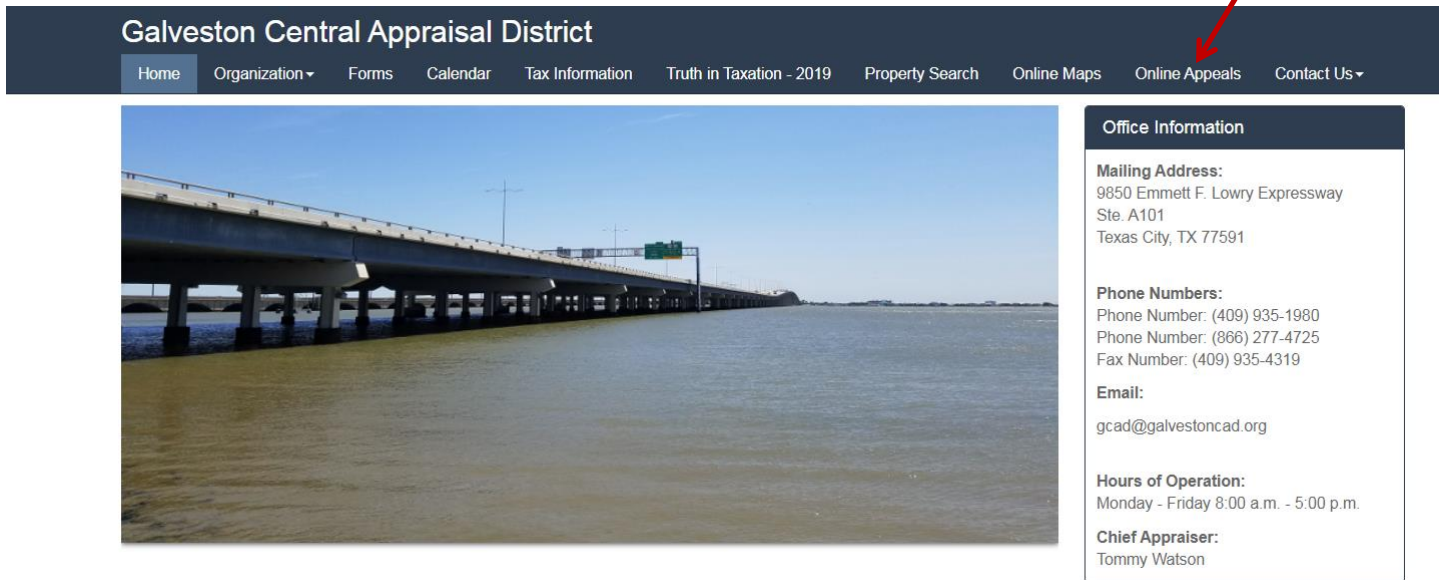


ONLINE APPEALS

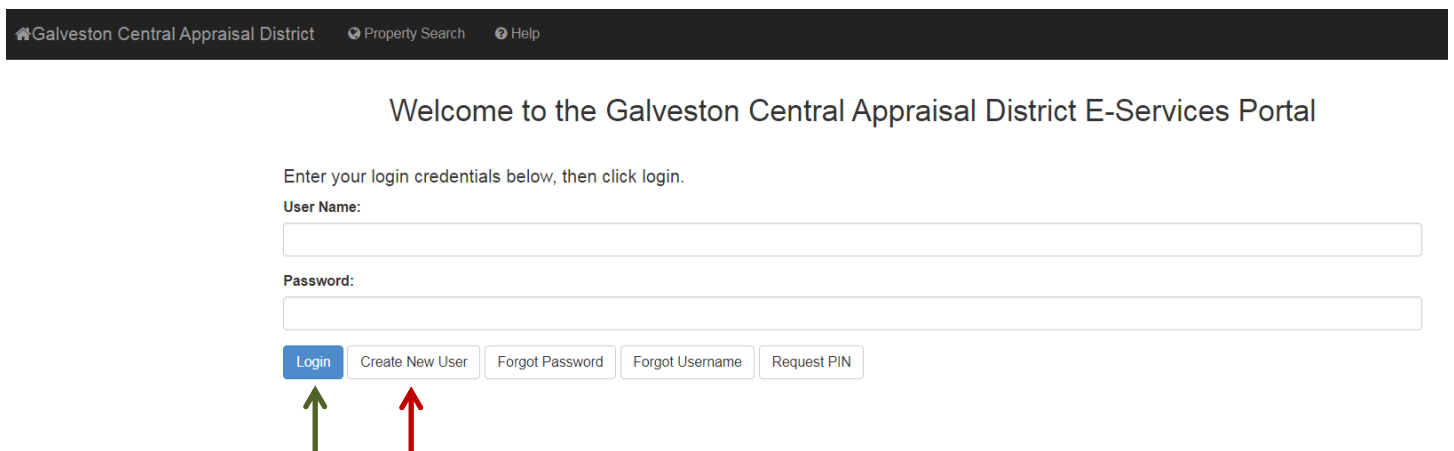


The screenshot shows the top navigation bar of the Galveston Central Appraisal District website. The navigation menu includes: Home, Organization, Forms, Calendar, Tax Information, Truth in Taxation - 2019, Property Search, Online Maps, Online Appeals (highlighted with a red arrow), and Contact Us. Below the navigation bar is a large image of a bridge over water. To the right of the image is a sidebar titled "Office Information" containing the following details:

- Mailing Address:** 9850 Emmett F. Lowry Expressway Ste. A101, Texas City, TX 77591
- Phone Numbers:** Phone Number: (409) 935-1980, Phone Number: (866) 277-4725, Fax Number: (409) 935-4319
- Email:** gcad@galvestoncad.org
- Hours of Operation:** Monday - Friday 8:00 a.m. - 5:00 p.m.
- Chief Appraiser:** Tommy Watson

NEW FEATURE

When you are filing an online appeal you will need to first go to the Galveston Central Appraisal District web site. www.galvestoncad.org On the home screen you will see a blue bar containing various tabs. You will need to click on the Online Appeals tab (as shown by the red arrow above). This will bring you to the online protest portal.



The screenshot shows the login page of the Galveston Central Appraisal District E-Services Portal. The page has a dark header with the following navigation items: Galveston Central Appraisal District, Property Search, and Help. The main content area is titled "Welcome to the Galveston Central Appraisal District E-Services Portal" and contains the following text: "Enter your login credentials below, then click login." Below this text are two input fields: "User Name:" and "Password:". Below the input fields are five buttons: "Login", "Create New User", "Forgot Password", "Forgot Username", and "Request PIN". A green arrow points to the "Login" button, and a red arrow points to the "Create New User" button.

If you have **NEVER** submitted an online appeal you will want to click on the button "Create New User" (as shown by the red arrow), if you **HAVE** protested online in a prior year you will need to click the Login button (as shown by the green arrow) and enter your user name and password. (If you have protested online with GCAD in a previous year skip to page 4 for a refresher on how to submit your online protest)

Step 1 of 4

New User Account Information

Please enter your Account Identification Number and PIN received below to begin the registration process.

Account ID:

Red arrow pointing to an empty text input field for Account ID.

PIN:

Red arrow pointing to an empty text input field for PIN.

Next Cancel

Clicking on the "Create New User" button will take you to the next screen where you will create a unique user name and password for your account.

Under Account ID you will enter your Owner number. You can find this information on your Notice of Appraised Value located at the top right hand corner. (as seen below)

This is NOT a Tax Statement **2020 Notice Of Appraised Value** *Do Not Pay From This Notice*

GALVESTON CENTRAL APPRAISAL DISTRICT
9850 EMMETT F. LOWRY EXPWY STE. A101
TEXAS CITY, TX 77591
WWW.GALVESTONCAD.ORG
Phone: 409-935-1980 Fax: 409-935-4319
DATE OF NOTICE: April 22, 2020

Property ID: 123456 - 1234-0001-0002-00
 GALVESTON CENTRAL APPRAISAL DISTRICT
 9850 EMMETT F LOWRY EXPY
 TEXAS CITY TEXAS 77591

Account#: 123456
 Ownership %: 100.00
 Geo ID: 1234-0001-0002-000
 DBA:
 Legal: ABST 208 PAGE 14 LOT 2 MAINLAND CROSSING

Legal Acres: 12.0350
 Situs: 9850 EMMETT F LOWRY EXPY
 TEXAS CITY TEXAS 77591

Appraiser:
 Owner ID: 987654
 E-File PIN: bG6yXW7LncgP

Step 1 of 4

New User Account Information

Please enter your Account Identification Number and PIN received below to begin the registration process.

Account ID:

987654

PIN:

bG6yXW7LncgP

Next Cancel

Please complete the following form to register for this website. When complete, please click the Next button.

Account ID:	987654
PIN:	bG6yXW7LncgP
Name:	Galveston Central Appraisal District
Username:	<input type="text"/>
Password:	<input type="password"/>
Confirm Password:	<input type="password"/>
Email Address:	<input type="text"/>
Confirm Email Address:	<input type="text"/>
Recovery Email Address:	<input type="text"/>
Confirm Recovery Email Address:	<input type="text"/>
Choose Security Question:	What was your high school mascot? ▾
Security Answer:	<input type="text"/>

Please enter the text displayed in the image box below.



New Image

- I confirm that I wish to receive all correspondence relating to online activities electronically.
- I confirm that I DO NOT wish to receive correspondence relating to online activities electronically.

Next

Cancel

Here you will create your own unique user name and password for your account.

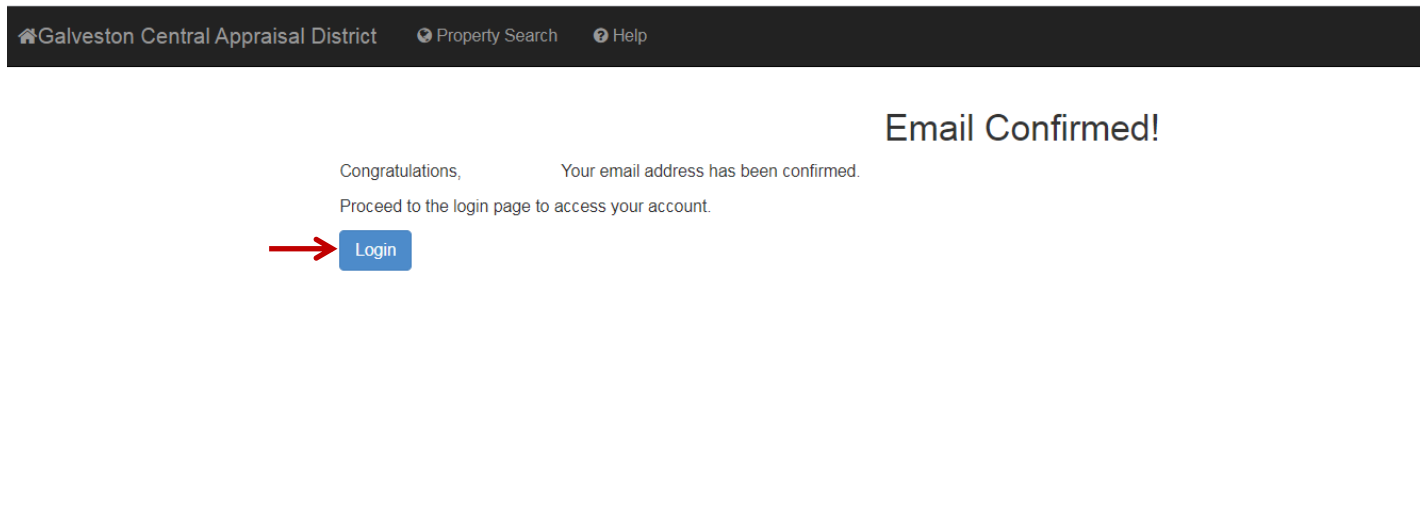
Helpful Hint: Passwords cannot begin with a number or contain any special characters. (!@#\$\$%^&*) The password must contain 6-15 characters, and contain at least one letter and one number.

STEP 3: Once you fill in all the required information you will see the “End User Agreement” & “Email Agreement” screen. You must agree to both terms of service to continue with the online protest. Once you check both agreement boxes you will click the blue confirm button.

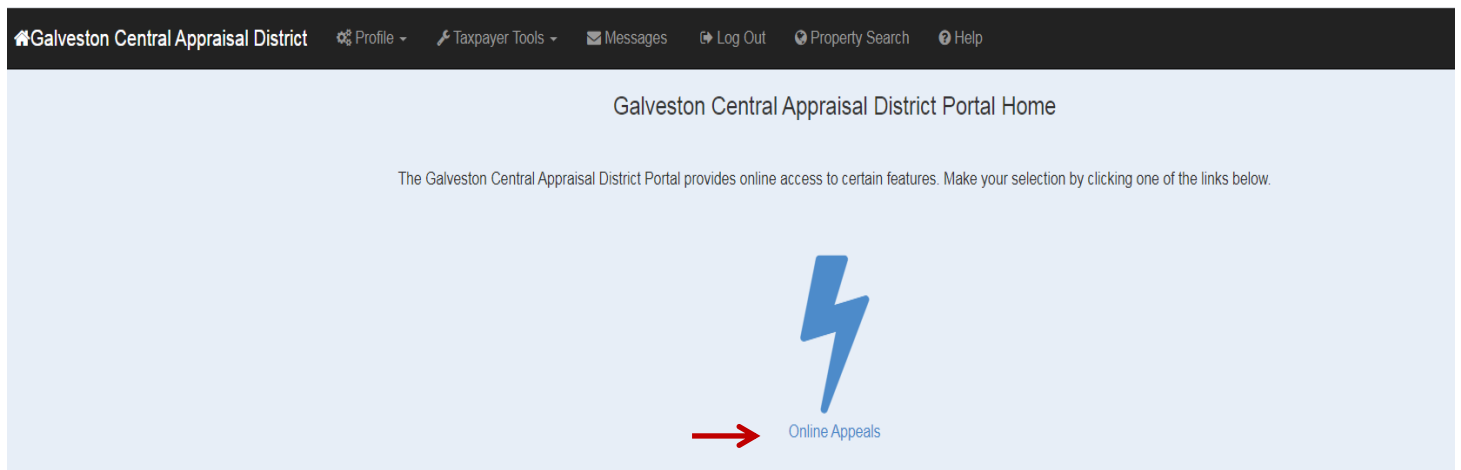
STEP 4: Registration is complete. Shortly after you get to Step 4 you will receive an email from **no-reply@trueautomation.com**. Before you can click the login link you will need to confirm your email address.

Helpful Hint: If you have not received your confirmation email please check your junk or spam mail to be sure the email has not been filtered out through your email provided. It may be best to add **no-reply@trueautomation.com** to your address book to prevent further delays.

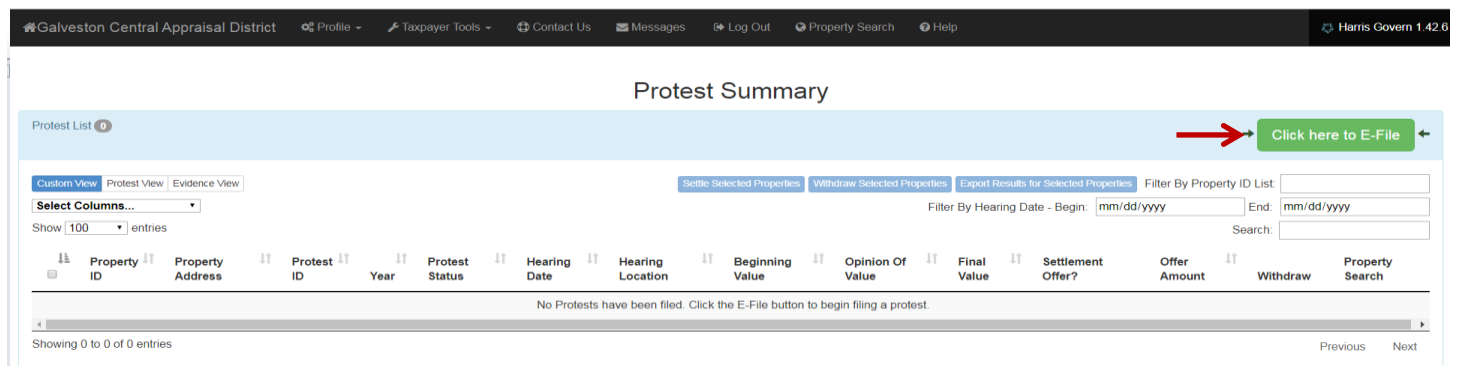
Once you receive your email and click the link to confirm your email address, it will bring you back to the Online Protest Portal. Click the blue Login button.



Now click the Online Appeals link.



This will bring you to the Protest Summary page. This is where you will be able to select the accounts that you would like to protest. To begin "Click here to E-File" button. (as shown below)



Electronic Protest Filing for 2020

Select the properties for which you wish to E-File.

[Back to Protest Summary](#)

Select Properties 1080

Select Columns...
 Show 100 entries

Search:

	E-File Protest	Property ID	Geographic ID	Type	Neighborhood	Property Address	Owner Name	Appraised Value
<input type="checkbox"/>	<input checked="" type="checkbox"/> E-File	306270	4892-0000-0002-000	Real	116.1-RA(COMMERCIAL)	9850 EMMETT F LOWRY EXPY TEXAS CITY, TX 77591	COUNTY-GALVESTON	\$2,681,260

Showing 1 to 1 of 1 entries (filtered from 1,080 total entries)

Previous 1 Next

[Back to Protest Summary](#) [E-File Selected Properties](#)

This will bring you to a screen listing all of the properties associated with your Owner Id. Check the box next to the properties you would like to file a protest and then click the blue E-File button.

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)

Daytime Phone:

Evening Phone:

Submit
Cancel

This is where you would type out any information about your property(s) that you would like the District to know. Things to include are condition related issues, repairs, reason why your property would not sell for the amount shown on your Notice of Appraised Value. You can also include the address or property ID numbers of comparables you would like the District to consider for Market or Uniform & Equal appraisal. Include a good phone number for the District to reach out to you if necessary. Then hit the blue submit button.

Create Protest

Please verify the information you have entered and click "Submit" to submit your protest(s) or click the Edit button to make changes. Protest(s) with a reason in the 'Non-Filing Note' column will not be submitted. The records will be displayed for your confirmation on the next page.

Property ID	Owner Name	Property Address	Evidence Requested	Evidence Delivery Method	Opinion of Value	Protest Reasons	Non-Filing Note
306270	COUNTY-GALVESTON	9850 EMMETT F LOWRY EXPY TEXAS CITY, TX 77591	False	None	<input type="text"/>	<input type="checkbox"/> Q01 (Incorrect appraised (market) value) <input type="checkbox"/> Q02 (Value is unequal compared with other properties)	

Submit Edit Cancel

The next screen will allow you to give your opinion of value on the property and select your reasons for protest.

Q01 (incorrect appraised (market) value) is the option you would choose if you believe the value of your property is too high to sell at the value set by the District. Reasons for that could include condition of the property, comparable sales in your neighborhood or any other factor that would decrease the Value of the home.

Q02 (Value is unequal compared with other properties) is the option you would choose if you believe that homes that are similar to your property are receiving a lower appraisal.

When you have entered your opinion of value and selected your reasons for protest click the blue "Submit" button.

Helpful Hint: When protesting under Uniform and Equal or Q02, you will want to choose a reasonable sample of homes that are similar to your home in your neighborhood, make appropriate adjustments for any differences in those properties, and choose the Median indicated value from your sample. For more on Unequal Appraisal see section 41.43 in the Texas Property Tax Code.

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	Evidence Delivery Method	Opinion of Value	Protest Reasons	Non-Filing Note
306270	COUNTY-GALVESTON	9850 EMMETT F LOWRY EXPY TEXAS CITY, TX 77591	False	None	100000	Q01, Q02	

Done

Now you have successfully submitted your protest. Click the blue "done" button and the system will take you back to the Protest Summary Page. You will also receive an email from no-reply@trueautomation.com confirming that your protest has been successful.

Protest Summary

Protest List 1 Click here to E-File

Custom View | **Protest View** | Evidence View

Settle Selected Properties | Withdraw Selected Properties | Export Results for Selected Properties

Filter By Property ID List:

Select Columns...

Filter By Hearing Date - Begin: End:

Show 100 entries Search:

Property ID	Property Address	Protest ID	Year	Protest Status	Hearing Date	Hearing Location	Beginning Value	Opinion Of Value	Final Value	Settlement Offer?	Offer Amount	Withdraw	Property Search
306270	9850 EMMETT F LOWRY EXPY TEXAS CITY, TX 77591		2020	N/A	N/A		N/A	N/A	N/A	Under Review	N/A	N/A	Details

Showing 1 to 1 of 1 entries

Previous 1 Next

This is where you will be able to see the status of your protest, if a hearing date has been set, the Beginning or Noticed value, your opinion of value, if a settlement offer has been given, and what that offer amount is. Also on this page you can switch to the Evidence View by clicking the tab shown above in the green arrow. This is where you will be able to upload your own evidence that you would like to submit as well as see the evidence that the District will use to support the value.

Helpful Hint: It will take approximately 15 minutes for the protest to be created in the District’s system and you won’t be able to upload documents until the protest is created in the system. While waiting for the protest to activate now would be a good time to gather all the evidence you plan to upload and submit to the district.

Protest Summary

Protest List 1 Click here to E-File

Custom View | Protest View | **Evidence View**

Settle Selected Properties | Withdraw Selected Properties | Export Results for Selected Properties

Filter By Property ID List:

Select Columns...

Filter By Hearing Date - Begin: End:

Show 100 entries Search:

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
306270	9850 EMMETT F LOWRY EXPY TEXAS CITY, TX 77591	\$2,681,260	31368	2020	N/A	N/A	0	N/A	Upload	Details

Showing 1 to 1 of 1 entries

Previous 1 Next

On the Evidence View tab you can upload your evidence using the blue “Upload” button as shown above. Just follow the prompts given in the example below. You may upload multiple files to your protest.

Evidence for Case ID 31368

[Return to Protest Summary](#)


If you wish to submit evidence for this case, please select the 'Browse' button to select the file you wish to submit. Once you have selected the file, simply click the 'Upload' button to submit your file to the appraisal district.

File: No file chosen

NOTE: Submitted files are limited to **10 MB**. Your current session will be terminated if an attempt is made to upload files that are too large.

Once you upload your evidence you will begin to see a list below of the successful uploaded documents. When you have finished with uploading your evidence, select the blue "Return to Protest Summary" button as shown below.

Evidence for Case ID 31368

[Return to Protest Summary](#) 


If you wish to submit evidence for this case, please select the 'Browse' button to select the file you wish to submit. Once you have selected the file, simply click the 'Upload' button to submit your file to the appraisal district.

File: No file chosen

NOTE: Submitted files are limited to **10 MB**. Your current session will be terminated if an attempt is made to upload files that are too large.

Evidence List 1

NOTE: For your safety some files must be downloaded due to browser restrictions.

View	Property ID	File Name	Date Added
	306270	1.pdf	05/18/2020 11:24 AM


Protest Summary

Protest List 1 [Click here to E-File](#)

Custom View Protest View **Evidence View** [Settle Selected Properties](#) [Withdraw Selected Properties](#) [Export Results for Selected Properties](#) Filter By Property ID List:

Select Columns... Filter By Hearing Date - Begin: End: Search:

Show 100 entries

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
 306270	9850 EMMETT F LOWRY EXPY TEXAS CITY, TX 77591	\$2,681,260	31368	2020	05/18/2020	Open List	1	05/18/2020	<input type="button" value="Upload"/>	<input type="button" value="Details"/>

Showing 1 to 1 of 1 entries Previous Next

On the Evidence View tab you will also be able to see the documents the District used to appraise your property. You will receive an email once the Districts evidence has been uploaded to your account and you will be able to access the information by clicking the blue "Open List" button as shown above. The below screen will appear with a pdf link to


open, review, print and save the District's evidence. When you are finished just click the blue "Return to Protest Summary" button as shown below.

Galveston Central Appraisal District Profile - Taxpayer Tools - Contact Us Messages Log Out Property Search Help Harris Govern 1.42

Document List for Property ID 306270 Case 31368

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
 EVIDENCE PACKET	05/18/2020 11:16 AM

The next step comes when you receive an email stating that the district has made an offer on the property. This is where you will need to either accept the offer and the value of the property will be changed to the new agreed value and the protest will close, or reject the offer. If you choose to reject the offer your property will automatically be sent in the que to be scheduled for a Formal Hearing with the Appraisal Review Board. When that happens you will be notified by email through the Online Protest Portal as well through a letter sent to your mailing address.

Helpful Hint: If at any time you get stuck or need assistance, please reach out to us to help resolve your issue. The Galveston Central Appraisal District can be reached using any of the below options.

Phone: 409-935-1980 or 1-866-277-4725

Email: Gcad@galvestoncad.org