The Link & Learn Taxes (LLT) testing certification site is available and can be accessed directly at [Link and Learn Certification site (VITA/TCE Central)](). Volunteers can access the site through the main LLT site, [Link & Learn Taxes](), via the VITA/TCE Central link and through the test link shown at the end of each course.

Below are some helpful hints to address frequent errors reported by volunteers for the certification site.

Helpful Hints

- **Did not receive a password reset email?**
  If the email address you entered does not match your existing LLT account, you will not receive a password reset email. Please make sure the email address you entered is correct before you submit your request.

- **My Account not saving information.**
  If the My Account page is not saving information, please check that all the required mandatory fields (marked with a red asterisk *) such as "City" are completed with the required information and then click the "save" button at the bottom of the page.

- **Course Launch Button not displaying.**
  If the course "launch" button is not displaying, please confirm you have successfully completed the pre-requisites for the course.

- **OPI training not launching?**
  You cannot launch the SPEC OPI training until you pass the Standards of Conduct Training.

- **Course completion not showing in LLT site.**
  If you passed the course material in the testing site, it does not carry forward to the new site. You will need to complete the certification testing in the new site.

NOTE: Users of the new testing site **cannot use** their password from the prior site to access this system. Users must click the "forgot password" tool to reset their password to access the new site. Users will be instructed to input the email address associated with their account. The user will receive an email with their user identification (userid), instructions, and a link to change their password. If the email is not received within 15 minutes, please check the spam or junk folders.