

The Volunteer Portal

The link to The Volunteer Portal can be found on Villagestaxaide.com on the Counselor page.

You should have already registered with AARP Tax-Aide and logged into the Volunteer Portal.

AARP Volunteer Portal (A part of your certification)

This will be where you will access your records for Tax Aide, see all your assignments, change your street address, home or seasonal, change your phone number and enter reimbursement requests. It is mandatory to log on and make sure all your contact information is up to date and that you have an emergency contact on file.


Different Email Address

- If you need to change your email address with the Portal, you must do it by using the following steps:
 - Go to AARP.org
 - Login on the upper right hand side using the email address and password you originally registered with.
 - Click on Hi, (your name)
 - Go to My Account
 - Click View and Edit My Account
 - Click on the pencil next to your email address, change and save.

It will automatically update the email address in the Portal

This is what you will see when you login

Show apps Volunteer Portal

 Your Name here



Search... [Search](#)

Volunteers with the Volunteer Profile will see:

[Home](#) [Training](#) [Contacts](#) [Time Entry](#) [Reimbursements](#)

To Find your record

Type your name in the search box on the upper right

When you find your name in the list that comes up,
click on your name

Verify information in your record

If any information needs to be changed, click Edit or the button at the top of the section, change the information, then click Save

Please update your emergency contact information now.

Reminder: e-mail address can only be changed by going to AARP.org as noted in prior slide

Travel reimbursement

Volunteers who work a minimum of 40 hours, in addition to any necessary training, during tax season are eligible for expense reimbursement.

Reimbursement choices are:

None (Although if you don't want your reimbursement, then we would appreciate it if you would file for reimbursement and donate it back to our local District 45 funds to cover expenses that are not taken care of by National)

\$35 flat rate (\$50 for leaders)

Itemized Actual Mileage

Travel reimbursement

Travel reimbursement must be requested through the Volunteer Portal, Reimbursement Tab.

Toward the end of the season there will be instructions on when to submit your travel expenses for the tax season.

Travel reimbursement

For prompt reimbursement, set up direct deposit prior to submitting your reimbursement.

The instructions on how to do this, as well as how to submit a reimbursement, can be found on the Counselor or Client Facilitator Page in the box titled “Volunteer Portal”

If you intend to claim mileage, you can start your reimbursement now and add to it each time you work.

Accessing The Side Bar of the Screen

This is the view the first time you log in. On the very left hand side of the screen you will see a small arrow. Click on the arrow to reveal the sidebar.



The screenshot shows the AARP Tax-Aide Volunteer Portal dashboard. The page title is "AARP Volunteer Portal" and the main heading is "AARP Foundation TAX-AIDE". A navigation menu includes links for Home, Dashboard, Reports, Training, Programs, Positions, Contacts, Locations, Orders, and Time. The dashboard content is titled "Dashboard" and includes a "Refresh" button. Below this, there are three main sections: "Prospects", "Reimbursements Summary", and "Pending Approvals".

The "Prospects" section contains a table with the following data:

Position	Region	Count
TAXAIDEANL000		1
TAXAIDEANL000		5
TAXAIDEANL000		3
TAXAIDEANL000		1
TAXAIDEANL000		10
TAXAIDEANL000		6
TAXAIDEANL000		5
TAXAIDEANL000		8

The "Reimbursements Summary" section features a pie chart showing 100% of the total amount. The legend indicates that 100% is "Approved in Progress" and 0% is "Other".

The "Pending Approvals" section includes a table with columns for "Number" and "Sum of Reimbursements Amount".

A blue arrow points to a small arrow on the left edge of the dashboard content area, which is used to toggle the sidebar.

Sidebar Closed

This is the view you will have after clicking the arrow, it will be this view from now on every time you login.



One Support Help Center – OSHC has been moved to Libraries

The Libraries tab now contains technical and procedural information for the Tax-Aide organization that used to be in One Support Help Center. It's available to any volunteer in Tax-Aide.

Questions?

