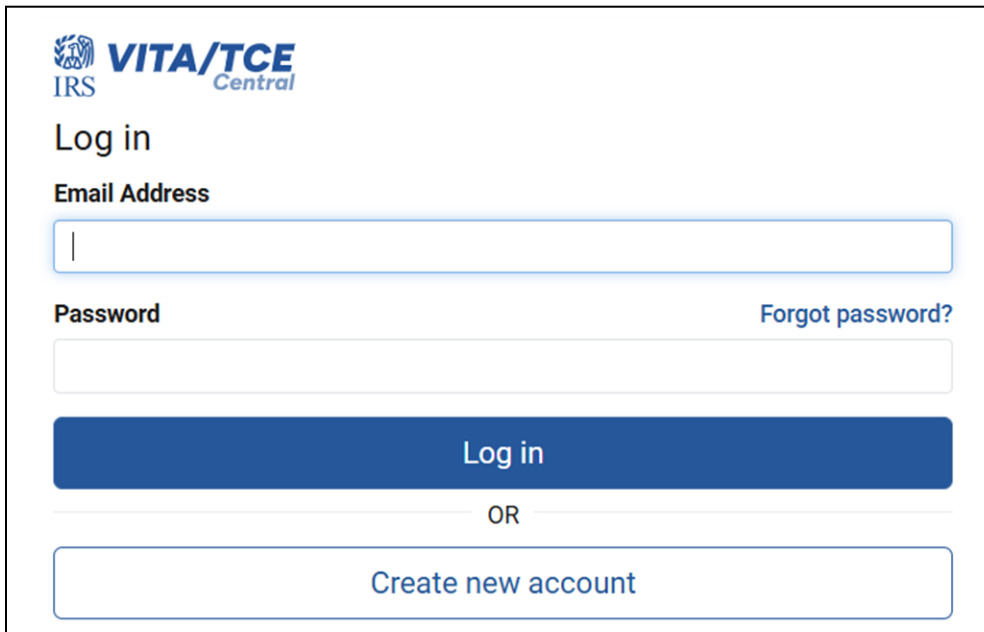


# Link & Learn – Returning Volunteers

Log into Link & Learn at <https://lms.linklearncertification.com/lms/signin>

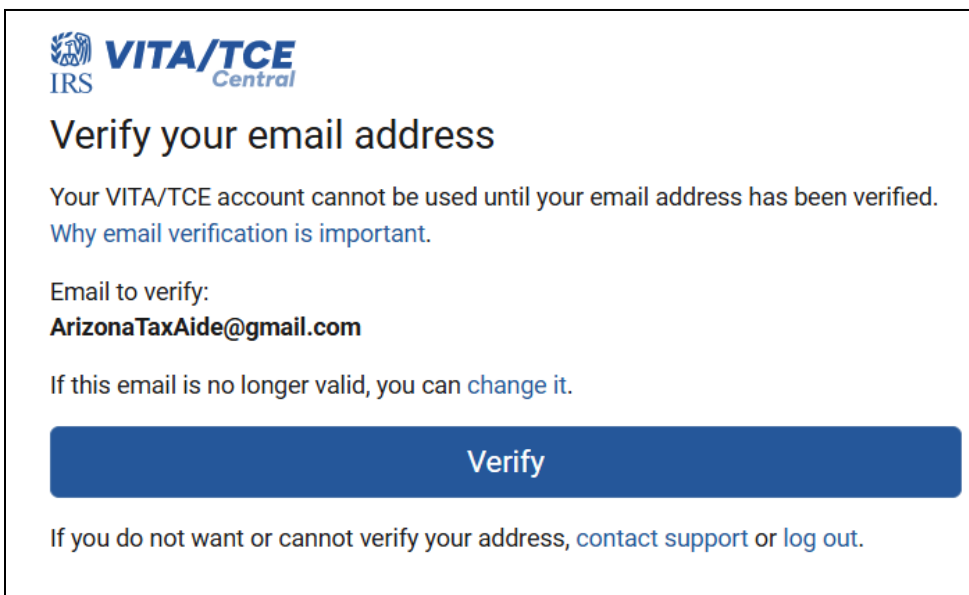
Enter your previous Email address and then click “Forgot password?”

You will be taken to a screen and asked to re-enter your email address. Enter your previous email address again and then click “Verify”.



The screenshot shows the login interface for VITA/TCE Central. At the top left is the IRS logo and the text "VITA/TCE Central". Below this is the heading "Log in". There are two input fields: "Email Address" and "Password". To the right of the password field is a link for "Forgot password?". Below the input fields is a blue "Log in" button. Underneath the button is the text "OR" and a button labeled "Create new account".

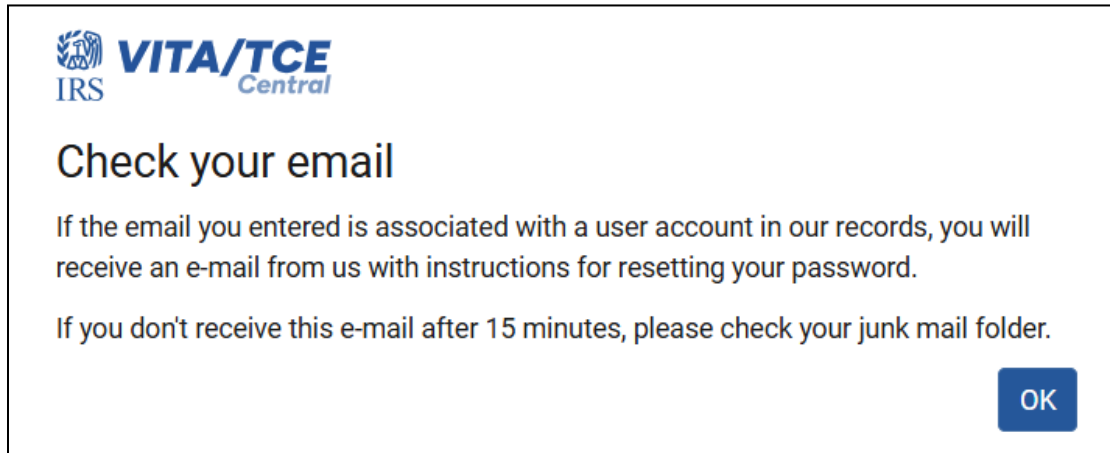
When you see this message, click “Verify” and go to your email to view the verification message.



The screenshot shows an email verification message from VITA/TCE Central. It features the IRS logo and the text "VITA/TCE Central". The main heading is "Verify your email address". The message states: "Your VITA/TCE account cannot be used until your email address has been verified. Why email verification is important." It then says "Email to verify: ArizonaTaxAide@gmail.com". Below this, it says "If this email is no longer valid, you can change it." At the bottom of the message is a blue "Verify" button. Finally, it says "If you do not want or cannot verify your address, contact support or log out."

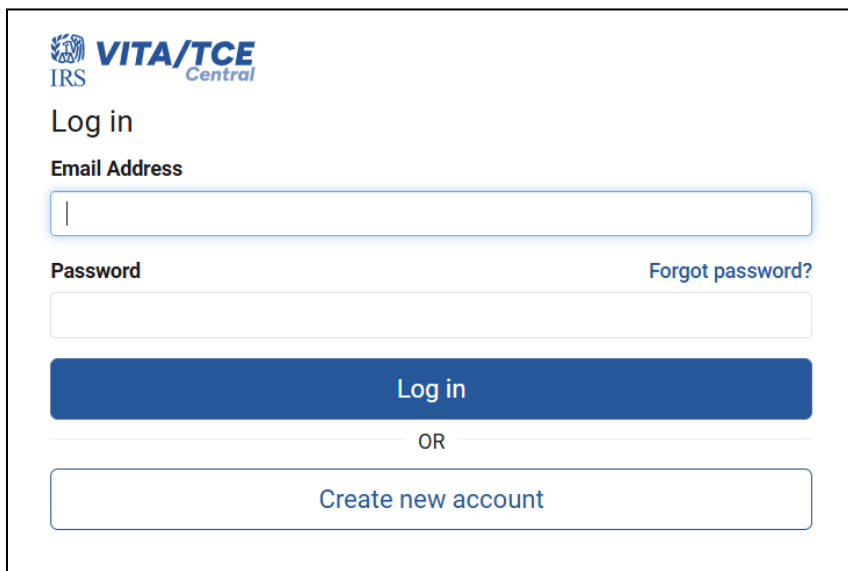
## Link & Learn – Returning Volunteers

This screen will appear until you click the link provided in your email.



The screenshot shows the VITA/TCE Central logo at the top left. Below the logo, the heading "Check your email" is displayed. The main text reads: "If the email you entered is associated with a user account in our records, you will receive an e-mail from us with instructions for resetting your password." Below this, it says: "If you don't receive this e-mail after 15 minutes, please check your junk mail folder." In the bottom right corner, there is a blue button with the text "OK".

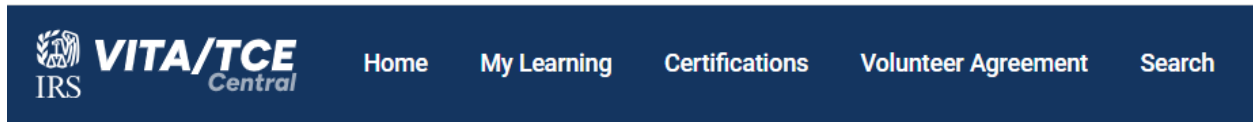
The link provided will verify your email address and take you to the Password Reset screen. Enter and Confirm (enter twice) a new password and click "Continue". You will return to the login screen. You will also get a "Welcome" email.



The screenshot shows the VITA/TCE Central logo at the top left. Below the logo, the heading "Log in" is displayed. Underneath, there is a label "Email Address" followed by a text input field. Below that is a label "Password" followed by a text input field. To the right of the password field is a link that says "Forgot password?". Below the password field is a large blue button with the text "Log in". Below the "Log in" button is the text "OR". At the bottom, there is a blue button with the text "Create new account".

# Link & Learn – Returning Volunteers

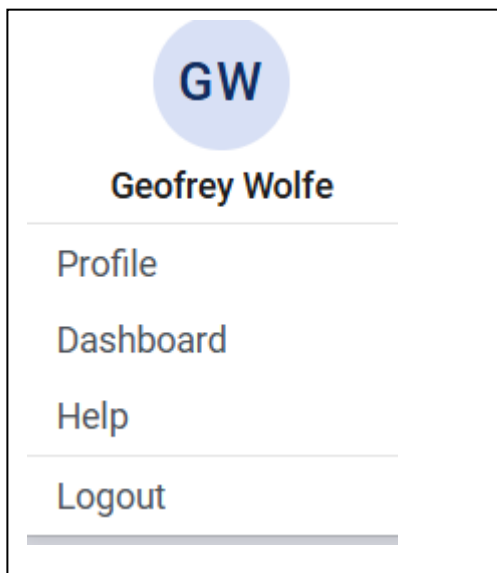
After logging in successfully, you will see the “Home” screen showing the toolbar below.



On the right side of the toolbar, you will see a circle with your initials. This is your avatar. Click on your avatar.



Your name will appear as well as 3 selections or “Log Out”



Click on “Profile”. The Account Information screen will appear.

## Link & Learn – Returning Volunteers

**Account**

**Account Information**

Profile Image

Contact Information

User Profile Details

Volunteer Position(s)

Form 13615 Details

Continuing Education

**Account Information**

**First name \***

Geofrey

**Last name \***

Wolfe

**Email \***

ArizonaTaxAide@gmail.com

Account Information shows your Name and Email.

Profile Image allows you to update your avatar.

Contact information shows your address.

Click on Volunteer Positions. The screen below will appear.

## Link & Learn – Returning Volunteers

### Volunteer Position(s)

Please select your volunteer position(s).

- VITA Volunteer**
- TCE - AARP Volunteer**
- TCE - Other Volunteer**
- VITA - Military Volunteer**
- IRS Employee - SPEC**
- IRS Employee - Other**
- IRS Employee - Volunteer**
- Federal Employee non-IRS employe**
- Foreign Student Site Volunteer**
- Site Coordinator**

Click the TCE-AARP Volunteer box.

NOTE: Local Coordinators also check the Site Coordinator box.

## Link & Learn – Returning Volunteers

Account Information	Form 13615 Details
Profile Image	User Attributes for Form 13615
Contact Information	<b>Sponsoring partner name/site name</b> <input type="text"/> Enter <i>none</i> if not yet affiliated with a partner or organization
User Profile Details	<b>Years You Have Volunteered</b> <input type="text" value="13"/> Number of years volunteered (including this year)
Volunteer Position(s)	<b>Professional designation (for Circular 230 only)</b> <input type="text" value="Enrolled Agent"/>
<b>Form 13615 Details</b>	
Continuing Education	



Click on the Form 13615 Details link to update your “Years You have Volunteered”.

Click on Continuing Education if you are requesting CE credits for volunteering.

Verify or complete all required CE Credits information.

After completing all the steps in your Profile, click Save to go to the Home Screen.

# VITA/TCE Central

 All Incomplete 0	 Certificates 0
--	--

The screen will show your progress in testing and certification.

# Link & Learn – Returning Volunteers

The main screen will show links to the tests or to sign the Volunteer Agreement.

## 2024 VITA/TCE certification tests

All individuals-including IRS employees participating in the VITA and TCE Programs-who answer tax law questions, instruct tax law, prepare or correct tax returns and/or conduct quality reviews of completed tax returns must be certified. This training prepares Volunteer Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) partners and volunteers to provide quality tax return preparation services in their local communities. This fun, interactive course teaches you to accurately prepare income tax returns for individuals, and you can obtain volunteer certification along the way at your own pace! Some tax professionals can even earn continuing education credits when certifying at the designated level and meeting other specific requirements.

[Take certification test](#)

## Form 13615, Volunteer agreement

After passing any of the exams, you may sign your Form 13615, Volunteer Standards of Conduct Agreement - VITA/TCE Programs.

[Sign Form 13615](#)

Click on “Take certification test” to begin the test process.

## 02 - Advanced

The 2024 Advanced certification includes: the 'Volunteer Standards of Conduct Test', the 'Intake/Interview and Quality Review Test', and the 'Advanced Test'. Training documents are available for Volunteer Standards of Conduct and Intake/Interview and Quality Review .

by VITA/TCE Central

 1295 learners  Certificate

 [Bookmark](#)

## Site Coordinator

The Site Coordinator Training is mandatory for all coordinators and focuses on current critical updates for the current filing season. This training includes quality site requirements (QSR) and QSR areas for improvement. The Site Coordinator test first requires the successful completion of the Volunteer Standards of Conduct Exam and the Intake/Interview and Quality Review Exam. Training do...

by VITA/TCE Central

 880 learners

# Link & Learn – Returning Volunteers

When ready, click on the “Start” link to begin the test.

## Volunteer Standards of Conduct - Test

Start

2024 Volunteer Standards of Conduct - Exam It is important that all individuals who volunteer their time and services in the VITA/TCE program understand their roles and responsibilities under the program. All volunteers must: Take the Volunteer Standards of Conduct (VSC) Training , at a minimum, the first year of...

by VITA/TCE Central

 4340 learners

Click “Start” again to begin the test.

## Test

Click the 'Start' button when you are ready to take the Test.

Start

The questions will appear in the same order as shown in Pub 6744.

Question 1 of 10

### Directions

Review this taxpayer’s scenario information, Intake/Interview Sheet, and other tax forms in Publication 6744 (or [click here to download](#) this scenario). Using your resource materials, answer the following questions:

1. Prior to working at a VITA/TCE site, **ALL** VITA/TCE volunteers (greeters, client facilitators, tax preparers, quality reviewers, etc.) must:

- a. Annually pass the Volunteer Standards of Conduct (VSC) certification test with a score of 80% or higher.
- b. Sign and date the Form 13615, Volunteer Standards of Conduct Agreement, agreeing to comply with the VSC by upholding the highest ethical standards.
- c. Pass the Advanced tax law certification.
- d. All of the above.
- e. Both a and b

Next

After you have entered answers to all the questions, click “Next” to get the submission screen.

## Link & Learn – Returning Volunteers

This screen provides a chance to return to the questions if you wish to change your answers. When you are ready, click the “Next” link to submit your answers and grade the test.

Question 11 of 11

Are you ready to submit your test for grading? If you need to review your answers, please use the Back button to review each question. Or use the Next button to submit your test.

Yes, I am ready to submit my test answers.

[Back](#) [Next](#)

The screen below will appear showing your score. If you missed any questions, click the “Review” button to see the question, your answers and a study recommendation. NOTE: This is your ONLY option to see the questions and your responses.

**Passed**

Thank you for taking the test.

<b>Your Score</b> <b>100%</b>	<b>Passing Score</b> <b>80%</b>
----------------------------------	------------------------------------

[Review](#)

# Link & Learn – Returning Volunteers

Below is a sample of what appears if you use the “Review” button.

Question 2 of 10 • Correct

2. Can a volunteer be removed and barred from the VITA/TCE program?

a. Yes

b. No

Repeat the above steps with the next test.

## Intake/Interview and Quality Review - Test

Start

SPEC requires all instructors, coordinators, client facilitators, return preparers, quality reviewers and any volunteer assisting taxpayers in completing Form 13614-C, Intake/Interview and Quality Review Sheet, and/or assigning tax returns to preparers to pass the Intake/Interview and Quality Review test with a scor...

by VITA/TCE Central

 3827 learners

Repeat the above steps with the next test.

## Advanced - Test

Start

Welcome to the Advanced Link and Learn Taxes Certification test for VITA/TCE. You must complete the test with a minimum score of 80% (28 correct out of 35 questions) to earn certification. There are two pre-requisites for this exam: Volunteer Standards of Conduct and Intake/Interview and Quality Review.

by VITA/TCE Central

 2041 learners

Once completed and if you passed, you will have an opportunity to sign and save your volunteer agreement.