

TX Online Appeals: E-File

by Harris Govern PACS Help

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1. Overview: Online Appeals

If this is your first time using **Online Appeals: E-File**, you must register before filing a protest or checking a protest's status. If you have already registered, you can login with the username and password you created at registration and view your account information and status.

Review the following procedures to read step-by-step instructions for using **Online Appeals: E-File**. The availability of some options may vary depending on how your county's appraisal district **Online Appeals: E-File** website is configured.

- Registering for E-File
- Filing a Protest
- Uploading and Reviewing Evidence
- Schedule a Hearing
- Withdraw a Protest
- Viewing, Accepting, or Rejecting a Settlement Offer
- Editing Your E-File Account Information
- Managing PINs
- Viewing the User Agreement

2. Registering for E-File

Click ? [here](#) ? to watch a short demonstration video

1. Click **Create New User** file. This opens the New User Account Information screen.
2. **Step 1 of 4:** This information is unique to you and provided to you on your Notice of Appraised Value form. User is prompted to enter the following:
 - Account ID
 - PIN
3. Click **Next** to proceed
4. **Step 2 of 4:** Complete the New User Registration form to register for the website. This will include:
 - User Name
 - Password
 - Password cannot begin with a number
 - Must be 6-15 characters long
 - Must contain at least one letter and one number
 - Email Address
 - Recovery Email Address
 - Choose Security Question
 - Security Answer
5. Retype the text you see in the image box under your user information.
6. Confirm if they wish to receive correspondence relating to the protest electronically.
7. Click **Next** to proceed
8. **Step 3 of 4:** Confirm the summarized information provided on the previous steps are correct. If you need to make corrections, click the **Back** button to make edits before proceeding. In order to complete the registration process, user must:
 - Agree with the terms outlined in the **End User Agreement**.
 - Agree with the terms outlined in the **Email Agreement**.
9. Click the **Confirm** button to complete registering for E-File.
10. **Step 4 of 4:** Your new account has been successfully created.
 - The registration process requires you to confirm the email address you specified in **Step 2 of 4**. An automated email with a unique confirmation link will be sent to the email you provided. Please

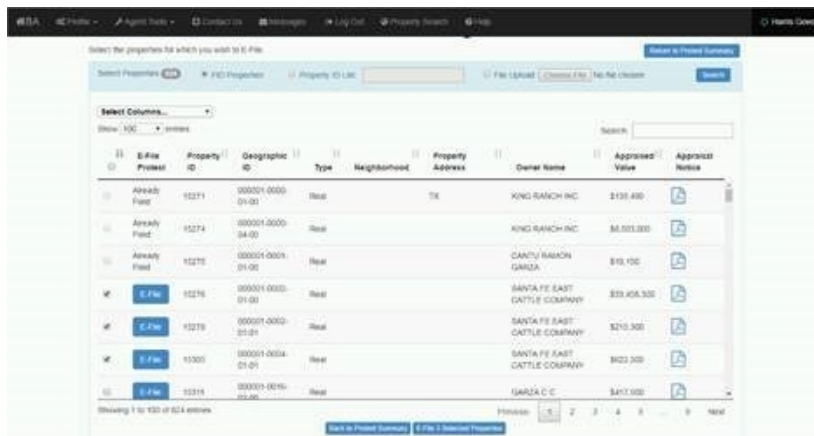
remember to check your spam or junk email folder if this message does not arrive in your inbox shortly after completing **Step 3 of 4**. You will need to click the link contained in the email to confirm your account before attempting to login. You will not be allowed to login into the website until your account has been confirmed.

Note: Keep a record of your Username, Password, Security Question and Answer so that you can return to the E-File Web site and view your protest status.

3. Filing a Protest

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1. Select **Taxpayer Tools** icon up the upper portion of your screen
2. From the drop down, select **Online Appeals**. This will launch the Protest Summary Screen
3. Click the **E-file** button at the upper right hand of the screen. This will list the properties that are eligible for Efile.
4. Under E-file Protest column, click the **E-file** button to start the protest



5. Taxpayer will be prompted to add the following protest filing information:
 - Reason (this is a required field)
 - Comments
 - Opinion of Value (this is a required field)
 - Evidence Request option
 - Phone contact information
6. Click **Submit** when completed.

Note: User has the opportunity to allow text message notification when filing a protest if the functionality is allowed by the Appraisal District.

E-File Protest Information

Enter information below for the protest(s). You will be able to view a list of protests after clicking the Submit button below.

Comments:
(1024 characters maximum)

I would like to request a copy of the evidence which will be used in the hearing.

Daytime Phone:

Evening Phone:

Cell Phone:

I would like to receive updates of my protest via text message to my cell phone.

SMS Text Agreement:

7. A summary is displayed. This page can also be printed or exported as a reference.

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Protest(s) Submitted Successfully

You have successfully submitted protest(s) on the records below unless there is a reason listed in the 'Non-Filing Note' column. This is your confirmation.

Property ID	Owner Name	Property Address	Evidence Requested	Opinion of Value	Protest Reasons	Non-Filing Note
17842	CROCKER AGNES E	Sarita, TX 78385	True	15000	Q01, Q02	

4. Uploading and Viewing Evidence

There are two types of evidence that is allowed on the portal.

- CAD Evidence – documents provided by the Appraisal District as evidence supporting the property value
- Taxpayer Evidence – documents provided by the taxpayer to provide evidence to the Appraisal District to review in reference to the protest.

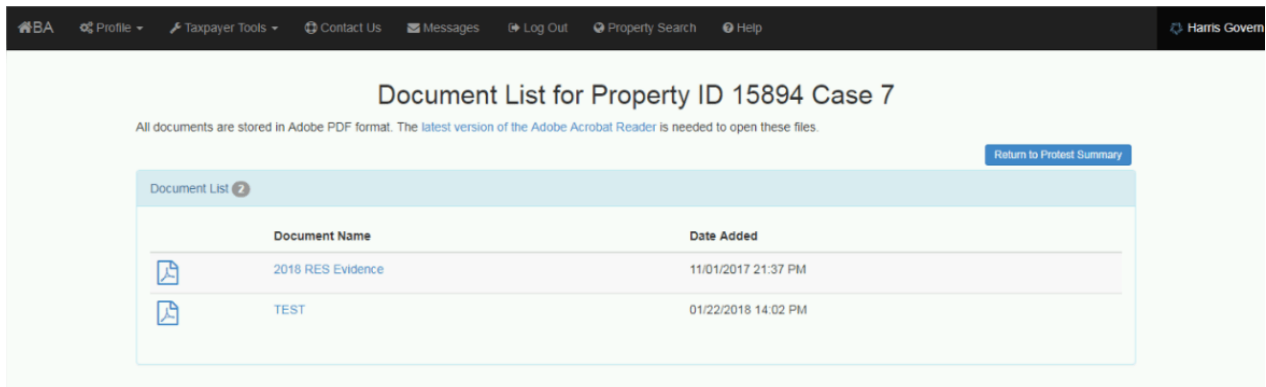
Opening a Appraisal District Document

Click ? [here](#) ? to watch a short demonstration video

1. From the Protest Summary Screen, click the **Evidence View**
2. Select the **Open List** button under the CAD Document column

Property ID	Property Address	Appraised Value	Protest ID	Year	Most Recent CAD Doc Date	CAD Documents	Documents Uploaded	Most Recent Upload Date	Upload	Property Search
15906	171-189 S HENRY MARTINEZ ST SARITA, TX 76385	\$25,000	1	2018	10/05/2017	Open List	2	09/28/2017	View	Details



3. The Appraisal District documents will display



Document List for Property ID 15894 Case 7

All documents are stored in Adobe PDF format. The latest version of the Adobe Acrobat Reader is needed to open these files.

[Return to Protest Summary](#)

Document Name	Date Added
 2018 RES Evidence	11/01/2017 21:37 PM
 TEST	01/22/2018 14:02 PM

Upload Taxpayer Evidence

Click ? [here](#) ? to watch a short demonstration video

1. From the Protest Summary screen, click the **Evidence View**
2. Under the Upload column, click the **Upload** button

Property ID	Property Address	Appraised Value	Protest ID	Year	Most Recent CAD Doc Date	CAD Documents	Documents Uploaded	Most Recent Upload Date	Upload	Property Search
15906	171-189 S HENRY MARTINEZ ST SARITA, TX 76385	\$25,000	1	2018	10/05/2017	Open List	2	09/28/2017	View	Details

3. Click **Choose File** to select the evidence file desired
4. Click **Upload**
5. When the upload completes, **View** will display to provide access to the files uploaded

5. Schedule a Hearing

If the Appraisal District allows online scheduling, the taxpayer is given the option to schedule their protest through the portal.

1. On the Protest Summary Screen, click the **Schedule** button under the Schedule Hearing Column.

Property ID	Protest ID	Year	Protest Status	Schedule Hearing	Hearing Date	Hearing Location	Beginning Value	Opinion Of Value	Final Value	Settlement Offer?	Offer Amount	Withdraw
15684	4	2018	OA-WITH (OA WITHDRAW)	N/A	N/A		\$566,990	\$0	N/A		N/A	Withdrawn
15684	8	2018	OA-WITH (OA WITHDRAW)	N/A	N/A		\$50,000	\$0	N/A		N/A	Withdrawn
15742	6	2018	OA-OFF (OA OFFER SENT)	Schedule	N/A		\$22,000	\$5,000	N/A	View	\$20,000	Withdraw

Note: The schedule hearing column will be displayed as *Schedule* button when no schedule exists, as *Reschedule* button when the protest has been scheduled and is available.

2. Enter the beginning and end date preference and click **Search Available Dates**.

Protest Details

Property ID: 15742
 Year: 2018
 Protest ID: 6
 Legal Description: Sarita Townsite, Block 07 Lot 11 and S/2 12, and Improvements, .244 acres.

Please enter a date or a date range and click the "Available Dates" button. Then make your selection and click "Next" Button to continue with scheduling.

Begin Date: End Date:

[Available Dates](#)

[Back](#)

3. Taxpayer is allowed to select from the hearing/docket dates and time available.
4. Email confirmation is sent to the taxpayer email associated.

Note: Once the taxpayer schedules a hearing, they will not be able to cancel the hearing online. If you need to cancel a scheduled hearing, please contact the Appraisal District office.

6. Withdraw a Protest

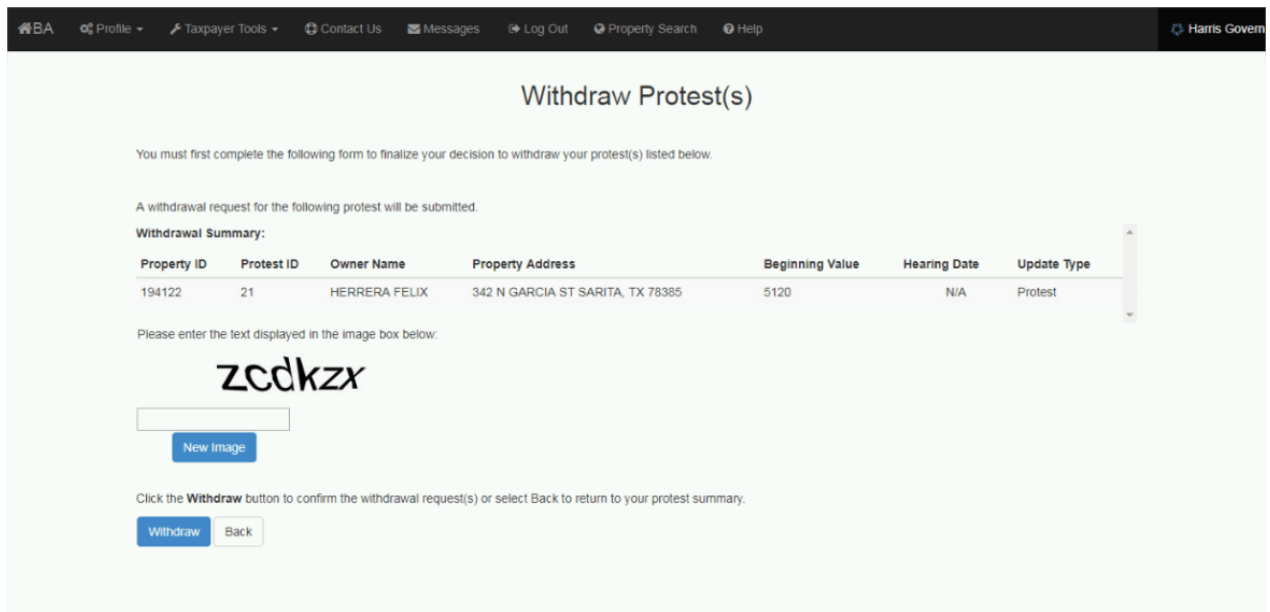
If the Appraisal District allows the withdrawal of a protest online, the Taxpayer may use the Online Portal to withdraw the protest.

1. On the Protest Summary Screen, user will click the **Withdraw** button under the Withdraw column.

Property ID	Property Address	Protest ID	Year	Protest Status	Schedule Hearing	Hearing Date	Hearing Location	Beginning Value	Of Value	Settlement Offer?	Offer Amount	Withdraw
78385							DISTRICT					
17642	Sarita, TX 78385	31	2018	OA-OPEN (OA OPEN)	Schedule	N/A		\$1,889,140	\$15,000	Under Review	N/A	Withdraw
345 N GARCIA												

Note: *Withdraw* initiates the withdrawal process, *Withdrawn* indicates the protest has been withdrawn online, and *N/A* indicates that the withdraw function is not available for the property.

2. Complete the image box, then click the **Withdraw** button to confirm the withdrawal request.



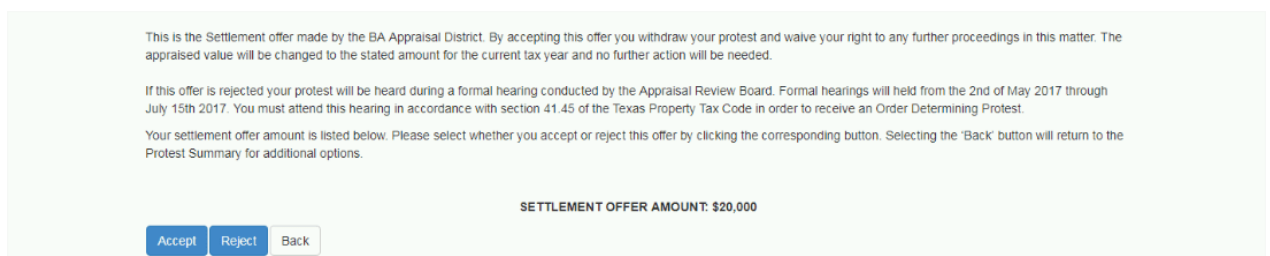
A confirmation screen displays which allows the Taxpayer to review and print the protest data.

7. Viewing, Accepting, or Rejecting a Settlement Offer

Click ? [here](#) ? to watch a short demonstration video

A function of the Online Appeals functionality is to allow the Taxpayer to settle their protest online by either accepting or rejecting the Appraisal District offer.

1. On the Protest Summary Screen, click **View** under the Settlement Offer column
2. The Settlement Offer is listed under the Protest Details screen



3. Select **Accept** or **Reject**. A confirmation screen is displayed.
4. Enter the image information, then select **Accept** or **Reject**.


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Accept Settlement Offers or Appraised Values

This is the Settlement offer made by the BA Appraisal District. By accepting this offer you withdraw your protest and waive your right to any further proceedings in this matter. The appraised value will be changed to the stated amount for the current tax year and no further action will be needed.

If this offer is rejected your protest will be heard during a formal hearing conducted by the Appraisal Review Board. Formal hearings will held from the 2nd of May 2017 through July 15th 2017. You must attend this hearing in accordance with section 41.45 of the Texas Property Tax Code in order to receive an Order Determining Protest.

You must first complete the following form to finalize your decision to accept the settlement Offer(s) or original appraised value(s).
Please enter the text displayed in the image box below:



New Image

You have chosen to accept the settlement offer(s) or original appraised value(s).
You acknowledge that the subject matter of the protest(s) listed below has been settled. You hereby withdraw your protest and waive your right to any further proceeding in this matter per Section 1.111(e) of the Texas Property Tax Code.

Settlement Summary:

Property ID	Protest ID	Owner Name	Property Address	Settlement Offer	Hearing Date	Update Type
15742	6	CUELLAR RAFAEL III	538 N TURCOTTE ST SARITA, TX 78385	20000	4/11/2016 10:00 AM	Accept Settlement Offer

Click the **Accept** button to accept the settlement offer(s) or original appraised value(s) or select **Cancel** to return to your protest summary.

Accept

Cancel

5. Taxpayer will receive a confirmation screen and is allowed to print protest data.

8. Editing Your E-File Account Information

This function allows the Taxpayer to update Account Information.

1. At the Protest Summary screen, select **Profile**
2. Select **Edit Profile**
3. Taxpayer is allowed to edit account information

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Edit Profile Information

Please feel free to edit and/or correct any information on your profile. If you have any questions, please feel free to contact the appraisal district.

Profile Information

Agent ID: 124202
Name: KRUEGER, MICHAEL J
Email Address: mwhite@harriscomputer.com

New Email Address:

Confirm Email Address:

Recovery Email Address: test@email.com

New Recovery Email Address:

Confirm Recovery Email Address:

Change Password

Username: MJJK

New Password:

Confirm New Password:

Security Question

9. Managing PINS

Use this menu option if you have multiple properties and want to view them on one E-File account.

1. At the Protest Summary Screen, select **Profile**
2. Select **Manage PINS**
3. User is prompted to Add or Remove PINS

10. Viewing the User Agreement

This function allows the Taxpayer to read the User Agreement and Email Agreement associated with Online Appeals.

1. At the Protest Summary screen, select **Profile**
2. Select **Waivers**