

# 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**.

## Registering for E-File

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.

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**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.

## Filing a Protest

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

Select the properties for which you wish to e-file

Select Properties  All Properties  Property ID List  File Upload  No File Upload

Select Columns:

Show: 100 entries

<input type="checkbox"/>	<input type="checkbox"/> E-File Protest	Property ID	Geographic ID	Type	Neighborhood	Property Address	Owner Name	Appraised Value	Appraisal Notice
<input type="checkbox"/>	<input type="checkbox"/>	15271	000001-0000-01-01	Res		TX	KING RANCH INC	\$131,400	
<input type="checkbox"/>	<input type="checkbox"/>	15274	000001-0000-04-00	Res			KING RANCH INC	\$4,003,000	
<input type="checkbox"/>	<input type="checkbox"/>	15275	000001-0001-01-00	Res			CANTU RAMON GARZA	\$19,100	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> E-File	15276	000001-0000-01-01	Res			SANTA FE EAST CATTLE COMPANY	\$55,458,300	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> E-File	15275	000001-0000-01-01	Res			SANTA FE EAST CATTLE COMPANY	\$210,300	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> E-File	15300	000001-0004-01-01	Res			SANTA FE EAST CATTLE COMPANY	\$123,300	
<input type="checkbox"/>	<input type="checkbox"/> E-File	15316	000001-0016-00-00	Res			GARZA C C	\$411,000	

Showing 1 to 100 of 103 entries

Navigation: 1 2 3 4 5 ... 9 Next

- 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
- Click **Submit** when completed.

### 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.

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	

Buttons: Print, Export, Done

## 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

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 78385	\$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

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 78385	\$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

## Viewing, Accepting, or Rejecting a Settlement Offer

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



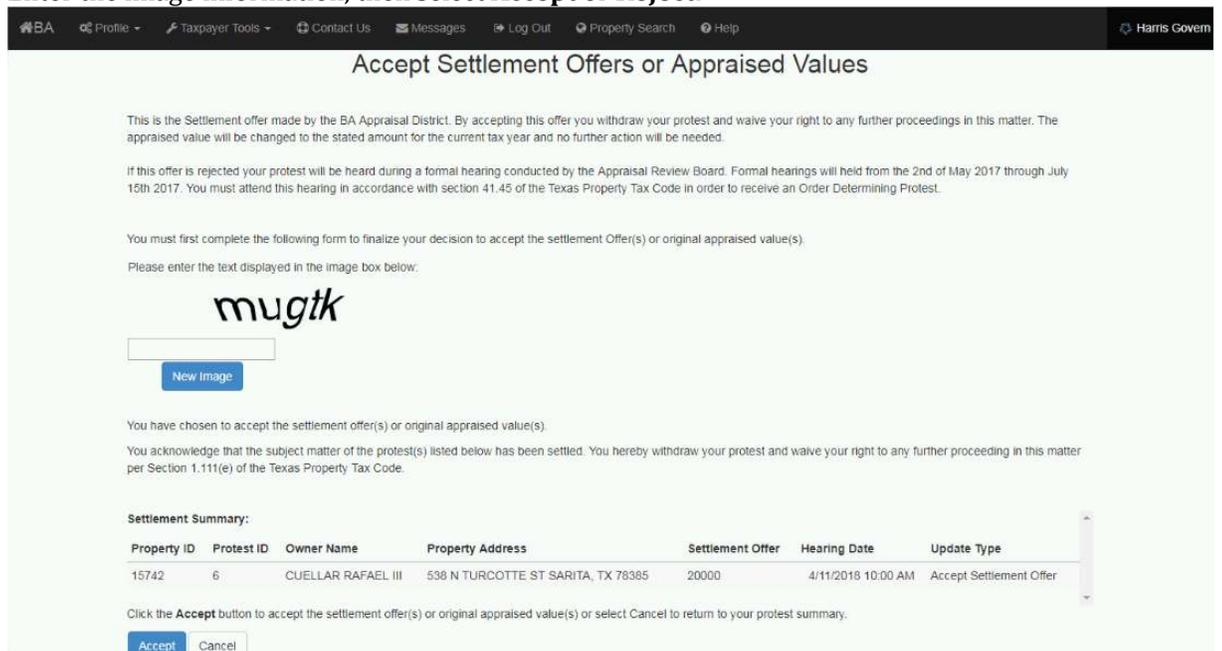
This is the Settlement offer made by the BA Appraisal District. By accepting this offer you withdraw your protest and waive your right to any further proceedings in this matter. The appraised value will be changed to the stated amount for the current tax year and no further action will be needed.

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.

Your settlement offer amount is listed below. Please select whether you accept or reject this offer by clicking the corresponding button. Selecting the 'Back' button will return to the Protest Summary for additional options.

SETTLEMENT OFFER AMOUNT: \$20,000

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



BA Profile Taxpayer Tools Contact Us Messages Log Out Property Search Help Harris Govern

### 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:

mugtk

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	4/11/2018 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.

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