the following season.

For account creation and deletion schedules, see the GA05 2025 Google Chromebook Accounts Creation Schedule. For a visual timeline, refer to the GA04 2024 Chromebook and Google Account Calendar.

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