

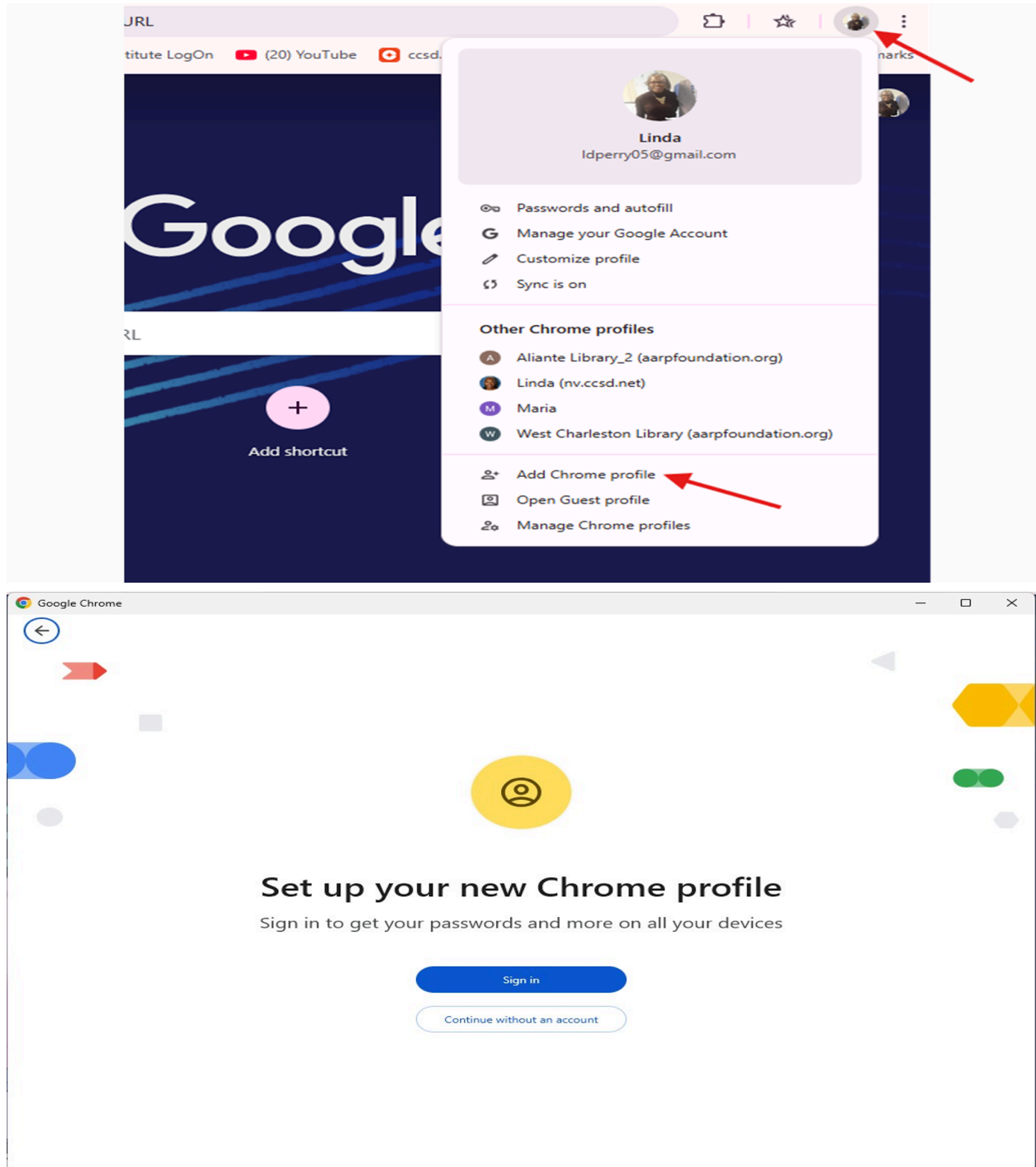
APPOINTMENT SCHEDULER BOOKLET

Setting Up Google Voice

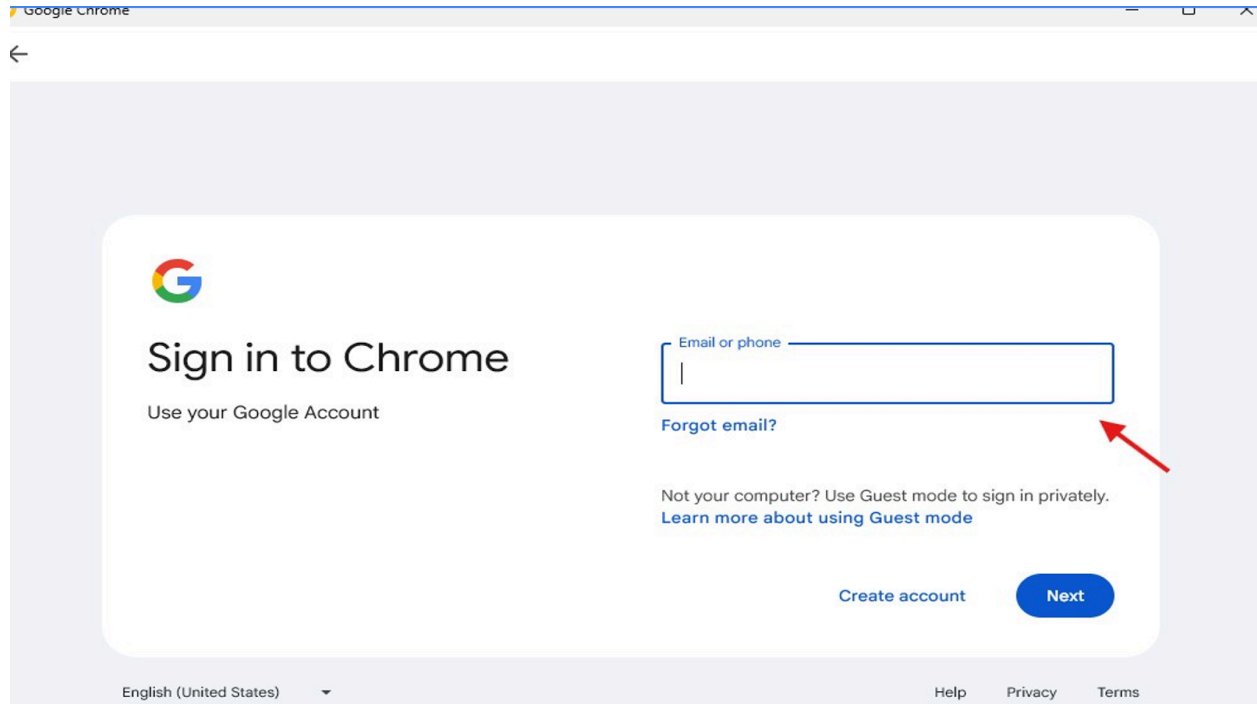
- Open Google Chrome Browser
 - Click the small name, picture, or letter in the upper right corner of your screen
 - A new window-scroll down to *+add Chrome Profile*
 - At “Sign in” Enter each email address separately
- 62051401_2@aarpfoundation.org
 - Aliante 702-381-0655
- 62051262@aarpfoundation.org
 - West Charleston 702-381-6081
- Password #2025GoogleME

Text me (757) 927-2528 as soon as you download to get your code. I will not know who signs in when.

APPOINTMENT SCHEDULER BOOKLET



APPOINTMENT SCHEDULER BOOKLET



Google Chrome

←



Sign in to Chrome

Use your Google Account

Email or phone

[Forgot email?](#)

Not your computer? Use Guest mode to sign in privately.
[Learn more about using Guest mode](#)

[Create account](#) [Next](#)

English (United States) ▼ [Help](#) [Privacy](#) [Terms](#)

Click “Next” and enter Password. Password changes every year.

APPOINTMENT SCHEDULER BOOKLET

Calendar Bookmark

This bookmark is where you schedule “your” time to call taxpayers.

We call 7 days a week, 8:00 a.m. or 9:00 a.m. (start of morning time is at your discretion) to 8 p.m.

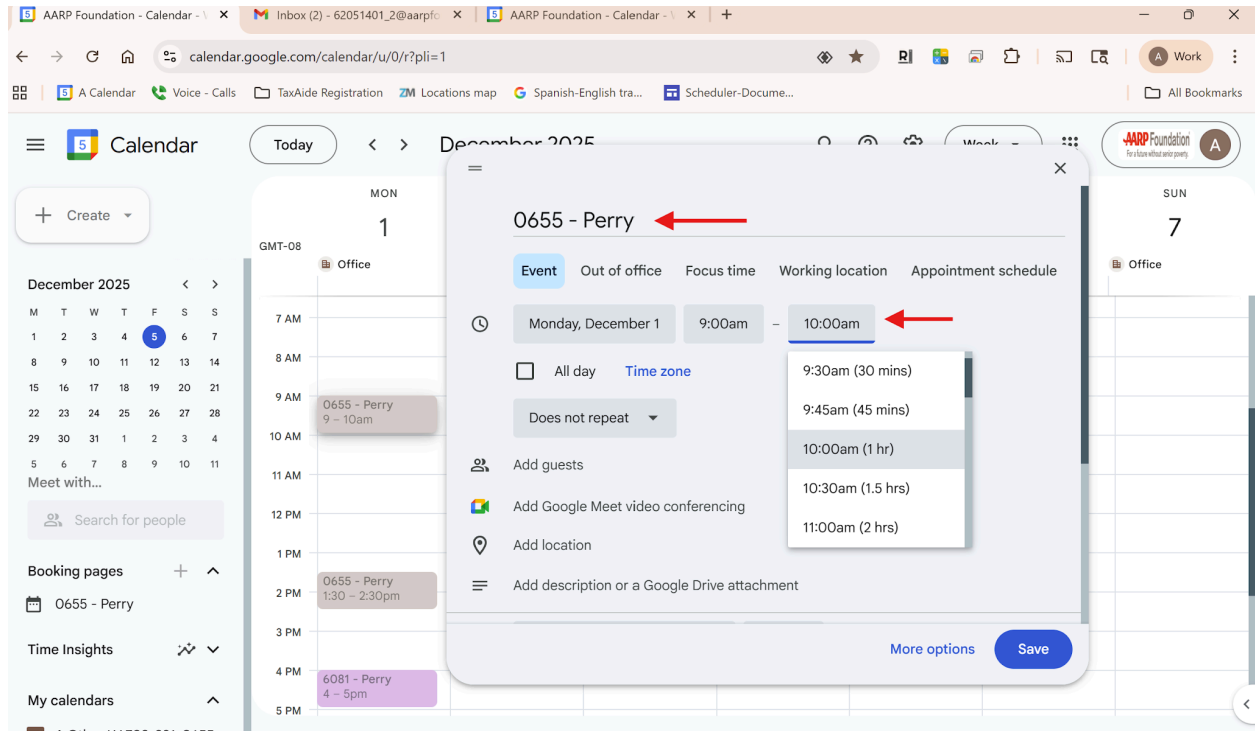
Schedule 2 hours time slots to call. If you can schedule for two or more days a week, it would be great!

To schedule, delete, or reschedule your time on a calendar, you will have to go the individual site where you scheduled your time. Example: If you scheduled on the Aliante site you have make the changes on that site.

To schedule your appointment:

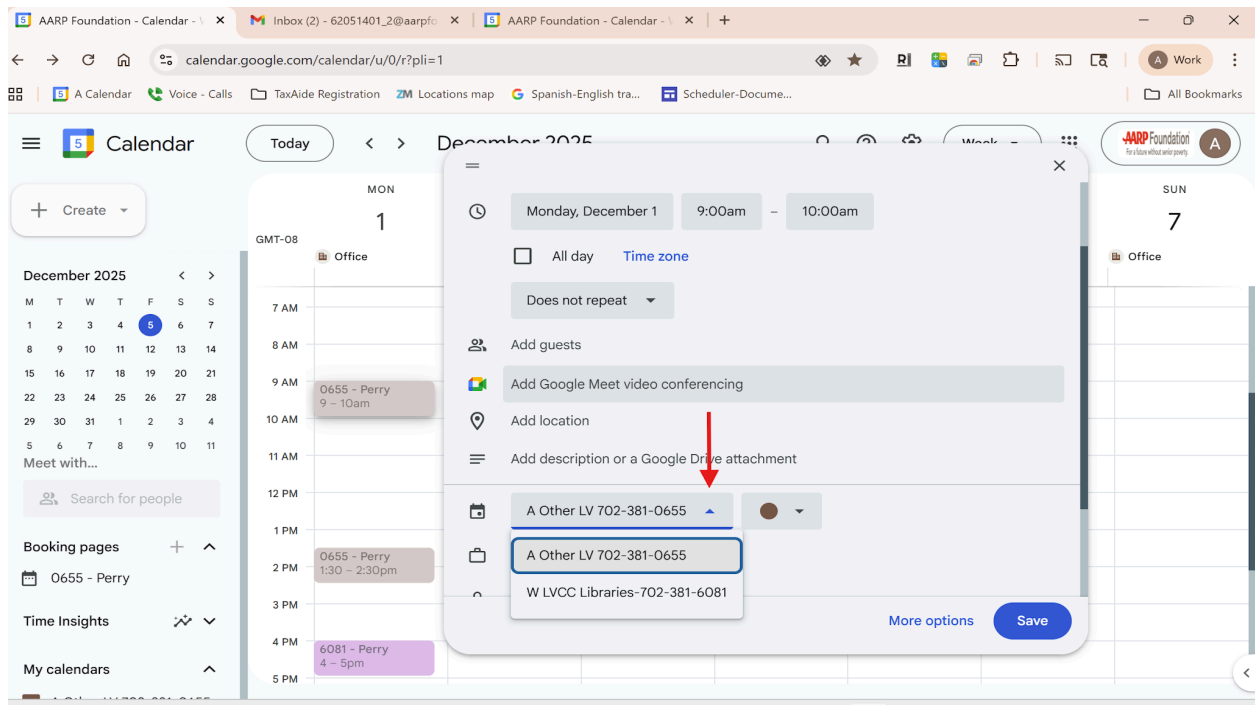
1. Click on the time slot
2. Click on “Add title”: Type your first or last name plus the site telephone number you are calling from (example 6081 – Linda, this means you will be making calling for West Charleston.
3. Click on the “second” hour time slot to add the amount of time you will make calls.
4. Click Save.

APPOINTMENT SCHEDULER BOOKLET



Click the site you will make calls.

And click Save.



APPOINTMENT SCHEDULER BOOKLET

Voice – Calls Bookmark

This bookmark is where taxpayers voice messages are located.

On the left side of the page the icons:

1. Telephone icon helps you make calls
2. Message icon is where you can send text messages (appointment confirmation) to taxpayers who do not have an email address
3. Upside down eyeglasses icon is the most important icon. This is where all calls come in that need to be returned to taxpayer. **IMPORTANT NOTE:** Make sure you scroll all the way to the bottom to make your first call. (The ones at the top came in after the ones at the bottom).
4. Arrow in box icon – Is Archive. If you have problems with a call place the call message into this area. One of the scheduler coordinators will take care of the call.
5. Spam icon – Will not be used.

Let's go into how you will call the taxpayer back. **(Have your pencil and notepad ready when calling taxpayers.)**

In the middle box on the screen:

1. Top right is the taxpayer's phone number
2. The telephone icon, click on to return call to the taxpayer. Make sure you are always on the third icon (**upside down eyeglasses**) when returning calls.
3. Message - send a message/appointment confirmation
4. The three dots (more options), there are only two that will be used (Archive and Delete). This is where you will delete the call after you have completed the appointment for the taxpayer.
5. You will see the transcript message from the call the taxpayer. **Read and listen to the transcript message before returning the call to the taxpayer to make sure the written transcript is exactly what is needed).**

The far right box:

1. "Call as" is the site you are calling from
2. Keypad can be used to call the taxpayer back, if you have problems with the phone icon.

The very top right of the screen make sure "Do not disturb" is always on. The other icons will not be used.

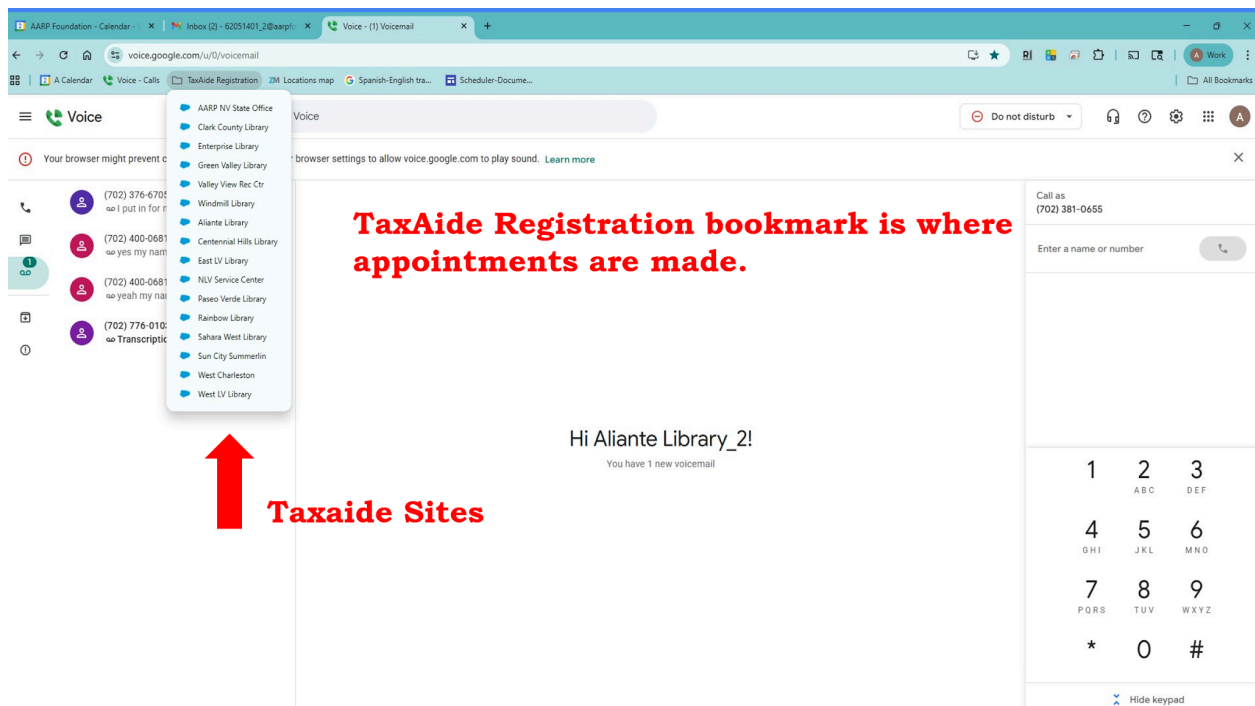
APPOINTMENT SCHEDULER BOOKLET

The screenshot shows the Google Voice web interface. At the top, the 'Voice' tab is selected in the navigation bar. A notification at the top states: 'Your browser might prevent calls from ringing. Change your browser settings to allow voice.google.com to play sound. Learn more'. The main content area displays a list of recent calls. The most recent call is from '(908) 433-3788' on 'Nov 3, 12:21 PM'. A red arrow points to the call icon in the left sidebar with the text: 'When making calls, make sure this icon is selected.' Another red arrow points to the number '(908) 433-3788' with the text: 'Tax Payer's Number'. A third red arrow points to the 'Call as' dropdown menu, which is set to '(702) 381-0655', with the text: 'Click to return call to tax payer.' The call transcript shows a message from Jeffrey Katz: 'hi my name is Jeffrey Katz I do the taxes with you every year I'd like you to make an appointment you told me to call early I like to make it for April 2nd 2026 and I don't know the time schedule that you have there if you could call me back I would appreciate it again my name is Jeffrey Katz and my number is 9084333788 and that's for the taxes for 2025 and I like to make it for April 2nd at 2026 please call me back for a time slot thank you very much have a great day I don't know if I gave my number 9084333788 thank you'. Below the transcript, a red arrow points to the play button of the recording with the text: 'Listen to the recording to ensure the above message is correct.' The recording duration is shown as 00:00 to 01:15. On the right, there is a numeric keypad and a 'Hide keypad' button.

APPOINTMENT SCHEDULER BOOKLET

TaxAide Registration Bookmark

You will click on this Bookmark to select the tax site where the taxpayer wants an appointment.



APPOINTMENT SCHEDULER BOOKLET

AARP Foundation - Calendar -

Inbox (2) - 62051401_2@earp...

Tax Aide Registration

+

taxappointment.aarp.org/s/registration?locationId=a1ro0000000uBoE

★

Work

A Calendar

Voice - Calls

TaxAide Registration

IM Locations map

Spanish-English tra...

Scheduler-Docume...

All Bookmarks

Tax-Aide Appointment Reservation

Step 1 of 4

AARP Nevada State Office

5820 S EASTERN AVE STE 190
LAS VEGAS, NV 89119-3032

Day	Main Hours	Additional Hours
Mon	09:00 AM - 03:00 PM	-
Tue	-	-
Wed	-	-
Thu	-	-
Fri	-	-
Sat	-	-
Sun	-	-

On-Site Language Support for English

We ask that you complete an Intake Booklet before your appointment time. It can be downloaded from <https://www.nvtaxaide.org/taxpayer-information>. You may also come to your appointment 15 minutes early to complete the Intake Booklet. Bring your completed Intake Booklet, 2023 taxes (yes, last year's), all your 2024 tax documents, any letters you have received from the IRS, photo identification for you and your spouse, Social Security cards for you, your spouse and any dependents, and a voided check or official banking information if you want direct deposit or electronic debit. You can also use your Social Security statement or last year's completed taxes for your social security numbers. This site offers Drop Off (you will come in, be interviewed, we take your documents and will call you to return when we complete your taxes).

> Make Appointment

> Edit or Cancel Appointment

Tax-Aide Appointment Reservation

Step 2 of 4

Aliante Library
2400 W DEER SPRINGS WAY
NORTH LAS VEGAS, NV 89084-3194
On-Site Language Support for English

Appointment start: 11:00 AM
Date: 2022-12-27

We will send you a registration confirmation by email and we will communicate to you by email of any changes to the appointment.

Please enter the details of the individual attending the appointment below.

Personal Information

Taxpayer's First Name

Kathleen

* Taxpayer's Last Name (Required)

Zahl

Taxpayer's Email Address

thatzahl@gmail.com

* Taxpayer's Phone Number (Required)

(520) 232-4700

Taxpayer's Birth Date

MM/DD/YYYY

MUST HAVE

APPOINTMENT SCHEDULER BOOKLET

Taxpayer's Zip Code

89102

← NOT needed

Preferred Language(s)

English

How did you book your appointment?

Telephone

← T

Notes for your counselor

KOZ-has stocks and bonds, spouse died in 2022

☐

Please keep in touch with me by email and/or postal mail about AARP Foundation activities

Back

Review
Appointment

→ Your initials and notes

APPOINTMENT SCHEDULER BOOKLET

Tax-Aide Appointment Reservation

Step 3 of 4

Aliante Library

2400 W DEER SPRINGS WAY
NORTH LAS VEGAS, NV 89084-3194
On-Site Language Support for English

Appointment start: 11:00 AM

Date: 2022-12-27

Please confirm the details of the individual attending the appointment below.

Your Information:

First Name:	Kathleen
Last Name:	Zahl
Email:	thatzahl@gmail.com
Phone:	(520) 232-4700
Birth Date:	
Zip Code:	89102
Preferred Languages:	English
Origin:	Telephone
Notes:	KOZ-has stocks and bonds, spouse died in 2022

☐ Please keep in touch with me by email and/or postal mail about AARP Foundation activities

You must select "Confirm Information" to schedule your appointment.

Back

Confirm
Information

APPOINTMENT SCHEDULER BOOKLET

Tax-Aide Appointment Reservation

Step 4 of 4

Aliante Library

2400 W DEER SPRINGS WAY
NORTH LAS VEGAS, NV 89084-3194
On-Site Language Support for English

Thank You!

Thank you for scheduling an Appointment with Tax-Aide! Please review and record the information below. If you provided an email address, you will also receive a copy of this information at the email address provided. Please arrive promptly at your appointment start time with the necessary documents outlined in the links below.

Important Documents to Bring to the Tax-Aide Site.

Your Information:

First Name:	Kathleen
Last Name:	Zahl
Email:	thatzahl@gmail.com
Phone:	(520) 232-4700
Birth Date:	
Zip Code:	89102
Preferred Languages:	English
Origin:	Telephone
Notes:	KOZ-has stocks and bonds, spouse died in 2022

APPOINTMENT SCHEDULER BOOKLET

Appointment Information:

Appointment Date: 2022-12-27
Site Name: Aliante Library
Site Address: 2400 W DEER SPRINGS WAY
NORTH LAS VEGAS, NV 89084-3194
Phone Number: (702) 381-0655
Appointment Time: 11:00 AM
Appointment Reference Number: AP-00653639
Comments: Site is closed on 2/14 You must complete an Intake Booklet before your appointment time, which can be downloaded from <https://www.nvtaxaide.org/taxpayer-information> or picked up at the Front Desk. We will need all IRS Letters you may have received and your 2020 and 2021 tax returns. Thank you!

[Click here for return items Tax-Aide can prepare.](#)
[Click here to edit or reschedule your appointment with Tax-Aide.](#)
[Click here to cancel your appointment with Tax-Aide.](#)

PRINT RECEIPT

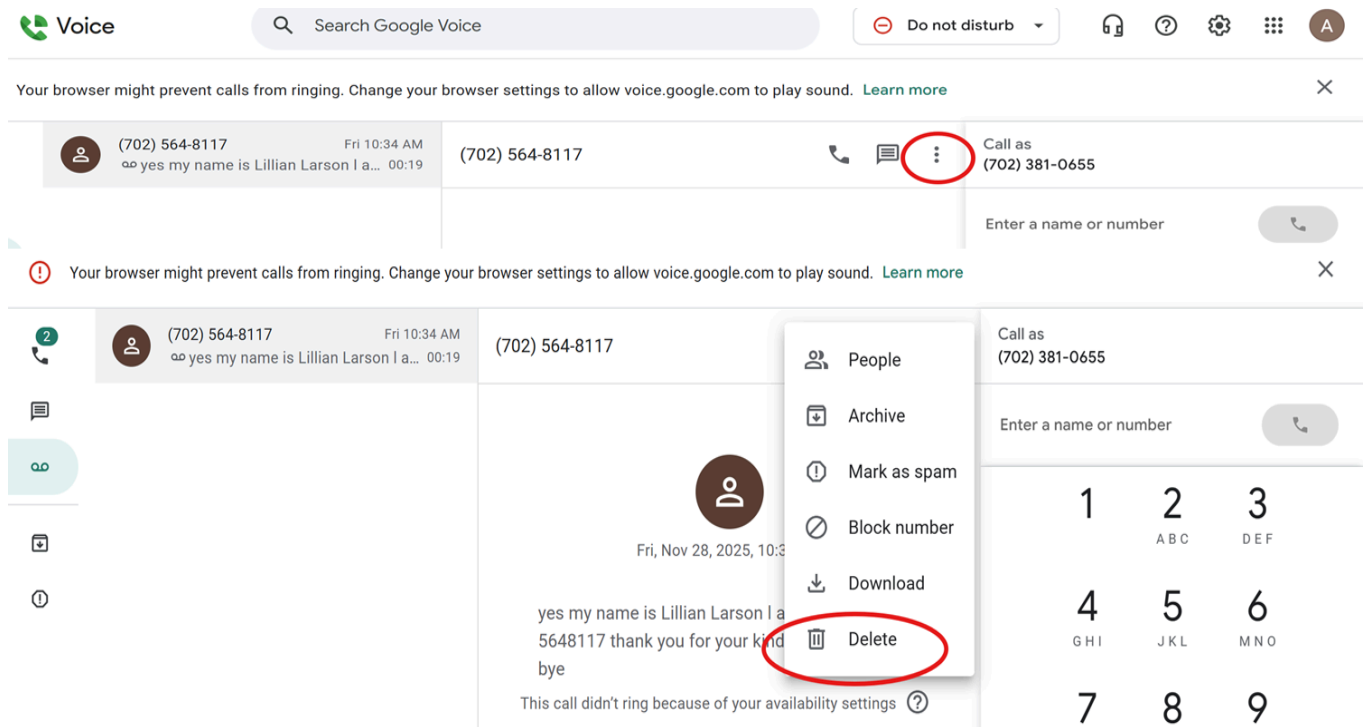
This receipt is for your records if you would like it. You do not need to bring it with you to the appointment.

Back to Site
Locator

New Appointment

APPOINTMENT SCHEDULER BOOKLET

Deleting the call after taxpayer's confirmation is sent



The next page shows how to search or modify a confirmed appointment if a taxpayer has forgotten their appointment date.

APPOINTMENT SCHEDULER BOOKLET

AARP Foundation - Calendar - V... Voice - (1) Voicemail Tax Aide Registration

taxappointment.aarp.org/s/registration?locationId=a1ro0000000CzIO

A-Calendar Scheduler Docume... A-Voicemail TaxAide Registration Site Locations

MENU AARP Join Renew Help | Member Benefits AARP Rewards Register Login

Tax-Aide Appointment Reservation

Step 1 of 4

Aliante Library

2400 W DEER SPRINGS WAY
NORTH LAS VEGAS, NV 89004-3194
On-Site Language Support for English

> Make Appointment

▼ Edit or Cancel Appointment

Enter your Reference Number or Phone Number and Last Name to Edit or Cancel an existing appointment.

Reference Number
AP-00000000

- OR -

* Phone Number (702) 863-5156 * Last Name chavez

* Select Action
Select...
Edit
Cancel

AARP About AARP Membership Veterans Resources My Community Page

AARP Foundation - Calendar - V... Voice - (1) Voicemail Tax Aide Registration

taxappointment.aarp.org/s/registration?locationId=a1ro0000000CzIO

A-Calendar Scheduler Docume... A-Voicemail TaxAide Registration Site Locations

▼ Edit or Cancel Appointment

Enter your Reference Number or Phone Number and Last Name to Edit or Cancel an existing appointment.

Reference Number
AP-00000000

- OR -

* Phone Number (702) 863-5156 * Last Name chavez

* Select Action
Edit

Search

Appointment Location: Aliante Library
Appointment Address: 2400 W DEER SPRINGS WAY, NORTH LAS VEGAS, NV 89004-3194
Appointment Start: 11:00 AM
Date: 2022-12-27

Appointment Location: Aliante Library
Appointment Address: 2400 W DEER SPRINGS WAY, NORTH LAS VEGAS, NV 89004-3194
Appointment Start: 12:00 PM
Date: 2022-12-27

AARP

AARP is a nonprofit, nonpartisan organization that empowers people to choose how they live as they age.

About AARP
AARP Press Center
Careers at AARP

Membership
En Español
AARP樂齡會

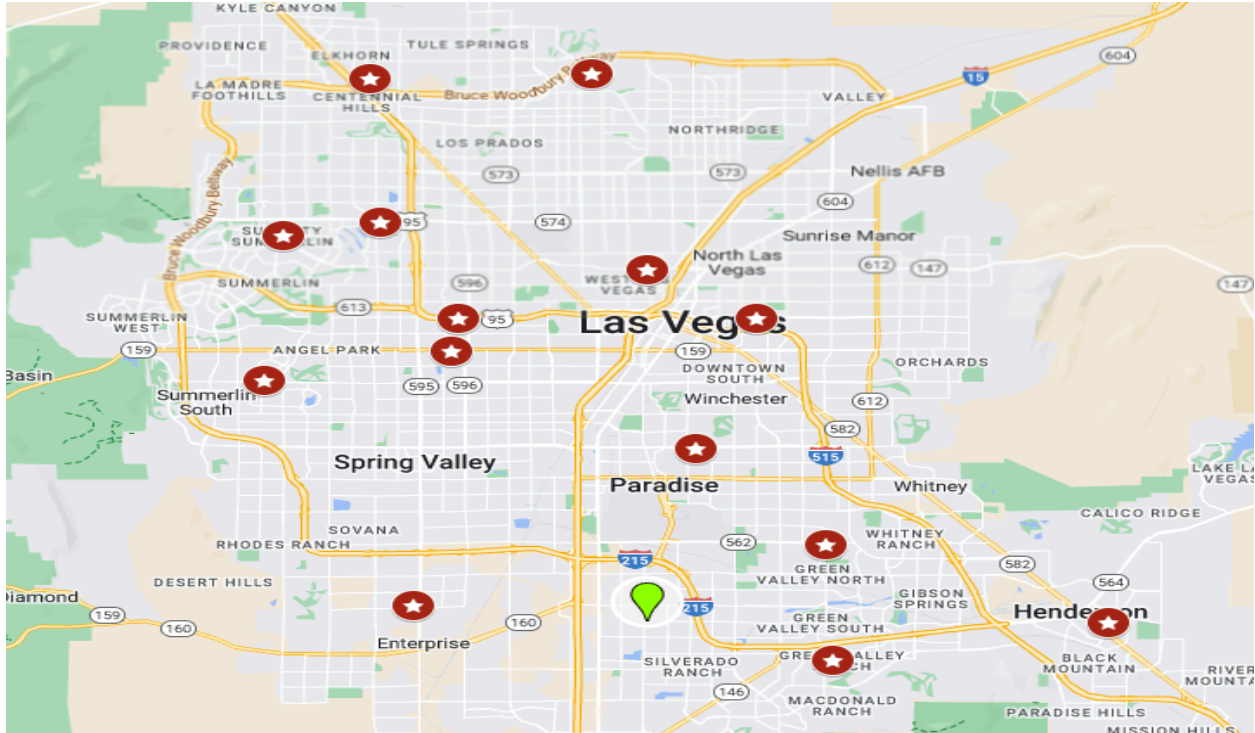
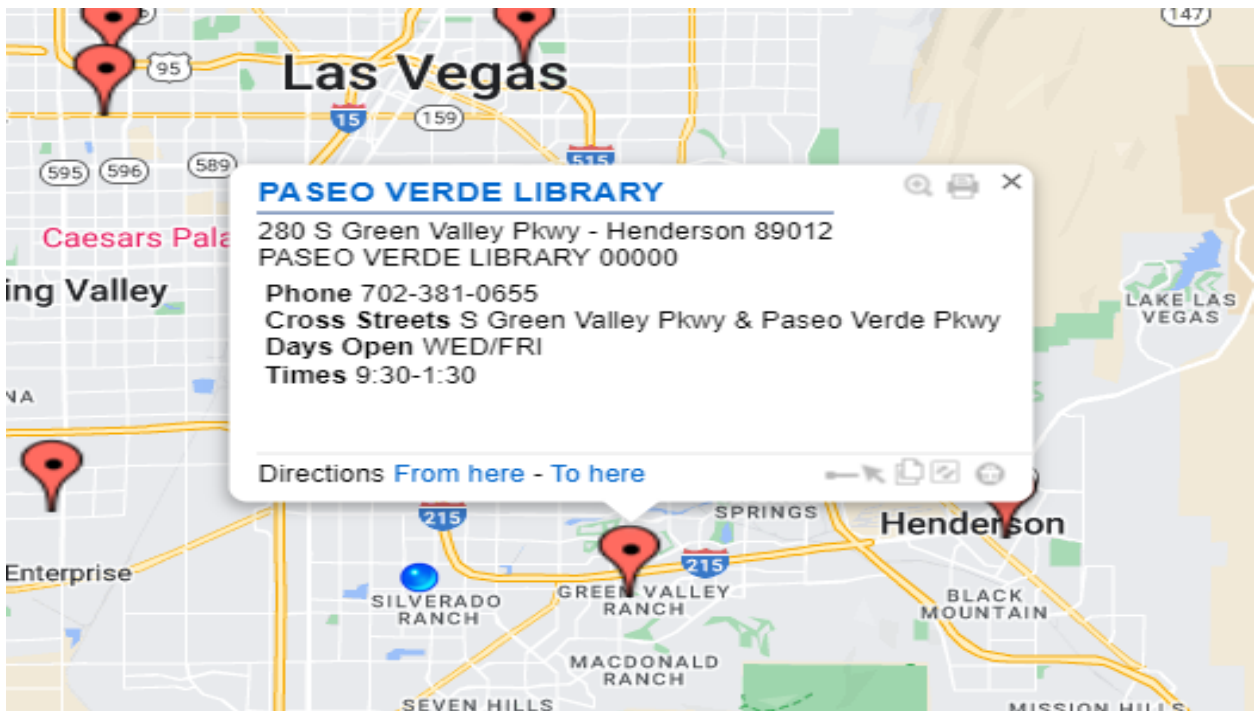
Veterans Resources
AARP Rewards
Contact Us

My Community Page
Help
RSS

APPOINTMENT SCHEDULER BOOKLET

ZM Locations Map Bookmark

Map of all the local Las Vegas/Henderson tax sites. Use this map to find the closest site for a taxpayers.



APPOINTMENT SCHEDULER BOOKLET

Google Translator Bookmark

You can get translation for any language instantly.

Scheduler-Documents Bookmark

Bookmark where all the scheduler important information is located, i.e. FAQs for schedules, site spreadsheet, flow chart/script, site language interpreters sites, sample of taxpayer confirmation email.