

## VOLUNTEER PORTAL

### Frequently Asked Questions

#### **1. Where can I access more information about the new Volunteer Portal and how it works?**

Help and additional information is always available to you in several different forms, such as accessing information, training aides and recordings of the training webinar at the DSP VolunteerNet ([www.aarpvolunteers.com](http://www.aarpvolunteers.com)), through the AARP System Help Desk at 1-888-925-2002 or [helpdesk@aarp.org](mailto:helpdesk@aarp.org). You may also contact Katie McGarr or Stephanie Bylskal at the "At Your Service" Hotline team for specialized email and phone support for additional assistance or questions at 1-866-740-6912 or [portalquestions@aarp.org](mailto:portalquestions@aarp.org).

#### **2. How do I access the Portal and create my user profile?**

It's easy. All you need to do is visit <https://volunteers.aarp.org>. From there, if you are a New User, click on the "Register Here" tab to get started and complete the form with your login information and click "Sign Up." You'll then be prompted to enter your login information and you'll enter the Portal through the DSP Landing Page. From there, you're ready to get started using the various functionalities the new Portal offers. If you're a Returning User just click on the "Already Registered? Login to Portal" tab, enter your login information to enter the Portal and you're off and running.

You can also refer to the QuickStart Guide, Training Webinar material and other reference material at the DSP VolunteerNet ([www.aarpvolunteers.com](http://www.aarpvolunteers.com)), or the "At Your Service" Hotline for additional information to get started.

#### **3. Why are these system enhancements being implemented?**

There are a variety of driving forces propelling these enhancements and modernizations to the current systems. The first and largest driver has been our commitment to our most valued resource, you, the Volunteer and to provide you with additional services, access to information and form processing, while also providing you with additional flexibility and options to schedule your courses to offer greater availability and reduced time for participants to search and register for a course. This will provide you more flexibility and convenience to schedule courses, order materials, and manage aspects of registration on your own schedule 24/7 365 days a year.

#### **4. How do I update my address and information within my profile if any of my information should change?**

You are able to manage and edit your Profile information at any point within the Volunteer Portal by clicking on the "Update Profile" link. This will display the most current contact information for you as input into VMIS. To edit your information, simply input your new content into the "Update Profile" form and click "Ok" when you're finished. A confirmation

box will then pop up on your screen signifying that “Your Profile has been successfully updated.” You’re all set! Remember that this can also ensure your expense reimbursement is processed and delivered to you as quickly as possible. See the information on the DSP VolunteerNet to learn more about *Expense Express*.

### **5. Can I access my information if I do not have a computer?**

Yes. Although recent surveys have indicated that over 85% of Volunteers have computer and Internet access, we support all Volunteers. You can access your information by calling the “At Your Service” Hotline directly if you do not have a computer or your computer is not working. They will make all of your class information available to you.

### **6. How will these system enhancements to the Volunteer Portal make my life easier as a Volunteer Instructor?**

In short, they provide you with increased convenience and control to participate in your role with the Driver Safety Program, while not loading you down with additional administrative tasks. Now, you’re able to schedule and manage your courses and associated processes (material ordering, course history, etc) at your convenience 24 hours a day and up to a year in advance. You can breathe easier and have your reports and reminders provided to you automatically.

### **7. Where are the new features that have been added to the Volunteer Portal system? Can I access this information under my Profile?**

The answer is yes. All of the features and utilities you’ll need within the Portal are available on the left side menu bar once you’ve logged in to your Profile. From there you’ll be able to schedule and Add-A-Course, order materials, select shipping preferences anytime 24/7 among other functionality. These new systems were built with YOU in mind, to allow you to keep the focus on what you do best – teach and add courses. You can refer to the QuickStart document for step-by-step instructions to get started, and you can also review the material from the Training Webinar or contact the “At Your Service” Hotline support team for more information.

### **8. Can I provide my own feedback and insights on the enhancements to the Driver Safety Program team?**

Yes, please do! The Modernization Team is committed to you, the Volunteer, and we welcome your thoughts and insights as you experience these various modernization initiatives and system enhancements in action over the next several months. You can submit comments or questions to Katie McGarr or Stephanie Bylskal at the “At Your Service Hotline,” at **1-866-740-6912** or [portalquestions@aarp.org](mailto:portalquestions@aarp.org). We look forward to communicating with you in the future as Modernization initiatives continue to progress.

**9. What if I forget my password or have problems after registering on the Volunteer Portal?**

If you encounter problems registering (i.e. receive a message “Email Address and Password do not match” or similar messages) or have other access issues or just forget your password, it is recommended that you reset your password. This is a relatively easy process.

The registration page itself has links and instructions for you to utilize. Click on the link below Log In labeled “Forgot Password?” This link will help you reset your password by prompting you to enter your registered email address. Once you have submitted your registered email address, click on the submit button. Please wait for a temporary password email from [noreply@info.aarp.org](mailto:noreply@info.aarp.org) to appear in your email account. You may want to check your spam filters or junk mail account if you do not quickly receive this email. We have had several reports of these notices being caught in these filters. A new temporary password will be provided on the email.

Upon receiving the temporary password, go back into the system. To Login use this new password. After you are in the system you can change the password back to one of your own choosing.

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