



# DISTRICT OF COLUMBIA OFFICE OF TAX AND REVENUE'S POINTS OF CONTACT



## HOW DO I SIGN UP FOR MyTax.DC.gov?

Many OTR functions are available 24 hours a day on MyTax.DC.gov—you can:

- Request a payment agreement
- Request a real property tax refund, and
- Submit a penalty waiver request
- Much more
- See your payment history

Please note that you **do not have to log in** for many of these options.

If you need additional help with the MyTax.DC.gov portal, please contact our E-Services Unit at **(202) 759-1946**.



**MYTAX.DC.GOV  
TUTORIAL**

Scan with your  
smartphone camera.

## I NEED TO RESPOND TO A VERIFICATION LETTER

From the MyTax.DC.gov webpage—without logging in to the portal—you can click on the link marked “Respond to Verification Letter.” Select the option that applies to you and follow the system prompts in order to respond to the request.

**If you receive an error, your link may have expired.** However, you can still submit your documentation. There is a secure drop box located in the lobby of 1101 4th St SW where you can drop off your requested documents. This box is emptied regularly by OTR staff. Once you have submitted your documentation, please allow up to six weeks to complete the verification process. You can also submit documents to [returnintegrity.team@dc.gov](mailto:returnintegrity.team@dc.gov).

If you have any questions for our Return Integrity Unit, you can call **(202) 741-8629**.

## I GOT A LETTER ASKING FOR INFORMATION ABOUT A MISSING RETURN

If you received a notice from OTR asking for your help in determining whether you had a filing requirement for a certain tax year, you can provide the requested information directly to OTR and your account will be adjusted accordingly.

If you already filed a return, please send us a copy of the return you filed and proof of filing, along with a copy of your Form W-2.

If you were not required to file for that tax period, please provide us documentation that shows why you were not required to file a DC return (such as the state tax return for another state or proof of an exemption).

If you did not file a return but were required to file, please file a return and remit your payment. For more information, call the Collections Administration at (202) 724-5045 or email [otr.nonfiler@dc.gov](mailto:otr.nonfiler@dc.gov).



**BACK-YEAR  
TAX FORMS**

Scan with your  
smartphone camera.



## I STILL NEED HELP WITH SOMETHING ELSE



Please Contact	Phone Number	For Help With
CUSTOMER SERVICE ADMINISTRATION	(202) 727-4TAX (4829)	GENERAL INFORMATION
COLLECTIONS ADMINISTRATION	(202) 724-5045	BILLING, PAYMENT AGREEMENTS, LIENS/LEVIES
REAL PROPERTY TAX ADMINISTRATION	(202) 759-1946	REAL PROPERTY, TAX SALE, PROPERTY ASSESSMENTS
RECORDER OF DEEDS	(202) 727-5374	RECORDING REQUIREMENTS, HOW TO OBTAIN CERTIFIED COPIES OF RECORDED DOCUMENTS
TAXPAYER ADVOCATE	(202) 442-6348	CONCERNS REGARDING TAXPAYER RIGHTS