

Tech Tips-Dec 2021 Instructor Workshop

Volunteers need to know:

- **Their 9 digit AARP ID**
- **How to log-in to the Portal and their AARP.org account from CB (password & email)**
- **How to log-in to their personal email account from CB**

Portal Blue Technology Library-Helpful Folders & Docs

- **01 Chromebooks-C07 & C20**
- **03 Printers and Scanners-Brother Toner Reset Instructions**
- **06 Consumables-GraceWorkz Listed Consumables 2020-2021**
- **09 FAQs & Misc-Repair/Replace Process for Printers**
- **10 Other Equipment-Recommended CB Peripherals**
- **13 Repair & Replace 2021**
- **00 Blue Folder Change Log if you are lost!**

Tech Problem-Follow Tax-Aide Support Escalation Routine

Other Helpful Docs (Attached):

- **CB Password Reset Email from RTA**
- **Add Printer to Counselor Profile on CB**
- **Page 70 (from P&P 2021-22)-Program Expense Items**

Reminders:

- **Need IRS Form 15272 completed for each site**
- **Use AARP CB's only on secure network for TSO tax prep!!**
- **NO PUBLIC WiFi!!**

Duane Brown-TCS ID1

- **Phone: 208-651-6635 Email: perrydean@roadrunner.com**

From: Joe McVicar - AARP

Sent: Thursday, October 14, 2021 3:32 PM

To: Ensign, Bill; Geller, Chuck; Gossett, Cindy; Allegra Hammer; Lew, Jeanie; Lusk, Gail; Kris Ashley; Stacy Azama; Duane Brown; Bynum, Jim; Greg Doggett; Don Lawrence; Gain Ruthellen

Cc: Terrie Jones

Subject: New Northwest Region Google Account Password Reset Procedure forTY2021

To: R09 SC's and TCS'

CC: Terrie Jones

Now that many of us are getting our Chromebooks setup for the next tax season, the subject of Password Resets may start coming up. We are asking that you distribute this information through your TC's and DC's to all volunteers in your area. Additionally, any volunteer who is unable to reset their own password should be advised to first seek help from their TC who can, in turn, consult with the TCS or RTA, if still necessary.

All volunteers were recently issued new Google Account ID's along with an associated first-time password. We trust that you have circulated info on these new accounts to all your volunteers via your normal communications channels. The first time logon process asks the volunteer to create a new, secure password. On subsequent logons, if you forgot your new password, though, Google has a few self-help methods to recover your password:

- Below the password box are the words "Forgot password?"
- Click on that and answer the question "Enter the last password you remember using with this Google Account".
- If you can't remember any previous passwords, even the initial, generic logon password, click on "Try another way". That will send an email to the address AARP Tax-Aide has on file for you in the Portal. Open that email from another device and follow the instructions to reset your password. It should generate an email with a link like the one in the attached PDF.
- If that doesn't work, click on "Try another way". Google will send a verification code text message to the cell phone number you have on file.
- If you don't have a that phone, click on "I don't have my phone."
- If you can't remember previous passwords, don't have that phone, or you can't get to your email, then the **last** option is to "Contact your domain admin for help."

We are pleased to report that National Tax-Aide is now permitting RTA's to reset passwords for volunteers in their respective Regions. You no longer have to open up a ticket in OneSupport. If you have tried **all** the built-in Google Password recovery steps described above to no avail, send me jmccvic@comcast.net an **email** with

- **Password reset** in the Subject
- Your **full name** as it appears in the Portal
- Your **9-digit Volunteer ID**
- Which of the above self-help steps did not work for you.

Note: All accounts starting with **21ta**.... have now been shut down. Their passwords cannot be reset. You must now logon with your Tax Year 21 account ID in the format 123456789@aarpfoundation.org. Contact your local Leadership for the full details, including the first-time logon password.

Good luck with the new tax season, and thanks for all you do for Tax-Aide.

Joe

Joseph McVicar
AARP Tax-Aide
R09 RTA
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ADD PRINTER TO COUNSELOR PROFILE ON CHROMEBOOK

1. Open settings (looks like a gear/wheel).
2. Click on Advanced at bottom of left hand menu.
3. Click on Printing in the drop down list in left hand menu.
4. Click on Printers in the right hand menu top of next screen.
5. Click on "Add a Printer (blue symbol)" at bottom of right hand menu on next screen.
6. Type Printer Name and hit Tab key, type IP address and hit the Tab key on the next screen, then hit "Add" (bottom of screen). Printer name and IP address are taped to front of printer.
7. If successful, screen will close and Printer name will be added to "Your save printers" on previous screen.

1/28/20

Expense Code	Item Description	Portal Funding Code
<p>E-File Supplies/Program Approved Equipment (Z)</p> <p>Submitted by Leaders Only</p> <p>Authorized by Direct Supervisor</p>	<ul style="list-style-type: none"> • Paper, Envelopes, Staples, Staplers, Binders, Other expendable items • Power Strips • Computer Mice Batteries (see also RFZ) • Hotspots (non-Verizon service area) • Printer cartridges (not available from GraceWorkz) • Flash Drives • Routers • Ethernet Cables • Chromebook Adapters • USB Dongles • Computer Keyboards/Numeric Keypads • Equipment Repair/Maintenance (not covered by GraceWorkz) • Shredders • Projectors • Scanners • Monitors and Connectors (only for use with virtual models) • Carts, Shelving, Storage Fees 	<p>“Position” – Federal Grants</p>
<p><i>Regional Funds Special Supplies/Program Approved Equipment (RF-Z)</i></p> <p><i>Submitted by Leaders Only Pre-Approval by RC</i></p> <p><i>Authorized by Direct Supervisor</i></p>	<ul style="list-style-type: none"> • <i>Computer Bags</i> • <i>Computer Power Cords and Batteries</i> • <i>Computer Mice (if choose not to order via AARP Fulfillment)</i> • <i>Headphones (cap of \$25.00 per unit and only for use with virtual models)</i> • <i>Misc. Special Equipment not specified as “Z” items</i> • <i>Volunteer Recognition and Meals above the existing \$1.50 allowance per Volunteer (see 10.3.3a)</i> 	<p><i>“Position” – Regional Funds</i></p>