

November 15, 2013

To: AARP Foundation Tax-Aide Volunteers

From: Miho Kikujo, Senior Operations Analyst, AARP Foundation Tax-Aide
Veronica Coates, National Technology Manager AARP Foundation Tax-Aide

Subject: CyberTax 2013-17: Volunteer ShareNet Search

The AARP Foundation Tax-Aide National Office is happy to announce a much needed enhancement to the Volunteer ShareNet. Effective November 14, 2013 the Volunteer ShareNet has search capabilities.

In order to access the new search feature on the [Volunteer ShareNet](#), click on [Content Search](#) under the [Volunteer ShareNet](#).

Following is an overview of the capabilities of the new search function:

- Searches can be focused on document title, document content or both.
- A single keyword will return files containing the keyword.
- A phrase within double quotes (“”) will return files containing the phrase.
- Multiple keywords and phrases will return files containing any of the words or phrases.
- Using OR between words or phrases will return files containing any of the words or phrases.
- Using AND between words or phrases will return files containing all of the words or phrases.
- Files are displayed in decreasing order of relevancy, based on the frequency of the keywords.
- When no documents are displayed consider using alternate keyword

Attached are screen shots with examples of how to use the new search function.

Thank you all for your patience. We have heard your frustration and the problems encountered trying to find data on the Volunteer ShareNet. The search function is the first phase of an overall improvement to the ShareNet. There is currently a committee of Volunteers and Tax-Aide staff exploring other ways to make using and finding data on the ShareNet easier. You will see and hear about other improvements to the Volunteer ShareNet over the next several months.

If you are able to log into the Portal, but have trouble using or accessing the Portal Applications or information within the Volunteer ShareNet, please send an email to TaxAide@aarp.org.