

#3 Training Update TY24 – LMS and Link & Learn Tests

Here are a few tips to help with the testing requirements for Certification with Tax-Aide.

LMS

-> The LMS tests/courses (and the AARP Portal) work best with Google Chrome. You may have problems if you use Safari or some other browser.

-> You have the option to take the LMS "Test-Out" option. This option (Module 1) is contained within the same Learning Path as the "Course" (Module 2) for the 2 LMS courses. Module 2 is for those who are new and have not taken these courses in the past. Module 1 and 2 do not show up separately. Select either the Policies & Procedures or Technology & Security learning path and both modules will be available for that specific learning path. This does not apply to the Site Coordinator course. There is no test-out option for that course.

-> Some volunteers reported navigation issues in the course introduction section and the lack of ability to select between Module 1 and Module 2. This is caused by selecting "Disable Auto-Play" under the Accessibility tab. Please do NOT select this option before beginning your training.

-> LMS Course completion is not recorded immediately in the Portal. It can take an hour or more once the course is completed.

Link & Learn Tests

-> When you look up information in our references (such as the 4012), as you do the Advanced Test, remember that there can be important details in the footnotes!

-> When you finish the test, you get a screen with a 'Review' button in the middle of the screen. Clicking on that button allows you to go back through the questions and the answers you selected. Any you got wrong do not include the correct answer, but do show a reference to find the correct answer. This has been reported to the company that made the test as unacceptable but there is no word that it will be changed for this year.