

United We Thrive

VITA New Volunteer Tech Training

United Way of Greater Cincinnati

December 1, 2024

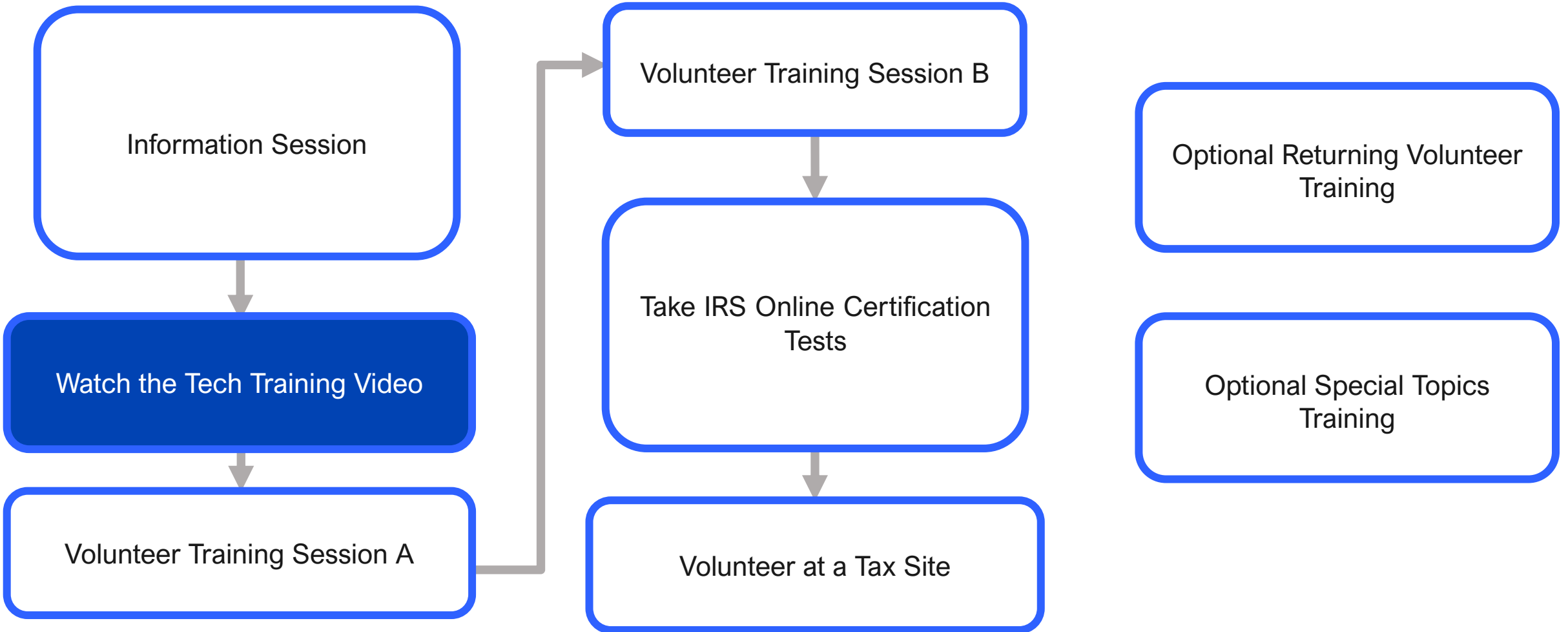




Today's Agenda

- Welcome to all new VITA volunteers!
- Resources
- Mobilize
- What happens at a tax site?
- VITA/TCE Central: account setup
- Testing: which tests, how, and when?
- TaxSlayer Practice Lab: create an account and access the Practice Lab
- Additional Resources for your continuing journey

Your Volunteer Pathway: From today through Tax Season





Resources for this session:

- [IRS Pub 6744](#) *Volunteer Assistor's Test/Retest*
- [IRS Pub 4961](#) *Volunteer Standards of Conduct – Ethics Training*
- [IRS Pub 5838](#) *Volunteer Intake/interview and Quality Review Handbook*
- [Link and Learn](#) Taxes e-Learning
- [TaxSlayer Practice Lab](#)
- [UWGC Free Tax Prep Password Sheet](#)
- [VITA/TCE Central](#) Certification Site



Volunteer Platform Sign-Up

- If you haven't already, visit United Way's Free Tax Prep [volunteer page](#) to confirm your contact information.
- Join our [Mobilize group](#) for the most up to date information and resources for the 2025 tax season.



What Happens at a Tax Site?

- Greeting (Dedicated Greeter)
- Intake Paperwork/Screening (Taxpayer)
- Interview (Screener/Preparer)
- Tax Preparation (Certified Preparer)
- Quality Review (Certified Reviewer)
- Print
- E-filing (Site Coordinator)



VITA/TCE Central: Certify with the IRS

- VITA/TCE Central is the IRS platform for certifying VITA volunteers.
- Access [VITA/TCE Central](https://linklearncertification.com) (linklearncertification.com) to set up your account.



VITA/TCE Central Landing Page

The screenshot shows the VITA/TCE Central landing page in a web browser. The URL is https://linklearncertification.com. The page features a dark blue header with the VITA/TCE Central logo and a "Sign in or create account" button circled in red. The main content area includes a large heading "VITA/TCE Central your one-stop shop for volunteer training" and a "Start learning" button. Below this is a "Quick Links" section with two columns of links. At the bottom, there is a "Learning Videos" section and a Windows activation notice.

VITA/TCE Central
All Incomplete: 0 | Certificates: 3

2024 VITA/TCE certification tests
All volunteers including QIC volunteers participating in the VITA and TCE Programs who answer tax questions, conduct tax site visits or correct tax returns and/or conduct quality reviews of completed tax returns must be certified. This training prepares Volunteer Instructors (VIs) and Tax Coordinators for the ability to CEI partners and volunteers to provide quality tax return preparation services in their local communities. This tax instructor course teaches you to accurately prepare income tax returns for individuals, and you can claim volunteer certification along the way at your own pace! Some tax professionals can even earn continuing education credits when completing all the appropriate levels and meeting other specialty 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 Program.
[Sign Form 13615](#)

Quick Links

- [Link & Learn Taxes Lessons](#)
- [VITA/TCE Training Guide](#)
- [Practice Lab](#)
- [Fact Sheet: Continuing Education Credits](#)
- [Getting Started](#)
- [Certification Test/Retest PDFs](#)
- [Evaluations](#)
- [VSOC Training](#)
- [Intake/Interview and Quality Review Training](#)


Learning Videos

Activate Windows
Go to Settings to activate Windows.




VITA/TCE Central: Account Set Up

- Notes:
- Your name should match your driver's license.
- Use your [password sheet](#) to record the password you just created!

 **VITA/TCE**
Central


Create an account (Fields marked below are required)

Email *

First name * **Last name ***

Password *

Password must:

- Contain at least one lower case letter
- Contain at least one upper case letter
- Contain at least one number
- Be at least 8 characters
- Be different from the user's LoginName, FirstName, LastName, and Email
- Be uncommon

Address *


Street address is required.

Address 2

City *

City is required.

State *

Ohio 

Zip code *

Zip code is required.

Phone

Continue

Have an account? [Log in.](#)



VITA/TCE Central: Account Set Up

Cancel

Save

Account

- Account Information
- Profile Image
- Contact Information
- User Profile Details
- Volunteer Position(s)**
- Form 13615 Details
- Continuing Education

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 employee
- Foreign Student Site Volunteer
- Site Coordinator
- Other
- I do not plan to volunteer in the VITA/TCE Program

Activate Windows
Go to Settings to activate Windows.



Continuing Education Credits

The screenshot shows the VITA/TCE Central website interface. At the top, there is a dark blue navigation bar with the IRS logo and 'VITA/TCE Central' text on the left. Navigation links include 'Home', 'My Learning', 'Certifications', and 'Volunteer Agreement'. A search bar labeled 'Search catalog' is on the right, with a user profile icon containing the initials 'JW' circled in red. Below the navigation bar, the main content area has a light blue background. It features a 'VITA/TCE Central' heading, two summary cards for 'All Incomplete' (0) and 'Certificates' (0), and two course cards. The first course card is titled '2024 VITA/TCE certification tests' and includes a description and a 'Take certification test' button. The second course card is titled 'Form 13615, Volunteer agreement' and includes a description and a 'Sign Form 13615' button.



Continuing Education Credits

The screenshot shows the VITA/TCE Central LMS home page. At the top, there is a navigation bar with the IRS logo, the text 'VITA/TCE Central', and menu items: Home, My Learning, Certifications, Volunteer Agreement, and Search. A search bar is located on the right side of the navigation bar. Below the navigation bar, the main content area features a header 'VITA/TCE Central' and two summary cards: 'All Incomplete' with a count of 0 and 'Certificates' with a count of 0. Below these cards are two featured content blocks. The first block is titled '2024 VITA/TCE certification tests' and includes a description of the certification process and a 'Take certification test' button. The second block is titled 'Form 13615, Volunteer agreement' and includes a description of the form and a 'Sign Form 13615' button. On the right side of the page, there is a user profile dropdown menu for 'JW' (Jessie Welker) with options for Profile, Dashboard, Help, and Logout. The 'Profile' option is circled in red.



Continuing Education Credits

Cancel Save

Account

- Account Information
- Profile Image
- Contact Information
- User Profile Details
- Volunteer Position(s)
- Form 12615 Details
- Continuing Education**

Continuing Education

NOTE: For tax professionals earning CPE credits only

Volunteer Preparer's Tax Identification Number (PTIN)

PTIN must use the letter "p", follow by eight (8) numeric digits: p12345678.

A PTIN is a "Preparer Tax Identification Number" issued by the IRS and required for all paid tax return preparers. Enrolled Agents and Other Tax Return Preparers interested in obtaining VITA/TCE credits must also have a PTIN. More information about PTINs is available on [irs.gov](https://www.irs.gov). Please do not include the hyphen when typing in your PTIN number. Please note do not enter your SIDN in this field.

First and last name on PTIN account

CTEC ID number

A valid CTEC Numbers require 7 alphanumeric characters (A#####). The first character should be "A" followed by 6 digits.

Professional status

Site Identification Number (SIDN)

SIDN is the letter "S" followed by 8 digits. For example: S12345678

VITA Test Booklet

- IRS Testing
- Take your tests on [VITA/TCE Central](#), but access [IRS Pub 6744](#) to find the questions, scenarios, and associated documents.



6744



VITA/TCE Volunteer Assistor's Test/Retest

Volunteer Income Tax Assistance (VITA) / Tax Counseling for the Elderly (TCE)

2024 RETURNS



Take your VITA/TCE training online at <https://apps.irs.gov/app/vita/>. Link to the Practice Lab to gain experience using tax software and take the certification test online, with immediate scoring and feedback.



Form 6744 (Rev. 10-2024) Catalog Number 43560V Department of the Treasury Internal Revenue Service www.irs.gov



IRS Pub 6744 VITA Test Booklet

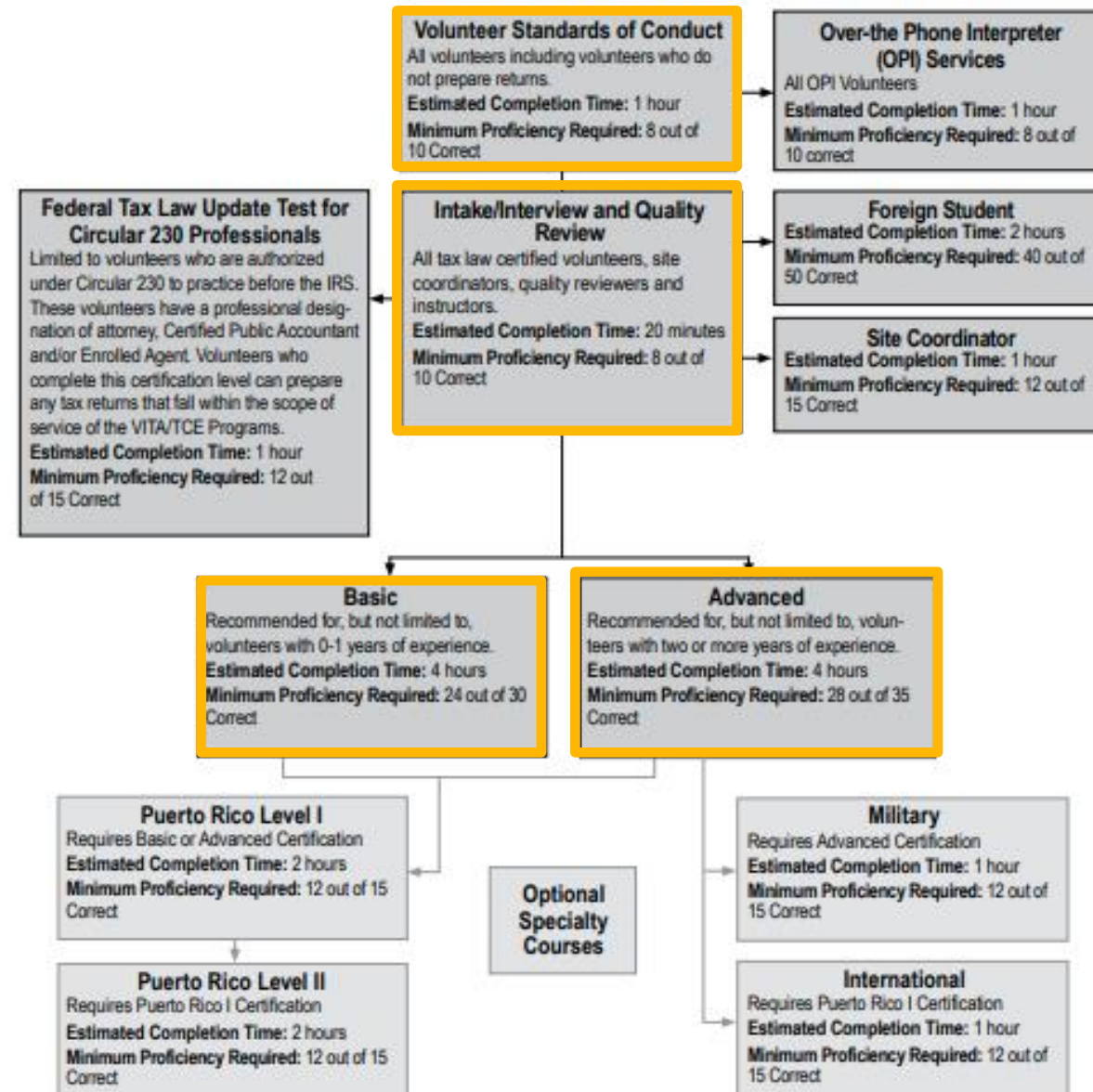
- 217 pages, but **don't panic** – we don't take all the tests! 😊
- Test page numbers:
 - Volunteer Standards of Conduct – p. 14
 - Intake/Interview and QR – p. 21
 - Basic Preparer – p. 31
 - Adv Preparer – p. 75
- [IRS Pub 6744 VITA/TCE Volunteer Assistor's Test/Retest](#)



Certification tests

- **Step 1:** All volunteers take the Volunteer Standards of Conduct Test.
- **Step 2:** All volunteers take the Intake/Interview and Quality Review Test.
- **Step 3:** All preparers/reviewers take at least the basic test, but preferably the advanced!

Note: 80% is considered a passing grade and everyone can re-test once per test.





Your First Exam: Volunteer Standards of Conduct

- Read/review the *Volunteer Standards of Conduct (VSOC)* for VITA volunteers in [IRS Pub 4961](#) (p. 1-19).
- If you would like to view the questions before testing, preview them in [IRS Pub 6744](#), p. 14.



Link & Learn – Certifications Tab

Certifications

Filters Relevance Subject

- Basic**
01 - Basic
The 2024 Basic certification includes: the 'Volunteer Standards of Conduct Test', the 'Intake/Interview and Quality Review Test', and the 'Basic Test'. This is a good place to start if you only need to take VSC and Intake/Interview. Training documents are available for Volunteer Standards of Conduct and Intake/Interview and Quality Review .
by VITA/TCE Central
669 learners
Bookmark
- Advanced**
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
977 learners Certificate
Bookmark
- Circular 230**
Federal Tax Law Update Test for Circular 230 Professionals
Welcome to the Federal Tax Law Update Test for Circular 230 Professionals. This test is for volunteers who are authorized under Circular 230 to practice before the IRS. These volunteers must have a professional designation of Attorney, Certified Public Accountant, or Enrolled Agent. Volunteers who complete this certification level can instruct and prepare any tax returns that fall...
by VITA/TCE Central

Activate Windows
Go to Settings to activate Windows.



Take your VSOC Test

- Sign into your [VITA/TCE Central](#) account.
- Go to the **Certifications** tab.
- Select **02 - Advanced Exam**.
- **The VSOC test is only available after selecting a tax law exam. It will not show up on the certifications screen.**

The screenshot shows the VITA/TCE Central website's 'Certifications' page. The navigation bar at the top includes 'Home', 'My Learning', 'Certifications', 'Volunteer Agreement', and 'Search'. A search bar is located on the right side of the navigation bar. Below the navigation bar, the 'Certifications' section is displayed. It features a 'Filters' button and a 'Relevance' dropdown menu. A 'Subject' dropdown menu is also present. The main content area lists three certification options:

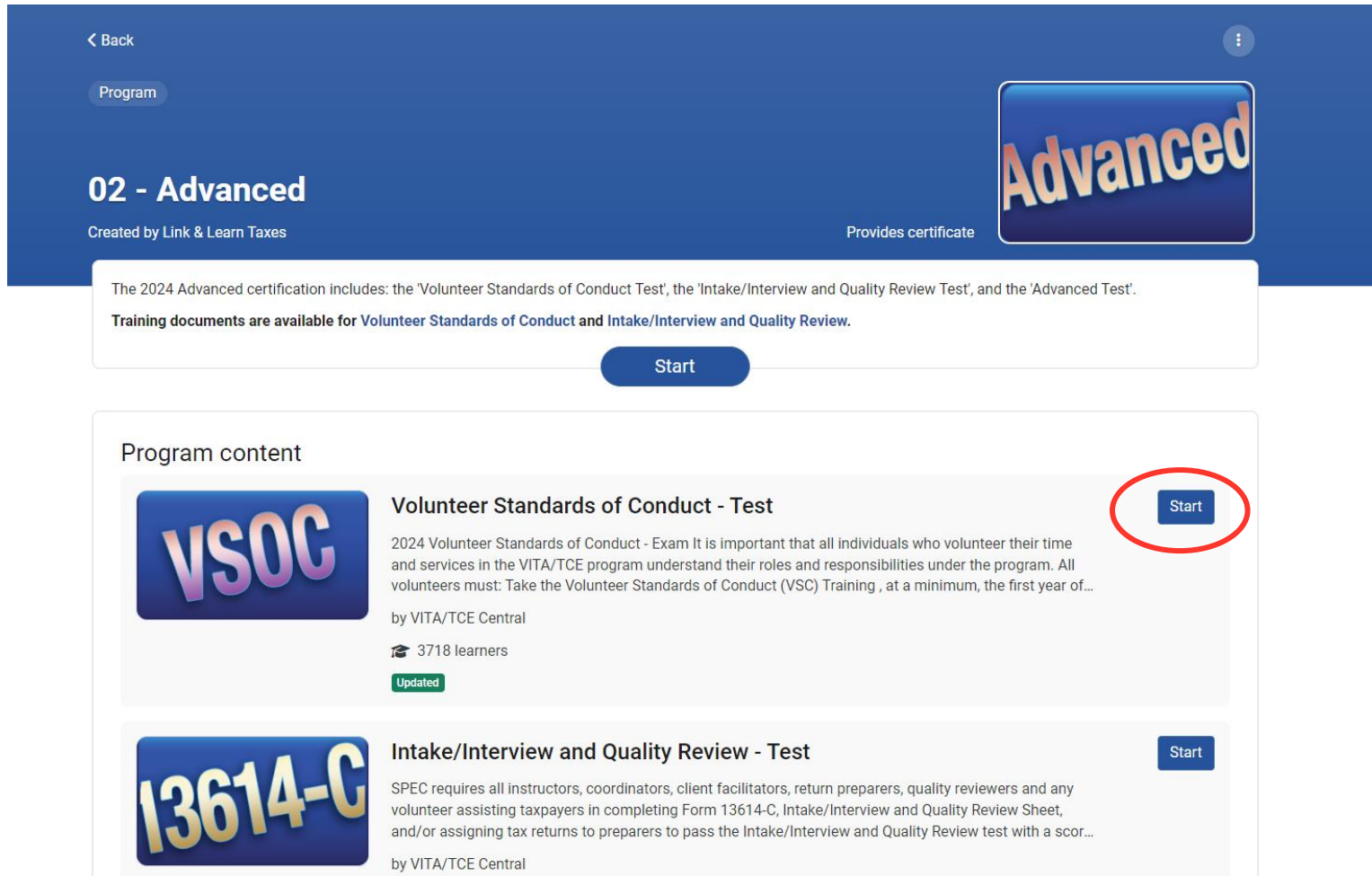
- 01 - Basic**: The 2024 Basic certification includes: the 'Volunteer Standards of Conduct Test', the 'Intake/Interview and Quality Review Test', and the 'Basic Test'. This is a good place to start if you only need to take VSC and Intake/Interview. Training documents are available for Volunteer Standards of Conduct and Intake/Interview and Quality Review .
by VITA/TCE Central
669 learners
Bookmark
- 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
977 learners Certificate
Bookmark
- Federal Tax Law Update Test for Circular 230 Professionals**: Welcome to the Federal Tax Law Update Test for Circular 230 Professionals. This test is for volunteers who are authorized under Circular 230 to practice before the IRS. These volunteers must have a professional designation of Attorney, Certified Public Accountant, or Enrolled Agent. Volunteers who complete this certification level can instruct and prepare any tax returns that fall...
by VITA/TCE Central

At the bottom right of the page, there is a watermark that says 'Activate Windows Go to Settings to activate Windows.' and the text 'United Way of Greater Cincinnati'.



Take your VSOC Test

- Select "**Start**" to take the VSOC test.



The screenshot shows a mobile application interface for the VSOC test. At the top, there is a blue header with a back arrow, a 'Program' button, and a menu icon. The main title is '02 - Advanced' with a subtitle 'Created by Link & Learn Taxes' and a 'Provides certificate' indicator. A large 'Advanced' badge is visible on the right. Below the header, a white box contains the text: '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.' A blue 'Start' button is centered below this text. The 'Program content' section lists two items: 'Volunteer Standards of Conduct - Test' and 'Intake/Interview and Quality Review - Test'. The first item includes a 'VSOC' badge, a description, 'by VITA/TCE Central', '3718 learners', and an 'Updated' tag. A blue 'Start' button is circled in red. The second item includes a '13614-C' badge, a description, and a blue 'Start' button.

< Back

Program

02 - Advanced

Created by Link & Learn Taxes


Provides certificate

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.

Start

Program content



Volunteer Standards of Conduct - Test


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

3718 learners

Updated

Start



Intake/Interview and Quality Review - Test

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

Start



Your Second Exam: Intake/Interview & Quality Review

- Read/review pages 3-15 of [IRS Pub 5838](#) *Intake/Interview and Quality Review Handbook*.
- If you would like to view the questions before testing, preview them in [IRS Pub 6744](#), p. 21.

Take the Intake/Interview & Quality Review Test



- Sign into your [VITA/TCE Central](#) account.
- Go to the **Certifications** tab.
- Select **02 - Advanced Exam**.
- **The Intake/Interview & QR test is only available after selecting a tax law exam. It will not show up on the certifications screen.**

The screenshot shows the VITA/TCE Central website interface. The navigation bar includes links for Home, My Learning, Certifications, Volunteer Agreement, and Search. A search catalog box is visible on the right. The main content area is titled 'Certifications' and features a filter dropdown set to 'Relevance' and a 'Subject' dropdown. Three certification cards are displayed:

- 01 - Basic**: The 2024 Basic certification includes: the 'Volunteer Standards of Conduct Test', the 'Intake/Interview and Quality Review Test', and the 'Basic Test'. This is a good place to start if you only need to take VSC and Intake/Interview. Training documents are available for Volunteer Standards of Conduct and Intake/Interview and Quality Review. by VITA/TCE Central. 669 learners. Bookmark.
- 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. 977 learners. Certificate. Bookmark.
- Federal Tax Law Update Test for Circular 230 Professionals**: Welcome to the Federal Tax Law Update Test for Circular 230 Professionals. This test is for volunteers who are authorized under Circular 230 to practice before the IRS. These volunteers must have a professional designation of Attorney, Certified Public Accountant, or Enrolled Agent. Volunteers who complete this certification level can instruct and prepare any tax returns that fall... by VITA/TCE Central.

At the bottom right of the page, there is a Windows watermark: 'Activate Windows Go to Settings to activate Windows.' and the text 'United Way of Greater Cincinnati'.



Take your Intake/Interview & Quality Review Test

- Select "**Start**" to take the Intake/Interview & QR test.

The screenshot shows a mobile application interface for a program titled "02 - Advanced". At the top, there is a "Program" tab and a "Start" button. Below the title, it says "Created by Link & Learn Taxes" and "Provides certificate". A large "Advanced" badge is visible. The main content area contains a description: "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." Below this is a "Start" button. Under the heading "Program content", there are two items: "Volunteer Standards of Conduct - Test" and "Intake/Interview and Quality Review - Test". The "Intake/Interview and Quality Review - Test" item has a "Start" button circled in red.

< Back

Program

02 - Advanced

Created by Link & Learn Taxes


Provides certificate

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.

Start

Program content



Volunteer Standards of Conduct - Test


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

3718 learners

Updated

Start



Intake/Interview and Quality Review - Test

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

Start



Congrats! First Steps Successful!

- You took and passed the VSOC and Intake/Interview tests! Now you are ready to participate in tax preparer training [Part A](#) and [Part B](#). Sign up using the above links if you have not already done so.
- Even if you are convinced you only want to help in the greeting and intake process, preparer training makes you much better at both!
- To prepare returns, you will need to take at least the Basic exam, but we encourage all preparers to take the Advanced exam.



Practice Tax Returns

- Both exams will require you to create practice tax returns.
- We use an IRS provided software called TaxSlayer Pro - it adequately handles all types of VITA returns.
- TaxSlayer provides a special “practice area” for you to create your practice returns.
- Let’s get started!



TaxSlayer Software

- [TaxSlayer Pro for VITA](https://vita.taxslayerpro.com) (vita.taxslayerpro.com)
- Select [Practice Lab](#).
- Enter universal password: **TRAINPROWEB** (all CAPS)
- Create your personal account:
 - Remember to record username and password on your password sheet!
 - The Password has a 15-digit requirement.
- Select **Go to Practice Area**.
- Select **Start New 2024 Tax Return**.
- Select **Start Return**.



TaxSlayer VITA Springboard

<https://vita.taxslayerpro.com/>

VITA/TCE Springboard Home Email Support [Account Login](#)

Practice Lab

The practice lab will allow you to setup and run through the steps of creating/viewing/modifying returns in the safety of our testing environment.

[Click here to get started.](#)

Pro Online


In order to get started with creating, viewing, modifying, or transmitting returns for the IRS ensure your site has been created and you have your login credentials ready.

[Please click here to login to your site.](#)

VITA/TCE Blog

The VITA/TCE Blog will keep you up to date with any changes and notifications regarding IRS Preparers and Standards in creating/modifying returns for the IRS.

[Click here view the latest updates.](#)



Support Guides

Please use the guides below to help yourself get acquainted with the various applications.

- [Download the Pro Online User Guide](#)
- [Download the Pro Desktop User Guide](#)

VITA/TCE Knowledgebase

Search Knowledgebase

 [Find Matches](#)

[Click here](#) to search the entire VITA/TCE Knowledgebase.



TaxSlayer VITA Springboard

<https://vita.taxslayerpro.com/>

FIRST do this:

Access Link & Learn Taxes

Hello,

Welcome to the Electronic Tax Software Practice Lab for VITA/TCE volunteers. When you enter this site, you will be able to prepare tax returns to practice what you just learned in Link & Learn Taxes. We recommend that you use the problems and exercises contained in Publication 4491 W, VITA/TCE Workbook, Comprehensive Problems and Practice Exercises. These problems and exercises were specifically designed to cover the types of tax returns that VITA/TCE volunteers encounter at their volunteer sites.

To access the practice lab enter below the password you received from the IRS or your site coordinator. If you do not know the password please contact your site coordinator or local IRS Relationship Manager.

If you are not currently a VITA/TCE volunteer and would like to become a volunteer, please click here to get started: <https://www.irs.gov/Individuals/IRS-Tax-Volunteers>. Your information will be forwarded to sponsoring partners in your area for further contact. You will be contacted within 2 weeks after you have submitted your information.

Enter Password

THEN do this:

Sign In

Username

Password

[Forgot Password](#) | [Forgot Username](#)

Click “Create Account”

Enter “TRAINPROWEB”



Create TaxSlayer Account

Create New Account

Account Information

Email Address

Confirm Email Address
 Required

Username

Password

Confirm Password

Program Type
 ← **VITA**

Site Identification Number (SIDN)
 ← **Skip this field**

Password Recovery

Security Question

Security Answer

Create Account

Cancel

Important: Now use your password sheet to record the User ID and password you just created!



Practice Lab: home page

Practice Lab - Home

Welcome to the practice lab. The links below will help you get a better understanding of the software and best practices regarding tax processes. If you would like to begin using the software in the practice area, please ~~press the link below.~~

[Go to Practice Area »](#)

Section 1: Getting Started with TaxSlayer Pro Online

- ▶ User Guide
- ▶ Pro Online: Login and Passwords

Section 2: Configuring TaxSlayer Pro Online

- ▶ User Guides
- ▶ Setting up Site Information
- ▶ Security Templates
- ▶ Adding Preparers

Section 3: Installing TaxSlayer Pro

- ▶ User Guides
- ▶ Contingency Procedures
- ▶ Installation and Network Configuration
- ▶ Setting up Site Information



Additional Guides and Resources

- [IRS Pub 4012](#) *VITA/TCE Volunteer Resource Guide* – the book we use to do everything!
- [IRS Pub 4491](#) *VITA/TCE Training Guide* – great resource when certifying.
- [VITA-Train](#) by Prosperity Now – additional in-depth training and practice



IRS Guides and Resources – Hardcopy Pickup

- We order enough hard copies of IRS training materials for all volunteers to have their own copy.
- The materials are currently available for pick up at:
 - United Way of Greater Cincinnati (2400 Reading Rd., Cincinnati, OH 45202), Monday-Friday 8:30am-12:00pm and 1:00pm-4:30pm.
 - Center for Great Neighborhoods (321 W MLK Blvd., Covington, KY 41011), Monday-Thursday 9:00am-5:00pm, and Friday 9:00am-12:00pm.
 - Care Center (11020 S. Lebanon Rd., Loveland, OH 45140), Tuesday, Thursday, and Friday 10:00am-6:00pm.
 - OhioMeansJobs-Butler County (4631 Dixie Highway, Fairfield, OH 45014) Monday-Friday 8:00am-4:00pm.
- [IRS Pub 4012](#) and [IRS Pub 6744](#) are also available online.



Volunteer Liability Protection

Volunteer Protection:

The Volunteer Protection Act generally protects unpaid volunteers from liability for acts or omissions that occur while acting within the scope of their responsibilities at the time of the act or omission.

It provides no protection from harm caused by willful or criminal misconduct, gross negligence, reckless misconduct, or a conscious, blatant disregard of the rights or safety of the individual harmed by the volunteer.



Need help? We are here!

- Send a request for assistance or question(s) to:
 - freetax@uwgc.org
 - Include your name, e-mail, and phone, and nature of your question.
- A trainer will contact you.
- Our team of trainers is here to help you. None of us knows every aspect of tax law! We will ensure you are supported when you come to volunteer at a site. ***You've got this!***



Thank you and see you again!

We encourage everyone to attend the additional sessions of tax law training regardless of the role you plan to pursue. You will find that the scope of our tax work is mostly straightforward. Plus, the more you know about VITA and tax law, the more you will be able to help the families who seek our services. You will be a tax guru in (k)no(w) time!