

Galveston Central Appraisal District

Online Portal Procedures

TO RECEIVE ANY ELECTRONIC COMMUNICATIONS YOU MUST REGISTER WITH THE ONLINE PORTAL SYSTEM

To access the Online Portal system, please visit our website at <http://portal.galvestoncad.org/>.

Section 1:

You will need your **Owner ID and PIN** located at the top of the **Appraisal Notice** to register. Your **PIN is case sensitive**. Please enter the PIN exactly as it appears. Do not share your PIN; it is considered your signature.

Section 2:

Once you have registered online, you will receive emails from the appraisal district when evidence is ready for review (if requested) and/or all ARB informal/formal hearing notifications and reminders.

Please see below for details about the e-File protest: (NOTE CURRENTLY GCAD IS ONLY ALLOWING HOMESTEAD PROPERTIES TO FILE AN E-FILE PROTEST.)

Section 1:

If you choose to protest your value for 2022 you have two options, either using the enclosed protest form or electronically filing via the new E-file system. If you choose E-file here are some things you need to know prior to registering.

Only two protest reasons are eligible to be filed electronically, **Value Over Market** and **Unequal Compared to Others**. If you have protest reasons other than market value issues or would prefer an informal meeting, you should not use E-file.

Section 2:

E-file allows you to:

File your protest electronically, if you have a valid email address. The District will keep your email address confidential. Receive comparable sales or other evidence that the chief appraiser plans to present at the formal hearing, if requested. Provide evidence online to support your opinion of value.

Section 3:

Receive a settlement offer to correct the appraisal district records by changing the market value; or receive notice from the appraisal district that no settlement offer will be made.

Accept or reject a settlement offer made by the appraisal district.

To access the E-file system, please visit our website at <http://portal.galvestoncad.org/>.

Section 4:

You will need your **Owner ID and PIN** located at the top of the **Appraisal Notice** to register. Your **PIN is case sensitive**. Please enter the PIN exactly as it appears. Do not share your PIN; it is considered your signature.

Section 5:

Once you have registered online and filed your protest, you will receive emails from the appraisal district when evidence is ready for review and/or when a settlement offer has been made. Once a settlement has been offered, you can then accept or decline the offer.

Section 6:

If you decline the offer or a settlement is not offered or if you do not return an acceptance within seven days after it is offered you will be scheduled for an appointment to appear before the Appraisal Review Board for your formal hearing at the Galveston Central Appraisal District at 9850 Emmett F. Lowry Expressway. Ste A101, Texas City, Texas 77591.

Section 7:

If you should need to contact the **District** in regard to your protest, please call us **toll free at (409) 935-1980**. All email correspondence will be sent from no-reply@galvestoncad.org, so please add this address to your trusted sender's list. Please continue to check your online portal for any changes or offers sent regarding your protest.

THIS SERVES AS YOUR INFORMAL HEARING. IF YOU DO NOT COME TO AN AGREEMENT, YOU WILL BE SCHEDULED WITH THE APPRAISAL REVIEW BOARD (ARB) FOR A FORMAL HEARING.