How to Request A Certificate of Clean Hands for Businesses and DC Residents: Compliant

All Businesses and DC residents must log-in to MyTax.DC.gov profile in order to request the Certificate of Clean Hands.

1. From the MyTax.DC.gov homepage, enter your “Username” and “Password”. a. Then, click “Log In”
2. After logging in:
   a. Click the “more” link
   b. Click the “Request a Certificate of Clean Hands” link

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 “Next”
**User Guide: How to Request a Certificate of Clean Hands**

Please Note: If you select “Other” as the “Reason for Applying”,
4a. “Briefly Explain Reason for Applying” in the required field,
4b. Then, click “Next”

5. Your Clean Hands Request submission is ready to submit. Click “Submit”
6. Enter your password Click “OK” to request a **Certificate of Clean Hands**.

7. A confirmation number will populate. Click “OK”

8. After clicking “OK”, you will return to the home screen.
   a. Under the **Messages & Letter** column, click the **View Letters** link

9. Click on the **Certificate of Clean Hands** link
10. 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.
How to Request A Certificate of Clean Hands for Businesses and DC Residents: Non-Compliant

All Businesses and DC residents must log-in to MyTax.dc.gov
1. From the MyTax.DC.gov homepage, enter your “Username” and “Password”. Then click “Log In”

2a. Click on the “More” link.
2b. Click “Request a Certificate of Clean Hands” link.

3a. 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.

3b. Click “Next” to generate a Notice of Non-Compliance.

4. Enter your password to confirm submission. a. Click “OK”
5. A confirmation number will populate. Click “OK”

6. After clicking “OK”, you will return to the home screen. Under the “More” tab, click the “View Letters” link.
7. Click on the Notice of Non-Compliance

**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.

**Agency**
Office of Tax and Revenue

**Phone Number**
202-724-5045

**Address**
1101 4th St SW, Suite W270

Authorized By Marc Aronin
Chief, Collection Division
8. 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.