

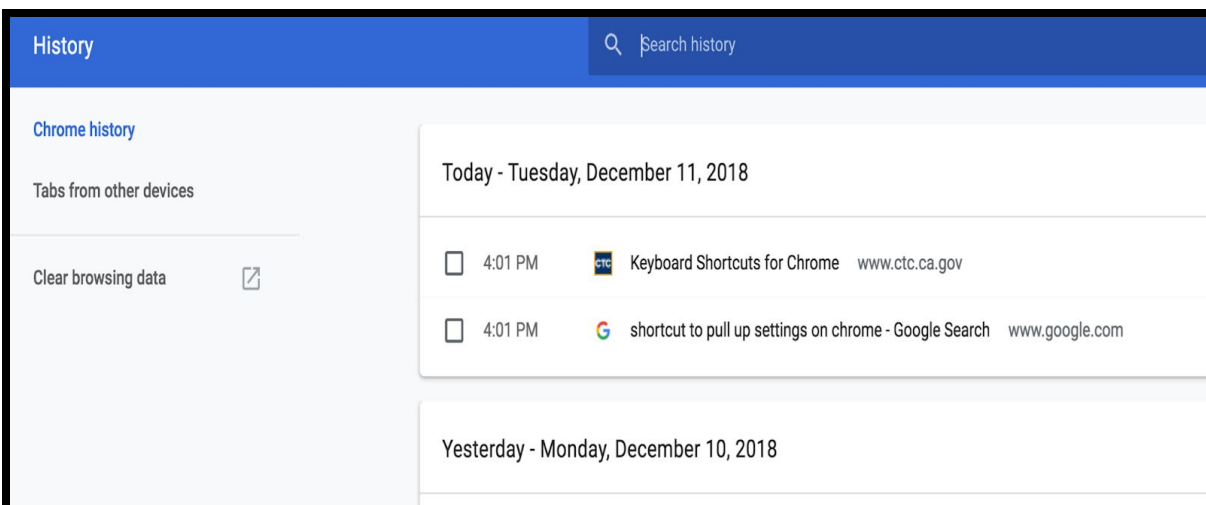
Tip Sheet: How to Clear Your Browser History in Chrome

If you are receiving the error message below when trying to log into the Volunteer Portal, you might be using an outdated bookmark or saved webpage. Please **delete** your current bookmark of the Volunteer Portal from your computer. You will then need to clear your browsing data, **close and re-open the browser**, and then re-enter volunteers.aarp.org.

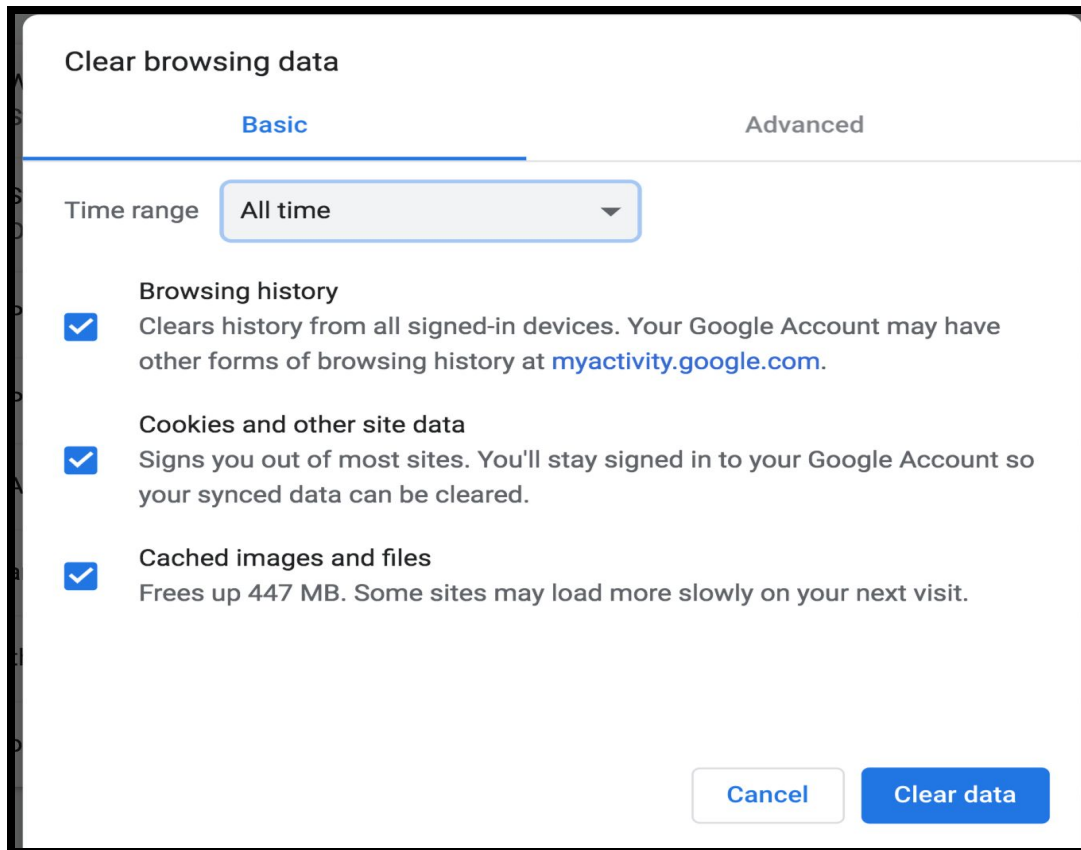


Clearing Your Browsing History in Chrome

1. While in your Chrome browser, hold down the **CTRL** and **H** keys together. This will open your Chrome History page. (If you are using a Mac, press the **Command** and **Y** keys.)
2. On the left side of the Chrome History page click on **Clear browsing data**.



3. Change the time range to **All time**. Next, make sure the boxes next to **Browsing history**, **Cookies and other site data**, and **Cached images and files** are checked. Next, click the **Clear data** button. Wait until the clearing process has completed.



4. Close the Chrome browser completely and then re-open the internet browser.
5. Once you re-open Chrome, navigate to the Volunteer Portal by typing volunteers.aarp.org into the internet address bar and pressing the Enter key.



For additional assistance, please contact the Volunteer Helpline at 833-VOL-AARP (865-2277) or by email at volunteer@aarp.org