

MyTax.DC.gov User Guide:

Requesting a Clean Hands Certificate on the [MyTax.DC.gov](https://mytax.dc.gov) for Businesses and DC Residents

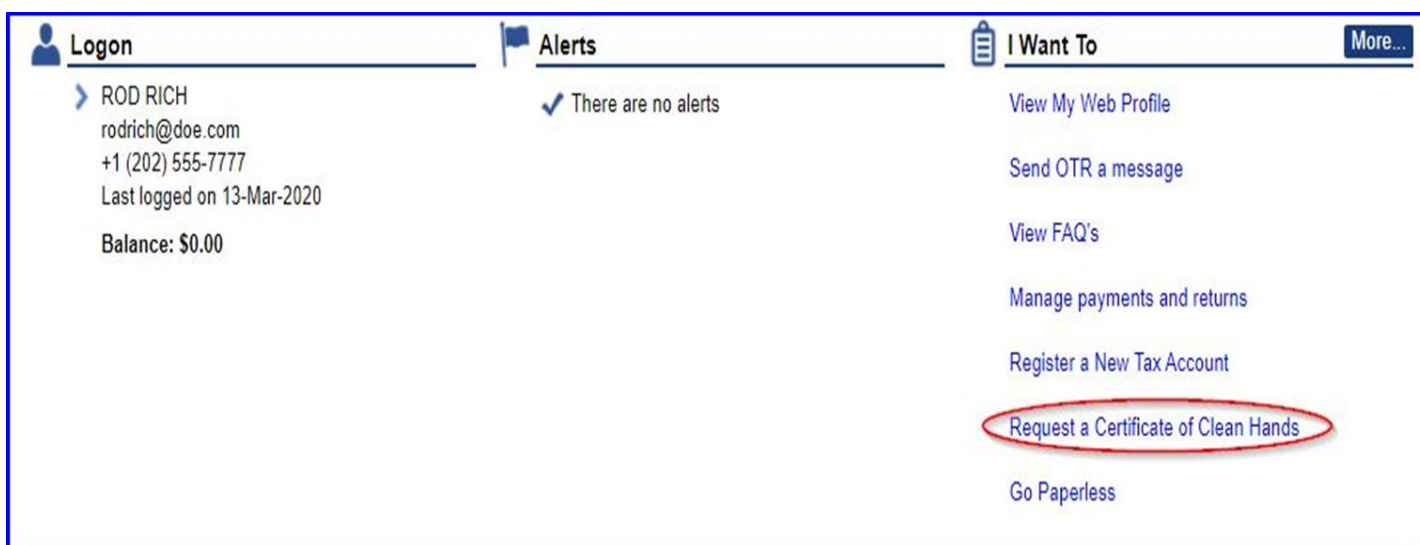
All businesses and DC residents **must** log-in to [MyTax.DC.gov](https://mytax.dc.gov) profile in order to request the **Certificate of Clean Hands**.

Instructions:



The screenshot shows the MyTax.DC.gov homepage. At the top, there's a banner with the MyTax.DC.gov logo and a description: "MyTax.DC.gov is a tax portal that makes viewing and paying Individual Income and Business taxes in the District of Columbia - Simpler. Faster. Safer." Below the banner are three main sections: "View FAQs", "Register a New Business: Form FR-500", and "Where's My Refund?". On the left, under "Log In / Sign-up", there are fields for "Username" and "Password", a "Log In" button (circled in red), and links for "Forgot Password?" and "Forgot Username?". Below that is a "Sign-up to use MyTax.DC.gov" button and a "Quick Links" section. On the right, there are two columns of links: "Businesses" (Current & Prior Year Tax Forms, Modernized e-File, Retrieve a Saved Submission, Register a Special Event - Form FR-500B, Request Government Exemption, Certificate/License Search, Clean Hands) and "Individuals" (Respond to Verification Letter, Current & Prior Year Tax Forms, Modernized e-File, DC Free File / DC Fillable Forms, FR-127: Individual Income Tax Extension, Request Residential Parking Exemption, FR-127F: Fiduciary Income Tax Extension, FR-329: Consumer Use Tax Return, Submit Documentation, Clean Hands).

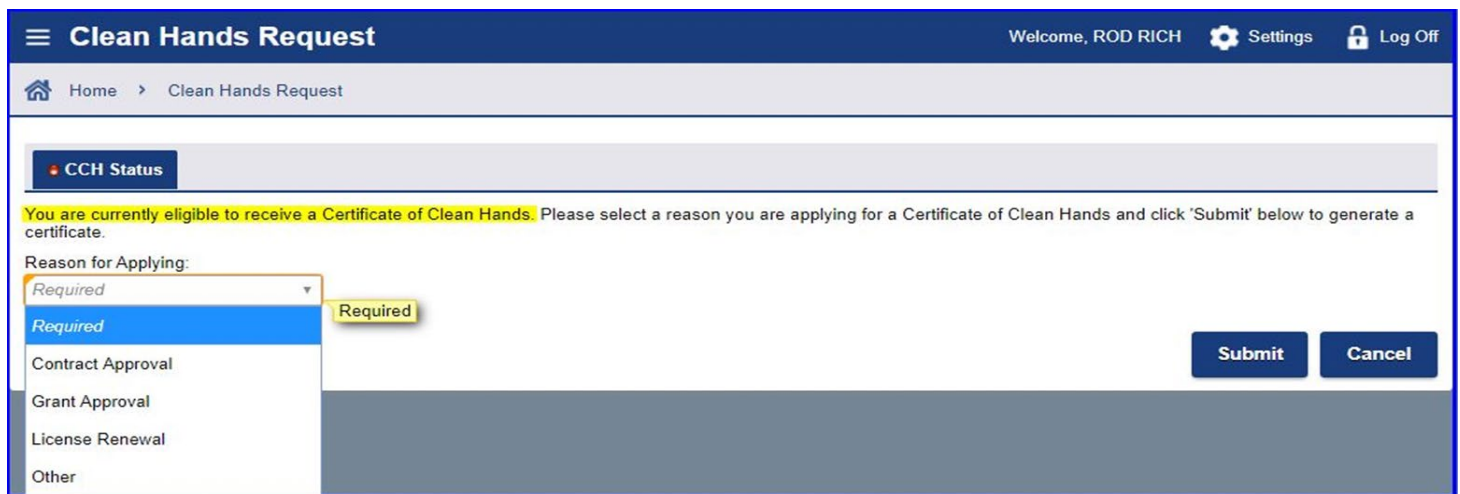
1. From the [MyTax.DC.gov](https://mytax.dc.gov) homepage, enter your "Username" and "Password".
 - a. Then, click "Log In"



The screenshot shows the user profile page after logging in. The user is "ROD RICH" with email "rodrich@doe.com" and phone "+1 (202) 555-7777". The last login was on "13-Mar-2020" and the balance is "\$0.00". There are three main sections: "Logon" (showing user details), "Alerts" (showing "There are no alerts"), and "I Want To" (showing various links). The "Request a Certificate of Clean Hands" link is circled in red. Other links in the "I Want To" section include "View My Web Profile", "Send OTR a message", "View FAQ's", "Manage payments and returns", "Register a New Tax Account", and "Go Paperless".

2. After logging in, click "Request a Certificate of Clean Hands" link.

Requesting a Clean Hands Certificate from the MyTax.dc.gov profile (Compliant)



Clean Hands Request Welcome, ROD RICH Settings Log Off

Home > Clean Hands Request

CCH Status

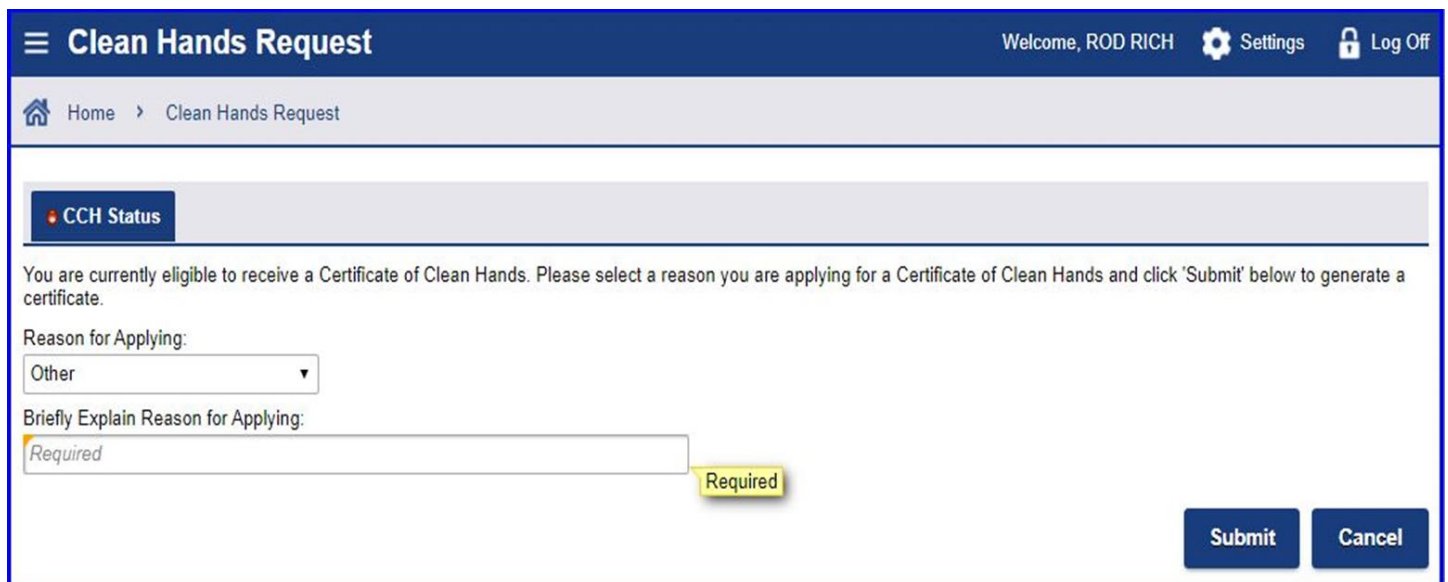
You are currently eligible to receive a Certificate of Clean Hands. Please select a reason you are applying for a Certificate of Clean Hands and click 'Submit' below to generate a certificate.

Reason for Applying:

- Required
- Contract Approval
- Grant Approval
- License Renewal
- Other

Submit Cancel

3. Instantly, you are notified that you are eligible to receive the Certificate of Clean Hands, as seen highlighted above.
 - a. Select a **“Reason for Applying”**
 - b. Click **“Submit”**



Clean Hands Request Welcome, ROD RICH Settings Log Off

Home > Clean Hands Request

CCH Status

You are currently eligible to receive a Certificate of Clean Hands. Please select a reason you are applying for a Certificate of Clean Hands and click 'Submit' below to generate a certificate.

Reason for Applying:

Other

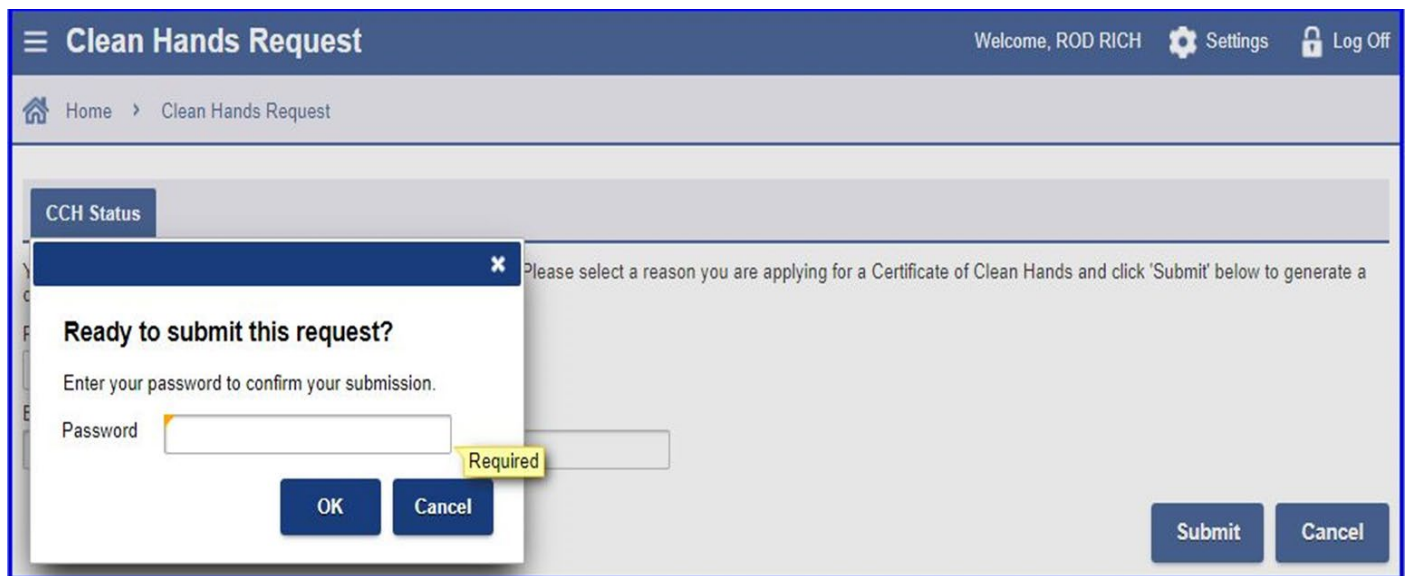
Briefly Explain Reason for Applying:

Required

Submit Cancel

Please Note: If you select **“Other”** as the **“Reason for Applying”**,

- a. **“Briefly Explain Reason for Applying”** in the required field,
- b. Then, click **“Submit”**



The screenshot shows the 'Clean Hands Request' page. At the top, there is a navigation bar with a hamburger menu, the title 'Clean Hands Request', and user information 'Welcome, ROD RICH' along with 'Settings' and 'Log Off' links. Below the navigation bar is a breadcrumb trail: 'Home > Clean Hands Request'. The main content area has a 'CCH Status' tab. A modal dialog box is open in the foreground with the title 'Ready to submit this request?'. It contains the text 'Enter your password to confirm your submission.' and a 'Password' input field. A yellow 'Required' label is positioned to the right of the input field. At the bottom of the modal are 'OK' and 'Cancel' buttons. In the background, there is a 'Please select a reason you are applying for a Certificate of Clean Hands and click 'Submit' below to generate a' instruction and 'Submit' and 'Cancel' buttons.

4. Enter your password
 - a. Click **"OK"** to request a **Certificate of Clean Hands**.



The screenshot shows the 'Confirmation' page. The navigation bar is identical to the previous page. The breadcrumb trail is 'Home > Clean Hands Request > Confirmation'. The main content area has a 'Confirmation' heading with a clipboard icon. Below the heading, the text reads: 'Your request has been successfully submitted. A Certificate of Clean Hands has been generated and can be accessed from the 'Correspondence' tab on your homepage.' and 'Your request confirmation number is 0-000-017-809'. At the bottom of the content area is a large blue 'OK' button.

5. A confirmation number will populate.
 - a. Click **"OK"**

The screenshot displays the MyTax DC user interface. At the top, the header includes the MyTax DC logo, a welcome message for ROD RICH, and links for Settings and Log Off. Below the header, the main content area is divided into three columns: Logon, Alerts, and I Want To. The Logon column shows the user's name, email, phone number, last login date, and balance. The Alerts column features a circled link for "1 unread letter". The I Want To column lists various actions such as viewing the web profile, sending OTR messages, viewing FAQs, managing payments, registering a new tax account, requesting a certificate of clean hands, and going paperless. A navigation bar at the bottom contains tabs for Accounts, Submissions, Correspondence, Names and Addresses, Exemptions, and Logons. Below this bar, there are three sections: Draft Messages (No draft messages), Messages (No unread messages), and Unread Letters (View All Letters). The Unread Letters section has a circled link for "Certificate of Clean Hands".

6. After clicking “OK”, you will return to the home screen.
 - a. Under the “**Alerts**” column, click the “**unread letter**” link
 - b. Or you can click “**Certificate of Clean Hands**” link under the “**Unread Letters**” column, in the bottom left corner

Government of the District of Columbia
Office of the Chief Financial Officer
Office of Tax and Revenue
1101 4th Street, SW
Washington, DC 20024

Date of Notice: March 12, 2020


ROD RICH
1101 4TH ST SW REAR
WASHINGTON DC 20024-4591

Notice Number: L0000217418
SSN: ***-**-7777
Case ID: 93583

CERTIFICATE OF CLEAN HANDS

As reported in the Clean Hands system, the above referenced individual/entity has no outstanding liability with the District of Columbia Office of Tax and Revenue or the Department of Employment Services. As of the date above, the individual/entity has complied with DC Code § 47-2862, therefore this Certificate of Clean Hands is issued.

TITLE 47. TAXATION, LICENSING, PERMITS, ASSESSMENTS, AND FEES
CHAPTER 28 GENERAL LICENSE
SUBCHAPTER II. CLEAN HANDS BEFORE RECEIVING A LICENSE OR PERMIT
D.C. CODE § 47-2862 (2006)
§ 47-2862 PROHIBITION AGAINST ISSUANCE OF LICENSE OR PERMIT


Authorized By Marc Aronin
Chief, Collection Division

To validate this certificate, please visit MyTax.DC.gov. On the MyTax homepage, click "Clean Hands" and then the "Validate a Certificate of Clean Hands" hyperlink.

7. The **Certificate of Clean Hands** is now populated.

Please Note: Any agency requesting to validate your Certificate of Clean Hands will need the **Notice Number** and the **last four digits of the SSN**, displayed on the top right corner of the Certificate, as seen above (circled and highlighted).

Requesting Clean Hands Certificate from the MyTax.dc.gov profile (Non-compliant)

The screenshot shows the MyTax.DC.gov homepage. At the top, there's a banner with the MyTax.DC.gov logo and three images: a building, the US Capitol, and a row of colorful houses. Below the banner, there's a navigation bar with links: View FAQs, Register a New Business: Form FR-500, and Where's My Refund?. The main content area is divided into three columns. The left column is titled 'Log In / Sign-up' and contains fields for Username and Password, a 'Log In' button (circled in red), and links for 'Forgot Password?' and 'Forgot Username?'. Below these is a 'Sign-up to use MyTax.DC.gov' button. The middle column is titled 'Businesses' and lists various services like 'Current & Prior Year Tax Forms', 'Modernized e-File', 'Retrieve a Saved Submission', 'Register a Special Event - Form FR-500B', 'Request Government Exemption', 'Certificate/License Search', and 'Clean Hands'. The right column is titled 'Individuals' and lists services like 'Respond to Verification Letter', 'Current & Prior Year Tax Forms', 'Modernized e-File', 'DC Free File / DC Fillable Forms', 'FR-127: Individual Income Tax Extension', 'Request Residential Parking Exemption', 'FR-127F: Fiduciary Income Tax Extension', 'FR-329: Consumer Use Tax Return', 'Submit Documentation', and 'Clean Hands'.

1. From the [MyTax.DC.gov](https://mytax.dc.gov) homepage, enter your “Username” and “Password”.
 - a. Then click “Log In”

The screenshot shows the user profile page after logging in. The page is divided into three main sections: 'Logon', 'Alerts', and 'I Want To'. The 'Logon' section shows the user's name (ROD RICH), email (rodrih@doe.com), phone number (+1 (202) 555-7777), last login time (13-Mar-2020), and balance (\$0.00). The 'Alerts' section shows a checkmark and the text 'There are no alerts'. The 'I Want To' section lists various actions: 'View My Web Profile', 'Send OTR a message', 'View FAQ's', 'Manage payments and returns', 'Register a New Tax Account', 'Request a Certificate of Clean Hands' (circled in red), and 'Go Paperless'. There is a 'More...' link at the top right of the 'I Want To' section.

2. After logging in, click “Request a Certificate of Clean Hands” link.

Clean Hands Request

Welcome, ROD RICH Settings Log Off

Home > Clean Hands Request

CCH Status

You are currently not eligible to receive a Certificate of Clean Hands. If you would like to generate a 'Notice of Non-Compliance', click 'Submit' below. Otherwise, click 'Cancel' to cancel the request.

Submit Cancel

3. The page will display if you are eligible to receive a **Certificate of Clean Hands**. (For this example, the taxpayer is **not eligible**, as seen highlighted above.
 - a. Click **“Submit”** to generate a **Notice of Non-Compliance**.

Clean Hands Request

Welcome, ROD RICH Settings Log Off

Home > Clean Hands Request

CCH Status

You are currently not eligible to receive a Certificate of Clean Hands. If you would like to generate a 'Notice of Non-Compliance', click 'Submit' below. Otherwise, click 'Cancel' to cancel the request.

Ready to submit this request?

Enter your password to confirm your submission.

Password Required

OK Cancel

Submit Cancel


4. **Enter your password** to confirm submission.
 - a. Click **“OK”**

The screenshot shows a 'Confirmation' page with a dark blue header. The header contains a menu icon, the title 'Confirmation', and user information 'Welcome, ROD RICH' with links for 'Settings' and 'Log Off'. Below the header is a breadcrumb trail: 'Home > Clean Hands Request > Confirmation'. The main content area has a sub-header 'Confirmation' with a document icon. The text states: 'Your request has been successfully submitted. A 'Notice of Non-Compliance' has been generated and can be accessed from the 'Correspondence' tab on your homepage. Your request confirmation number is 0-000-017-822'. At the bottom is a large blue button labeled 'OK'.

5. A **confirmation number** will populate.
 - a. Click **"OK"**

The screenshot shows the 'MyTax DC' home screen. The header includes a menu icon, 'MyTax DC', and user information 'Welcome, ROD RICH' with links for 'Settings' and 'Log Off'. Below the header is a 'Home' link. The main content area is divided into three columns: 'Logon' (showing user details for ROD RICH), 'Alerts' (showing '1 unread letter' circled in red), and 'I Want To' (a list of actions like 'View My Web Profile', 'Send OTR a message', etc.). Below this is a horizontal navigation bar with tabs: 'Accounts', 'Submissions', 'Correspondence' (selected), 'Names and Addresses', 'Exemptions', and 'Logons'. At the bottom, there are three sections: 'Draft Messages' (No draft messages), 'Messages' (No unread messages), and 'Unread Letters' (showing 'Notice Of Non-Compliance' circled in red, with a 'View All Letters' link).

6. After clicking **"OK"**, you will return to the home screen.
 - a. Under the **"Alerts"** column, click the **"Unread Letter"** link.



Government of the District of Columbia
Office of the Chief Financial Officer
Office of Tax and Revenue

1101 4th Street, SW
Washington, DC 20024


Date of Notice: March 12, 2020

Notice Number: L0000218696

SSN: ***-**-7777

Case ID: 97180

ROD RICH
1101 4TH ST SW REAR
WASHINGTON DC 20024-4591




NOTICE OF NON-COMPLIANCE

As reported in the Clean Hands system, the above referenced individual/entity has an outstanding liability or missing tax returns with the District of Columbia Office of Tax and Revenue or the Department of Employment Services. As of the date above, the account is not compliant with DC Code § 47-2862. Therefore, a Certificate of Clean Hands will not be issued.

TITLE 47. TAXATION, LICENSING, PERMITS, ASSESSMENTS, AND FEES
CHAPTER 28 GENERAL LICENSE
SUBCHAPTER II. CLEAN HANDS BEFORE RECEIVING A LICENSE OR PERMIT
D.C. CODE § 47-2862 (2006)
§ 47-2862 PROHIBITION AGAINST ISSUANCE OF LICENSE OR PERMIT

a) Notwithstanding any other provision of law except § 25-301(b), the District government shall not issue or reissue any license or permit to any applicant for a license or permit **if the applicant has failed to file required District tax returns** or owes more than \$100 in outstanding debt to the District. The taxpayer is non-compliant with the following:

Agency	Phone Number	Address
Office of Tax and Revenue	202-724-5405	1101 4th St SW, Suite W270



Authorized By Marc Aronin
Chief, Collection Division

7. The **Notice of Non-Compliance** is now populated, seen above. This notice provides you with detailed information of the **Agency(s)** name, **Phone Number** and **Address**, of who you need to contact and to learn what is needed for you to become compliant.