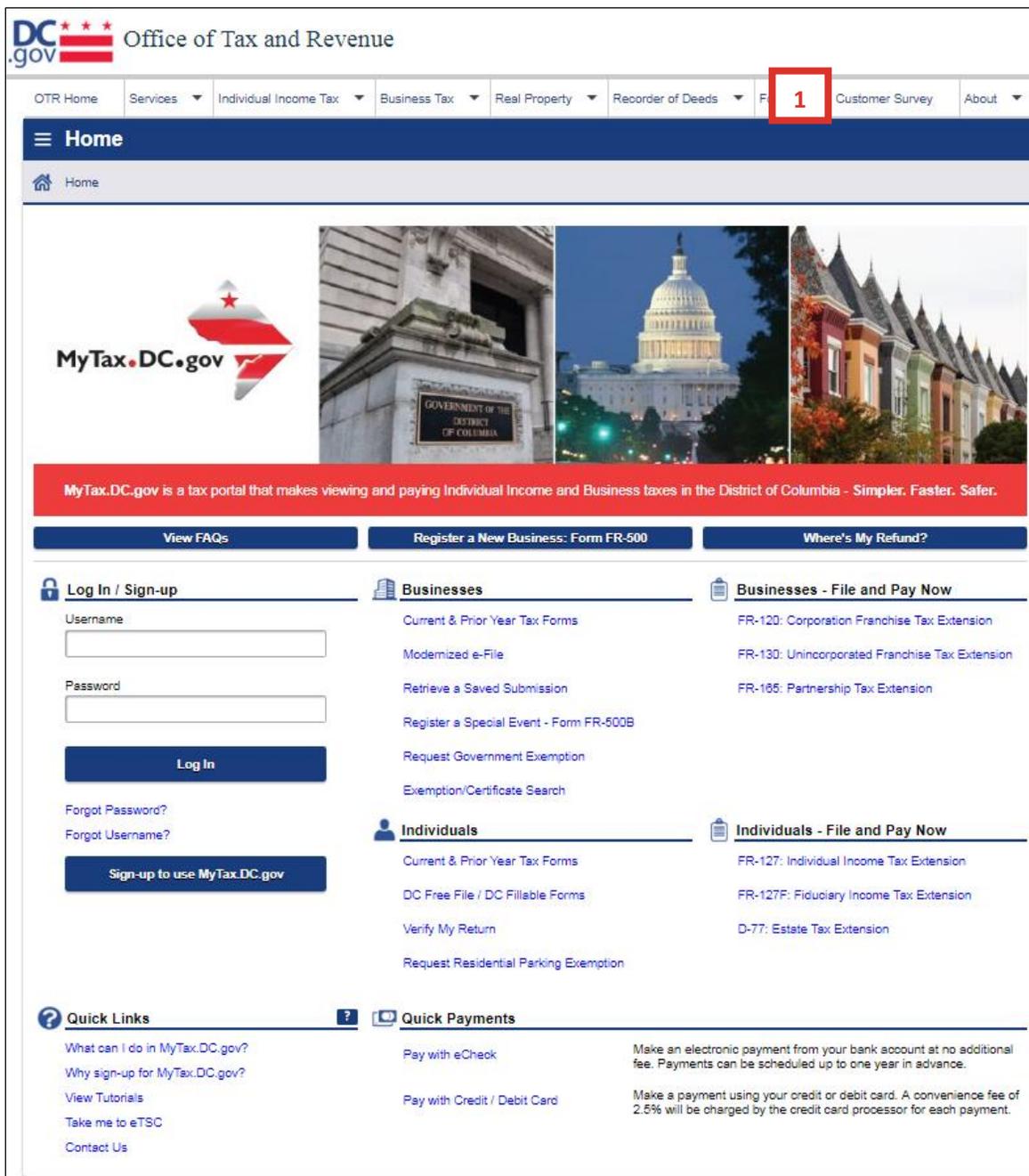


MyTax.DC.gov User Guide: How to Provide Feedback

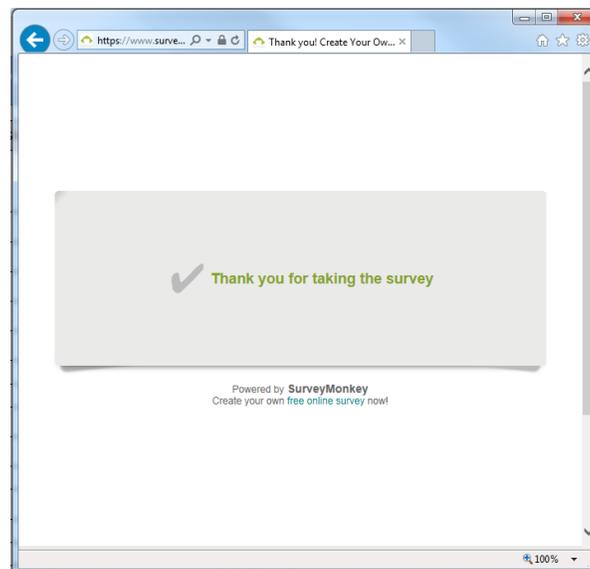
We encourage you to participate in a short customer survey. The answers you submit will help the Office of Tax and Revenue (OTR) as we strive to provide taxpayers with quality customer service.



1. At the top of the [MyTax.DC.gov](https://mytax.dc.gov) homepage, click the **Customer Survey** tab.



2. A pop-up of the **MyTax.DC.gov Taxpayer Satisfaction Survey** will appear.
Note: If your pop-up window doesn't display, please check your settings.
3. Please take a moment to answer each question, **click next to advance the page.**
 - What was the purpose of your visit to MyTax.DC.gov today?
 - Did you sign up for a MyTax.DC.gov account?
 - Was the sign-up process easy to access and understand?
 - How easy is it to navigate MyTax.DC.gov?
 - How satisfied are you that MyTax.DC.gov met your tax service needs today?
 - How can we improve MyTax.DC.gov?
4. When you're finished, click **Done**.



5. Your survey results have been submitted. A thank you message will appear.