

Tax-Aide Appointments (Making, Editing, & Canceling)

For the **Sun Ray Library** scheduling page, go to:

<https://taxappointment.aarp.org/s/registration?locationId=a1ro0000000CyWP>

Making an Appointment

See <http://tinyurl.com/SesMgmt14B> for a short video of this process

Tax-Aide Appointment Reservation
Step 1 of 4

SUN RAY LIBRARY
2105 WILSON AVE
SAINT PAUL, MN 55119-4033
On-Site Language Support for English

Sun Ray Library will be open for Tax Preparation Appointments on Tuesdays and Thursdays beginning February 6th thru April 11th. Appointments will be scheduled in one-hour increments from 10:15 AM to 2:15 PM. All appointments are by pre-registration. There will be no walk-in service. Appointments must be made by using the AARP Tax-Aide Locator which you can access from your own personal internet computer or by using a computer at Sun Ray Library. Please do not call the Sun Ray Library for appointments, you must use the online AARP Tax-Aide Locator system. In the event of severe weather on the day of an appointment, we will attempt to rebook appointments for another day. Wearing of facemasks while at the tax preparation appointment is not required but is highly encouraged.

- > Make Appointment
- > Edit or Cancel Appointment

Click here to create a new appointment

Click here to change or cancel an existing appointment

Tax-Aide Appointment Reservation

Step 1 of 4

SUN RAY LIBRARY

2105 WILSON AVE
SAINT PAUL, MN 55119-4033
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▼ Make Appointment

Please select a date below to view available appointments at SUN RAY LIBRARY.

Select Date

Click in the "Select Date" box.
A calendar will pop open.
Select a date that is close to what the Taxpayer requests.

> Edit or Cancel Appointment

Tax-Aide Appointment Reservation

Step 1 of 4

Merriam Park Community Recreation Center

2000 SAINT ANTHONY AVE
SAINT PAUL, MN 55104-5125
On-Site Language Support for English

▼ Make Appointment

Please select a date below to view available appointments at Merriam Park Community Recreation Center.

Select Date

2/3/2023



There are no appointments available on the desired date.
Please see the nearest dates with available appointments below.

2023-02-10

If there are no appointments on the date selected, the next day that has available appointments will appear.

> Edit or Cancel Appointment

Tax-Aide Appointment Reservation

Step 1 of 4

Merriam Park Community Recreation Center

2000 SAINT ANTHONY AVE
SAINT PAUL, MN 55104-5125
On-Site Language Support for English

▼ Make Appointment

Please select a date below to view available appointments at Merriam Park Community Recreation Center.

Select Date



Please select an appointment from the list below.

Appointment Start: 9:30 AM
Date: 2023-02-10

Appointment Start: 10:30 AM
Date: 2023-02-10

Appointment Start: 11:30 AM
Date: 2023-02-10

Ask the taxpayer which one of the available appointment times that they prefer, and then select it.

> Edit or Cancel Appointment

When the desired appointment is selected, it will have a gray background and the “Make Appointment” button will appear.

Please select an appointment from the list below.

Appointment Start: 9:30 AM
Date: 2023-02-10

Appointment Start: 10:30 AM
Date: 2023-02-10

Appointment Start: 11:30 AM
Date: 2023-02-10

Click the “Make Appointment” button, this completes Step 1 of 4.

Make Appointment

Tax-Aide Appointment Reservation

Step 2 of 4

Community Recreation

IMPORTANT – Spelling of Last Name and the correct digits of Phone Number are CRITICAL!

We will send you a registration confirmation by email and we will contact you by email if there are any changes to the appointment.

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

▼ Personal Information

Taxpayer's First Name

Taxpayer's First Name

* Taxpayer's Last Name (Required)

Taxpayer's Last Name

Taxpayer's Email Address

email@example.com

* Taxpayer's Phone Number (Required)

XXX-XXX-XXXX

This check box is optional – it is for receiving promotional mail or email from AARP.

Prefer to receive:

Selected

How do you want to receive your appointment?

Telephone

Notes for counselor

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

Back

Review Appointment

Complete all required fields (with red asterisk) and as many of the other fields that the taxpayer is willing to furnish information for.

If they furnish an email address, they will get an appointment reminder several days before their appointment. And they can change or cancel their own appointment if necessary.

Please use the dropdown arrow to select "Telephone" or "In Person" as appropriate.

IMPORTANT --- Use this field to include notes/comments such as wanting to have multiple years taxes prepared. If they need multiple years taxes prepared, they should reserve multiple appointments.

Then click on "Review Appointment".

Tax-Aide Appointment Reservation

Step 3 of 4

Merriam Park Community Recreation Center

2000 SAINT ANTHONY AVE
SAINT PAUL, MN 55104-5125
On-Site Language Support for English

Appointment start: 9:30 AM
Date: 2023-02-10

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

Your Information:

First Name:	John
Last Name:	Doe
Email:	JohnDoe@googlemail.com
Phone:	(612) 123-4567
Birth Date:	2023-01-30
Zip Code:	55118
Preferred Languages:	English
Origin:	Telephone
Notes:	Need accessibility accommodations.

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

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

Back

Confirm
Information

Orally confirm the appointment information with the taxpayer.

After they confirm that everything is correct, then click on "Confirm Information".

Tax-Aide Appointment Reservation

Step 4 of 4

Merriam Park Community Recreation Center

2000 SAINT ANTHONY AVE
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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:	John
Last Name:	Doe
Email:	
Phone:	(612) 123-4567
Birth Date:	
Zip Code:	55118
Preferred Languages:	English
Origin:	In Person
Notes:	

Appointment Information:

Appointment Date:	2023-02-10
Site Name:	Merriam Park Community Recreation Center
Site Address:	2000 SAINT ANTHONY AVE SAINT PAUL, MN 55104-5125
Phone Number:	651-645-0349
Appointment Time:	9:30 AM
Appointment Reference Number:	AP-00676167

Merriam Park Community Center will be open for Tax Preparation Appointments on Fridays beginning February 10th thru April 14th. Appointments will be scheduled in 1-hour increments from 9:30 AM to 2:30 PM. All appointments are by pre-registration, there will be no walk-in service. Appointments can be made by calling the Merriam Park Community Center at 651-645-0349 after January 16th, no appointments will be taken prior to January 17th. In case of severe weather on the day of an appointment, we will attempt to rebook appointments for another day. The wearing of facemasks while at the tax preparation appointment is not required but is highly encouraged. At the tax site, the Taxpayer will be assigned to a table at which they will sit for the duration of the appointment; tables will be spaced to ensure adequate social distancing. During the tax preparation process, the Tax Preparer and the Quality Reviewer will sit at a separate table some distance away from where the Taxpayer is sitting. Once the tax return is complete, a Tax Preparer or Reviewer will return all of the Taxpayer's documents along with the completed return to the Taxpayer and finalize the acceptance of the return.

[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](#)

If the taxpayer furnished an email address, they will receive a copy of this page in their inbox.

IMPORTANT – Tell the taxpayer that they should write down their “Appointment Reference Number” in case they need to change or cancel their appointment.

If the taxpayer made the appointment in-person at the site, you can print a receipt (a copy of this page) for them.

If need be, you can reserve another appointment for the taxpayer.

Rescheduling an Appointment

See <http://tinyurl.com/SesMgmt16B> for a short video of this process

Tax-Aide Appointment Reservation

Step 1 of 4

Merriam Park Community Recreation Center

2000 SAINT ANTHONY AVE
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> Make Appointment

▼ Edit or Cancel Appointment

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

* Reference Number

AP-00000000

- OR -

Phone Number

(555) 555-5555

Last Name

Smith

* Select Action

Select...

Search

If a taxpayer calls regarding rescheduling or canceling an appointment, click on "Edit or Cancel Appointment"

There are two ways to access their appointment:

- 1) If they know what their Appointment Reference Number was, or
- 2) Lookup by Phone Number and Last Name

Select "Edit"

Click on "Search"

Tax-Aide Appointment Reservation

Step 2 of 4

Merriam Park Community Recreation Center

2000 SAINT ANTHONY AVE
SAINT PAUL, MN 55104-5125
On-Site Language Support for English

Appointment start: 9:30 AM
Date: 2023-02-10

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

Please enter the details of the individual attending the appointment.

▼ Reschedule Appointment

Please select a date below to view available appointments at Merriam Park Community Recreation Center.

Select Date

> Personal Information

Back

Review Appointment

If Personal Information needs to be updated, expand this area and update as appropriate.

After all changes are made, click on "Review Appointment".

You will then be taken to the same screens for Step 3 of 4 and Step 4 of 4 as previously illustrated.

If you selected "Edit", you will go to a screen where you can select a new date and then a new appointment time **and/or** update Personal Information. NOTE: one or the other or both can be done.

If the appointment date/time needs to be changed, start here.

Canceling an Appointment

See <http://tinyurl.com/SesMgmt17B> for a short video of this process

Tax-Aide Appointment Reservation

Step 1 of 4

Merriam Park Community Recreation Center

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> Make Appointment

▼ Edit or Cancel Appointment

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

* Reference Number

AP-00000000

- OR -

Phone Number

(555) 555-5555

Last Name

Smith

* Select Action

Select...

Search

If a taxpayer calls regarding rescheduling or canceling an appointment, click on "Edit or Cancel Appointment"

There are two ways to access their appointment:

- 3) If they know what their Appointment Reference Number was, or
- 4) Lookup by Phone Number and Last Name

Select "Cancel"

Click on "Search"

Tax-Aide Appointment Reservation

Step 3 of 4

You will be taken to Step 3 of 4

Merriam Park Community Recreation Center

2000 SAINT ANTHONY AVE
SAINT PAUL, MN 55104-5125
On-Site Language Support for English

Appointment start: 9:30 AM
Date: 2023-02-10

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

Your Information:

First Name: John
Last Name: Doe
Email: johndoe@googlemail.com
Phone: (612) 123-4567
Birth Date: 2022-01-16
Zip Code: 55118
Preferred Languages: English
Origin: In Person
Notes:

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

Cancellation Reason

Select...

Select a reason why the appointment is to be cancelled from the dropdown list (see inset below)

Click on "Cancel Appointment"

You must select "Cancel Appointment" to cancel your appointment.

Back

Cancel Appointment

Cancellation Reason

Select...

- System malfunction
- Inclement weather
- No show
- Scheduled at another site
- Taxes completed by third party
- Health
- Shift Cancelled
- Missing tax documents
- Other

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