

# Connecting to Link & Learn Tests

- Turn off pop-up blockers
- Go to: <https://www.linklearncertification.com/> (copy and paste into your browser)
- Add to Favorites or as a desktop icon for easy access at a later time

**RETURNING COUNSELORS** that have their 2014 login information: enter login name and password and then click "Login"

**FIRST-TIME USERS:**  
Click on [Create Account]  
Takes you to Self-Registration screen

If you forgot your password

## Self-Registration

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

Choose Group [02-TCE-AARP Volunteer] from the drop-down

\* Group:

\* Site Coordinator:  Yes  No

\* Training Source:

\* First Name:

\* Last Name:

SEID:  (For IRS Employees Only)

\* Login:

\* Password:

\* Confirm password:  Password Complexity Requirement

\* Email Address:

\* Confirm Email Address:

Check NO to site coordinator – Local coordinators complete Tax-Aide training, not IRS Site Coordinator training

Training Source: Choose **Pub 4491** from the drop-down

Write down your login name and password for reference  
**Note:** passwords are case sensitive and must be at least 8 characters long

**PLEASE NOTE:** Should you ever forget your password, a valid email address is required to have a new one sent to you.

\* Address 1:

Address 2:

\* City:

\* State / Province:

\* Postal Code:

\* Time Zone:

\* Years You Have Volunteered:

Continuing Education (CE) Credit:

PTIN Number:

**PLEASE NOTE:** Enter your PTIN it exactly as it appears on your PTIN card. Do not include a hyphen.

Note to Returning Counselors: click My Account on the next screen to update your registration information

Complete the form and click "Register"

Register

# Start the Testing

- Click on the **Advanced** tab and you'll see this year's tests

2015 VITA/TCE Certification Test My Account

Basic **Advanced** Military International Puerto Rico Foreign Student

Course name	Score	Pass/Fail (click for results)	Attempts (2 attempts per exam allowed)	
1 <a href="#">2015 Volunteer Standards of Conduct - Exam</a>			0	If you would like to review the Volunteer Standards of Conduct course, <a href="#">click here</a> to review the course in PDF format.
2 <a href="#">2015 Intake/Interview and Quality Review Exam</a>			0	<a href="#">Click here</a> to review the Intake/Interview & Quality Review training.
3 <a href="#">2015 Advanced Exam</a>			0	
<a href="#">2015 Health Savings Accounts (HSA) Exam</a>			0	

- You can stop at any time and come back to finish
- You can skip questions and come back to them
- Wait until you're all done to print your volunteer form with test results
- You must first complete the VSOC before you take any other test
- If COD is extended, the COD test will be added as an option
- HSA, COD (if extended), Military, and International are optional for Tax-Aide
- You get up to two attempts at each test

**Hint:** Each test question will come from the questions in Form 6744 – either from the test or the retest. Prepare for the on-line test by completing both the test and the retest questions ahead of time

- As each test is completed, you will have a chance to review the questions and your answers
- Click "Back" if you want to change an answer
- **If you want a record of your answers, print the review pane**

- The Review drop-down can take you to the desired question
- Once satisfied that all is good, click "Submit," a screen will come up with your exam results
- **Do not print the certificate that is offered at the bottom – it is not needed**
- You can go back and look at the questions by selecting the **[Pass]** link that will show in the "Pass/Fail" column, but it will NOT show your answers

<a href="#">2015 Volunteer Standards of Conduct - Exam</a>	100.00 %	<a href="#">Pass</a> <del><a href="#">Print Certificate</a></del>	1
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- Keep going from one test to the next until you're all done with the tests you're going to take
- Click the respective tab for Military, International, etc.

# Getting and Printing Your Volunteer Agreement

2015 VITA/TCE Certification Test My Account

Basic Advanced Military International Puerto Rico Foreign Student

Course name	Score	Pass/Fail (click for results)	Attempts (2 attempts per exam allowed)	
<a href="#">2015 Volunteer Standards of Conduct - Exam</a>	100.00 %	<del>Print Certificate</del> Pass	1	<input type="checkbox"/> You may sign your Volunteer Agreement electronically by checking this box
<a href="#">2015 Intake/Interview and Quality Review Exam</a>			0	<a href="#">Click here</a> to open and complete your Volunteer Agreement. Click Print from the file menu to print the page.
<a href="#">2015 Advanced Exam</a>			0	
<a href="#">2015 Health Savings Accounts (HSA) Exam</a>			0	Save the Volunteer Agreement for your records.

When you are all done with all the tests you plan to complete:

- First, select the [\[You may sign your Volunteer Agreement electronically by checking this box\]](#)
- Second, select [\[Click Here\]](#) to open your agreement in pdf format
- You will then be asked whether to save or open the Volunteer Agreement
- Click “open” and it will open in a PDF window where you can review it, save it and print it
- Your test results will be printed on the form with a “P” for pass
- **DO NOT click on Print Certificate**, it is not necessary – the Volunteer Agreement is the only form that you need to print
- Submit the form to your Instructor/Leader for approval

Note: The VITA/TCE Central site may not instantaneously reflect your progress. Try hitting F5 to refresh the screen.

Final note: For returning Counselors and while logged in, please take a couple of minutes to update your profile, including number of years that you have volunteered by clicking on My Account above the Advanced tab.