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

Click here to create a new appointment

Click here to change or cancel an existing appointment
Click in the “Select Date” box. A calendar will pop open. Select a date that is close to what the Taxpayer requests.

If there are no appointments on the date selected, the next day that has available appointments will appear.
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
10/20/2022

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

Edit or Cancel Appointment

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

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

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

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

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

Then click on “Review Appointment”.

Please keep in touch with me by email and/or postal mail about AARP Foundation activities
Orally confirm the appointment information with the taxpayer.

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

You must select “Confirm information” to schedule your appointment.
If need be, you can reserve another appointment for the taxpayer.

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](http://tinyurl.com/SesMgmt16B) for a short video of this process

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”
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.

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.
Canceling an Appointment

See [http://tinyurl.com/SesMgmt17B](http://tinyurl.com/SesMgmt17B) for a short video of this process

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”
You will be taken to Step 3 of 4

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.