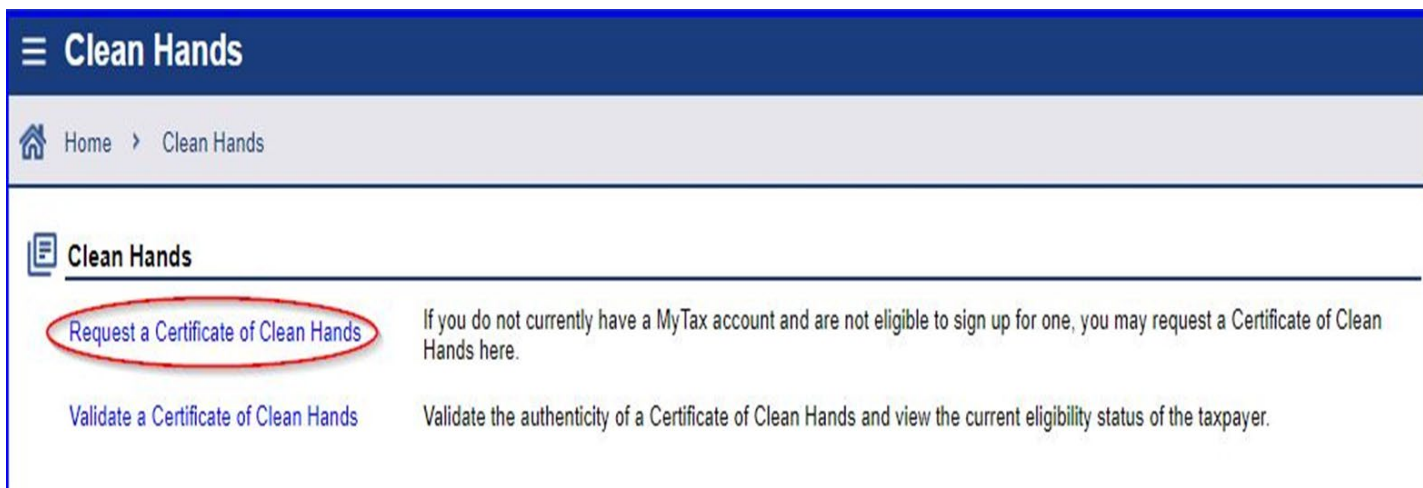


MyTax.DC.gov User Guide: Non-Resident Requesting Clean Hands Certificate on [MyTax.DC.gov](https://www.mytax.dc.gov)

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

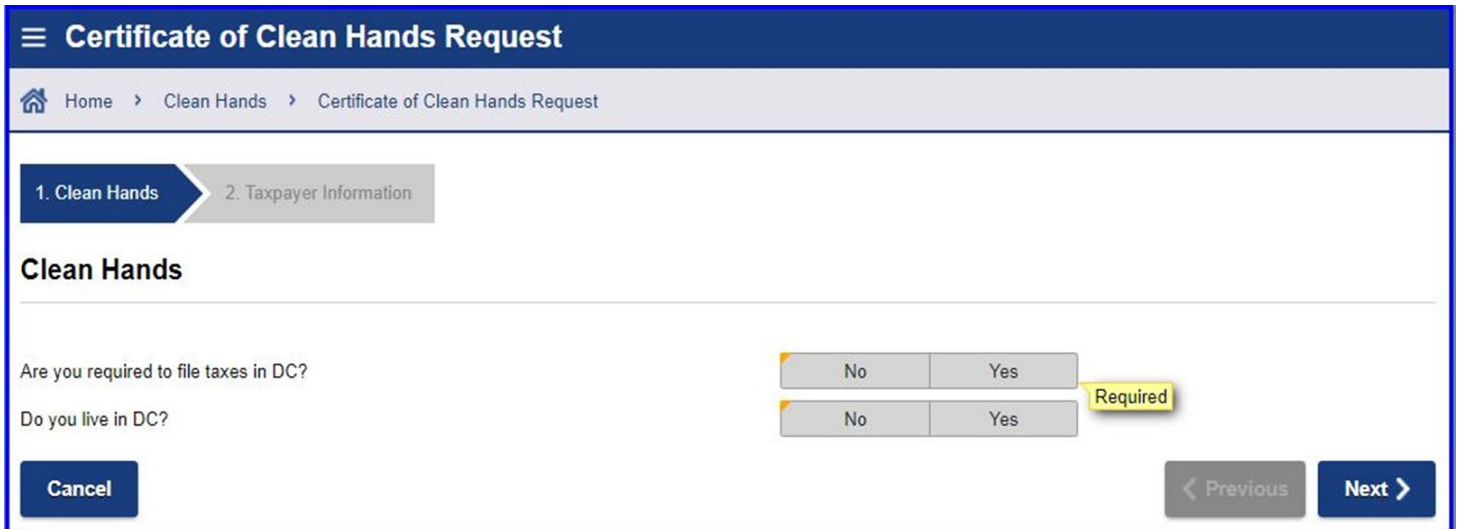


1. From the [MyTax.DC.gov](https://www.mytax.dc.gov) homepage, select the **“Clean Hands”** link from either the Businesses or Individuals column. **Please Note:** They will both take to you to the same place.



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”.



Certificate of Clean Hands Request

Home > Clean Hands > Certificate of Clean Hands Request

1. Clean Hands 2. Taxpayer Information

Clean Hands

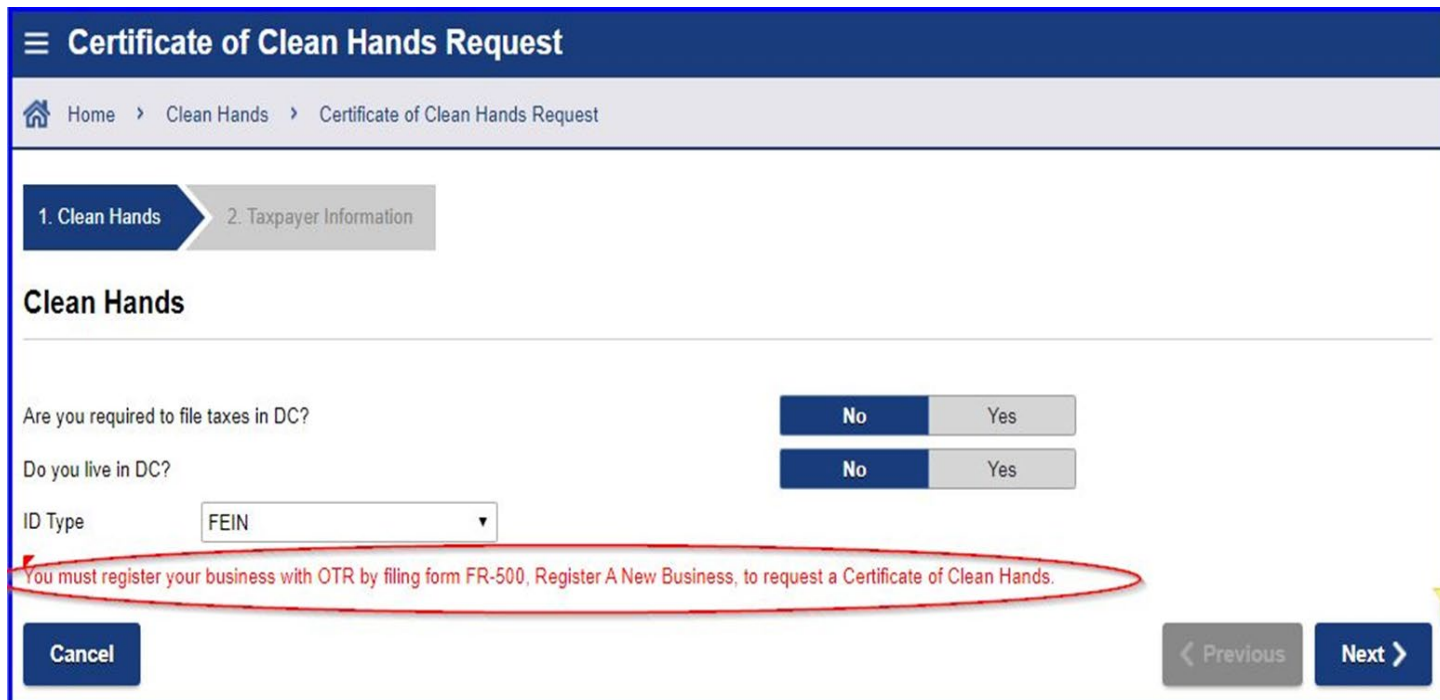
Are you required to file taxes in DC? No Yes

Do you live in DC? No Yes

Did you move to DC on or after 01/01/2020? No Yes

Required

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.



Certificate of Clean Hands Request

Home > Clean Hands > Certificate of Clean Hands Request

1. Clean Hands 2. Taxpayer Information

Clean Hands

Are you required to file taxes in DC? No Yes

Do you live in DC? No Yes

ID Type

You must register your business with OTR by filing form FR-500, Register A New Business, to request a Certificate of Clean Hands.

6. Select an “ID Type” from the drop-down menu.

Please Note: Any business attempting use the non-logout “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”**

☰ Certificate of Clean Hands Request

Home > Clean Hands > Certificate of Clean Hands Request

1. Clean Hands
2. Taxpayer Information

Taxpayer Information

Name

Required

Address

Address needs to be validated. Validate

Phone Number

Email Address

Reason for Applying

Cancel
< Previous
Submit

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.

☰ Certificate of Clean Hands Request

Home > Clean Hands > Certificate of Clean Hands Request

Address Search
i x

Country Multi-Line ? Unverified 📍

Street

Street

Unit Type

State Required

Attention

Unit #

Zip

City Required

County

Save
Cancel

Address needs to be validated. Validate

Phone Number

Email Address

Reason for Applying

Cancel
< Previous
Submit

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

Certificate of Clean Hands Request

Home > Clean Hands > Certificate of Clean Hands Request

Address Search

Country: USA Multi-Line Verified

Street: 2051 INTERNATIONAL DR

Street:

Unit Type: Unit # City: MC LEAN

State: VIRGINIA Zip: 22102-3909 County: FAIRFAX

Attention:

Save **Cancel**

USA Address needs to be validated. Validate

Phone Number: Phone Number

Email Address: Email

Reason for Applying: Reason

Cancel **< Previous** **Submit**

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

Certificate of Clean Hands Request

Home > Clean Hands > Certificate of Clean Hands Request

1. Clean Hands **2. Taxpayer Information**

Taxpayer Information

Name: RICH RICH
ROD M.I.
Title Suffix

Address: 1101 4TH ST SW
Street 2 Unit Type Unit
City DC 20024-0000
USA Address needs to be validated. Cannot be a DC address. DC taxpayers may request a Certificate of Clean Hands by logging in to MyTax.

Phone Number: Phone Number

Email Address: Email

Reason for Applying: Reason

Cancel **< Previous** **Submit**

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).

Certificate of Clean Hands Request

Home > Clean Hands > Certificate of Clean Hands Request

1. Clean Hands > 2. Taxpayer Information

Taxpayer Information

Name	<input type="text" value="RICH"/>	<input type="text" value="RICH"/>
	<input type="text" value="ROD"/>	<input type="text" value="M.I."/>
	<input type="text" value="Title"/>	<input type="text" value="Suffix"/>
Address	<input type="text" value="2051 INTERNATIONAL DR"/>	
	<input type="text" value="Street 2"/>	<input type="text" value="Unit Type"/>
	<input type="text" value="MC LEAN"/>	<input type="text" value="Unit"/>
	<input type="text" value="VA"/>	<input type="text" value="22102-3909"/>
	<input type="text" value="USA"/>	Validate
Phone Number	<input type="text" value="(202) 555-7777"/>	
Email Address	<input type="text" value="rodrih@doe.com"/>	
Reason for Applying	<input type="text" value="Reason"/>	

Required

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

Certificate of Clean Hands Request

Home > Clean Hands > Certificate of Clean Hands Request

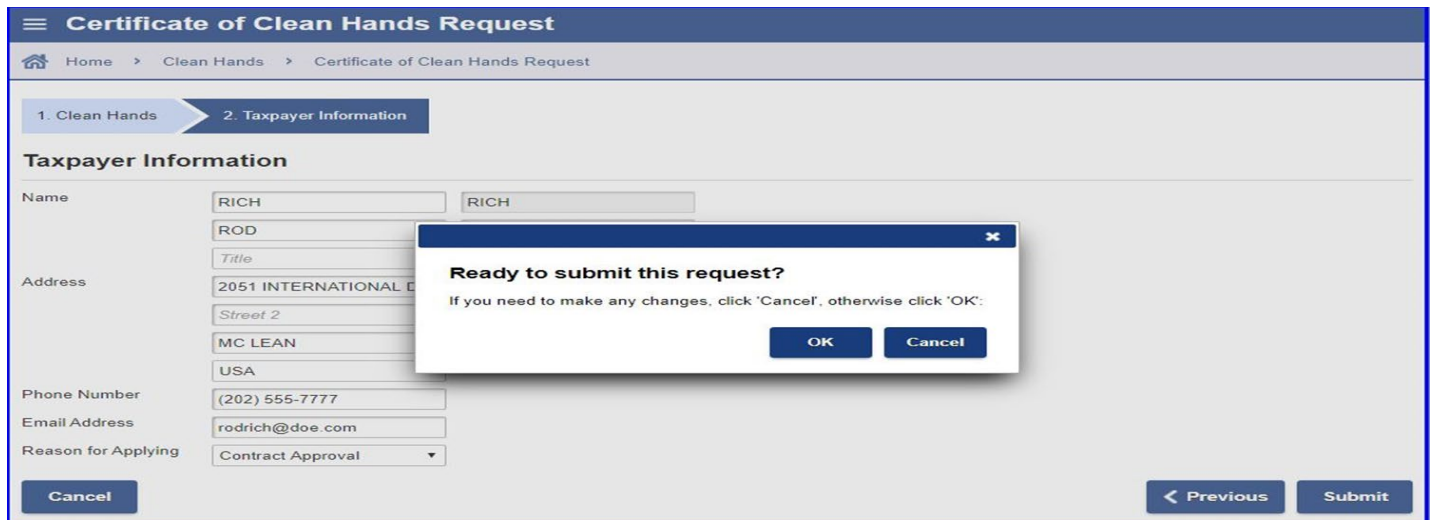
1. Clean Hands > 2. Taxpayer Information

Taxpayer Information

Name	<input type="text" value="RICH"/>	<input type="text" value="RICH"/>
	<input type="text" value="ROD"/>	<input type="text" value="M.I."/>
	<input type="text" value="Title"/>	<input type="text" value="Suffix"/>
Address	<input type="text" value="2051 INTERNATIONAL DR"/>	
	<input type="text" value="Street 2"/>	<input type="text" value="Unit Type"/>
	<input type="text" value="MC LEAN"/>	<input type="text" value="Unit"/>
	<input type="text" value="VA"/>	<input type="text" value="22102-3909"/>
	<input type="text" value="USA"/>	Validate
Phone Number	<input type="text" value="(202) 555-7777"/>	
Email Address	<input type="text" value="rodrih@doe.com"/>	
Reason for Applying	<input type="text" value="Other"/>	
Briefly Explain Reason	<input type="text"/>	

Required

- 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. **Keep a copy for your records and provided the confirmation number provided to check the status of your request**
 - c. Allow up to **3 business days** for processing. **The Certificate of Clean hands response will be sent to the email address provided**

Please Note: 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.