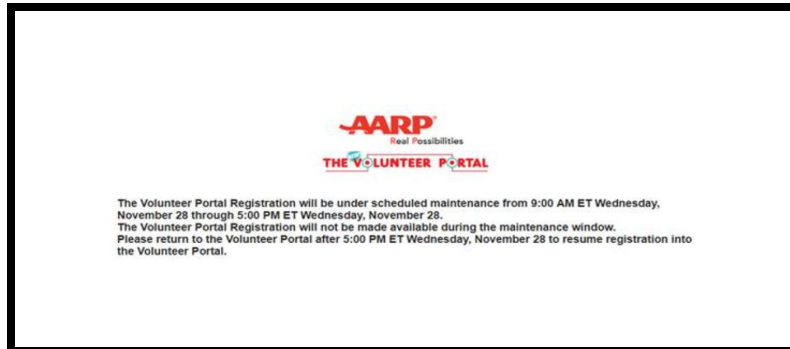


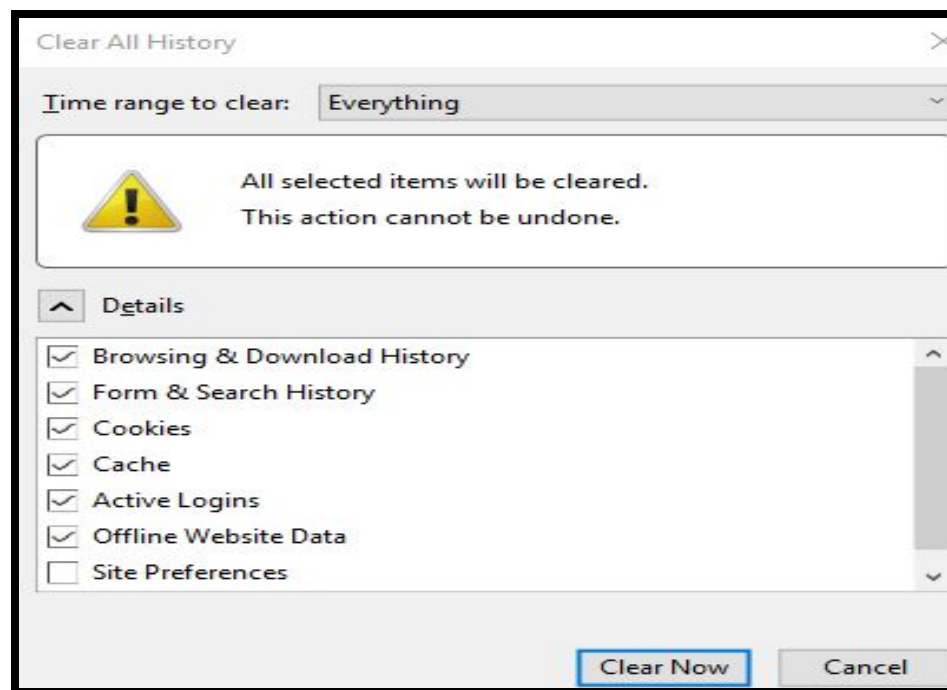
Tip Sheet: How to Clear Your Browser History in Firefox

If you are receiving the error message below when trying to log into the Volunteer Portal, you might be using an outdated bookmark or saved webpage.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 (History), **close and re-open the browser**, and re-enter volunteers.aarp.org.



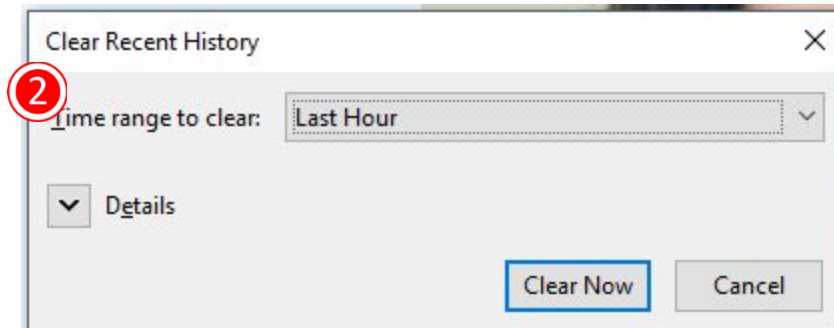
Clearing Your Browser History in Firefox

1. While in your Firefox browser, hold down the **CTRL**, **Shift**, and **Delete** buttons. This will open your Firefox history review page.

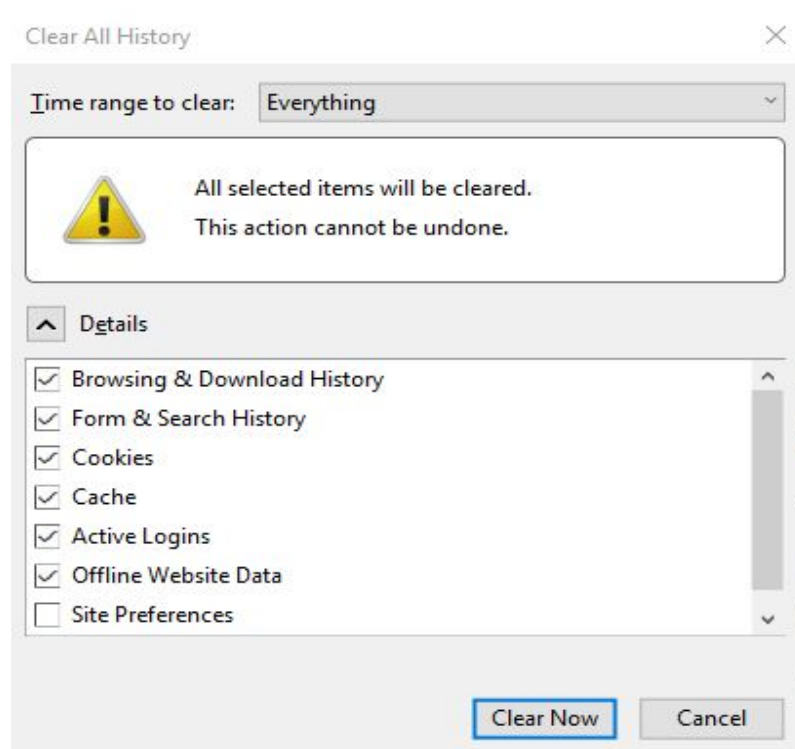




Note: If you are not seeing any categories under “Details”, click on the left arrow next to that word to open up the options.



2. Change the time range to **Everything**.
3. Next, make sure **all** boxes are checked including **Browsing & Download History**, **Cookies**, and **Cache**. Next click the **Clear Now** button.



4. Close Firefox completely and then re-open the internet browser.

THE VOLUNTEER PORTAL

5. Once you re-open Firefox, 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