

Frequently Asked Questions for Online Services

1. Who can utilize the Online Services Portal?

All property owners and agents representing owners, that have authorization under 1.111 of the Texas Property Tax Code, may register for an online account.

2. What is needed to register for the Online Services Portal?

- **A valid email address (email will be kept confidential)**
- **Owner/Agent ID (created by the appraisal district)**
- **PIN number (created by the appraisal district)**

3. How do I get an Owner/Agent ID and PIN number?

The Owner/Agent ID and PIN number can be found on the upper right hand corner of your appraisal notice. You may use your current appraisal notice to find this information, if you have received one. You may also use a notice that you received in a prior year. If you did not receive an appraisal notice, you may request your Owner/Agent ID and PIN number information by emailing csefile@bcad.org or calling 210-224-2432. Please note that your PIN will be mailed to you at the address on file, so please allow time for the mail delivery. The deadline for filing an exemption or protest does not change by requesting this information.

4. What exemptions can I apply for using the Online Services Portal?

General Residence Homestead, Disabled Person, Person Age 65 or Older (or Surviving Spouse), 100 Percent Disabled Veteran (or Surviving Spouse), Donated Residence of Partially Disabled Veteran (or Surviving Spouse), Surviving Spouse of an Armed Services Member Killed in Action, and Surviving Spouse of a First Responder Killed in the Line of Duty

*****If you need to file an exemption that is not listed above, you will need to file your application directly with the Bexar Appraisal District, by e-mail, mail, or fax. The application can be obtained on the forms section of our website. Please visit the following link: [Forms](#)***

5. What type of information will I need to attach when filing for a property tax exemption using the Online Services Portal?

All exemptions listed above will require a copy of the applicant's Texas Driver's License or Texas ID card reflecting an address matching the property you are applying for. Many exemptions will require supporting documentation in order to be processed. For more information on what may be required, please visit the following link: [SupportingDocs](#)

6. Can agents apply for exemptions?

Yes, if an agent has authorization from the property owner, under section 1.111 of the Texas Property Tax Code.

7. What reasons for protest are available through e-file?

You may protest for the following reasons:

- **Incorrect appraised value**
- **Value is unequal compared with other properties**

*****If you need to protest other reasons not listed above, you will need to file your protest directly with the Bexar Appraisal District, by mail at PO Box 830248, San Antonio, TX 78283 or fax to 210-242-2454. Property owners may email their protest to protest@bcad.org. Agents may email their protest to baprotests@bcad.org. Please be sure to attach any documents and/or photos you feel will help resolve your case.***

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8. When is the deadline for filing a protest online?

The deadline for filing a protest is at midnight, 30 days after the date on your appraisal notice. The filing deadline is postponed until the next business day if the deadline falls on a Saturday, Sunday or legal state or national holiday.

9. How will I be notified of my hearing dates if I chose to file my protest only and continue the process by coming into the office for an informal hearing?

When filing for a protest online, if you chose the second filing option (“File protest only and continue the process by coming into the office or coordinating directly with the office”), you will be notified by mail of your informal and formal hearing dates along with protest hearing procedures from the Appraisal Review Board.

*****Please note, based on the extent of the COVID-19 (Coronavirus) outbreak, BCAD may be confronted with not being able to provide face to face informal settlement meetings between property owners and appraisal staff members. Due to this, in the event you choose to file online only, all business will still take place electronically by phone, email, or other electronic measure, until further notice. Please, be sure to provide a valid phone number and email address when you file your protest.***

10. Will I be able to communicate with an appraiser during the e-file process?

No. There is no verbal communication between an appellant and an appraiser at any time during the e-file process. If you feel the need to speak with an appraiser for the informal appeal process, please select the second option (“File my protest only and continue the process by coming into the office or coordinating directly with the office”).

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11. What evidence will I receive for my protest from the Appraisal District?

Depending on the property type you are protesting, evidence provided can include sales (market) and equity information, property descriptions and codes, appraisal card, property calculation worksheet, or income worksheet.

12. How will I be able to view any information sent by the Appraisal District?

Viewing information regarding your online services account for applications, protests, and other notices always requires logging in to your account, via the online portal.

13. Will I be able to submit evidence electronically as part of my protest?

Yes. Once the protest is e-filed AND you receive an e-mail confirming the protest submittal, you may upload your evidence via the online portal. The e-mail will contain basic evidence upload information. (You may also want to check your spam folder, if you haven't received an email.) Please note that only evidence submitted via the online portal will be considered by the appraiser when making an online offer.

14. What type of evidence should I submit?

It is highly recommended that you submit any documents and/or photos you feel will help resolve your case. The following are examples, but not limited to:

Residential properties:

- Photos of subject property showing internal/external damage
- Current 3rd party estimates of internal/external damage to subject property

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- **Blueprint from builder**
- **Current fee appraisal**
- **Current closing statement-up to and including signature page**
- **Engineers report**

Commercial properties:

- **Year end 2019 Full operating statements (Income and expense reports), to include rent rolls**
- **Tenant list**
- **Most current lease signings**
- **In case the property sold in the last 24 months, provide the settlement statement**
- **List of equal and uniform comparable properties**
- **Agent work-ups, if any**
- **Fee appraisals**
- **Repair estimates**
- **Engineering reports showing current condition of the property**
- **Detailed list of deferred maintenance, if any**
- **In case the property was under construction or partially completed, provide the year end G702 or G703 AIA document**

Business Personal Property:

- **Prior year tax return documentation (i.e. protesting for 2020, requesting tax return for 2019)**
- **Lease terminations**
- **Balance sheet**
- **Trial balance if nationwide (for specific location)**
- **Bill of sale (ownership change)**

15. Am I limited in the amount of pictures and/or documents I can submit as evidence?

Yes. Only PDF and JPEG formats will be permitted. No file should exceed 10MB and the sum of all your evidence files should not exceed 20MB

*****Please submit any and all evidence you would like considered by the appraisal district within 7 calendar days of filing your protest. Please note, any evidence submitted after the 7 calendar days will be retained, but the appraiser may have already reviewed the account and recommended a value offer.*****

16. How long will it take to receive an offer?

Accounts are worked in the order they are received, after 7 days of the initial submission. Heavy protest volume may delay response time.

17. What is the settlement offer?

The settlement offer is an informal offer made by the appraiser after reviewing all evidence prepared by the appraisal district and any evidence submitted by the appellant. This offer may or may not reflect a change to the notice value and can be accepted or rejected by the appellant.

18. What happens if I accept the settlement offer?

Once the settlement offer is accepted, an email will be sent stating the final value and the appeal process is complete for the year protested. No further action is required by either party.

19. What happens if I reject the settlement offer?

Once the settlement offer is rejected, you will be scheduled to attend a formal hearing ONLY with the Appraisal Review Board. An email informing you of the formal hearing date will be sent as well as a notification delivered by mail. The notification will also contain protest hearing procedures for your hearing with the Appraisal Review Board. Please refer to them before attending your hearing.

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20. If I reject the settlement offer and plan on attending my formal hearing, will I need to bring my evidence to the hearing?

Yes. You will need to bring in any evidence you wish the ARB to consider in deciding your case. Please refer to the ARB protest hearing procedures attached to your mailed Notice to Appear Formal Hearing notice for further details.

21. What are my options if I no longer wish to continue with the protest?

A protest may be withdrawn at any time during the appeal process as long as there is no prior agreement with the Appraisal District on the account for the current year. You may withdraw your protest online.

22. Is there more information available regarding Online Services?

Yes. Help videos are available on www.bcad.org under the Online Services tab, Online Portal.

23. What number can I call if I am having technical difficulties with Online Services?

If you have general questions, not addressed on this FAQ's page, and are not of a technical nature, then please contact our customer service department at 210-224-2432.

If you have technical questions regarding the website, you may contact the Information Technology support team at 210-242-2500

Note: the Information Technology support team is ONLY available to answer questions regarding technical issues. Business hours are Monday-Friday from 8am-5pm.