

Log in & first-time use

What if I forget my username or password?

Under the Log in box on the homepage, select "Forgot username or password?" The system will prompt you to enter your information. If you forgot your username, we will email you the username associated with your email. If you forgot your password, we will email you instructions to reset it. If you forgot your password, as well as your secret question, please call (215) 686-6600 to reset your password.

How do I pay my business taxes on Philadelphia Tax Center if I've never paid taxes in Philadelphia before?

If you have not paid taxes to City of Philadelphia before, you can register yourself or your business as a new taxpayer. Start on the Philadelphia Tax Center's homepage: <https://tax-services.phila.gov>. In the "New Taxpayers" panel, select "Register a new taxpayer."

How do I pay my business taxes on Philadelphia Tax Center if I used to pay Philadelphia taxes on a different website?

If you have previously paid taxes to the City of Philadelphia, and want access to your existing account(s), please create a Philadelphia Tax Center username and password. Find the "Existing taxpayers" panel, and select "Create a username and password." Note that once you log in, you will need to request an access letter to access your accounts. Please allow 5-10 business days for delivery. If you need to file a return while waiting for this letter, you can do that for a limited time on ework: <https://ework.phila.gov/revenue/>

What can I do if my verification letter has not arrived after 5-10 days?

Call customer service at (215) 686-6600. A Department of Revenue representative may have to ask you questions that confirm your identity.

What can I do if waiting for my verification letter will make my tax filing late?

For a limited time, you can still use ework to file. After you have filed, you can use the Philadelphia Tax Center to make payments. ework can be found at <https://ework.phila.gov/revenue/>

How can I change my email, phone number, or password?

Log into Philadelphia Tax Center, then select the person icon at the top right of the homepage and select "My Profile." On the My Profile page you can change your email, phone number, password, name, secret question, and two-step authentication settings.

How do I register as a new Disregarded entity or Single member LLC?

We are updating the Philadelphia Tax Center to make it easier to register as a Disregarded entity or as a Single member LLC. In the meantime, a customer representative can help you register as either entity over the phone. Please call (215) 686-6600.