

Account Types, Usernames and Initial Passwords Summary

OFFSEASON Volunteer Account	<p>VolID@aarpfoundation.org VolID = 9-digit Volunteer ID number</p> <p>Offseason accounts are created for all certified volunteers in early May and are purged in early October.</p>	<p>Initial Password: TaxAideYYYY!</p> <p>Use TaxAide2025! for offseason accounts to be used in 2025.</p>
Volunteer Account	<p>VolIDtyYY@aarpfoundation.org VolID = 9-digit Volunteer ID number</p> <p>YY = 2-digit Tax Year. Tax Year 25 starts on January 1st, 2026.</p> <p>Volunteer accounts are purged at the beginning of June. Volunteer accounts for the next tax season are created in September for previously certified volunteers.</p> <p>Volunteer accounts are created for new volunteers when their status becomes “candidate under consideration” in the AARP Volunteer Portal</p>	<p>TaxAideYYYY!</p> <p>Use TaxAide2025! For Tax Year 25.</p>
Google Voice Account (1 per site)	<p>SiteID@aarpfoundation.org SiteID = 8-digit Site ID Number</p> <p>Do not include the leading “S”</p>	<p>TaxAideYYYY!</p>

Notes:

An active site that has not used its Google Voice Account in the past may not have an assigned GV account. To get a Google Voice Account, limit one per site, the site Local Coordinator should ask the State’s Technology Coordinator Specialist (TCS) to submit a ticket with [GV06 Google Voice Site Account Request](#). The password and GV phone number of an active site that used their Google Voice account during the last tax season will not be changed or be reset for the next season.

See [GA05 2025 Google Chromebook Accounts Creation Schedule](#) for dates of account creation and purge. See [GA04 2024 Chromebook and Google Account Calendar](#)

If you encounter any issues, see document [C11 - Chromebook Accounts, Signing in, Adding and Removing Users](#)