

IRS CERTIFICATIONS INSTRUCTIONS

1. Go to Link & Learn (also called VITA/TCE Central) website at <https://www.linklearncertification.com/d/>
2. Find the Certification Tests heading (see pic below) and click on Create Account button (see pic below) that is located just above the 'Forgot Password or Username' link.



3. Complete the Self-Registration Page as follows:
 - a. Complete the first portion as shown in pic below:

Self-Registration

Complete the fields below to create your account in the system.
Required fields are marked by an asterisk (*), all other are optional.

* Group: ☒ 01 - VITA Volunteer
☐ 02 - TCE - AARP Volunteer
☐ 03 - TCE - Other Volunteer
☐ 04 - VITA - Military Volunteer
☐ 05 - IRS Employee - SPEC
☐ 06 - IRS Employee - Other
☐ 07 - Foreign Student Site Volunteer
☐ 08 - IRS Employee - Volunteer
☐ 09 - Federal Employee non-IRS employee
☐ 10 - Other

* Do you want to take the Site Coordinator certification? ☐ Yes ☒ No

* Are you an Instructor? ☐ Yes ☒ No

* Are you an IRS SPEC Territory Manager? ☐ Yes ☒ No

* Do you plan to volunteer in the VITA/TCE Program? ☒ Yes ☐ No

* Training Source:

- b. Next complete your personal information, choosing a username and password in the portion shown below (skip SEID which applies to IRS employees only):

* First Name:

* Last Name:

SEID:

* Username:

* Password:

* Confirm password: Password

* Email Address:

* Confirm Email Address:

PLEASE NOTE: Should you ever forget your password, a valid email sent to you.

* Address 1:

Address 2:

* City:

* State / Province:

* Postal Code:

- c. For the final portion complete time zone & Years you have volunteered
 - i. If you have a PTIN feel free to complete that as well
 - d. Last click the blue “Register” button on the bottom right of the Self-Registration page
4. The website will take you back to the original log in page where you will need to enter your username & password, then click the blue “sign in” button as shown below. **SAVE YOUR USERNAME & PASSWORD.**

Certification Tests



Username:

Password:

▶ Sign in to your IRS account:

5. When you first enter the testing website this is what you will see:

Welcome Shannon! | Sign out

VITA/TCE Central

2020 VITA/TCE Certification Test | My Account

Circular 230	Basic	Advanced	Military	International	Puerto Rico																	
<table border="1"> <thead> <tr> <th>Course name</th> <th>Score</th> <th>Pass/Fail (click for results)</th> <th>Attempts (2 attempts per exam allowed)</th> <th rowspan="4"> If you would like to review the Volunteer Standards of Conduct course, click here to review the course in PDF format. Click here to review the Intake/Interview & Quality Review training. </th> </tr> </thead> <tbody> <tr> <td>2020 Volunteer Standards of Conduct Exam</td> <td></td> <td></td> <td>0</td> </tr> <tr> <td>2020 Intake/Interview and Quality Review Exam</td> <td></td> <td></td> <td>0</td> </tr> <tr> <td>2020 Federal Tax Law Test for Circular 230 Professionals</td> <td></td> <td></td> <td>0</td> </tr> </tbody> </table>						Course name	Score	Pass/Fail (click for results)	Attempts (2 attempts per exam allowed)	If you would like to review the Volunteer Standards of Conduct course, click here to review the course in PDF format. Click here to review the Intake/Interview & Quality Review training.	2020 Volunteer Standards of Conduct Exam			0	2020 Intake/Interview and Quality Review Exam			0	2020 Federal Tax Law Test for Circular 230 Professionals			0
Course name	Score	Pass/Fail (click for results)	Attempts (2 attempts per exam allowed)	If you would like to review the Volunteer Standards of Conduct course, click here to review the course in PDF format. Click here to review the Intake/Interview & Quality Review training.																		
2020 Volunteer Standards of Conduct Exam			0																			
2020 Intake/Interview and Quality Review Exam			0																			
2020 Federal Tax Law Test for Circular 230 Professionals			0																			

6. Click on the “Advanced” Tab (shown with red circle in image above). (continue to next page below)

7. After you click on the Advanced tab the screen will show the courses you need to complete. If you are NOT going to be tax certified, you can skip the 2020 Advanced Exam listed.
- The picture below represents an individual who is going to be certified as a Site Coordinator and who has volunteered several times in the past, a new volunteer screen will not have as many courses shown:

Welcome Shannon! | Sign out

VITA/TCE Central

2020 VITA/TCE Certification Test My Account

Course name	Score	Pass/Fail (click for results)	Attempts (2 attempts per exam allowed)
2020 Volunteer Standards of Conduct Exam			0
2020 Intake/Interview and Quality Review Exam			0
2020 Site Coordinator Training			N/A
2020 Site Coordinator Exam			0
2020 Advanced Exam			0
2020 Qualified Experienced Volunteer (QEV) Exam			0

If you would like to review the Volunteer Standards of Conduct course, [click here](#) to review the course in PDF format.

[Click here](#) to review the Intake/Interview & Quality Review training.

8. Click on a course link to start the exam

2020 Volunteer Standards of Conduct Exam

Exit Course

2020 Volunteer Standards of Conduct Exam

Use your training and reference tools to answer the questions. You must answer eight of the following ten questions correctly to pass the Volunteer Standards of Conduct test.

Click the 'Start Assessment' button to begin the Volunteer Standards of Conduct (VSOC) exam.

[Start Assessment](#)

9. Once you complete the exam you will be taken back to the course listing page and your score will show up. If you want to print a copy of the certificate you have earned, click the "print certificate" link (circled below) and a copy of the certificate will download to your computer:

Course name	Score	Pass/Fail (click for results)	Attempts (2 attempts per exam allowed)
2020 Volunteer Standards of Conduct Exam	100.00 %	Pass Print Certificate	1

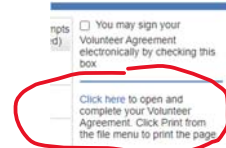
10. When you have completed the exam and printed your certificate you can sign out (upper right hand of the screen) and come back later to complete further certifications.
11. After ALL certification tests have been successfully completed in Link & Learn sign & print your Volunteer agreement Form (to show your certifications and your agreement to abide by the volunteer conduct & ethics standards)

- Click the box indicating you are signing the agreement

☒ You may sign your Volunteer Agreement electronically by checking this box.

[Click here](#) to open and complete your Volunteer Agreement. Click Print from the file menu to print the page.

- b. Then click the “click here” link below the box clicked previously to download your signed agreement.



12. Upload the signed Volunteer Agreement Form 13615 you just downloaded to Canvas.