Shortcut Instructions—Online Training and Testing Summary

Coalition of Community Assistance Volunteers Inc.
Helping Working Families Thrive
Freetaxlubbock.org 806-765-0725
5601 S. Avenue Q, Lubbock, Texas 79412

Important Dates

Onsite Mock Training: Tuesday, January 19th, 4:00-5:30 PM **or** Thursday, January 21st, 4:00-5:30 PM (Come and Go)

5601 S. Ave Q, Lubbock, Tx 79412

Tax Season starts January 25th!

Shortcuts to Online Testing

Link N Learn and Use of Practice Lab

You can access VITA/TCE Central where you can access many resources including the online testing: VITA/TCE Central your one-stop shop for volunteer training

Familiarize yourself with the Quick Links which provides a list of trainings and resources as well as the Tax Software **Practice Lab** which you can access from this landing page. Practice Lab password is **TRAINPROWEB**

When you are ready to begin taking your exams, you will log in under Certification Tests with your username and password, and you will click the "advanced" tab which will indicate the tests you have to take and pass. Tests will include: 2026 Volunteer Standards of Conduct Exam, 2026 Intake/interview and Quality Review Exam, and the 2026 Advanced Exam.

The online version of the test booklet can be found at: https://www.irs.gov/pub/irs-pdf/f6744.pdf. I recommend once you review the scenarios, you answer the test and retest questions. After you have answered all the test and retest questions, go to the online testing–"Link & Learn Taxes–Certification Tests: Getting Started". Certifying at the Advanced level does not require you to take the Basic level testing ONLY the Advanced level.

Set Up Your Accounts on VITA/TCE Central

- ☐ Under Certification Tests, click on Create Account and follow the instructions
- ☐ Group–VITA Volunteer
- ☐ Site Coordinator certification–No
- ☐ Are you an instructor–No
- ☐ Are you an IRS SPEC Territory Manager–No
- ☐ Do you plan to volunteer….–Yes
- ☐ Training Source–select Link and Learn Taxes from drop down
- ☐ Enter the remaining information for questions
- ☐ Do not enter anything on SEID
- ☐ For Partner/Organization include: CCAV
- ☐ Unless you have volunteered before, you can skip the remaining questions
- ☐ Save
- ☐ Remember to save your username and password somewhere since you will be having to enter in order to log in to take your exams

Your answers will automatically generate your score when you have completed the tests. Some of the questions will be the booklet "Test" questions and some will be the booklet "Retest" questions so be prepared.

Once you have gotten your test scores on the screen it will indicate whether you passed or failed –**you will have two chances to pass**. Upon completion, you will be given the option to print the Certificate(s) and sign the Volunteer Agreement electronically (it will be on the top right of your scores. Print, sign, and forward to thyden@lubbockhousing.com along with your certificates on or before first day of Spring classes. First day of VITA is Monday, January 25th.

Two other resources available to you include:

- Pub4491- VITA/TCE Student Guide
- Pub4012- VITA/TCE Resource Guide https://www.irs.gov/pub/irs-pdf/p4012.pdf

Practice Lab

You will use the Practice Lab to enter the tax returns required for various scenarios as indicated in the test booklet. To be able to answer some of the test questions, you will have to prepare tax returns. This is also a great way to familiarize yourself with the tax software that we will be using.

If you have any questions, please feel free to email Tiffanie Hyden at thyden@lubbockhousing.com.