

### How to use the Philadelphia Tax Center if you have an existing tax account with the City

Starting in November 2021, Philadelphia taxpayers can use a new website to file and pay most City business taxes. The new site is called the Philadelphia Tax Center. If you have an existing City tax account, you must create a username and password to use the new website. The full process requires us to mail you a physical letter, and may require a week or more to complete.

Follow these steps to use the Philadelphia Tax Center:

#### 1 Update your mailing address with the Philadelphia Department of Revenue

If you are sure we have your correct mailing address on file, skip this step.

If your mailing address with us is incorrect, you will not receive the letter to access the website. Call (215) 686-6600, or complete and mail in a tax account change form, to update your address. Download and print the form from our website: [www.phila.gov/tax-change](http://www.phila.gov/tax-change).

#### 2 Create a username and password

Go to the web address: [tax-services.phila.gov](http://tax-services.phila.gov) (no "www")

Under the "**Existing taxpayers**" panel on the left side of the Philadelphia Tax Center's homepage, select "**Create a username and password.**" The site prompts you to:

- Provide your Social Security Number or federal Employer Identification Number. The numbers you provide must match the information we have on record.
- Provide some contact information.
- Create a username and password (save these, you will need them in the next step).

#### 3 Log into your account and request a verification letter

Return to the homepage. In the top right, enter your username and password in the fields provided, and select the blue "**Log in**" button.

Download the Google Authenticator app to complete the two-step authentication setup. Follow the steps to Request an Access Letter.

Once you select Submit, we send a physical letter to your address on file. Receiving your letter will take 5-10 business days. Until you receive your letter, you can't view your account(s) or file a return.

#### 4 Verify your account with your letter ID

Once you've received your letter in the mail, return to [tax-services.phila.gov](http://tax-services.phila.gov). Your one-time-use Letter ID is printed on the letter.

On the top right of the homepage, enter your username and password in the fields provided, and select the blue "**Log in**" button.

In the "**Verify access letter**" webpage, enter your Letter ID, and select "**Submit.**" You now have access to your account(s).

If you have questions about the using the Philadelphia Tax Center, visit:

[www.phila.gov/guides/philadelphia-tax-center](http://www.phila.gov/guides/philadelphia-tax-center) or call (215) 686-6600.