

MyTax.DC.gov User Guide: How to Take an Identity Quiz

To help combat identity theft and tax fraud, the Office of Tax and Revenue (OTR) requires additional verification for selected tax returns. Learn how to respond to your Notice of Identity Quiz via MyTax.DC.gov by following this step-by-step guide.

Note: If you have not filed a return or a tax preparer has not filed a return on your behalf, please see **page 8** for further instructions.

If You Have Filed a Return or a Tax Preparer Has Filed a Return on Your Behalf



The screenshot shows the MyTax.DC.gov website interface. At the top, there is a navigation menu with links for OTR Home, Services, Individual Income Tax, Business Tax, Real Property, Recorder of Deeds, Forms, Customer Survey, and About. Below the navigation menu is a blue header with the MyTax DC logo and a Home button. The main content area features a banner with the MyTax.DC.gov logo and three images: a building facade, the US Capitol dome at night, and a row of colorful houses. Below the banner is a red bar with the text: "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 this bar are three buttons: "View FAQs", "Register a New Business: Form FR-500", and "Where's My Refund?". The main content area is divided into three columns: "Log In / Sign-up", "Businesses", and "Individuals". The "Individuals" column contains a list of links, with "Respond to Verification Letter" highlighted in yellow and a red box with the number "1" next to it. Other links in the "Individuals" column include "Current & Prior Year Tax Forms", "Modernized e-File", "DC Free File / DC Fillable Forms", "Request Residential Parking Exemption", "FR-127: Individual Income Tax Extension", "FR-329: Consumer Use Tax Return", and "FR-127F: Fiduciary Income Tax Extension". The "Log In / Sign-up" column contains fields for Username and Password, a "Log In" button, and links for "Forgot Password?", "Forgot Username?", and "Sign-up to use MyTax.DC.gov". The "Businesses" column contains links for "Current & Prior Year Tax Forms", "Modernized e-File", "Retrieve a Saved Submission", "Register a Special Event - Form FR-500B", "Request Government Exemption", and "Certificate/License Search". At the bottom, there is a "Quick Links" section with links for "What can I do in MyTax.DC.gov?", "View Tutorials", "Take me to eTSC", "Contact Us", and "View FAQs". Below that is a "Quick Payments" section with a link for "Pay with Credit / Debit Card" and a note: "Make a payment using your credit or debit card. A convenience fee of 2.5% will be charged by the credit card processor for each payment."

1. From the MyTax.DC.gov homepage, under **INDIVIDUALS**, click the **Respond to Verification Letter** hyperlink.
2. On the Respond to Verification Letter landing page, click the **Take an Identity Quiz** hyperlink to submit your response.

Home

Home > Request

If you received a letter from the DC Office of Tax and Revenue requesting you to complete verification online, please click on the letter you received below.

Verify Your PIN

2

Take an Identity Quiz

Submit Verification Documents

NOTICE FOR IDENTITY VERIFICATION PIN

A District of Columbia individual income tax return was filed using the name(s) and address above. The Office of Tax and Revenue (OTR) has implemented increased security measures to protect District of Columbia taxpayers and the District from tax-related identity theft. The processing of your 2019 District of Columbia individual income tax return has been stopped pending verification of your identity. You must complete the steps outlined in this notice **before September 8, 2020**. Failure to verify your identity will result in further processing delays or denial of your refund request.

How to verify your identity: Pass an Identity Verification Quiz

The quiz is based on information associated with the primary taxpayer (name first listed on the return).

What do I need to do?

1. Visit OTR's secure Taxpayer Access Portal (TAP) at tax.tax.dc.gov.
2. Click "Take the Quiz".
3. Answer the questions.
4. Select "Yes" if you are the taxpayer, or "No" if you are not the taxpayer. If you select "No", you will be asked to provide contact information for the taxpayer.
5. Follow the online instructions and take the quiz.

If you do not have access to the internet or require a language interpreter and would still like the opportunity to take your quiz or request the later filing of this return, please call the Return Integrity Unit at (202) 743-8629 between the hours of 9:30 a.m. and 4:30 p.m., Monday through Friday. This number should only be used if you need assistance with the quiz.

Note: Completing your identity verification process does not complete the processing of your tax return. Verifying your identity allows your return to continue through the normal processing steps. A subsequent letter regarding additional return verification may be issued if the DC OTR is unable to verify your return information. If you receive a letter from us asking for documentation to support what you claimed on your return, it doesn't mean that you did anything wrong. It is just an extra step we take to ensure refunds of the correct amounts go out to only those who are entitled to them. Our goal is stop questionable refunds before they go out the door, not to delay your refund.

1301 4th Street SW, Suite 927N, Washington, DC 20004 Phone: (202) 743-4543 (HDD) Fax: (202) 442-6899 tax.tax.dc.gov

NOTICE OF IDENTITY QUIZ

A District of Columbia individual income tax return was filed using the name(s) and address above. The Office of Tax and Revenue (OTR) has implemented increased security measures to protect District of Columbia taxpayers and the District from tax-related identity theft. The processing of your 2019 District of Columbia individual income tax return has been stopped pending verification of your identity. You must complete the steps outlined in this notice **before September 8, 2020**. Failure to verify your identity will result in further processing delays or denial of your refund request.

How to verify your identity: Pass an Identity Verification Quiz

The quiz is based on information associated with the primary taxpayer (name first listed on the return).

What do I need to do?

1. Visit OTR's secure Taxpayer Access Portal (TAP) at tax.tax.dc.gov.
2. Click "Take the Quiz".
3. Answer the questions.
4. Select "Yes" if you are the taxpayer, or "No" if you are not the taxpayer. If you select "No", you will be asked to provide contact information for the taxpayer.
5. Follow the online instructions and take the quiz.

If you do not have access to the internet or require a language interpreter and would still like the opportunity to take your quiz or request the later filing of this return, please call the Return Integrity Unit at (202) 743-8629 between the hours of 9:30 a.m. and 4:30 p.m., Monday through Friday. This number should only be used if you need assistance with the quiz.

Note: Completing your identity verification process does not complete the processing of your tax return. Verifying your identity allows your return to continue through the normal processing steps. A subsequent letter regarding additional return verification may be issued if the DC OTR is unable to verify your return information. If you receive a letter from us asking for documentation to support what you claimed on your return, it doesn't mean that you did anything wrong. It is just an extra step we take to ensure refunds of the correct amounts go out to only those who are entitled to them. Our goal is stop questionable refunds before they go out the door, not to delay your refund.

1301 4th Street SW, Suite 927N, Washington, DC 20004 Phone: (202) 743-4543 (HDD) Fax: (202) 442-6899 tax.tax.dc.gov

NOTICE OF

The Office of Tax and Revenue (OTR) has received an individual income tax return bearing your name and an invalid social security number for the tax year listed above. The processing of this tax return has been suspended pending verification of your social security number. Therefore, we require you to provide the following documents:

- A copy of your valid government issued photo identification (ID), such as a driver's license, passport, military ID or state ID
- A copy of your social security card

Please select one of the options below to submit your documents to OTR. Please do not send us hard copies of documents as we are unable to make copies of them.

Upload the documents listed above on OTR's secure Taxpayer Access Portal. Uploading your documents is the fastest way to provide the requested information.

Note: You don't need to make a copy, use your smartphone to take and share a clear and legible picture instead!

1. Upload
2. Scan
3. Fax
4. Call
5. Other

Upload the documents listed above on OTR's secure Taxpayer Access Portal.

Submit clear copies of the documents listed above to:

Office of Tax and Revenue
Return Service Administration
1301 4th St SW, Ste 927N
Washington, DC 20004

If you do not receive a return by September 21, 2020, your return will be adjusted accordingly based on the information available. This may result in a reduction to your refund claim, a rejection of your return, or a liability due.

Should you need assistance regarding this notice, please call the Return Integrity Unit at (202) 743-8629 between the hours of 9:30 a.m. and 4:30 p.m., Monday through Friday.

1301 4th Street SW, Suite 927N, Washington, DC 20004 Phone: (202) 743-4543 (HDD) Fax: (202) 442-6899 tax.tax.dc.gov

☰ **Verification Quiz Logon**

[Home](#) > [Request](#) > [Verification Quiz Logon](#)

Identity Verification Quiz

You will need to have the following information before you begin the quiz:

- The Identity Verification Letter you received in the mail.
- The Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN) of the **primary filer**.
- Your Drivers License Number.
- Tax returns you filed over the last three years.

After you enter the information below, you will be prompted with instructions on how to complete the quiz.

3 Enter the 10 digit letter ID printed on the letter you received, beginning with the letter "L". (Example: L1234567890)

Letter ID

Enter the last 4 digits of the SSN or ITIN of the primary filer.

4 Last 4 digits of the Primary filer's SSN/ITIN

Confirm last 4 digits of the Primary filer's SSN/ITIN

Did you file this state tax return?

5 Yes, I filed the return myself.

Yes, I authorized someone else to file a return on my behalf.

No, I did not file this return and need to report identity theft.

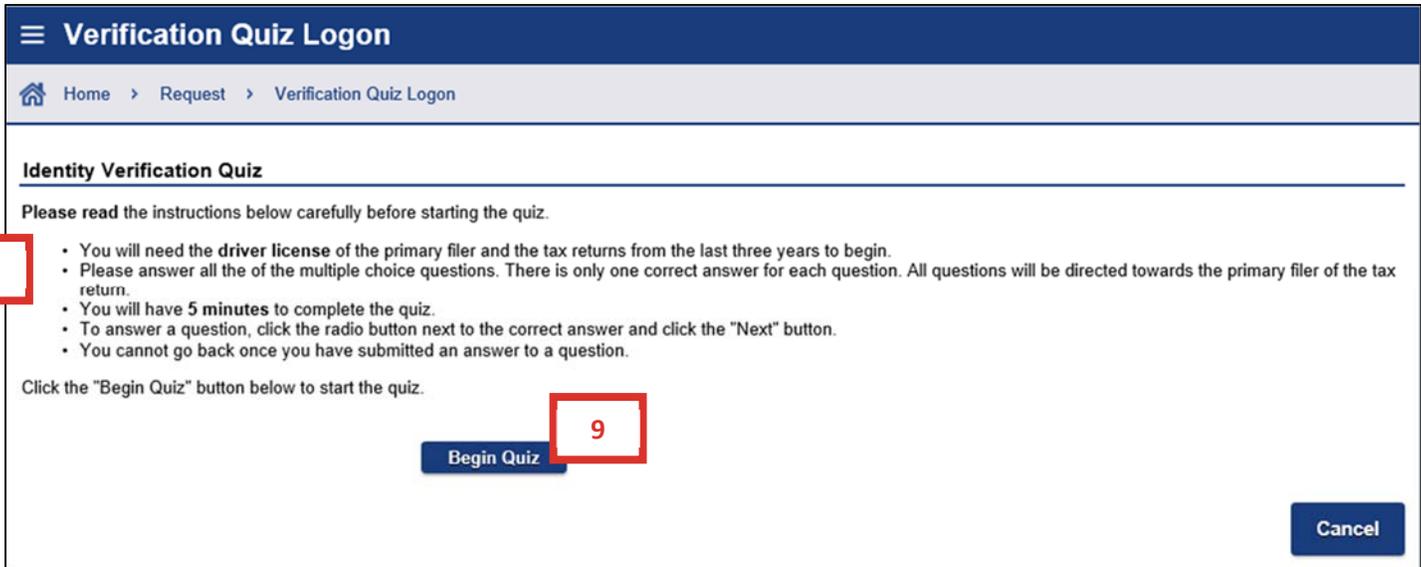
Please enter the refund amount listed on your original District of Columbia D40/D40EZ tax return for the tax year on the notice. If you are not requesting a refund, enter 0.

6 Refund Amount

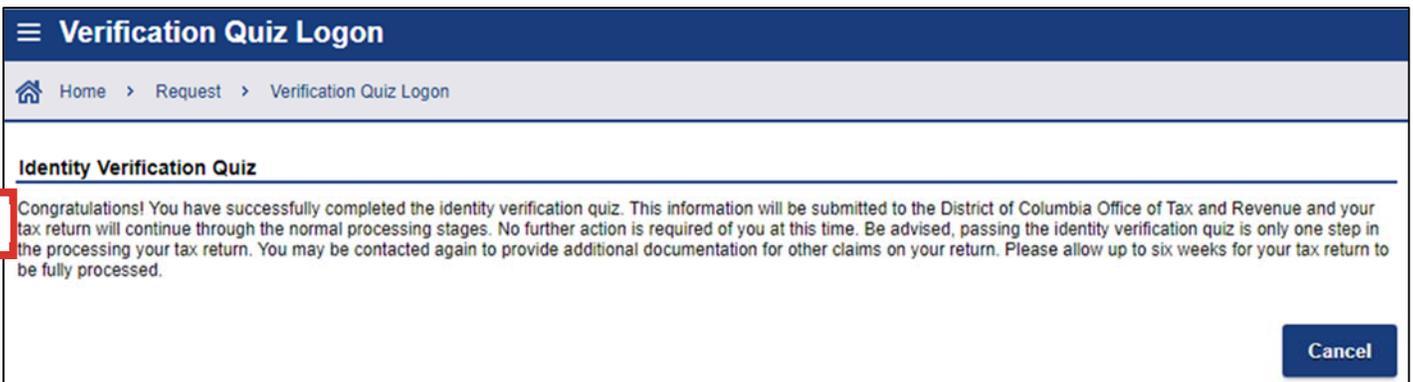
7

Fill out the requested information on the Verification Quiz Logon page. To complete the questions, please have on-hand the **Notice of Identity Quiz** mailed to you along with a copy of your tax return.

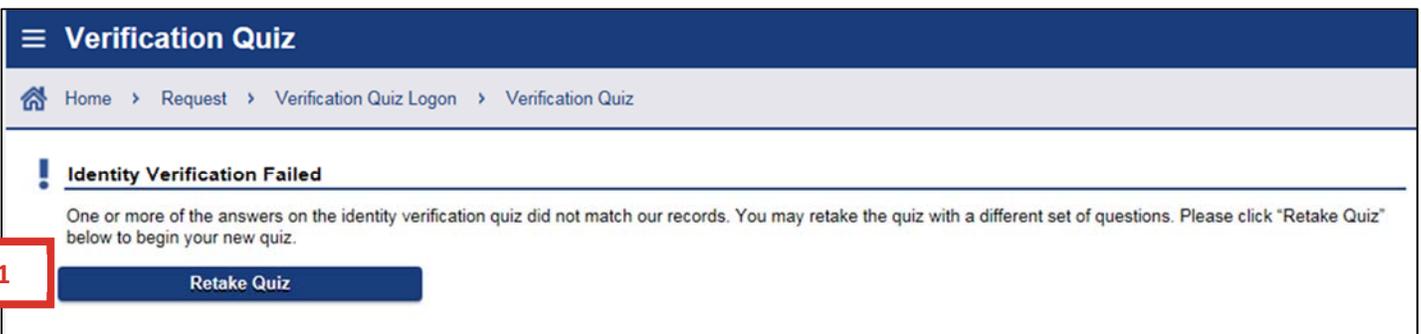
3. Enter your **Letter ID**.
4. Enter and re-enter the **last 4 digits of the Primary Filers SSN/ITIN**.
5. Select **Yes** if you filed the return yourself **or** select **Yes** if you authorized someone else to file your tax return on your behalf.
6. Enter the **refund amount** on the return for the tax year on the notice. If you are not requesting a refund, enter zero.
7. Click **Submit**.



8. An instructional page will appear advising you of the information you will need to have on hand before beginning your **Identity Verification Quiz**.
9. Once you have the required documents and are prepared to take your Identity Quiz, click **Begin Quiz**.



10. A confirmation page will appear if you were able to successfully verify your identity.



11. If you were not able to successfully pass your **Identity Verification Quiz**, and there is enough information available to administer a second quiz, you will have the option to take your Identity quiz a second time. If you wish to retake your quiz, click **Retake Quiz**.

12. If you were unable to successfully pass your **Identity Verification Quiz**, you can verify your identity using an alternative method. Please click, **Submit Identification Documents** to submit documentation directly to the Office of Tax and Revenue’s Return Integrity Unit to continue the Identity Verification process.

13. Enter and re-enter your **Letter ID**.

14. Select **Yes** if you filed the return yourself or select **Yes** if you authorized someone else to file your tax return on your behalf.

15. Please enter your **Phone Number** and **E-mail Address** in the required fields.

16. Click **Next**.

Respond to a Verification Letter

Home > Request > Verification Quiz Logon > Respond to a Verification Letter

1. Letter > 2. Attachments

Attachments

The following documents are required to complete the identity verification process. Please attach one document from each column.

Note: You don't need a scanner to make a copy; use your smartphone to take and upload a clear and legible picture instead! Please DO NOT send a copy of your tax return.

Verify Your Identity

One of the following:

- Driver License
- Military ID
- State ID
- Passport

Verify Your Residency

One of the following:

- Property Deed
- Mortgage Statement
- DC Property Tax Bill
- Rental Agreement signed by landlord and renter
- Utility Bill (gas, electric cable, etc.)
- Letter with picture from Court Services or DC Department of Corrections certifying name and DC residency
- Insurance Policy (vehicle, homeowners, renters, health, life, etc.)
- DC Vehicle Registration

 **Attachments** 17 [Add Attachment](#)

Type	Name	Description	Size

[Cancel](#) [← Previous](#)

17. You will then be directed to an **Attachments** page. When you are ready to add your attachments, click the **Add Attachment** button.

Please note: You must provide a document from **each** column. Providing partial documentation could further delay the processing of your tax return.

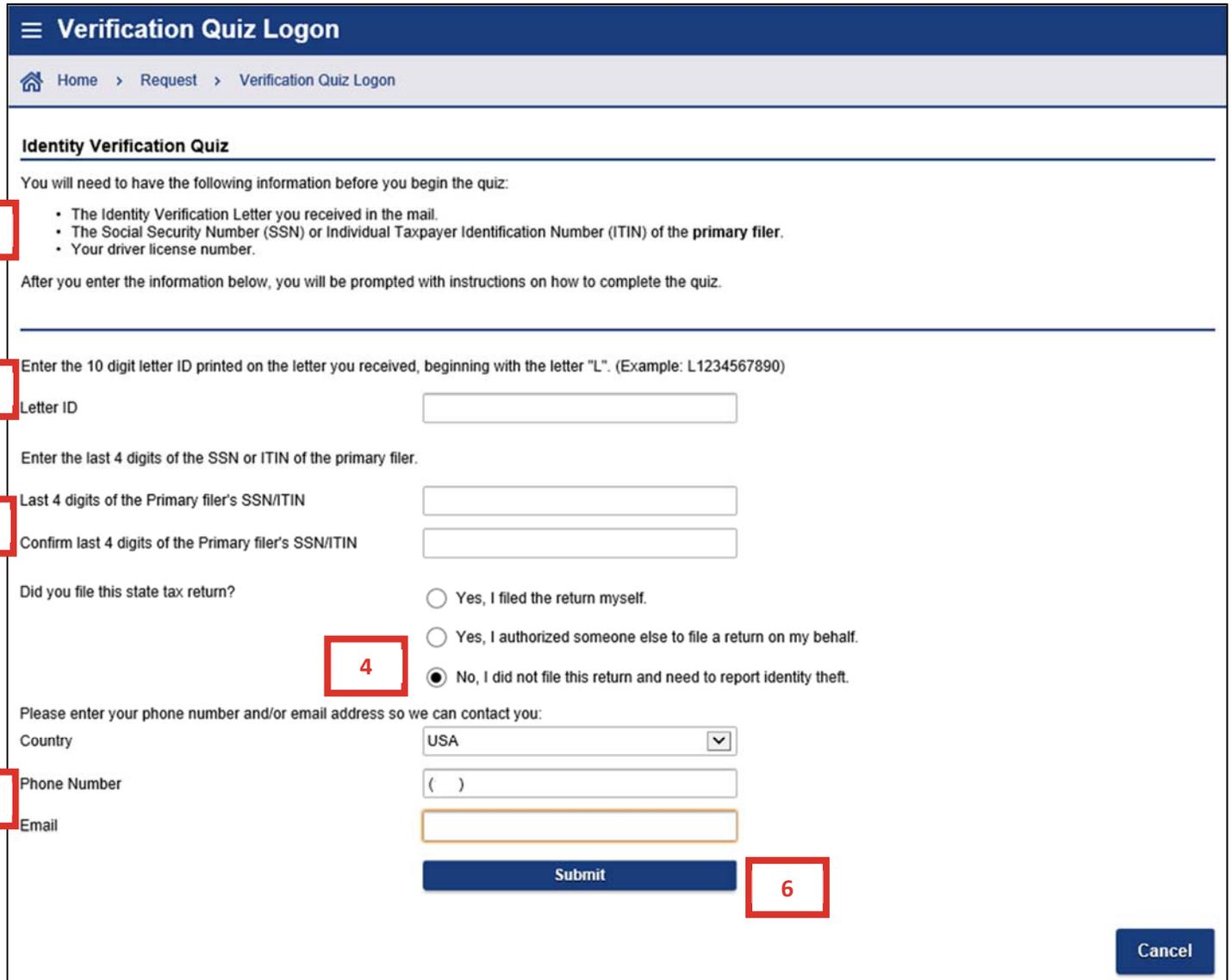


The screenshot shows a web page titled "Confirmation" with a dark blue header. Below the header is a breadcrumb trail: Home > Request > Verification Quiz Logon > Verification Quiz > Respond to a Verification Letter > Confirmation. A red box highlights the number "18" on the left side of the page. The main content area contains the following text: "Your request has been successfully submitted. Please print a copy of this page for your records." followed by "Your request confirmation number is 0-000-053-802". Below this, it lists "Request Type: Verification Response" and "Submitted Date: 04-Oct-2019 11:05:32 AM". There is also contact information: "Contact Us: (202) 759-1946" and "e-services.otr@dc.gov". At the bottom, there are two blue buttons: "Printable View" and "OK".

18. A **Confirmation** page will appear confirming that the Office of Tax and Revenue has received your document submission. To obtain a printed copy of this page, click **Printable View**. Otherwise, click **OK**.

If You Have Not Filed a Return or a Tax Preparer Has Not Filed a Return on Your Behalf

1. Fill out the requested information on the Verification page. To complete the questions, please have on-hand the Notice of Identity Verification Quiz that was mailed to you.
2. Enter your **Letter ID**.
3. Enter and re-enter the **last 4 digits of the Primary Filers SSN/ITIN**.
4. Select **No** if you did not file the return and need to report identity theft.
5. Enter your phone number and email in the required fields.
6. Click **Submit**.



Verification Quiz Logon

Home > Request > Verification Quiz Logon

Identity Verification Quiz

You will need to have the following information before you begin the quiz:

- The Identity Verification Letter you received in the mail.
- The Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN) of the **primary filer**.
- Your driver license number.

After you enter the information below, you will be prompted with instructions on how to complete the quiz.

Enter the 10 digit letter ID printed on the letter you received, beginning with the letter "L". (Example: L1234567890)

Letter ID

Enter the last 4 digits of the SSN or ITIN of the primary filer.

Last 4 digits of the Primary filer's SSN/ITIN

Confirm last 4 digits of the Primary filer's SSN/ITIN

Did you file this state tax return?

Yes, I filed the return myself.

Yes, I authorized someone else to file a return on my behalf.

No, I did not file this return and need to report identity theft.

Please enter your phone number and/or email address so we can contact you:

Country

Phone Number

Email



7. A **Confirmation** page will appear confirming that the Office of Tax and Revenue will be notified of this fraudulent activity. To obtain a printed copy of this page, click **Printable View**. Otherwise, click **OK**.

Please note: If you did not file the return, the return will be rejected, and it will not be processed. This will not affect you from filing your correct tax return.