

How to: Chromebook Sign-in and Password Recovery Setup TY 2023

Updated: 12/31/2023

IMPORTANT Password Recovery Setting**

In order to self-manage the password recovery feature ALL Chromebook users must add their personal recovery email address and phone number to their **aarpfoundation Google accounts**.

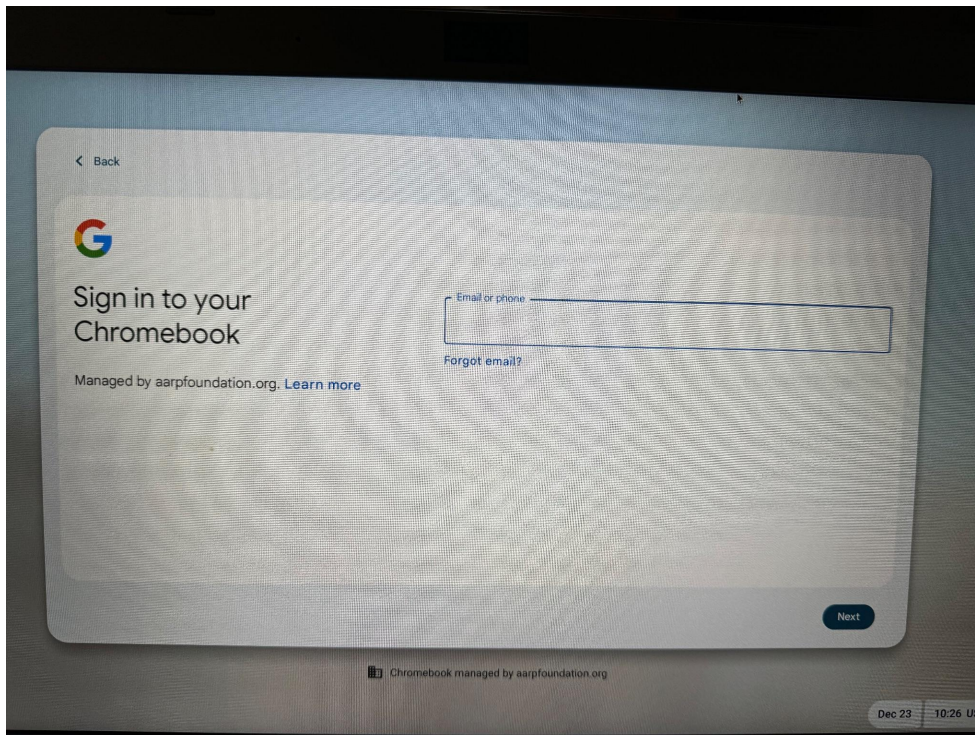
Changes to email addresses or phone numbers in the volunteer portal **will not update** Google accounts for Chromebook users. See instructions after the sign-in section below.

If you are new to Tax-Aide you may wish to view the introductory video on using the AARP Chromebook.

[Chromebook 101 Video https://ta-nttc.tiny.us/NTSC-CB101](https://ta-nttc.tiny.us/NTSC-CB101)

Sign-in

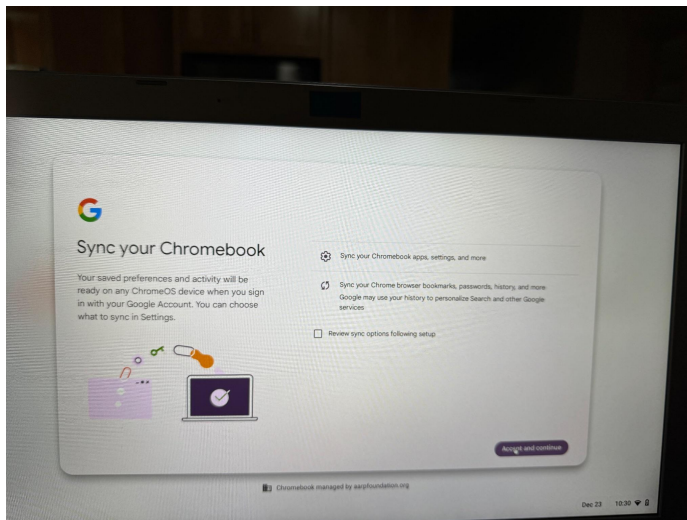
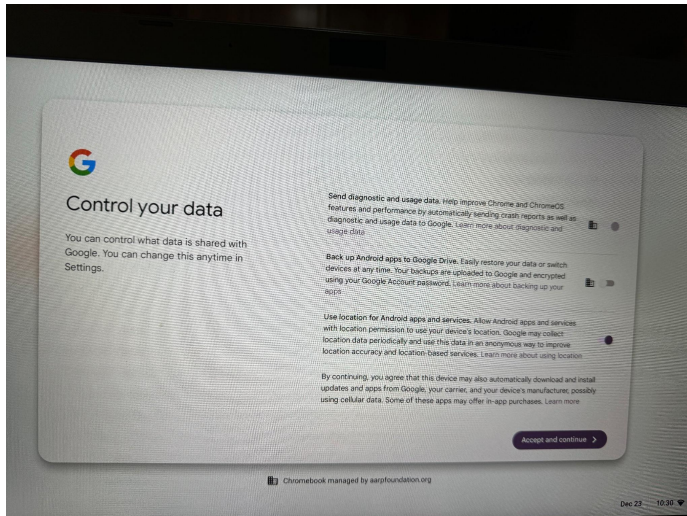
- 1) The first time you turn on a Chromebook you have never used you should see this screen:



If you don't, you may need to click 'Add Person' near the lower left of the screen.

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- 2) Enter your **AARP Foundation account email address**. This is made from your 9-digit Volunteer ID + TY23 + @aarpfoundation.org, for example:
123456789TY23@aarpfoundation.org
 - a) You can find your Volunteer ID by logging into the AARP Volunteer portal (<https://volunteers.aarp.org>) and typing your name in the search box at the top of the home screen
- 3) Enter the **one-time password** you will get from your Local Coordinator (LC).
 - a) You will be asked to change your password
 - b) This new password you enter will be your **Chromebook login password** for the tax season. It is okay to store it on your phone.
- 4) Click the **'Accept and Continue'** button on the following two screens:

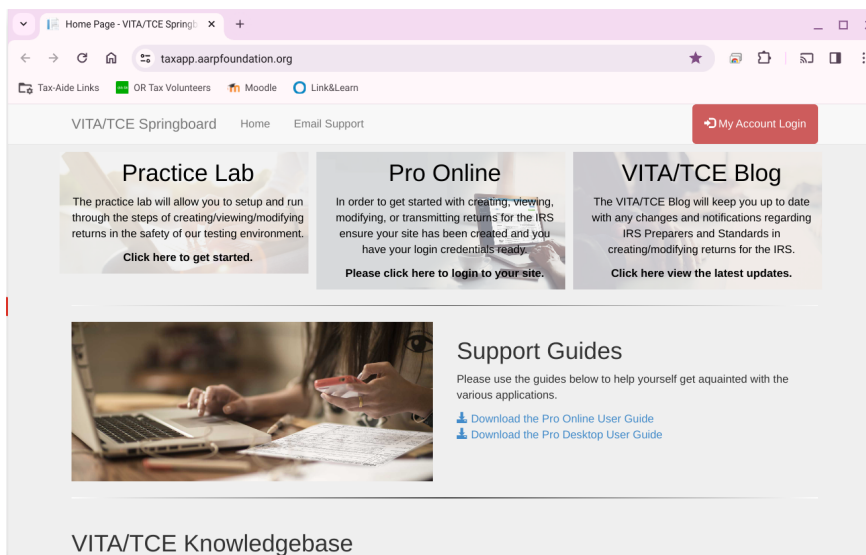


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You are successfully logged on if you see the following screen:



To launch the Tax-Aide startup page, click on the red/yellow/green circle **Chrome logo** at the bottom of the screen. It will open:



Ignore the orange box in the upper-right corner that says 'My Account Login'. This is not for AARP Tax-Aide.

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Password Recovery Setting

IMPORTANT** Password Recovery Setting

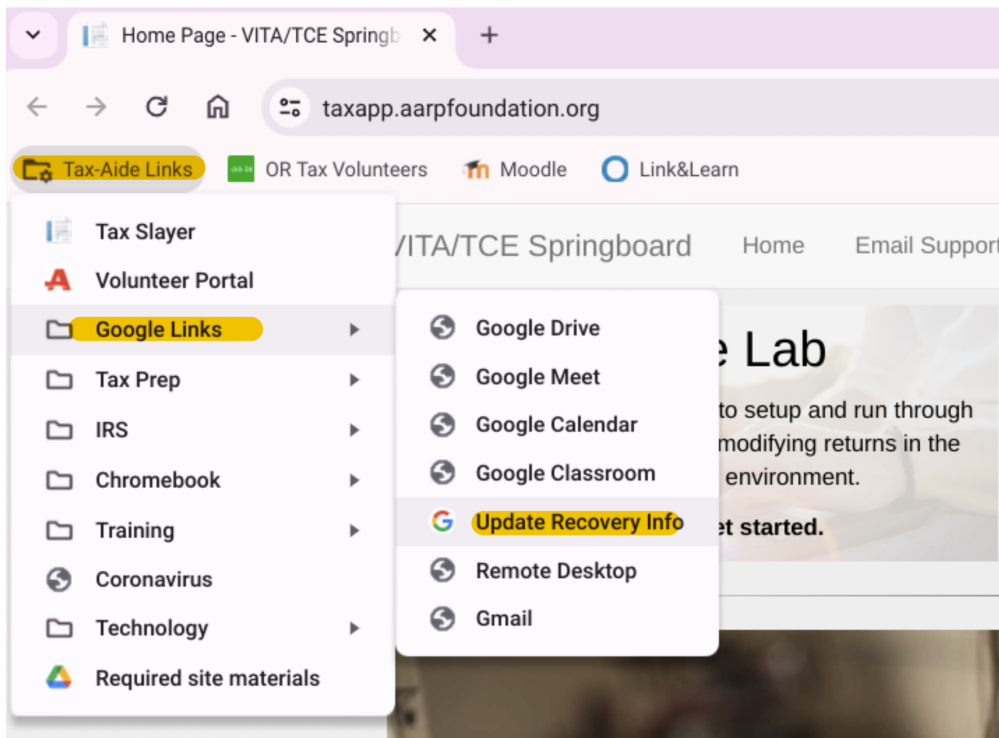
In order to self-manage the password recovery feature, ALL Chromebook users **MUST** add their personal recovery email address and phone number to their **aarpfoundation Google accounts**.

Changes to email addresses or phone numbers in the volunteer portal **will not update** Google accounts for Chromebook users.

The first time you login for the tax season you should add your personal recovery email address and **text-capable** phone number to your Google account.

1) After signing in to the Chromebook either:

- Click **'Tax-Aide Links'** from the upper left menu bar
 - Hover over **'Google Links'**
 - Click **'Update Recovery Info'**



OR

- **Open a new tab** by clicking the (+) at the top of the screen
- Enter **'Security.Google.com'** in the address bar

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2) Scroll down to:

How you sign in to Google

Make sure you can always access your Google Account by keeping this information up to date

🔒 2-Step Verification	2-Step Verification is off	>
*** Password	Last changed May 8	>
📞 Recovery phone	(541) 852-2363	>
✉️ Recovery email	DOUG.WINCHELL.TA@GMAIL.COM	>

3) If the **Recovery phone** is blank or wrong **click the arrow to the right of the line** and enter the desired recovery number.

- You will be asked for your Chromebook password
- You will be asked to verify the phone number
- You will receive a **verification text message** on your phone

4) If there is a prompt by the **email** that it **'needs verification'** be sure your **recovery phone number is set first**, then click to verify the email.

If you have been locked out of your aarpfoundation Google account and are unable to recover your account:

- Your Local Coordinator or Technology Coordinator can enter a ticket in the AARP portal
- The LC or TC requests a Google account reset and includes your name, volunteer number, recovery email and recovery phone