

## Getting Started with The Hub, TaxSlayer, and Microsoft Teams

### The Hub

1. Accepting the Live Site Invitation: All volunteers should have received an invitation for the Get Your Refund live site – if you don't see it, be sure to check your spam folder.

2. Registering a Username/Password: Use that link to set up your username/password.

**Getting Started**

The first time you log in, you'll be asked for your name and to set a password.

**Name = First Name + Last Initial**  
**\*\*DO NOT use your Full Name: This name will go out to taxpayers in text and email messages.**

**Password =** Choose a strong password that you have never used before.

**Thank you for signing up to help!**

Organization: [Example California] Online Intake  
Your email: sam@example.com

What is your name?  
[Sam Sample]

Timezone  
[Eastern Time (US & Canada)]

Please choose a strong password  
We recommend using a [password manager](#) or inventing a long unusual phrase with random characters that you can remember. Please do not reuse a password from another website.

Enter your new password again

[Get started](#)

United Way of Tucson and Southern Arizona  
UnitedWayTucson.org

LIVE UNITED  
United Way

12

3. Using the Hub: Once you have a username/password, you can no longer access The Hub through the link in your email invitation. The next time you login to The Hub, you will need to visit <http://www.getyourrefund.org/hub> and enter your username and password. If you'd like, you can bookmark this page once you are there to make getting back to it easier.

### TaxSlayer

1. Activation: Keep in mind that for new and returning volunteers, your TaxSlayer account will be deactivated if we do not receive Volunteer Standards of Conduct Form 13615 confirming that you have taken and passed all the necessary tests for your role. You may not be able to log into TaxSlayer Pro if this is the case for you.

2. Registration: Once you are activated, Shea will send you an email about setting up your TaxSlayerPro Online account. Almost all\* volunteers will need to set up a new account, even if you have used TaxSlayerPro in previous years.

\*If you have worked in the GetYourRefund Hub before (for example, as a Valet volunteer last summer), your previous username should work. Your email should be on file to follow the instructions and change your password if you forgot it.

## **Microsoft Teams**

Last week, all volunteers received an invitation to Microsoft Teams. Microsoft Teams is the platform that you can use to chat with your Site Coordinator and your teammates while volunteering.

If you haven't already, please watch the following 7-minute video:

<https://www.youtube.com/watch?v=G6gwFwC9AFA>.

This video will teach you how to accept the invitation to Microsoft Teams and will give you a tutorial on how to navigate the platform. Please note that the video does not have sound but has annotations that describe the steps. It is best to watch this video in full screen mode.

If you are unable to log in to Microsoft Teams, please email Shea at [sjulian@unitedwaytucson.org](mailto:sjulian@unitedwaytucson.org).