

ONLINE APPEAL INSTRUCTIONS

If the online appeals portal is used to file a protest, a valid email address is required to set up the new account and will be used for ALL CORRESPONDENCE with the CAD for every aspect of the appeal process.

Electronic Protest = Informal Meeting

The electronic protest through the online appeals portal is considered the informal meeting prior to the formal hearing. Please do not come into the office if you have filed an online appeal; wait for a response through the appeals portal. If you want to speak to someone in person or on the phone, please do not file an online appeal.

To register a new account:

- Go to the Brazos CAD website at brazoscad.org
- Select the **APPEALS PORTAL** button at the top left.
- Select **"Sign Up"** below the Login button.
- Enter details requested; ✓ PROPERTY ID ✓ E-FILE PIN (these are found on the appraisal notice).
- Select **"Add Property"** on the right. Confirm owner's name is correct, then complete the next steps.
- Add required information ✓ EMAIL ADDRESS ✓ PASSWORD ✓ CELL NUMBER.
- Agree to the terms and conditions; select **"I Agree"**, then select **"Register"**.
- When the registration is processed, it will open the Property Listing page.

To create an online appeal:

- Select **"View/File"** under the online appeals column.
- Confirm property owner information in Step 1.
- Choose *appeal reason* in Step 2.
- Provide additional facts, evidence, opinion of value in Step 3.
- Select hearing preferences in Step 4.
- A confirmation email and message will be sent upon successful submission in Step 4.
- Upload evidence in Step 5.

For further online appeal instructions, please visit the Brazos CAD website at brazoscad.org/arb.

- ❖ When there is a change to the online appeal, an email will be sent to the email address provided. You must login to the online appeals portal to see the updated information.
- ❖ If evidence was requested, it will be available AFTER an appraiser has reviewed the protest. An email notification will be sent to inform you the evidence is available.
- ❖ A response to the offer of change or no change must be completed within 2 days of the offer being sent to the property owner/agent. ***If a response is not received within 2 days, the protest will be scheduled for a formal hearing before the Appraisal Review Board.***
- ❖ If an offer is accepted, the protest is closed and no further action is necessary. If an offer is rejected, a formal hearing will be scheduled. ***(Once an offer is ACCEPTED, it cannot be withdrawn!)***

IMPORTANT AGENT INFO

Agents will not receive emails from the online portal! It is the agent's responsibility to monitor their online appeals for updates! AGENTS WILL NOT RECEIVE INDIVIDUAL EMAILS REGARDING THE ONLINE APPEALS THEY FILED.

****** Please DO NOT file an online appeal and a paper protest on the same property! ******