

Checkpoint Learning for IRS

Frequently Asked Questions

IRS Login to Checkpoint Learning and Support

1. Q: How do I access the IRS Checkpoint Learning login page?

A: The first time you login to Checkpoint Learning, you must complete a short registration form. This records your name and IRS email address in the Checkpoint Learning system and enables us to create your personal homeroom that will track courses you order. After your initial registration, you will go to the IRS Login Page each time you want to access Checkpoint Learning.

IRS Self Registration Page: Use only the first time you login to Checkpoint Learning.

<https://cpe.checkpointlearning.thomsonreuters.com/irs?com.reqwired.site.action=IRSRegistration>

IRS Login Page: Use this link to access Checkpoint Learning after your initial registration.

<https://checkpointlearning.thomsonreuters.com/Vender/LandingPage/LOGINirs>

2. Q: What is my username and password on Checkpoint Learning?

A: Your username is your IRS email address. A temporary password will be sent to you when you first register on Checkpoint Learning. You can then change that password to whatever you like. Your username will remain your IRS email address.

3. Q: I previously ordered a Checkpoint Learning course and paid for it on my own using my home email address. Can I use that same account to order courses that will be paid for by IRS?

A: No. To qualify for courses paid by the IRS under the Thomson Reuters contract, you must use an account set up with your IRS email address. If you have a previously established Checkpoint Learning independent professional account under your home email address, please notify your IRS Training Coordinator and request that we move any previous Checkpoint Learning history to your new IRS Checkpoint Learning account.

4. Q: Who do I contact if I need assistance with logging into or accessing content from Checkpoint Learning?

A: For support issues, send an email describing the situation to checkpointlearning.productsupport@thomsonreuters.com or to Brianna.anderson@thomsonreuters.com.

Ordering courses and navigating Checkpoint Learning

4. Q: Where do I find my courses in-progress on Checkpoint Learning?

A: Your homeroom will show courses available to you. You will land on your homeroom page when you login to Checkpoint Learning.

5. Q: How do I access my courses?

A: Courses available to IRS will be available on your homeroom page. Any courses you start in Checkpoint Learning will be in the "In-Progress" section for you to access.

Online vs. Download vs. CD Courses

6. Q: What is the difference between an online version and a downloaded version of a course?

A: An online course is launched and completed while you are connected to the Internet. A downloaded course is one that you download to specific computer hard drive. To complete you must connect back to the Internet to upload final records back to your account. A CD course is copied on CDs/DVDs and mailed to you.

7. Q: Can I access a course from a personal computer other than an IRS computer?

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A: If you are taking the online version, you can access the course from any computer. As you save your progress, you can access the course from any Internet-connected computer. If you have downloaded the course to your personal computer, that is the only location that you can take the course. A downloaded course can only be accessed from the location where it was downloaded. You are unable to download courses to your IRS computer due to security restrictions.

8. Q: How long does it take to receive CD versions of courses?

A: It generally takes about 4 weeks for you to receive CD version courses. Because we are continually updating courses and due to the short shelf life of CDs, we create CD course versions on demand as they are needed.

Course Content and Test Questions

9. Q: Why is it important to ask questions at different levels of Bloom's Taxonomy?

A: When writing questions, we incorporate a particular system known as Bloom's Taxonomy. This taxonomy is characterized by six types of questions designed to avoid repetitious questions that only assess comprehension and retention and encourage critical thinking skills and problemsolving.

10. Q: Why is it important to have interactivity in courses?

A: Educators since Thomas Dewey have recognized the importance of "learning by doing". Interactivity keeps people engaged and involved in courses and this will keep their attention focused on the content, answering questions, solving problems and learning how to apply what they learn to their everyday jobs.

11. Q: Why don't all Checkpoint Learning courses contain media elements?

A: Not all content needs media. We prefer to use it judiciously – when it helps to explain a difficult concept, lead learners through an exercise, highlight a new or important topic, or demonstrate an activity.

12. Q: Why do Checkpoint Learning courses vary in length?

A: Our course lengths vary due to the content and learning objectives of each course. The authors who create our courses carefully determine the information that is critical to convey for each course. They factor in the time it will take to use job aids, complete exercises and tests, and step through examples. Then all of our courses are pilot tested according to NASBA guidelines to carefully track the correct amount of CPE for the course length.

13. Q: Why don't Checkpoint Learning courses have final exams?

A: Each chapter has its own final exam. This process makes it a little less stressful on the learner by not having to take all of the exam questions at one time.

14. Q: When taking a course test, can we see the correct answer for a question?

A: You will be able to see correct answers to sample questions within each chapter. NASBA (The National Boards of State Accountancy) regulations **prohibit** the awarding of CPE credit if chapter test questions reveal the answers.

Printing

15. Q: If a course is taken online, do I have the ability to print course materials in Checkpoint Learning?

A: Yes! You can print an entire course or just certain sections. Improved printing is a great benefit of Checkpoint Learning.

16. Q: Why can't I print out the test questions for a course?

A: We would like to maintain the confidentiality of the tests to keep a fair and even playing field for all learners. If you have a

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medical reason why you need to have your test printed out, please contact our Customer Support group and we will accommodate your needs.

CPE Certification

17. Q: Do all Checkpoint Learning courses offer CPE credit?

A: Yes. Our courses meet CPE requirements in all 50 states, with over 50 courses that fulfill the CE requirement for the CFP certification. We also offer over 40 courses that meet the mandatory CPA Ethics requirements in most states, plus ethics for CFP Certificants and Enrolled Agents. Click the CPE Compliance link at left to view complete information on our NASBA, QAS, Enrolled Agent, and other accreditations, as well as policy information.

18. Q: Can I find information on state CPA CPE requirements on Checkpoint Learning?

A: Yes. Click on the "Resources" link across the top from within your Checkpoint Learning homeroom.

19. Q: Why do I only have access to a Checkpoint Learning online course for one year?

A: NASBA rules only allow professionals 365 days to complete a course for Continuing Professional Education (CPE) credit.

20. Q: If I don't complete a Checkpoint Learning course within one year, will the IRS be notified?

A: No. The IRS expects that all professionals will complete requested and assigned courses within the 365 days the course is available. Upon completion, certificates in Checkpoint Learning will be available for retrieval.

Bulk Orders

21. Q: What is a bulk order?

A: A bulk order is a special order placed by designated IRS Training Coordinators that request a group of courses for a group of IRS individuals, usually new hires.

22. Q: If I am part of a bulk order, can I order courses outside of my assigned curriculum?

A: Yes. You can order courses outside of the courses already assigned to you. You cannot order a course already assigned to you. But you will have access to the library of courses available to you that were not already assigned to you or already ordered previously.