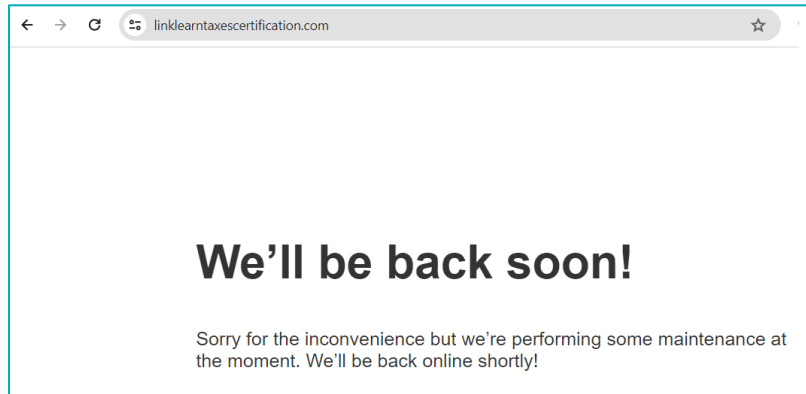


## IRS CERTIFICATION TEST WEBSITE ISSUES

Many volunteers have encountered issues with accessing the new IRS certification testing website, Link & Learn (linklearntaxescertification.com). The site has been unavailable sporadically since November. The weekend of January 20, 2024 it has been in maintenance mode and completely unavailable.



## TAX VOLUNTEERS INSTRUCTIONS (PREPARERS AND REVIEWERS)

Use page 6 of your Form 6744 test booklet to write down your test answers. If your volunteer shifts start before the Link & Learn Certification website is available, bring your answer sheet with you to your shift. A P+P staff member will grade your test and help you finish your Form 13615, Volunteer Agreement form that is required prior to doing tax preparation.

## CUSTOMER SUPPORT VOLUNTEER INSTRUCTIONS

Use this link to access the Volunteer Standards of Conduct test questions:  
<https://www.irs.gov/pub/irs-pdf/f6744.pdf#page=20> Review the questions and write your answers down.

Use this link to access the Intake/Interview and Quality Review test questions:  
<https://www.irs.gov/pub/irs-pdf/f6744.pdf#page=29> Review the questions and write your answers down.

If the test website is not available prior to your first volunteers shift, bring your written answers to the site. A P+P staff member will grade your test and help you finish your Form 13615, Volunteer Agreement form that is required prior to volunteering.