

# United We Thrive

VITA New Volunteer Tech Training

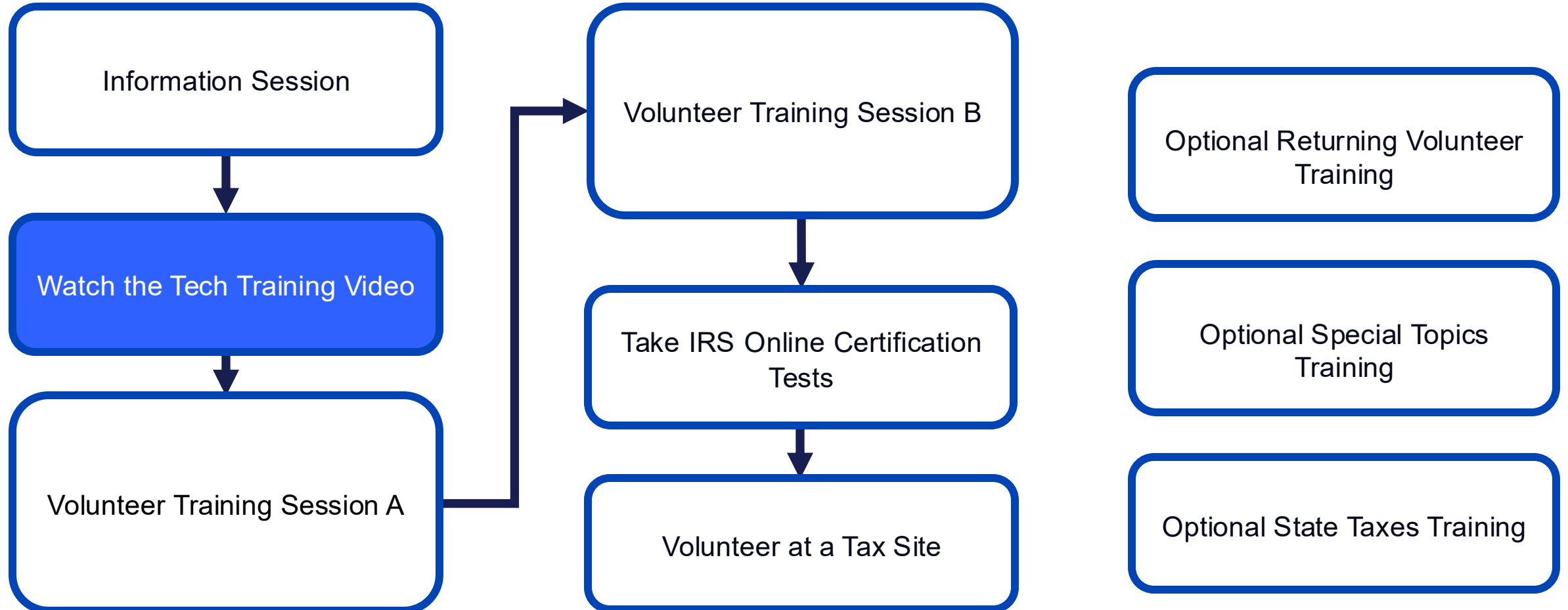




# Today's Agenda

- 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

# Volunteer Pathway



# 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 sign up for a training or information session.
- Join our [Mobilize group](#) for the most up to date information and resources for the 2026 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](http://linklearncertification.com) (linklearncertification.com) to set up your account.

# VITA/TCE Central Landing Page



Sign in or create account

## VITA/TCE Central your one-stop shop for volunteer training

VITA/TCE Central lets you find your most frequently used tools on one page - certification tests, training and testing PDFs, evaluations, Practice Lab, instructor tools and more!

Start learning

### 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**  
IRS

Create an account (Fields marked below are required)

**Email \***  
Email

**First name \*** First name **Last name \*** Last name

**Password \***  
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  
*Street address is required.*

**Address 2**  
Apartment, suite, unit, building, floor, etc.

**City \***  
City  
*City is required.*

**State \***  
Ohio

**Zip code \***  
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
<b>Volunteer Position(s)</b>
Form 13615 Details
Continuing Education

### Volunteer Position(s)

Please select your volunteer position(s).

- VITA Volunteer**
- TCE - RARP 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

# 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', 'Volunteer Agreement', and 'Search'. A search bar labeled 'Search catalog' is on the right, and a user profile icon with the initials 'JW' is circled in yellow. Below the navigation bar, the main content area features the heading 'VITA/TCE Central' and two summary cards: 'All Incomplete' with a count of 0 and 'Certificates' with a count of 0. Two course cards are displayed below: '2024 VITA/TCE certification tests' with a 'Take certification test' button, and 'Form 13615, Volunteer agreement' with a 'Sign Form 13615' button.

https://lms.linklearncertification.com/lms/home

IRS **VITA/TCE** Central Home My Learning Certifications Volunteer Agreement Search Search catalog JW

## VITA/TCE Central

All Incomplete 0 Certificates 0

### 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

# Continuing Education Credits

The screenshot shows the VITA/TCE Central LMS homepage. At the top, there is a dark blue navigation bar with the IRS logo and 'VITA/TCE Central' text on the left, and 'Home', 'My Learning', 'Certifications', 'Volunteer Agreement', and 'Search' links in the center. On the right of the navigation bar is a search bar labeled 'Search catalog' and a user profile icon with the initials 'JW'. Below the navigation bar, the main content area has a light blue background. On the left, there are two summary cards: 'All Incomplete' with a count of 0 and 'Certificates' with a count of 0. The main content area features two course cards. The first card is titled '2024 VITA/TCE certification tests' and includes a description of the certification process and a 'Take certification test' button. The second card is titled 'Form 13615, Volunteer agreement' and includes a description of the agreement and a 'Sign Form 13615' button. On the right side of the page, a user profile dropdown menu is open, showing the user's name 'Jessie Welker' and a circular profile picture with the initials 'JW'. The menu items are 'Profile', 'Dashboard', 'Help', and 'Logout', with 'Profile' highlighted by a yellow circle.

https://lms.linklearncertification.com/lms/home

IRS VITA/TCE Central Home My Learning Certifications Volunteer Agreement Search Search catalog JW

## VITA/TCE Central

All Incomplete 0 Certificates 0

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### 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

JW  
Jessie Welker  
Profile  
Dashboard  
Help  
Logout

# 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)

2025 RETURNS



# IRS Pub 6744 VITA Test Booklet

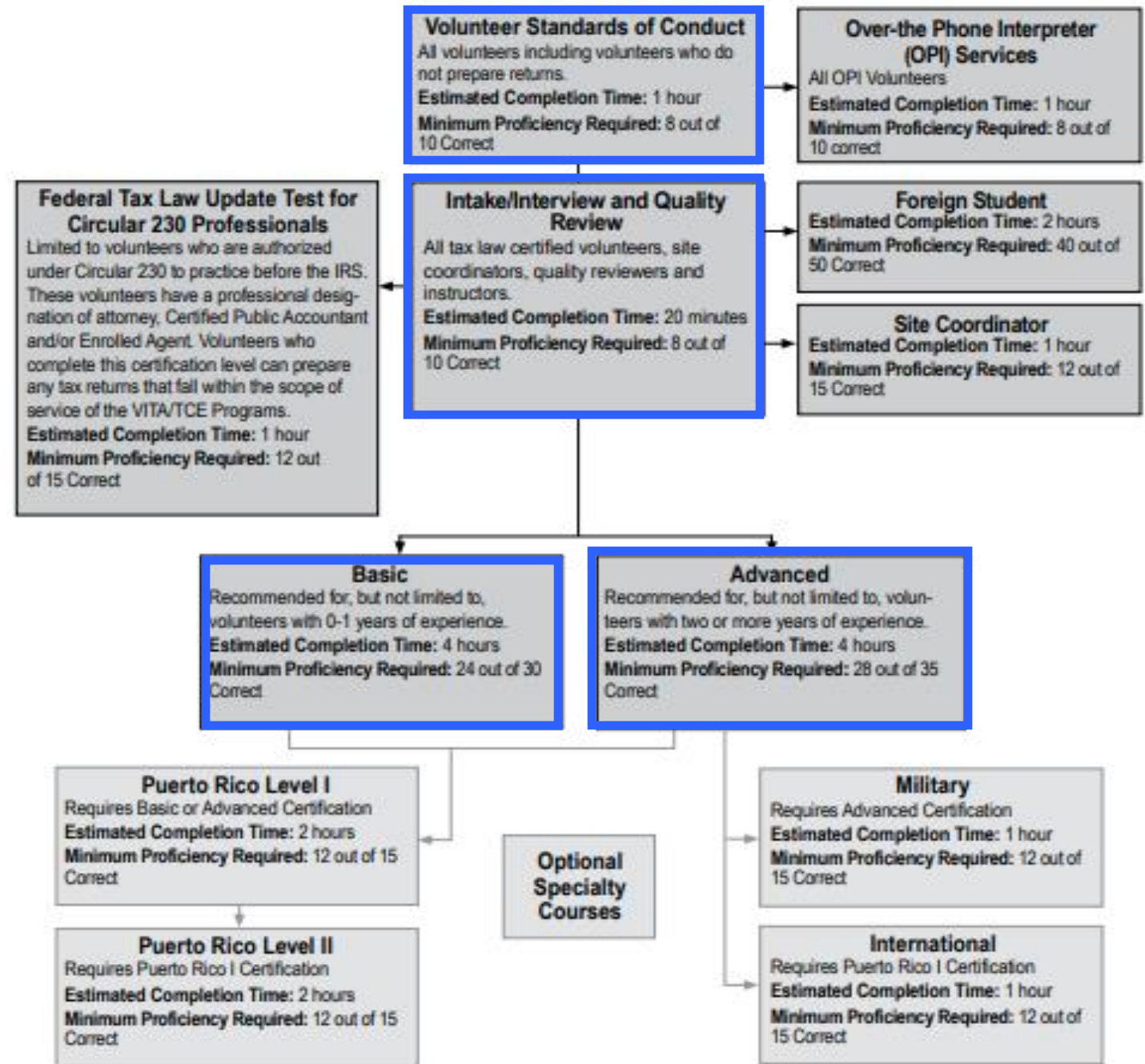
- 217 pages, but **don't panic** – we don't take all the tests!
- Test page numbers:
  - Volunteer Standards of Conduct – p. 14
  - Intake/Interview and QR – p. 21
  - Basic Preparer – p. 31
  - Adv Preparer – p. 75
- [IRS Pub 6744 VITA/TCE Volunteer Assistor's Test/Retest](#)



# 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



### 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 .

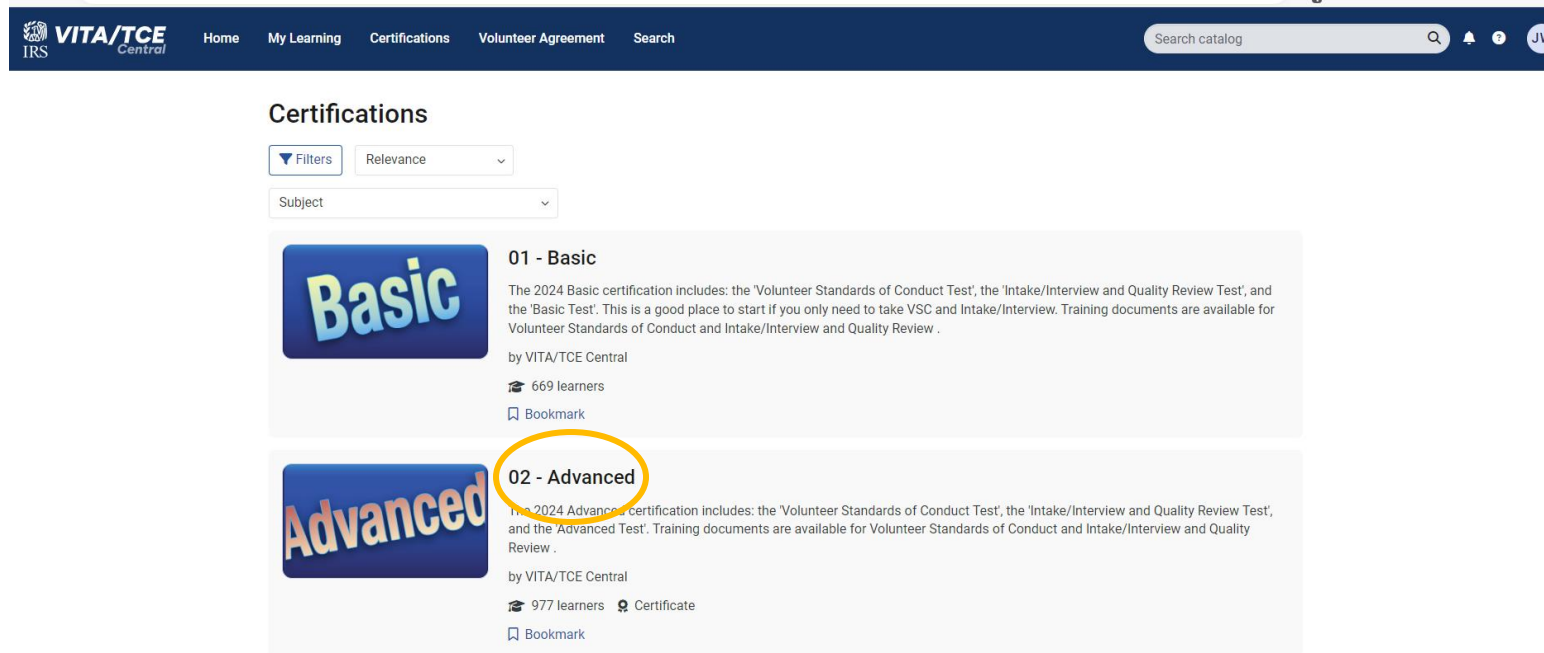
by VITA/TCE Central

977 learners Certificate

Bookmark

# 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 interface. The top navigation bar includes the IRS logo, the VITA/TCE Central logo, and links for 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 page title is "Certifications". There are filter options for "Filters" (set to "Relevance") and "Subject". The main content area displays two certification cards. The first card is for "01 - Basic" and the second card is for "02 - Advanced". The "02 - Advanced" card is circled in yellow. The "02 - Advanced" card includes a description of the certification, the provider "VITA/TCE Central", the number of learners "977 learners", and a "Certificate" icon. The "01 - Basic" card includes a description, the provider "VITA/TCE Central", the number of learners "669 learners", and a "Bookmark" icon.

# Take your VSOC Test

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

The screenshot shows a course page for '02 - Advanced'. At the top left, there is a '< Back' link and a 'Program' label. The course title '02 - Advanced' is prominently displayed, with 'Created by Link & Learn Taxes' below it. To the right, a large blue box contains the word 'Advanced' in a stylized font, and below it, the text 'Provides certificate' is visible. A white box below the course title 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.' Below this text is a blue 'Start' button. The 'Program content' section lists two items: 'Volunteer Standards of Conduct - Test' and 'Intake/Interview and Quality Review - Test'. The first item has a 'VSOC' icon, a description, 'by VITA/TCE Central', '3718 learners', and an 'Updated' tag. A blue 'Start' button next to this item is circled in yellow. The second item has a '13614-C' icon, a description, and 'by VITA/TCE Central'. A blue 'Start' button is also present next to the second item.

< Back

Program

## 02 - Advanced


Created by Link & Learn Taxes

Provides certificate

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

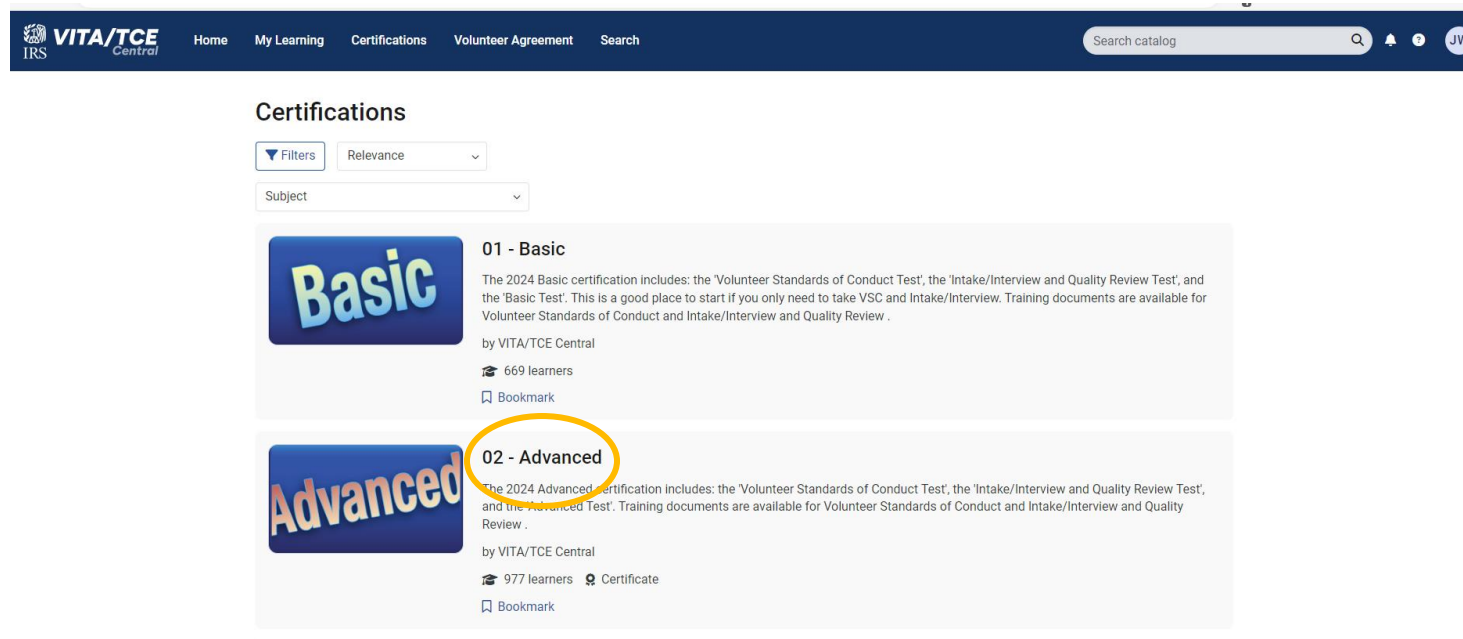
Start

# 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 displays 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. Navigation links include 'Home', 'My Learning', 'Certifications', 'Volunteer Agreement', and 'Search'. A search bar with the placeholder 'Search catalog' and a magnifying glass icon is on the right. Below the navigation bar, the 'Certifications' section is visible. It features a 'Filters' button and a 'Relevance' dropdown menu. A 'Subject' dropdown menu is also present. Two certification cards are listed:

- 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

The '02 - Advanced' certification card is circled in yellow.

# 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 blue header with a "Back" button, a "Program" label, and a large "Advanced" badge. Below the header, it says "Created by Link & Learn Taxes" and "Provides certificate". A white box contains 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." Below this is a "Start" button. The "Program content" section lists two items: "Volunteer Standards of Conduct - Test" (with a "VSOC" badge) and "Intake/Interview and Quality Review - Test" (with a "13614-C" badge). The "Start" button for the second item is circled in yellow.

< 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



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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

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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

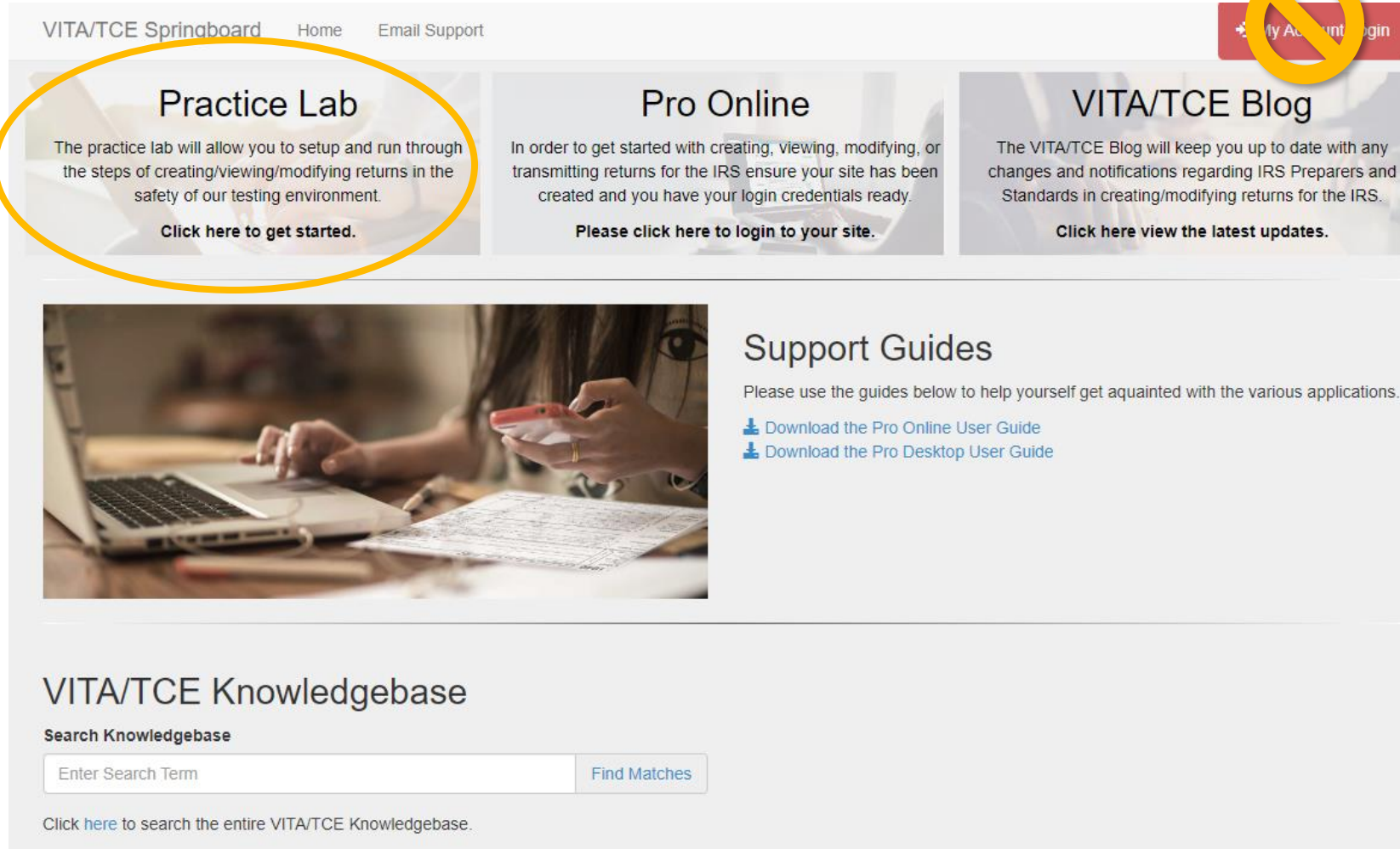
- Both exams will require you to create practice tax returns.
- We use an IRS provided software called TaxSlayer Pro - it adequately handles all types of VITA returns.
- TaxSlayer provides a special “practice area” for you to create your practice returns.
- Let’s get started!

# 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/>



The screenshot shows the TaxSlayer VITA Springboard website. At the top, there is a navigation bar with links for "VITA/TCE Springboard", "Home", and "Email Support". On the right side of the navigation bar, there is a red button labeled "My Account Login" with a yellow prohibition sign over it. Below the navigation bar, there are three main content areas: "Practice Lab", "Pro Online", and "VITA/TCE Blog". The "Practice Lab" section is circled in yellow and contains the text: "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." The "Pro Online" section contains the text: "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." The "VITA/TCE Blog" section contains the text: "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." Below these sections, there is a "Support Guides" section with a photograph of a person using a laptop and a smartphone. The text reads: "Please use the guides below to help yourself get acquainted with the various applications." and includes two links: "Download the Pro Online User Guide" and "Download the Pro Desktop User Guide". At the bottom, there is a "VITA/TCE Knowledgebase" section with a search bar labeled "Search Knowledgebase" containing the text "Enter Search Term" and a "Find Matches" button. Below the search bar, there is a link: "Click here to search the entire VITA/TCE Knowledgebase."

# TaxSlayer VITA Springboard

## 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

TRAINPROWEB

Login

Enter “TRAINPROWEB”

## THEN do this:

Sign In

Username

Password

Sign In

Create Account

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

Click “Create Account”

# 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.

# 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](mailto: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!*



**UNITED WAY**  
**Greater Cincinnati**