

Processing Agent Protests Online

Bexar Appraisal District



The information provided in this packet will take you step by step in processing your protests using our online portal. You will be shown...

- How to create a user name and password using your agent code.
- How to load protests using our Online Services Portal.
- Where a list of all your protested accounts can be accessed.

You will also be provided a document that contains your Agent ID & PIN number. Please keep in mind that your PIN number is case sensitive and considered your signature.

Filing your Protests via Online Portal

This is a great way to ensure you don't miss an account. You can code, load and save your list of loaded protest to your records. In addition, you will be able to upload evidence, view/download evidence, and settle informally online.

Filing your Protests via E-Mail

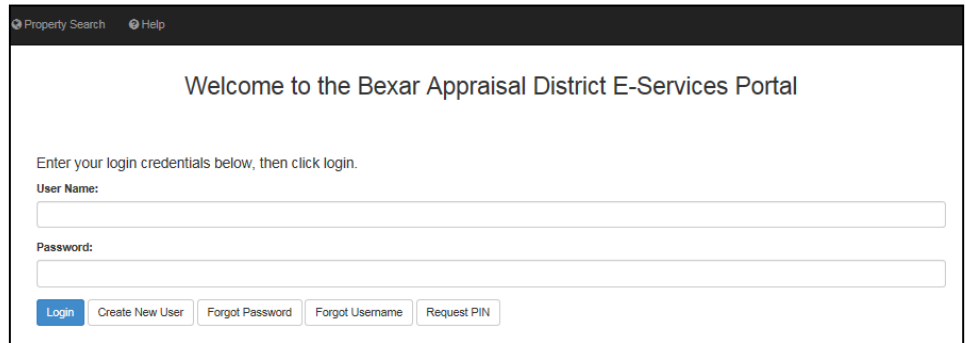
Your protests may be submitted on the excel spreadsheet located on our website under "announcements". This method cuts down on entry errors, creation of the protest cases is faster, and your protest will be ready for you to settle informally much sooner. If you choose to use this method, please e-mail your spreadsheet to baprotests@bcad.org.

BEXAR APPRAISAL DISTRICT
411 N. FRIO, P.O. BOX 830248
SAN ANTONIO, TX 78283-0248
210-224-2432 FAX: 210-242-2453

Processing Agent Bulk Affidavit and/or Informals via E-File

Open Bexar Appraisal District Website www.bcad.org

At this site click the Online Services icon and click the "ONLINE SERVICES" icon. You should now be at the screen shown below. On this page you will either enter your previously registered user name and password or Create New User. To create a new user, simply click the button "Create New User" and follow the next 4 steps. After you complete these steps you will need to authenticate your e-mail and log in to the portal. If you have a user name and password already registered, Log in and skip the next 4 steps. Begin your processing on page 3 of this packet.



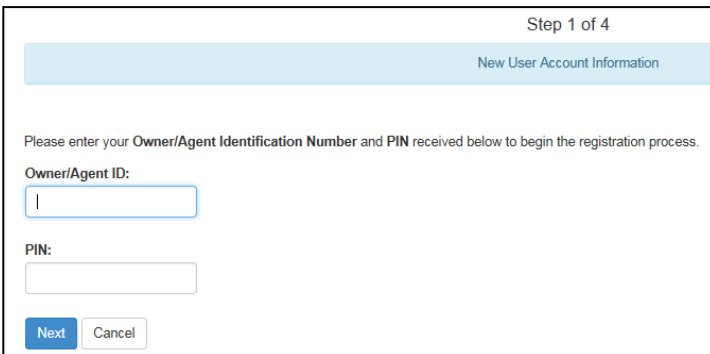
Property Search Help

Welcome to the Bexar Appraisal District E-Services Portal

Enter your login credentials below, then click login.

User Name:

Password:



Step 1 of 4

New User Account Information

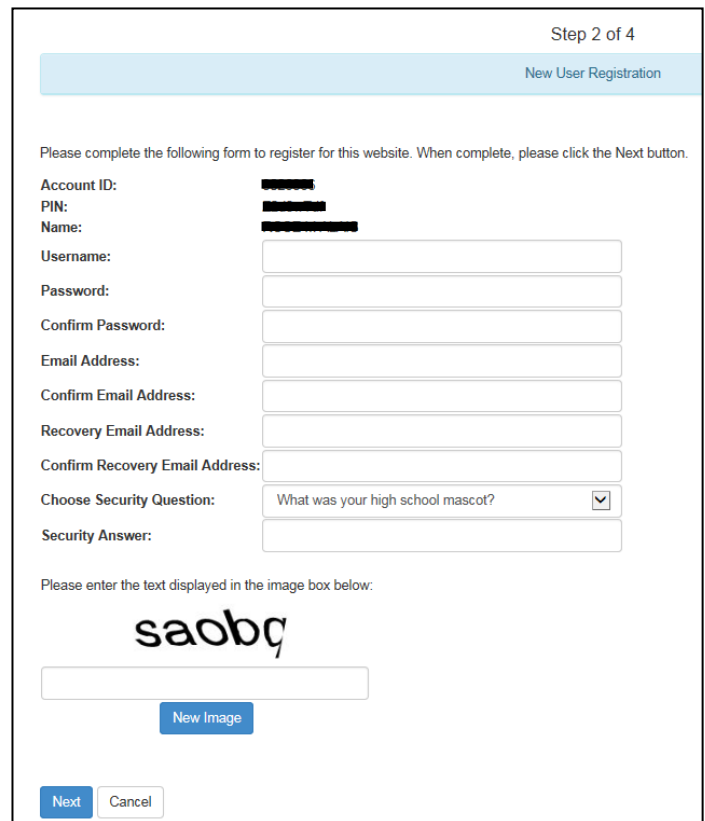
Please enter your Owner/Agent Identification Number and PIN received below to begin the registration process.

Owner/Agent ID:

PIN:

At the next screen you will fill in all the blank fields. The screen asks for username, password, e-mail address (to complete registration), a recovery e-mail (in case you ever forget your password), a security answer to the question you select from the drop down field. Lastly you enter the text in the image and click next to continue. If you are unable to read the image, click New Image for another image.

By clicking that button you will be taken to the 1st of 4 steps. Here you enter you Agent ID and PIN #. Click next to continue.



Step 2 of 4

New User Registration

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

Account ID:

PIN:

Name:

Username:

Password:

Confirm Password:

Email Address:

Confirm Email Address:


Recovery Email Address:

Confirm Recovery Email Address:

Choose Security Question:

Security Answer:

Please enter the text displayed in the image box below:



This screen is where you confirm that the information provided is correct and that you agree with the End User Agreement. If you agree click the button below the End User Agreement and click Confirm.

Step 3 of 4

End User Agreement

Please confirm that the following information is correct and that you agree with the End User Agreement below. When complete, please click the Confirm button.

Account ID: ██████████
PIN: ██████████
Name: ██████████
Username: ██████████
Email Address: ██████████@██████████
Security Question: What was your high school mascot?
Security Answer: ██████████

End User Agreement:
APPRAISAL DISTRICT
End User License Agreement Between Property Owner and Bexar Appraisal District Concerning Use of Electronic Filing of Notice of Protest

This Agreement contains the complete and entire understanding and agreement between you and the Bexar Appraisal District ("the District") and supersedes any previous communications, representations, or agreements, verbal or written, related to the subject matter of this Agreement.

I agree with the terms outlined in the End User Agreement

[Back](#) [Confirm](#)

You are taken to the final step in registration. This screen states that your new account has been successfully created.

Step 4 of 4

Registration Complete

Your new account has been successfully created.

NOTE: The registration process requires you to confirm the email address you specified, so an email will be automatically sent to you shortly. Please remember to check your spam or junk folder if this message does not arrive in your inbox soon. Add our address noreply@bcadonline.org to your email Safe Senders List, Address Book or Contact List. After you have received the email, click the link contained in the email to confirm your account before attempting to login. When your account has been confirmed, you will then be allowed to login to this website.

[Login](#)

Add an email address to a safe sender list in a client or security software

You can allow mail from specific email addresses to safely come into your inbox without it being placed in your junk or spam folder by whitelisting email addresses within your email client or Internet security software and adding email addresses to a safe senders list.

NOTE: Please use noreply@bcadonline.org as the address to add in the instructions below depending on your security software or email client.

Each program has different steps in order to do this. Please click the link for the software you have and follow the instructions:

- AOL
- BellSouth / AT&T webmail
- Comcast SmartZone
- Cox.net Email
- EarthLink
- Entourage
- Gmail
- MacMail
- McAfee
- Mozilla Thunderbird
- MSN
- Norton AntiSpam
- Outlook
- Outlook.com (Formerly Hotmail)
- Road Runner
- Spam Assassin
- Verizon
- Windstream
- Yahoo

Confirm e-mail. Go to your e-mail and click on the link to log in.

Email Confirmed!

Congratulations, alais Your email address has been confirmed.

Proceed to the login page to access your account.

[Login](#)

Log in using your username and password. If you forget either, use the buttons provided for just this purpose.

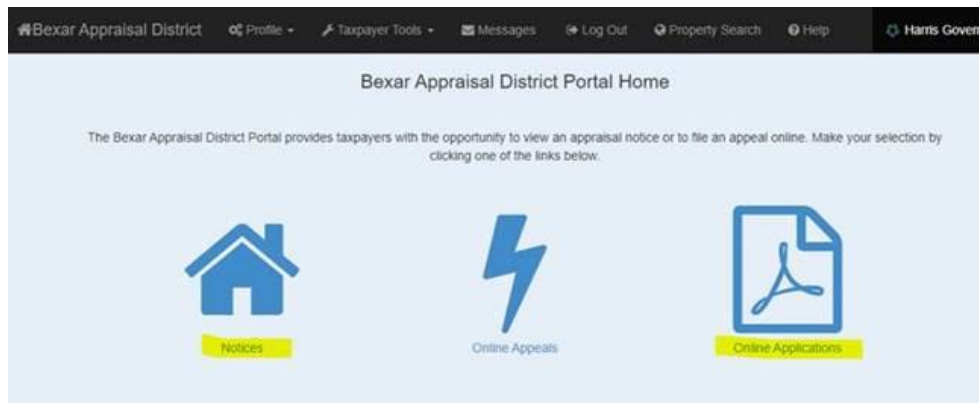
Welcome to the Bexar Appraisal District E-Services Portal

Enter your login credentials below, then click login.

User Name:

Password:

Once you log in you will see the following screen. Here you select FID Maintenance to add your fid code to accounts or Online Appeals to process your protests. Please note, only accounts coded to you are available, so it is wise to add your agent code to your client's accounts before you try to protest online. When ready, select Online Appeals.



The screen below shows all the accounts you have protested. Click e-file button at the upper right side of the screen.

Protest Summary

Protest List

Filter By Property ID List:

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

Show 100 entries

<input type="checkbox"/>	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
No data available in table														

Showing 0 to 0 of 0 entries Previous Next

Click on search button on the right of the screen. A list of all your accounts will populate.

Electronic Protest Filing for 2018

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

Select Properties FID Properties Property ID List: File Upload:

Eligible accounts will be listed as such. To e-file your eligible accounts, click on the box to the left of E-File Protest column. Doing this will select all the accounts that are eligible, after selection has been made, scroll to the bottom of the page and click the E-File All Selected Properties button.

Electronic Protest Filing for 2018

Select the properties for which you wish to E-File. [Back to Protest Summary](#)

Select Properties **6** FID Properties Property ID List: File Upload: [Browse...](#)

Select Columns...
Show 100 entries

<input checked="" type="checkbox"/>	E-File Protest	Property ID	Geographic ID	Type	Neighborhood	Property Address	Owner Name	Appraised Value	Appraisal Notice
<input type="checkbox"/>	E-File	495639	11945-002-0270	Real	98009 (RIDGEVIEW)	347 WAXWOOD LN SAN ANTONIO, TX 78216	WEAVER CHARLES N	N/A	N/A
<input type="checkbox"/>	E-File	508676	12554-028-0460	Real	98009 (RIDGEVIEW)	322 SENOVA DR SAN ANTONIO, TX 78216	WEAVER CHARLES	N/A	N/A
<input type="checkbox"/>	Not Eligible	508762	12557-031-0240	Real	98009 (RIDGEVIEW)	534 REDCLIFF DR SAN ANTONIO, TX 78216	WEAVER CHARLES N JR	N/A	N/A
<input type="checkbox"/>	E-File	508786	12558-032-0150	Real	98009 (RIDGEVIEW)	302 STOCKTON DR SAN ANTONIO, TX 78216	WEAVER CHARLES N	N/A	N/A
<input type="checkbox"/>	Not Eligible	508787	12558-032-0160	Real	98009 (RIDGEVIEW)	306 STOCKTON DR SAN ANTONIO, TX 78216	WEAVER CHARLES N	N/A	N/A
<input type="checkbox"/>	E-File	508789	12558-032-0180	Real	98009 (RIDGEVIEW)	314 STOCKTON DR SAN ANTONIO, TX 78216	WEAVER CHARLES N	N/A	N/A

Showing 1 to 6 of 6 entries

[Back to Protest Summary](#) [E-File All Selected Properties](#) Previous **1** Next

The options selected here will be applied to each protest on the list. On this screen you can also request a copy of our evidence, enter any comments, a daytime or evening phone number. When you are ready to continue, click the submit 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.

E-file my protest and conduct the rest of the process electronically through this website.
 File my protest only and continue the process by coming into the office or coordinating directly with the office.

I would like to request a copy of the evidence which will be used in the hearing.

Comments:
(1024 characters maximum)

Daytime Phone:

Evening Phone:

The next screen is the Create Protest screen. This will show the list of accounts you selected to protest. You are also provided a field to enter an Opinion of Value and of course your protest reasons. The default reasons are "Incorrect Appraised (Market) Value (VOM)" and/or "Value is Unequal Compared with Other Properties (VUE)". More reasons can be selected by using the drop down menu. Click each protest reason box that applies to that account. If everything looks correct, click the 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	File Only	Evidence Requested	Opinion of Value	Protest Reasons
600296	ROMO LOWAH & CHING RUBY LOYING	6621 SPRING MANOR ST SAN ANTONIO, TX 78249	True	False	<input type="text"/>	VOM, VUE
600348	ROMO LOWAH &	6511 SPRING HURST ST SAN ANTONIO, TX 78249	True	False	<input type="text"/>	VOM, VUE
600385	ROMO LOWAH & RUBY LO YING	6628 SPRING MANOR ST SAN ANTONIO, TX 78249	True	False	<input type="text"/>	VOM, VUE
600394	ROMO LOWAH	6615 SPRING LARK ST SAN ANTONIO, TX 78249	True	False	<input type="text"/>	VOM, VUE

Protest Reasons Note FID

VOM, VUE

- VOM (Incorrect appraised (market) value)
- VUE (Value is unequal compared with other properties)
- NR (Property should not be taxed)
- FN (Failure to send required notice)
- OTH (Other)
- PEX (Exemption was denied, modified or cancelled)
- AR (Change in use of land appraised as ag-use, open space or timber land)
- AU (Ag-use, open-space or other special appraisal was denied, modified or cancelled.)
- OI (Owners Name is incorrect)
- RM (Property should not be taxed in this appraisal district or in one or more taxing units)
- PD (Property description is incorrect.)
- VOM AG (incorrect appraised or market value of land under special appraisal for ag-use, open-space or other special appraisal.)

As seen in the image that follows, your protests have been submitted successfully. From this screen you can print or export this list for your records. Click Done to exit and go back to the Protest Summary screen. The Protest Summary screen will have these accounts listed as pending until the case has been created in the Appraisal District's system.

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.

Property ID	Owner Name	Property Address	File Only	Evidence Requested	Opinion of Value	Protest Reasons	Non-Filing Note	FID
600296	ROMO LOWAH & CHING RUBY LOYING	6621 SPRING MANOR ST SAN ANTONIO, TX 78249	True	False	0	VOM, VUE		
600348	ROMO LOWAH &	6511 SPRING HURST ST SAN ANTONIO, TX 78249	True	False	0	VOM, VUE		
600385	ROMO LOWAH & RUBY LO YING	6628 SPRING MANOR ST SAN ANTONIO, TX 78249	True	False	0	VOM, VUE		
600394	ROMO LOWAH	6615 SPRING LARK ST SAN ANTONIO, TX 78249	True	False	0	VOM, VUE		

Protest Summary

Protest List 22

Custom View Protest View Evidence View Filter By Property ID List:

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

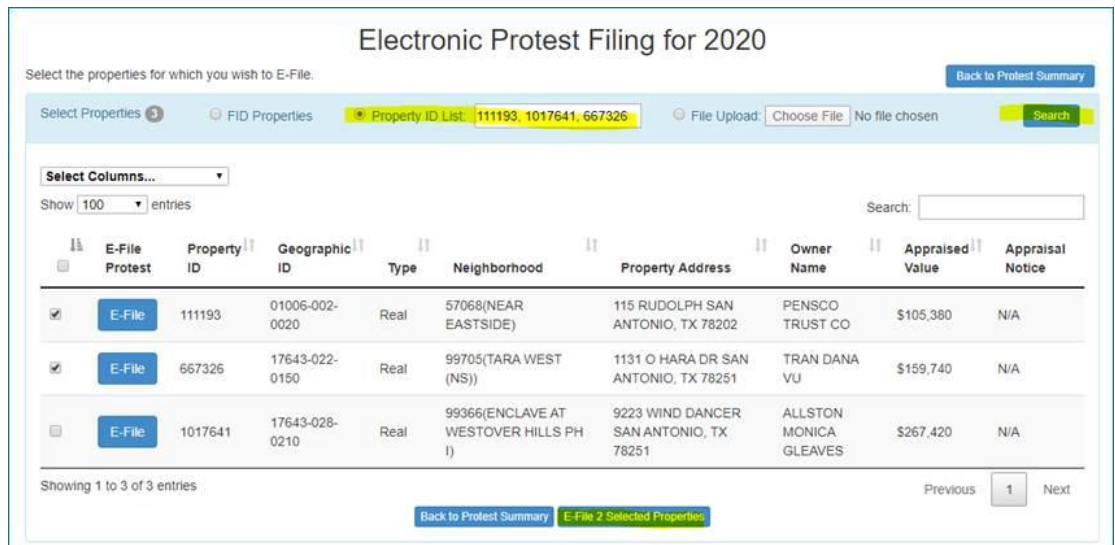
Show 100 entries Search:

Property ID	Property Address	Protest ID	Year	Protest Status	Hearing Date	Hearing Location	Beginning Value	Opinion Of Value	Final Value	Settlement Offer?	Offer Amount	Withc
<input type="checkbox"/>	6621 SPRING MANOR ST SAN ANTONIO, TX 78249		2019	N/A	N/A		\$101,990	N/A	N/A	Under Review	N/A	N/A
<input type="checkbox"/>	6511 SPRING HURST ST SAN ANTONIO, TX 78249		2019	N/A	N/A		\$89,510	N/A	N/A	Under Review	N/A	N/A
<input type="checkbox"/>	6628 SPRING MANOR ST SAN ANTONIO, TX 78249		2019	N/A	N/A		\$89,180	N/A	N/A	Under Review	N/A	N/A

Showing 1 to 22 of 22 entries Previous Next

Property ID List button: This feature allows the agent to manually enter any PIDs (separated by commas), even those they are not coded to.

You must first enter the PID or multiple PIDs, hit the “Search” button to pull up the accounts and then continue the process as explained above. You must e-file right after pulling up the list. If you pull up the list, then decide to navigate to another page before filing the protests, the info does not get saved.



File Upload button: This feature allows the agent to upload a list of accounts using a specific file format (CSV file). This format requires a very specific file formatting and may take several attempts to process. If you wish to proceed with filing using this format; please e-mail your request to baprotests@bcad.org.

IMPORTANT THINGS TO NOTE WITH THE LAST 2 OPTIONS:

- The number of accounts you enter may be limited. So, you may consider only using these options to enter the accounts you may not be coded to yet.
- Keep in mind whichever agent files the protest first opens the protest in PACS and is listed as the primary protestor. If you are ever unable to file a protest online, please send us that protest via e-mail to baprotests@bcad.org, mail or fax to Bexar Appraisal District. A complete list of contact information is provided in this packet.

We believe the features that follow can be useful. When you pull up the Protest Summary page, you can customize the view to show the agent associations on the accounts. This may be useful in verifying if your agency is coded to the accounts protested.



You are able to see if they are currently coded to an account or not. If your agency is not currently coded, you will see “ANR” under the FID column, meaning “Agent Not of Record”.

Property ID	Property Address	Property Agent ID	Protest Agent ID	FID	Protest ID	Year	Protest Status
111016	415 E CARSON ST SAN ANTONIO, TX 78208		60368	ANR	195	2020	EWD (ONLINE APPEAL PROTEST FILED AND WITHDRAWN)
345349	329 TUTTLE RD TERRELL HILLS, TX 78209		60368	60368	152	2020	EOP (ONLINE APPEAL OPEN PROTEST)

Bexar Appraisal District
411 N. Frio, P.O. Box 830248
San Antonio, Tx 78283-0248
(210) 224-2432 Fax:(210) 242-2453

Information Regarding Electronic Protests

If you choose to E-FILE your protests, please visit our website at <https://www.bcad.org> and click on the Online Services Portal tab.

To register, you will need your AGENT ID and PIN located at the top of this letter. Your PIN is case sensitive. Please enter your PIN exactly as it appears. Do not share your PIN; it is considered your signature. If you lose your PIN, contact the District to receive another via USPS mail. Your deadline will not be extended while awaiting your PIN.

After registering online, you will need to log in to file your protests.

Contact Information

If you are submitting your protests using an excel spreadsheet, and you are planning to topline, your protests reasons are limited to VOM (Incorrect appraised (market) value) and VUE (Value is unequal compared with other properties). The excel spreadsheet would be e-mailed to baprotests@bcad.org

Commercial Informal Scheduling

To make your informal appointment, please provide your list of accounts on an excel spreadsheet by e-mail. If you wish to make an appointment for a particular Use Code, you may schedule by e-mailing the team directly or by calling Michelle or Ellie.

Michelle – 210-242-2496 mpate@bcad.org or Ellie – 210-242-2490 eshunkwieler@bcad.org

retailteam@bcad.org industrialteam@bcad.org officeteam@bcad.org

landteam@bcad.org multifamilyteam@bcad.org specialtyteam@bcad.org

Business Personal Property Informals Contact

Informal Questions and Requests for Business Personal Property would be sent to Eli Villanueva. Isbet and Gabby are available as back-up.

Geno Aranda – garanda@bcad.org or Teresa Van Voorhis – tvanvoorhis@bcad.org

Residential Informals Contact

Omar Ayala – oayala@bcad.org or Mary Encina - mencina@bcad.org

If you need to contact the District related to your protest, please contact us at (210) 242-2432.