

Atascosa County Appraisal District Electronic (eFile) Protest Information

Some properties appraised by the Atascosa County Appraisal District (ACAD) are eligible for electronic filing of a protest for excessive appraisal and/or unequal appraisal on residential property.

If you choose to file your protest online, the following conditions must be met:

- You receive an Appraisal Notice with your eFile PIN printed on the front top right section of the notice. Your PIN will be used as your signature. Do not share this PIN with anyone else. Your PIN is case sensitive; enter it exactly as it appears.
- The reason for the protest must be:
 - Value is Over Market Value; **and/or**
 - Value is Unequal compared with other properties

Important eFile Information:

- eFile is only available to a limited group of eligible residential properties.
- Properties represented by an authorized Tax Agent are not eligible to protest electronically.
- Should you be unable to resolve your protest online, you will automatically be scheduled for a formal ARB hearing. You will receive your written Notice of Protest Hearing Letter via the USPS mail with your scheduled date and time to appear.
- If you choose to eFile your protest, it is not necessary to mail or deliver a paper copy.

eFile allows you to:

- File your protest electronically;
- Receive comparable sales or other evidence the Chief Appraiser plans to present at the formal ARB hearing;
- Receive a settlement offer to correct the appraisal district records by changing the value, or receive a notice from the appraisal district that no settlement offer will be made; and
- Accept or reject a settlement offer made by the appraisal district.

Computer/Browser Requirements:

- A valid email address that ACAD will use to communicate with you regarding your protest. (Your email address will be kept confidential and not made available to any third parties)
- Internet Explorer® 8 or higher OR Mozilla Firefox® 3.0.3 or higher. (IE8 is recommended.)
- Adobe® Reader® 8.0 or higher.

For questions regarding electronic protests, please contact our office at 830-742-3591

If you wish to proceed and eFile your Protest, please see the back of this sheet for further instructions.

Atascosa County Appraisal District Electronic (eFile) Protest Instructions

Once the previously stated conditions and requirements are met, follow these steps to file your protest:

1. Visit the Atascosa CAD electronic protest website at :
<https://onlineappeals.trueautomation.com/10>
2. Click on the “Register” button in the New User Section
3. Enter your Owner ID and PIN (found on the top right of your Appraisal Notice)
4. Complete the Website User Information section and follow the steps to complete your registration.
5. You will receive an email with a link to confirm your email address and register your account.
6. Once registered, you may return to the site mentioned above and login to your online account.
7. After you have logged in you will see your Protest Summary. Click the “E-File Protest” button on the left. This will give you a list of eligible properties along with their E-File Status.
8. Click the “E-File” button next to the property you wish to protest and follow the steps to submit your protest. After clicking “Create”, your protest will be sent to ACAD for processing.
9. You will receive an email that your protest has been submitted.

For more instructions, see the help section found on the eFile website (<https://onlineappeals.trueautomation.com/10>). This can be accessed from any screen by clicking the “Help” button at the top right corner of the page.

Once the appraiser has reviewed your protest, you will receive emails from ACAD when evidence (found under the Evidence and Letters tab) is ready for review and if/or when a settlement offer has been made. If a settlement offer has been made, you can return to the website to review it and either accept or decline the offer.

If you **accept** the settlement offer:

- Your value will be changed to the offer made for that property; and
- You will receive an email confirmation that you have accepted the offer; and
- Your protest will be closed as “Agreed Settlement” and your hearing will be cancelled.

If you **do not accept** the settlement offer, **do not respond** to the settlement offer or **no settlement offer is presented** to you by the appraisal district, you may proceed with our formal protest. The Appraisal Review Board shall hear and determine your protest at your scheduled hearing. If you have not yet been delivered a Notice of Protest Hearing Letter, then one will be sent to you with your scheduled date and time to appear before the Appraisal Review Board.