

November 3, 2014

To: AARP Foundation Tax-Aide Volunteers and Staff

From: Bill Casement, OneSupport Help Center Project Volunteer Lead, and Miho Kikujo, Sr. Operations Analyst, AARP Foundation Tax-Aide

Subject: CyberTax TY2014-04: OneSupport Help Center replaces Volunteer Portal ShareNet

Dear Tax-Aide Volunteers and Staff,

We are excited and pleased to share with you that the OneSupport Help Center, which is the replacement for ShareNet, is now available for use. All program related documents such as training materials, forms, guides, etc. have been moved to OneSupport Help Center from the ShareNet.

The OneSupport Help Center project team comprised of volunteers and staffs have worked diligently, as a team, to create a new resource for your use to address issues and concerns we have received from our users on ShareNet. We believe the OneSupport Help Center is more intuitive, user-friendly and takes the pain out of searching for a document or its contents.

To help you get started off with the OneSupport Help Center please check out these resources in the order listed:

- Introduction Video - <http://www.youtube.com/watch?v=oB1KvLCI2Z0&feature=youtube>
- Quick Guide to OneSupport Help Center (attached)

You are now ready to access OneSupport Help Center. Please click on OneSupport Help Center link in Volunteer Portal.



We hope you will find OneSupport Help Center as easy to use as the individuals that were involved in the Beta test of the application did. Like any new product we know there will be items that can be fine tuned and new features added going forward with your help and input. The very good news is that the OneSupport Help Center is completely maintained by the National Office staff. That means we now have the ability to make adjustments in days and not months or longer as in the past.