Getting Started Volunteer Flow Chart for 2020 Tax Season

New Volunteers

Create a new VolunteerHub Account
- This is the scheduling platform you will use to sign up for training and volunteer sessions
- Tip! Use your email as your username

Create an account on Exceed LMS
- This is the learning platform that houses the online training modules and certification tests
- Please use same email and password from VolunteerHub to keep things simple

Log into or create a new account in Exceed LMS
- Note: If you are a returning legacy ProSeries volunteer, this is a new training platform
- Please use same email and password

Sign up for training

If you prefer live instruction
- New Volunteers who plan to prepare or review taxes must also sign up to attend an In-Person, Trainer Facilitated ProSeries Training and Certification session in VolunteerHub.

Self-Guided Certification
- If you are comfortable with the tax software

Show up prepared! Before attending your training, complete the required online modules (1-5) in Exceed LMS and bring your answers to the Tax Certification test that do not require the software with you.

Use Exceed LMS to complete the required Volunteer Standards of Conduct and IIQR Tests. After completing your training and certification session, use Exceed LMS to also submit your answers to the Tax Certification test, if applicable.

Fully Certified? Sign up for a volunteer shift!

Returning Volunteers

Log into existing VolunteerHub Account
- Forgot password? Click here to reset

Log into or create a new account in Exceed LMS
- Note: If you are a returning legacy ProSeries volunteer, this is a new training platform
- Please use same email and password

Self-Guided Certification
- If you are comfortable with the tax software

If you have any questions, please email volunteer@goladderup.org or call 312-409-1555, ext. 6