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# TX Online

## Appeals: E-File

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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

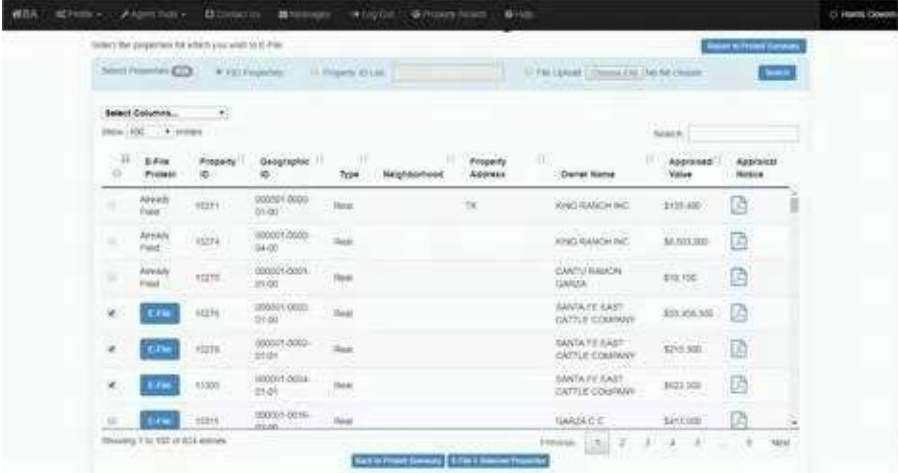
1. Click **Create New User** file. This opens the New User Account Information screen.
2. This information is unique to you and provided to you on your Notice of Appraised Value form. User is prompted to enter the following:
  - Account ID
  - PIN
3. Complete the form to register for the website. This will include:
  - User Name
  - Password
  - Email Address
  - Recovery Email Address
4. Confirm if they wish to receive correspondence relating to the protest electronically.
5. Retype the text you see in the image box under your user information

6. User will confirm that they agree with the term outlined in the End User Agreement and Email Agreement
7. Click **Confirm** to complete registering for E-File.
8. A confirmation Message will be sent to the email you provided.

**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

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



The screenshot shows a web interface for selecting properties for e-filing. At the top, there are navigation tabs: 'E-File', 'Protest', 'Agent Tools', 'Contact Us', 'Help', 'Log Out', 'Privacy Notice', and 'Home'. Below the navigation is a search bar and a 'Select Properties' button. The main content area is a table with columns: 'E-File Protest', 'Property ID', 'Geographic ID', 'Type', 'Neighborhood', 'Property Address', 'Owner Name', 'Appraised Value', and 'Appraisal Notice'. The table lists several properties, each with an 'E-File' button in the 'E-File Protest' column.

E-File Protest	Property ID	Geographic ID	Type	Neighborhood	Property Address	Owner Name	Appraised Value	Appraisal Notice
<input type="checkbox"/>	43231	000001-0000-01-001	Res	TX	KING RANCH INC	KING RANCH INC	\$131,400	
<input type="checkbox"/>	43274	000001-0000-04-00	Res		KING RANCH INC	KING RANCH INC	\$4,000,000	
<input type="checkbox"/>	11270	000001-0001-01-00	Res		CANTU RAMON GARZA	CANTU RAMON GARZA	\$19,100	
<input checked="" type="checkbox"/>	44276	000001-0000-01-00	Res		SANTA FE EAST CATTLE COMPANY	SANTA FE EAST CATTLE COMPANY	\$20,000,000	
<input checked="" type="checkbox"/>	44278	000001-0000-01-00	Res		SANTA FE EAST CATTLE COMPANY	SANTA FE EAST CATTLE COMPANY	\$20,000,000	
<input checked="" type="checkbox"/>	11300	000001-0004-01-00	Res		SANTA FE EAST CATTLE COMPANY	SANTA FE EAST CATTLE COMPANY	\$623,000	
<input type="checkbox"/>	02316	000000-0016-02-00	Res		GARZA C C	GARZA C C	\$41,000	

Showing 1 to 102 of 102 entries. Page 1 of 10. [Back to Protest Summary] [E-File & Select Properties]

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: XXX-XXX-XXXX  
XXX-XXX-XXXX

Evening Phone: XXX-XXX-XXXX  
XXX-XXX-XXXX

Cell Phone: XXX-XXX-XXXX  
XXX-XXX-XXXX

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

SMS Text Agreement:

**Submit** **Cancel**

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.

[Print](#) [Export](#)

Property ID	Owner Name	Property Address	Evidence Requested	Opinion of Value	Protest Reasons	Non-Filing Note
17842	CROCKER AGNES E	Santa, TX 75385	True	15000	Q01, Q02	

**Done**

## 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*

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.

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

## 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	Supplemental Value	Final Value	Settlement Offer?	Offer Amount	Withdraw
15684	4	2018	OA-WITH (OA-WITHDRAW)	N/A	N/A		\$56,990	\$0	N/A		N/A	Withdraw
15684	5	2018	OA-WITH (OA-WITHDRAW)	N/A	N/A		\$50,000	\$0	N/A		N/A	Withdraw
15742	6	2018	OA-OFF (OA OFFER SENT)	<a href="#">Schedule</a>	N/A		\$22,000	\$5,000	N/A	<a href="#">View</a>	\$20,000	<a href="#">Withdraw</a>

**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	Sarita, TX 78385	31	2018	OA-OPEN (OA OPEN)	Schedule	N/A		\$1,889,140	\$15,000	Under Review	N/A	Withdraw

**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.

**Withdraw Protest(s)**

You must first complete the following form to finalize your decision to withdraw your protest(s) listed below.

A withdrawal request for the following protest will be submitted.

**Withdrawal Summary:**

Property ID	Protest ID	Owner Name	Property Address	Beginning Value	Hearing Date	Update Type
194122	21	HERRERA FELIX	342 N GARCIA ST SARITA, TX 78385	5120	N/A	Protest

Please enter the text displayed in the image box below:

**zcdkzx**

Click the **Withdraw** button to confirm the withdrawal request(s) or select **Back** to return to your protest summary.

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

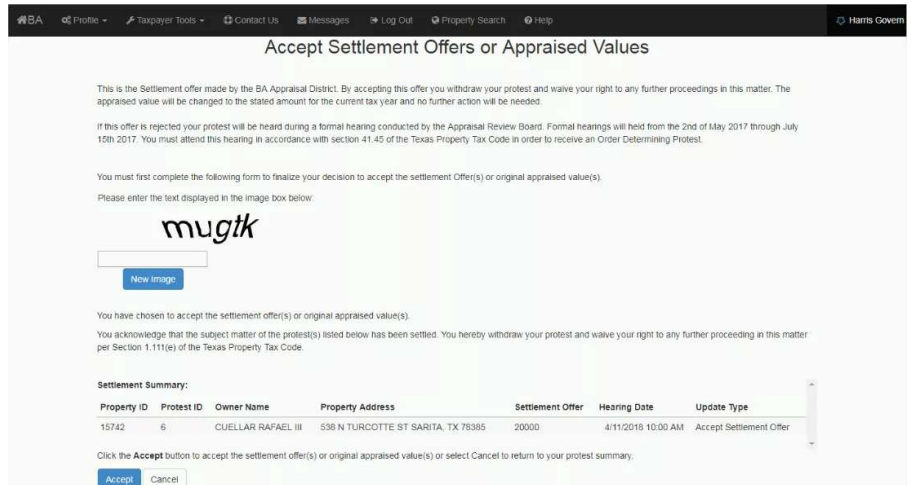
## 7. Viewing, Accepting, or Rejecting a Settlement Offer

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



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



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



BA Profile Appraisal Tools Messages Log Out Property Search Help Harris Govern

## 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: mh1ie@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: MJK  
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**