

## MyTax.DC.gov User Guide: How to Provide Feedback

We encourage you to participate in a short customer survey. The answers you submit will help the Office of Tax and Revenue (OTR) as we strive to provide taxpayers with quality customer service.



Can't find what you're looking for? Enter keywords here to filter.



### **Business**

I want to...

- > Register a New Business Form FR-500
- > Register a Special Event Form FR-500B
- Request a Certificate of Clean Hands



### Clean Hands

want to...

- > Request a Certificate of Clean Hands
- Validate a Certificate of Clean Hands
- > Learn More About Certificate of Clean Hands



### Individual

I want to...

- > Check the Status of My Refund
- Learn More About DC Freefile/Fillable Forms
- Respond to Verification Letter
- > View Tax Forms



### Forms

I want to...

- > Submit an Extension
- View/Retrieve Current Year Tax Forms
- View/Retrieve Prior Year Tax Forms
- > View MeF Information



### Real Property

I want to...

- > Make a Real Property Payment
- Search Real Property by Address or SSL
- View More Options



## Quick Links

I want to...

- > Submit a Customer Service Survey
- > View FAQs
- View Tutorials
- Contact OTR



### **Quick Payments**

want to

> Pay with Credit/Debit Card



### Resources

want to..

> Go to OTR Homepage



### Submissions

I want to..

- Retrieve a Saved Submission or Previously Filed Return
- > Submit Requested Documentation
- Submit VDA



### Tax Law and Guidance

I want to...

- > View Private Letter Rulings
- View DC Tax Code
- View Tax Guidance Issued by OTR
- > View Notices



## Taxpayer Advocate

I want to...

- View Taxpayer Bill of Rights
- > Request Assistance
- > En Español



### More...

I want to...

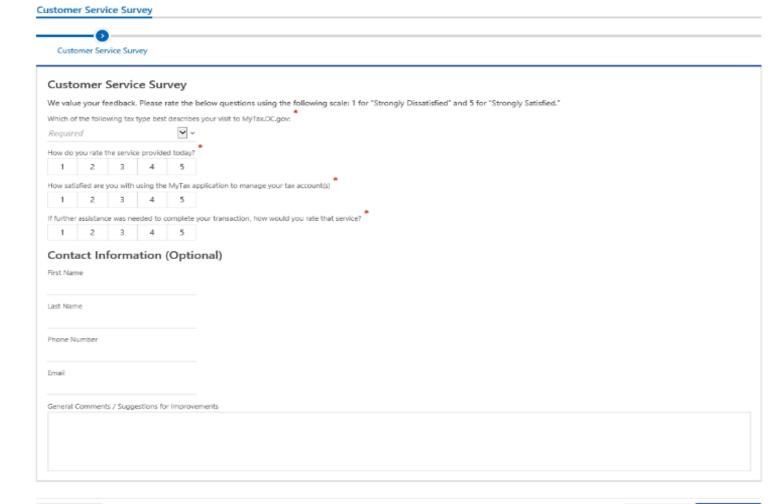
- File Form FR-329 Consumer Use Tax Return
- Request Government Exemption
- Request Residential Parking Exemption
- > Search for Certificate/License Exemptions



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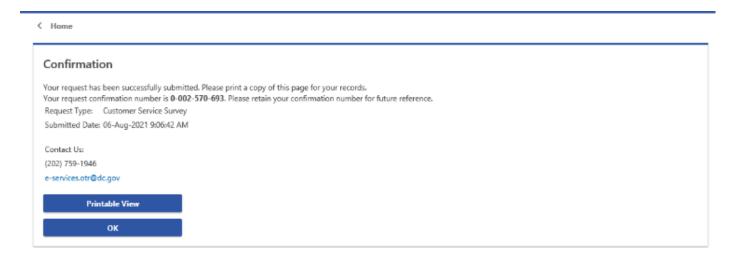
- On the MyTax.DC.gov homepage, locate the Quick Links section. Click "Submit a Customer Service Survey". You will be navigated to our Customer Service Survey.
- 2. Please take a moment to answer each question.
  - Which of the following tax type best describes your visit to MyTax.DC.gov:
  - How do you rate the service provided today?
  - How satisfied are you with using the MyTax application to manage your tax account(s)?
  - If further assistance was needed to complete your transaction, how would you rate that service?
- 3. Entering your Contact Information is optional.
- 4. Please provide any General Comments/Suggestions for Improvements
- 5. Click submit to complete your survey.

Customer Service Survey





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6. Your survey results have been submitted. A confirmation page will appear.