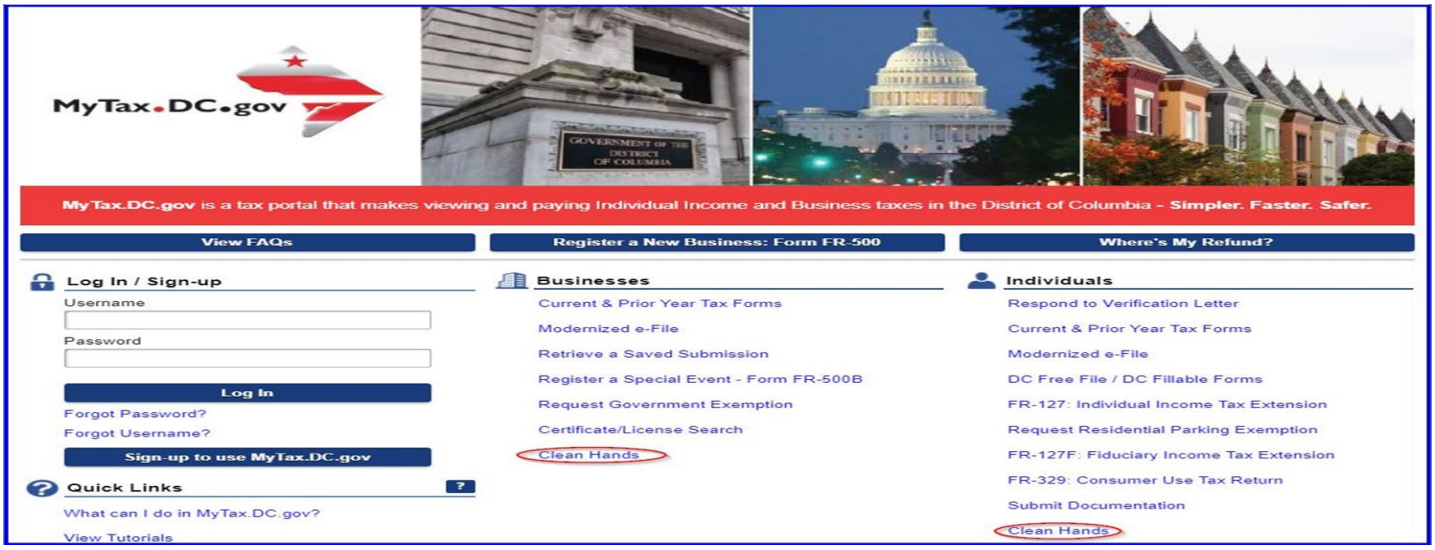
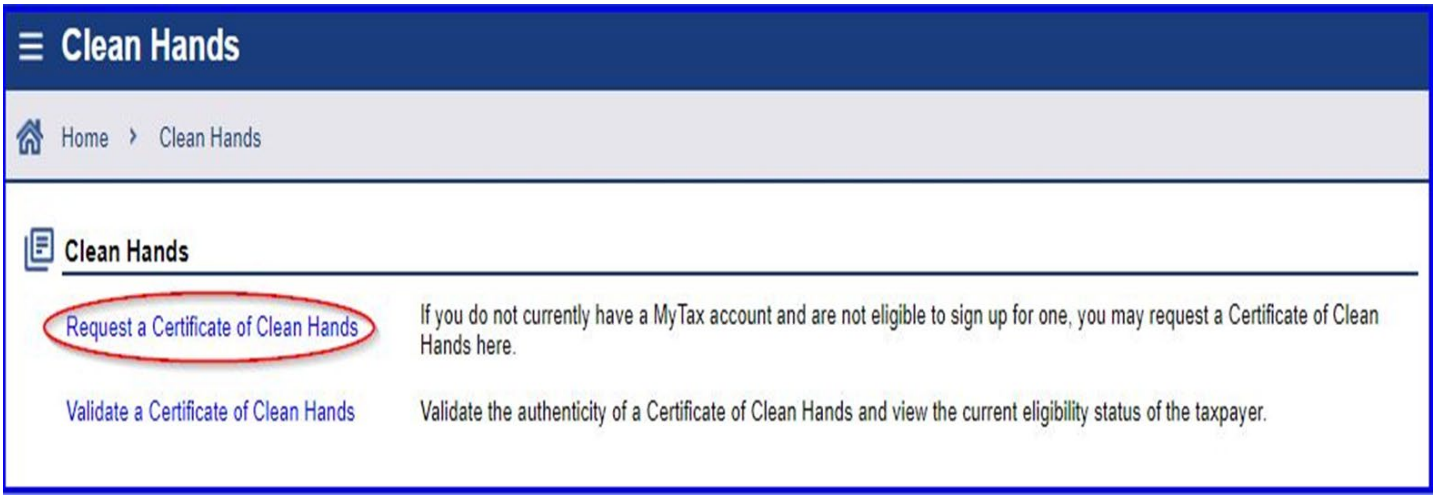
MyTax.DC.gov User Guide: Non-Resident Requesting Clean Hands Certificate on MyTax.DC.gov

DC non-resident (Non-Logon) applicants must request a **Clean Hands Certificate** on MyTax.DC.gov web portal by following the following instructions:

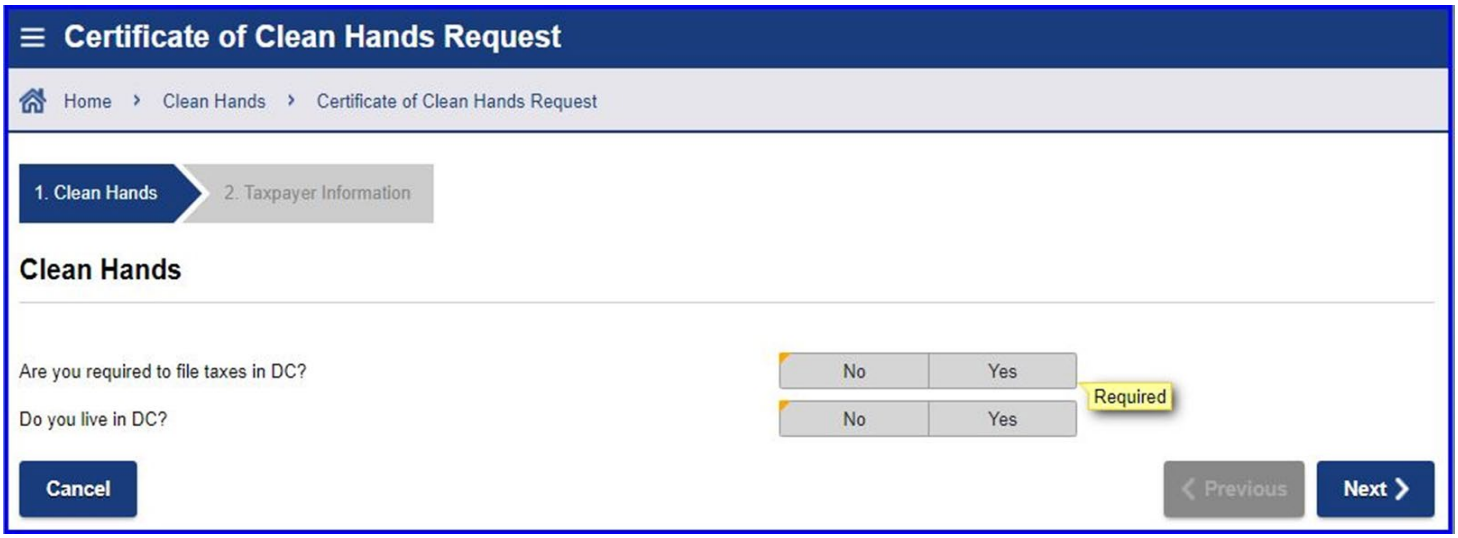


1. From the MyTax.DC.gov homepage, select the "**Clean Hands"** link from either the Businesses or Individuals column. **Please Note**: They will both take to you to the same place.

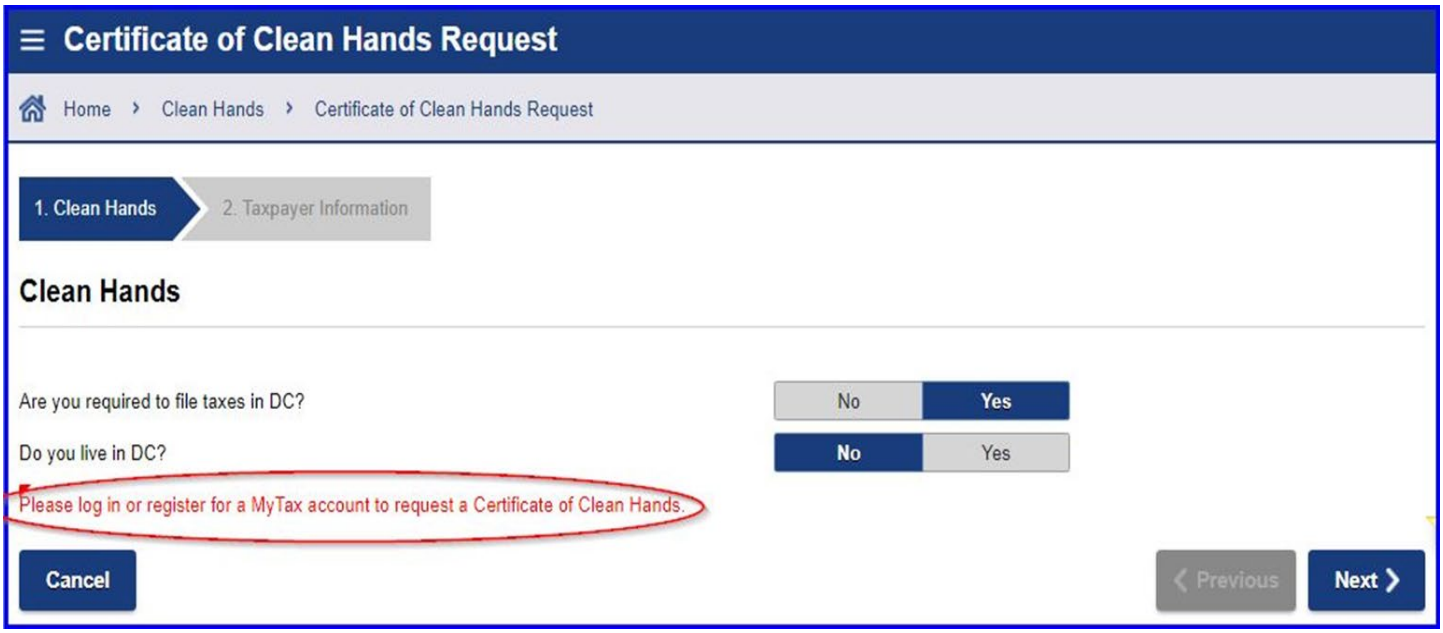


2. Click **"Request a Certificate of Clean Hands."**

DC Non-Residents Requesting a Certificate of Clean Hands from the MyTax.dc.gov web portal

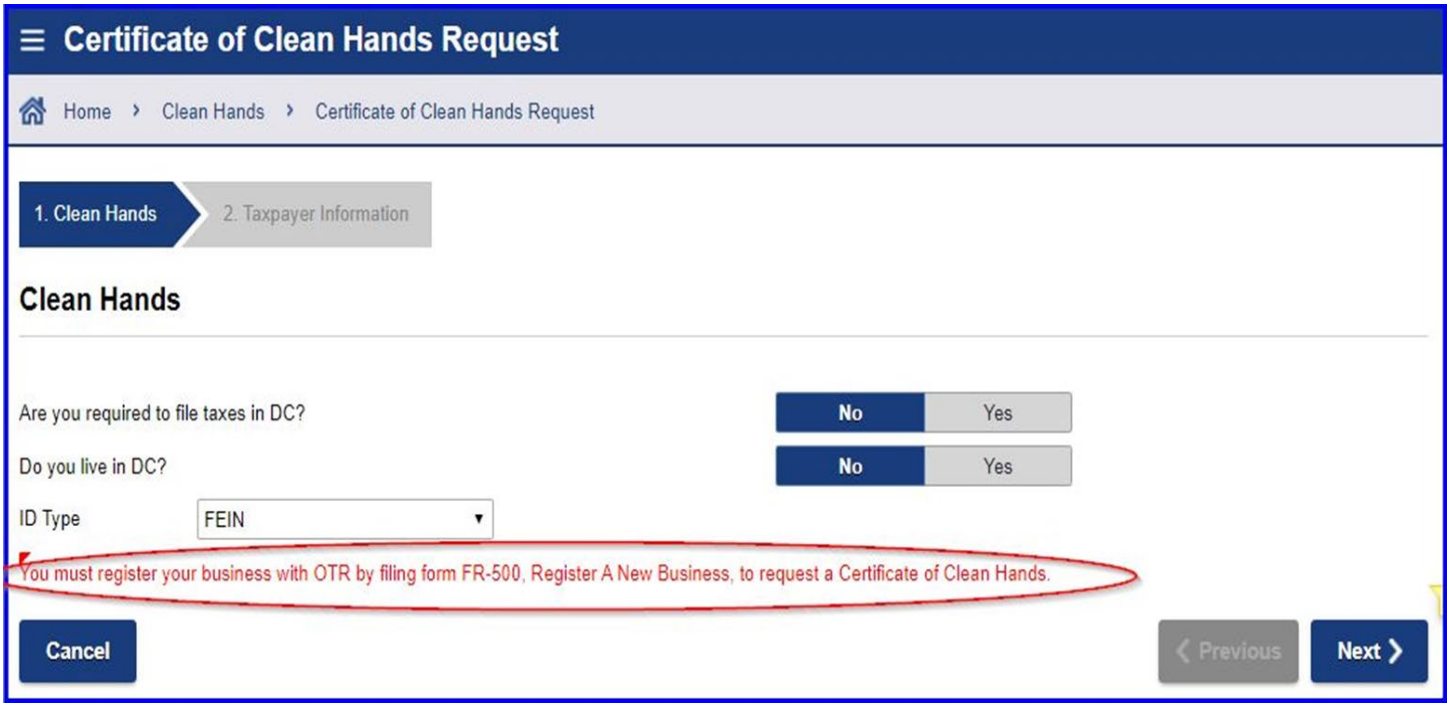


3. From the "**Certificate of Clean Hands Request"** page, answer the corresponding questions.
    a. Click "**Next**"

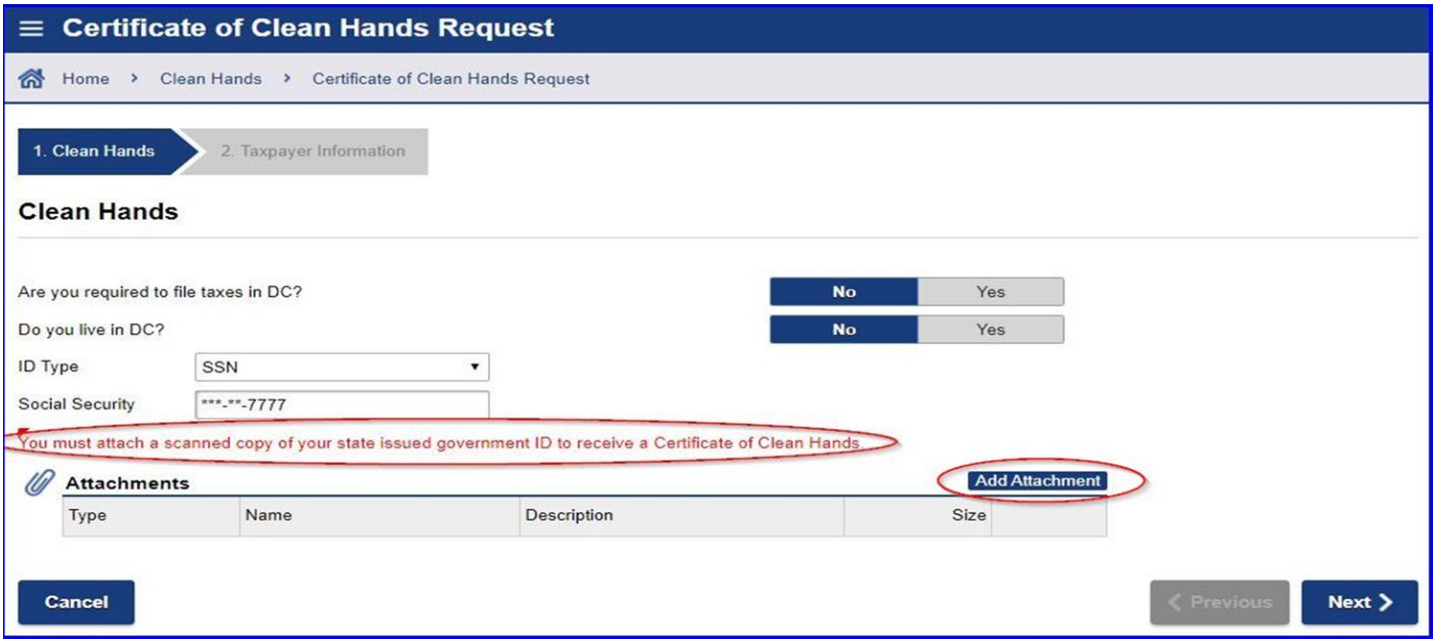


4. Note: If the answer is "**Yes"** to the first question, and "**No"** to the second question – All businesses and DC residents will be prompted to request a "Certificate of Clean Hands" by logging into MyTax.DC.gov using their **"Username"** and **"Password"**.

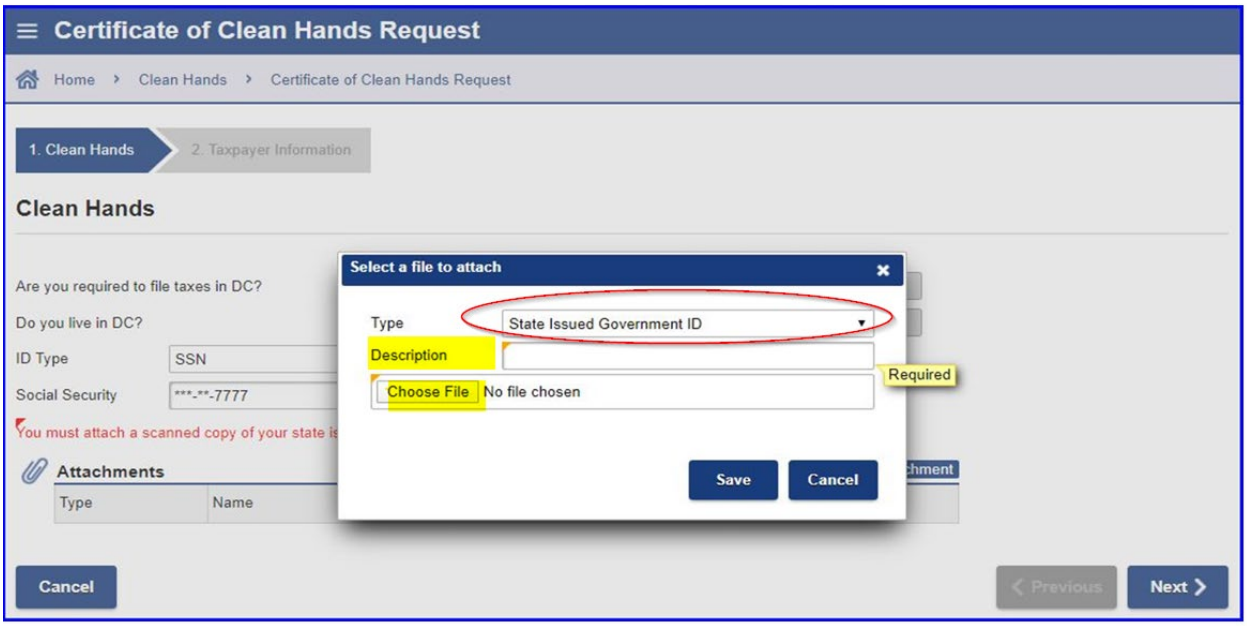
5. If the response to both questions is **"Yes"**, an additional question will populate, as seen above.
    a. Answer the third question and click "**Next**". (Taxpayers who moved to the District **before January 1, 2020 must** open a MyTax account by going to the MyTax homepage, and click "**Sign-up to use MyTax.DC.gov**" button.



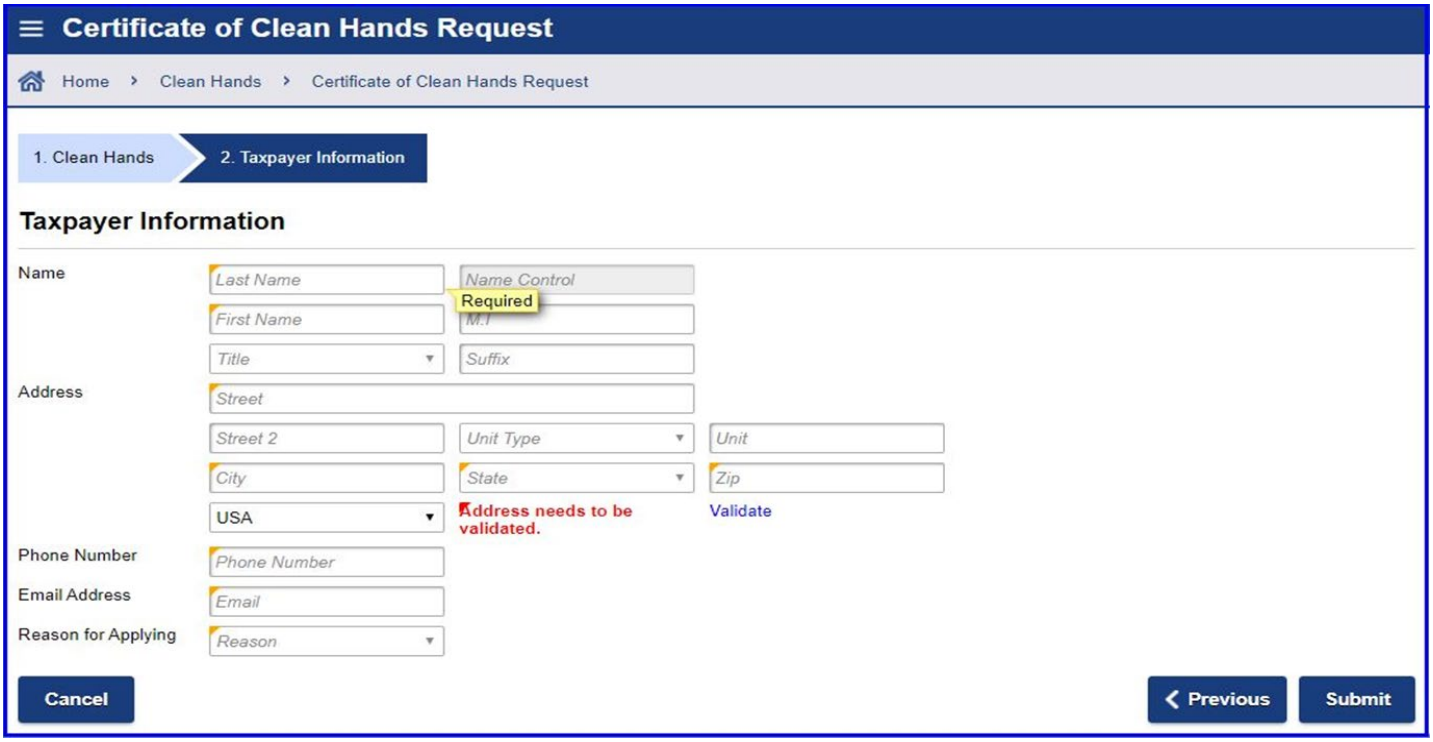
6. Select an "**ID Type"** from the drop-down menu.
   Please Note: Any business attempting use the non-logon **"Certificate of Cleans Hands Request"** will be instructed to complete a FR-500 and open a MyTax account.



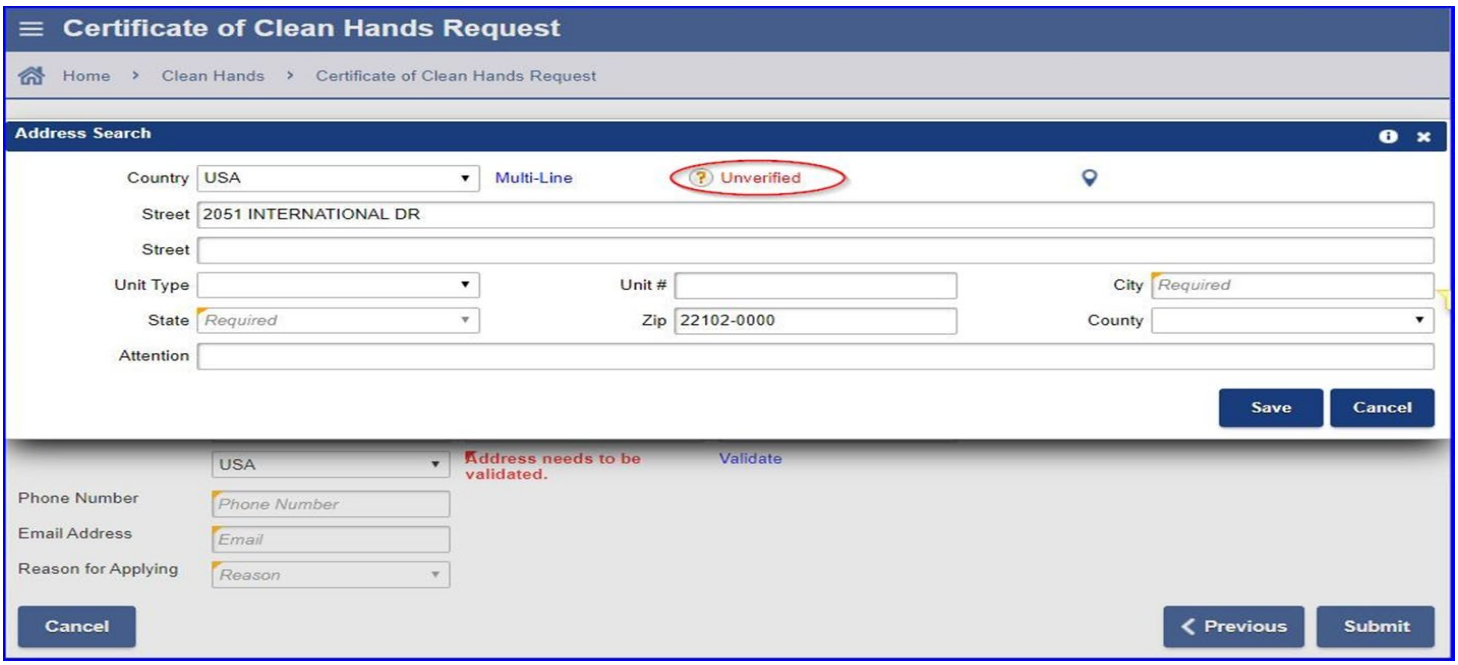
7. Non-DC resident applicants will be instructed to attach a copy of their government issued ID.
    a. Click the "**Add Attachment**" link, to attach a copy of your **driver's license** or **non-driver's license ID**.



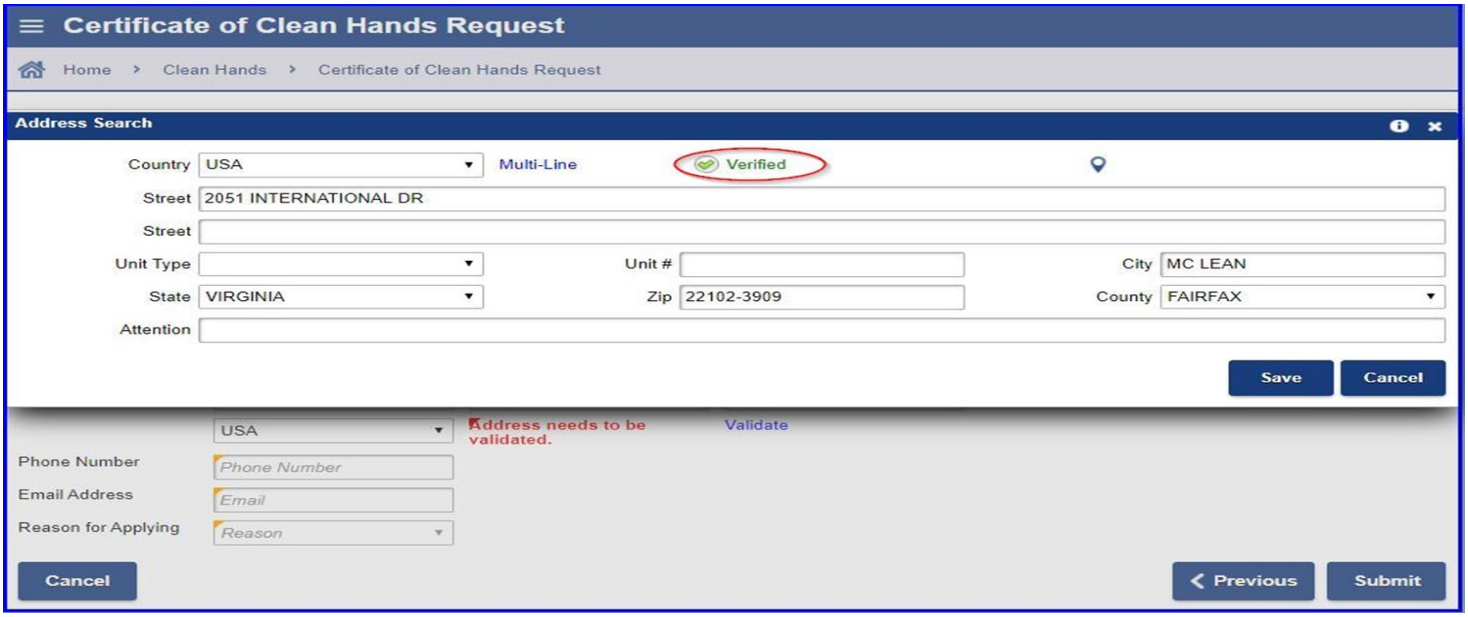
8. After clicking the "**Add Attachment"** link, from the "**Type"** menu, select "**State Issued Government ID.**"
    a. In the **Description** field, enter in a brief description of the file being attached
    b. Next, click the "**Choose File**" button to download a copy of the ID
    c. Click "**Save**"



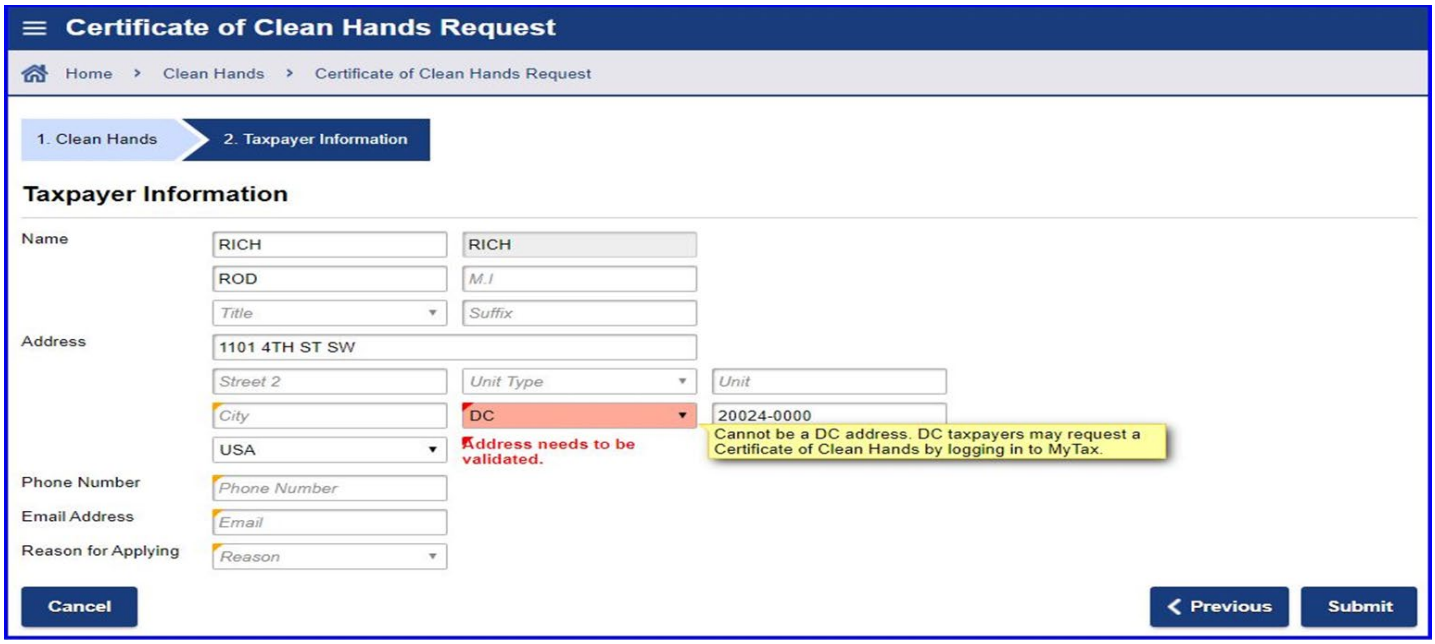
9. Enter all the **required** information in the fields (**Required** fields have a yellow triangle, in the top left corner).
   Please Note: The Certificate of Clean Hands response will be sent to the **email address provided above**.
10. Then, click "**Validate**" to validate the address.



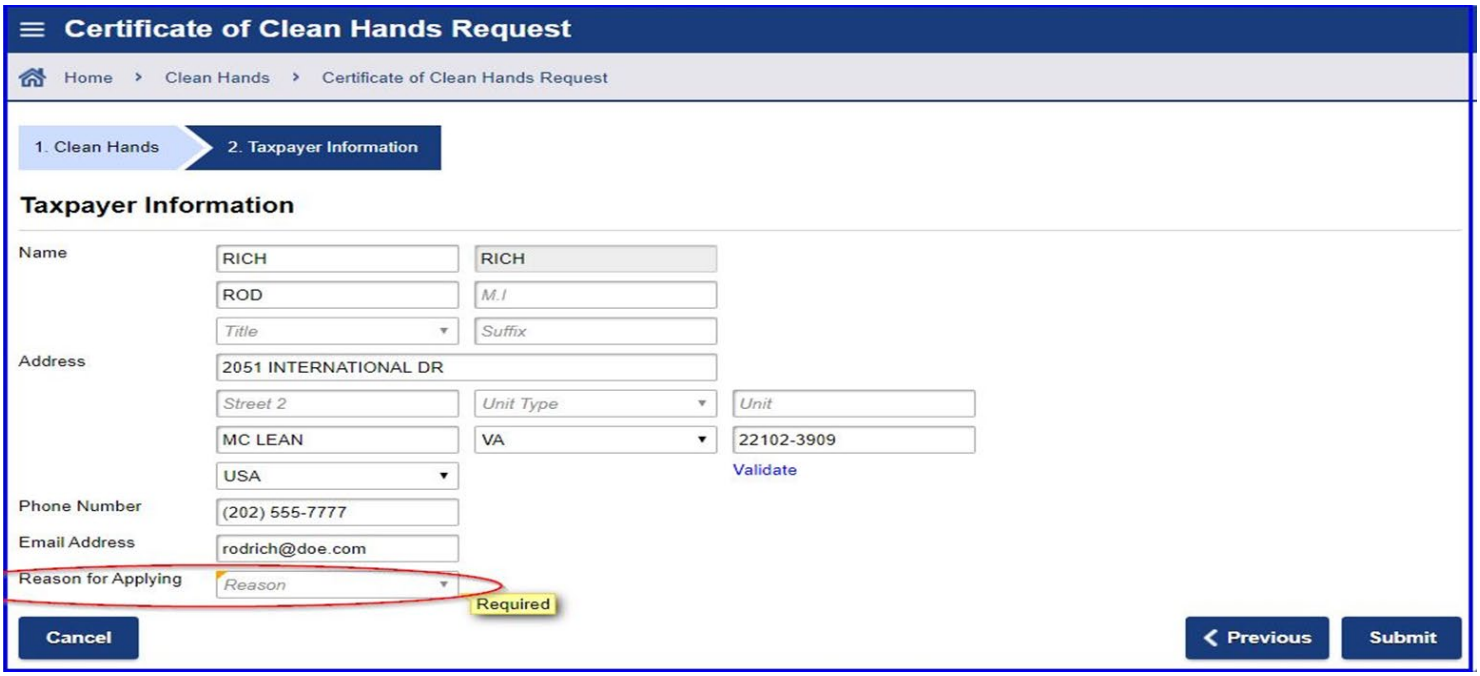
11. A pop-up window will appear.
    a. Click the "**Unverified"** link to verify the address



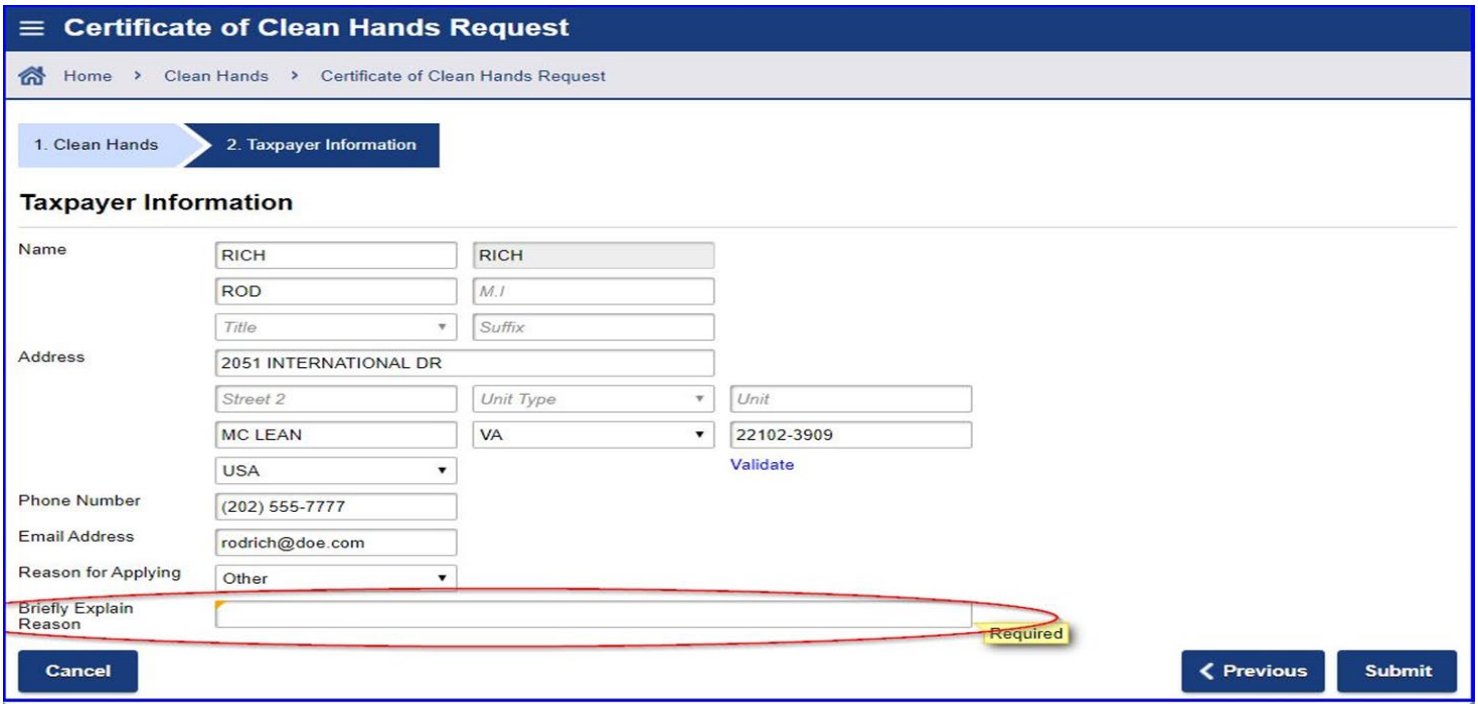
12. After the address is validated, the address will show as **verified**.
    a. Click "**Save"**



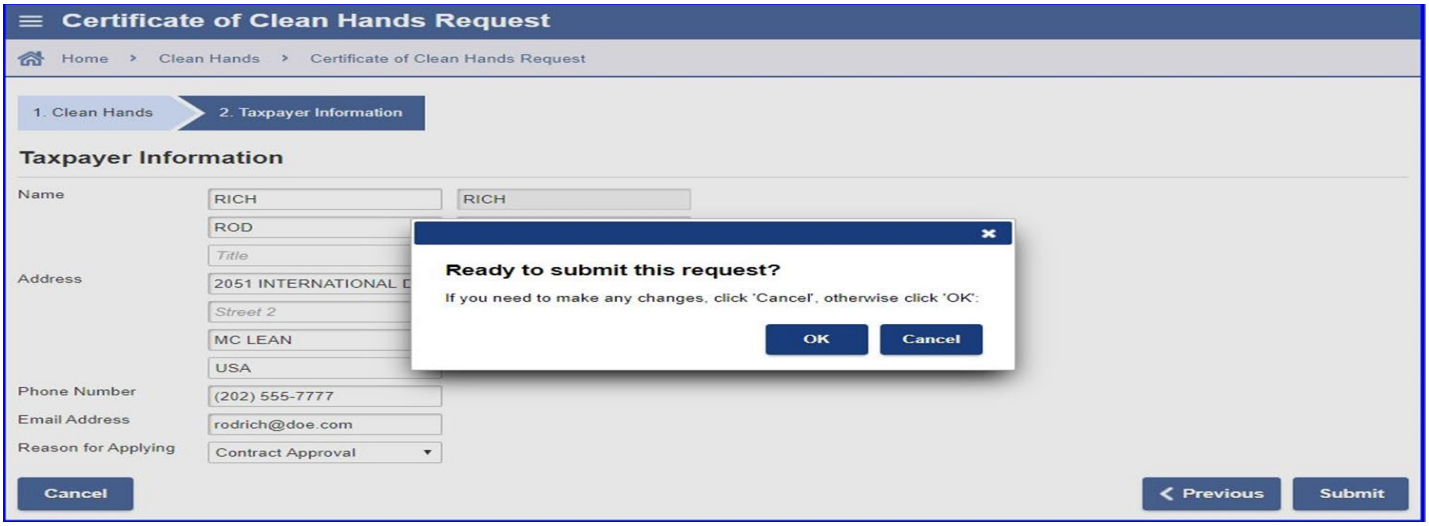
Please Note: If a **DC address** is entered, MyTax will prompt you to log in to MyTax.DC.gov, (as see in the example above.



13. After validating the address, select a "**Reason for Applying"** from the drop-down menu.
    a. Click **"Submit"**



14. **Note**: If "**Other"** is selected for "**Reason for Applying"**, provide a brief explanation in the required field.
    a. Click "**Submit"**



15. A pop-up window will appear. Review and confirm the information provided.
    a. Click "**OK"** to submit request

16. The request has been submitted. A message is displayed, and a confirmation number is provided.
    a. Click "**Printable View**" to obtain a copy of the clean hands request
    b. **<u>Keep a copy for your records and provided the confirmation number provided to check the status of your request</u>**
    c. Allow up to **3 business days** for processing. **The Certificate of Clean hands response will be sent to the email address provided**

<u>Please Note</u>: For any inquires or for the status of your Certificate of Clean Hands request, please contact the Collections Division at **202-724-5045** or email CleanHands.cert@dc.gov.