

STEP 2- Practice Frequently Asked Questions

1. Why Practice?

Practice makes perfect! Working with clients is easier after practicing, according to those volunteers that have worked through all the practice problems during certification, and later at January trainings. Additionally, practice will increase your confidence!

2. What is Practice Lab?

The Practice Lab provides a simulated VITA learning environment. You can create practice tax returns and edit as necessary. You will use this tool for both practice and testing scenarios.

3. Is Practice Lab an actual tax preparation software?

No. Practice Lab is not live. You cannot e-file a return.

4. What is the password for Practice Lab?

Practice Lab will request a generic password: TRAINPROWEB before you log in every time. You still need to create your own unique username and password for Practice Lab.

5. Do I need a different login account for Practice Lab and for the VITA/TCE Certification Test Site account?

Yes, the Practice Lab account is separate from the VITA Certification Test Site or live tax preparation account at TaxSlayer. You will end up having 3 unique user accounts during your VITA experience (Practice Lab, Test Site, and TaxSlayer). Each one of these separate accounts must have a different username.

6. Where do I find the answers to the practice problems?

VITA-Train provides the solutions to all practice problems and updates them to current tax tables as tables become available. Taxslayer's Practice Lab problems also provide answers, but they often do not update the answers to current tax tables until January. We recommend using the VITA-Train practice problems as United Way will not provide solutions to the Practice Lab problems.

7. How do I sign up for study groups?

Review our VITA Certification Study Group Schedule and RSVP via e-mail to Taxproject@unitedwayrgv.org. You will receive a confirmation e-mail that will include an invitation link. Downloading Zoom is not required.

For more information contact taxproject@unitedwayrgv.org