

VOLUNTEER PORTAL Hotline Support Matrix

AARP Driver Safety Program



Need Help?

Supporting DSP Volunteers is our primary objective. Help is always available if you encounter any systems problems by either emailing helpdesk@aarp.org or by calling **1-888-925-2002**. Remember to always identify yourself as a user of the AARP Driver Safety Program Volunteer Portal and provide your contact information, specifically your state, email address and telephone number.

For any other requests, problems, questions or concerns, a dedicated "At Your Service Hotline" support team is available to assist you. You can reach the "Hotline" at **1-866-740-6912** or email Katie McGarr or Stephanie Bylskal at portalquestions@aarp.org.

First, are you...

Experiencing problems getting into the systems or having difficulties getting the system to respond with the information you expect? Call **1-888-925-2002** or email the Help Desk directly at helpdesk@aarp.org for most effective and timely resolution.

Contact the "At Your Service" Hotline if you are...

1. Experiencing any other kind of issue.
2. Need to change or edit your course materials order or course schedule or details.
3. In need of general, non-Internet support, or if you have questions about the Program or results.
4. Dissatisfied with Help Desk support or response time.

Any questions? Contact the AARP System Help Desk at **1-888-925-2002** or email us at helpdesk@aarp.org for initial Systems or Computer problems; for process or general questions or if you need additional support please contact our "At Your Service Hotline," at **1-866-740-6912** or email Katie McGarr or Stephanie Bylskal at portalquestions@aarp.org.