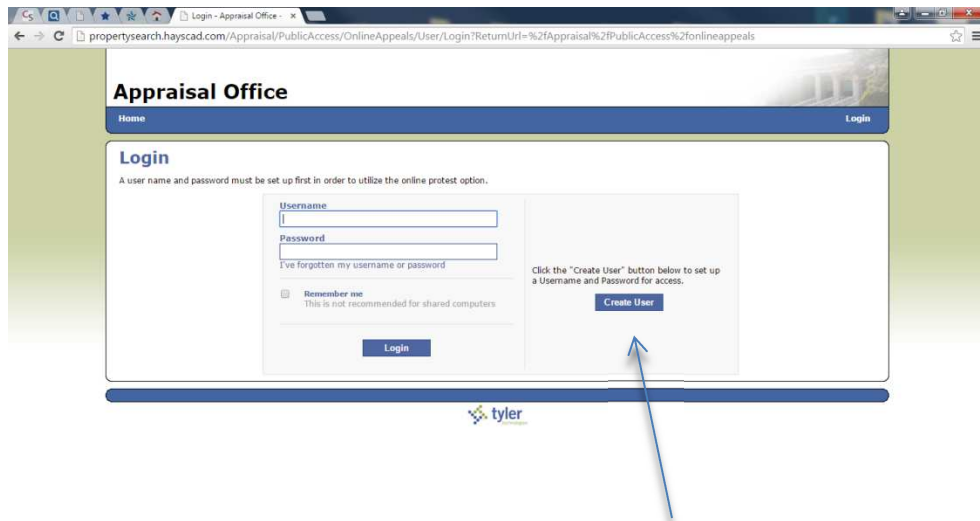


# HAYS CENTRAL APPRAISAL DISTRICT ONLINE APPEAL GUIDE

Begin at our homepage [www.hayscad.com](http://www.hayscad.com)



Click on 'ONLINE APPEAL'



If you are a new user to the online appeals, start by clicking 'CREATE USER' to set up a user name & password.

**NOTE:** If you created a username and password last year, you can use it again to log in to create a new appeal for this year (online passcode not needed).

If you have forgotten your username and password click '*I've forgotten my username or password*' link and follow the prompts to recover it.

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The screenshot shows a web browser window with the URL `propertysearch.hayscad.com/Appraisal/PublicAccess/OnlineAppeals/User/Register`. The page title is "Appraisal Office" and it includes a "Home" link and a "Login" link. The main content area is titled "Create User" and contains the following fields and instructions:

- A note: "A username may be a valid email and Passwords must contain at least six characters."
- Form fields: "User Name", "E-Mail Address", "Confirm E-Mail Address", "Password", and "Confirm Password".
- A captcha image with the text "Refresh Image | Generate New Code" and a small input field below it with the instruction "Please enter the characters found in the above image."
- A "Create User" button at the bottom of the form.

Blue arrows point from the text below to the "User Name" field, the "E-Mail Address" field, the "Confirm E-Mail Address" field, the "Password" field, the "Confirm Password" field, the captcha image, and the "Create User" button.

Enter a valid email address or your desired user name in the 'USER NAME' field. Then enter your desired email address in the 'EMAIL ADDRESS' field and again in the 'CONFIRM EMAIL ADDRESS' field. Then enter a password that contains at least six characters. Enter that same password once again in 'CONFIRM PASSWORD'. Then below that, enter the captcha or characters in the image at the bottom. If the image of characters is unreadable click 'REFRESH IMAGE' OR 'GENERATE NEW CODE'. This will give you another image. Then click 'Create User'

The screenshot shows the user's profile page after registration. The URL is `propertysearch.hayscad.com/Appraisal/PublicAccess/onlineappeals`. The page title is "Appraisal Office" and it includes a "Home" link and a "Welcome kellperk@rocketmail.com" message. The main content area is titled "Welcome k@t.com" and contains the following information:

- A note: "If you have multiple accounts, each account will have to be protected individually."
- A section titled "Your Properties" with a message: "No Properties were found associated to your User. Register a passcode to associate it with your User".

A blue arrow points from the text below to the "REGISTER A PASSCODE TO ASSOCIATE IT WITH YOUR USER" link.

You should receive the 'Welcome...' message shown above. Then click on 'REGISTER A PASSCODE TO ASSOCIATE IT WITH YOUR USER'

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Appraisal Office

Home Welcome kollperk@rocketmail.com

**Register Passcode**

Please enter the ten digit Online Protest ID found on Notice of Appraised Value.

Account Number

Online Protest ID

Register

tyler

Now enter the **'QuickRef#'** into **'Account Number'**. (This can be found in the upper right box on your **'Notice of Appraised Value'** that you received in the mail and it will start with the letter **'R'**). Please include the **'R'** in front of the account number you enter. Then enter your **'Online Protest ID'** which is found in the upper right and lower right box at the bottom of your **'Notice of Appraised Value'**. Then click **'REGISTER'**

Appraisal Office

Home Welcome kollperk@rocketmail.com

**Passcode Registered!**

The Passcode has been registered and associated to your account. Please wait while you're redirected.

[Click here to continue.](#)

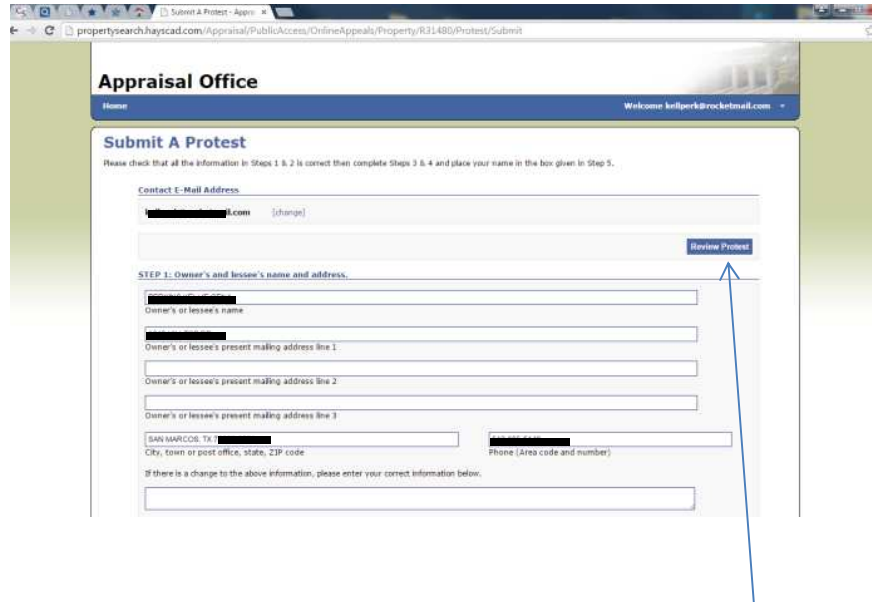
tyler

You should see a confirmation page **'PASSCODE REGISTERED'** and then click **'Click here to continue'**

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You should then see the above page with your account number, legal description, etc. Then click '[Click here to file a Protest](#)'



Once you are finished filling out the online protest form click '**REVIEW PROTEST**'.

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The screenshot shows a web browser window with the URL [propertysearch.hayscad.com/Appraisal/PublicAccess/OnlineAppeals/Property/R31480/Protest/Submit](http://propertysearch.hayscad.com/Appraisal/PublicAccess/OnlineAppeals/Property/R31480/Protest/Submit). The page title is "Appraisal Office" and the user is logged in as "Welcome kolperk@rocketmail.com". The main heading is "Review Your Protest". Below this is a "Contact E-Mail Address" field with a "[change]" link and a "Submit Protest" button. The form is divided into two steps: "STEP 1: Owner's and lessee's name and address." and "STEP 2: Describe property under protest." A blue arrow points from the "Submit Protest" button to the text in the following paragraph.

This will show you the same form again and allow you to make any necessary changes. Once you are satisfied that everything typed is correct then click **'SUBMIT PROTEST'**

You will then see a confirmation

The screenshot shows a "Please Confirm" dialog box with the question "Are you sure you wish to file an Protest?". At the bottom of the dialog are two buttons: "No" and "Yes". A blue arrow points from the "Yes" button to the text in the following paragraph.

**'Are you sure you wish to submit your online protest'**. Click **'YES'** if you are sure.

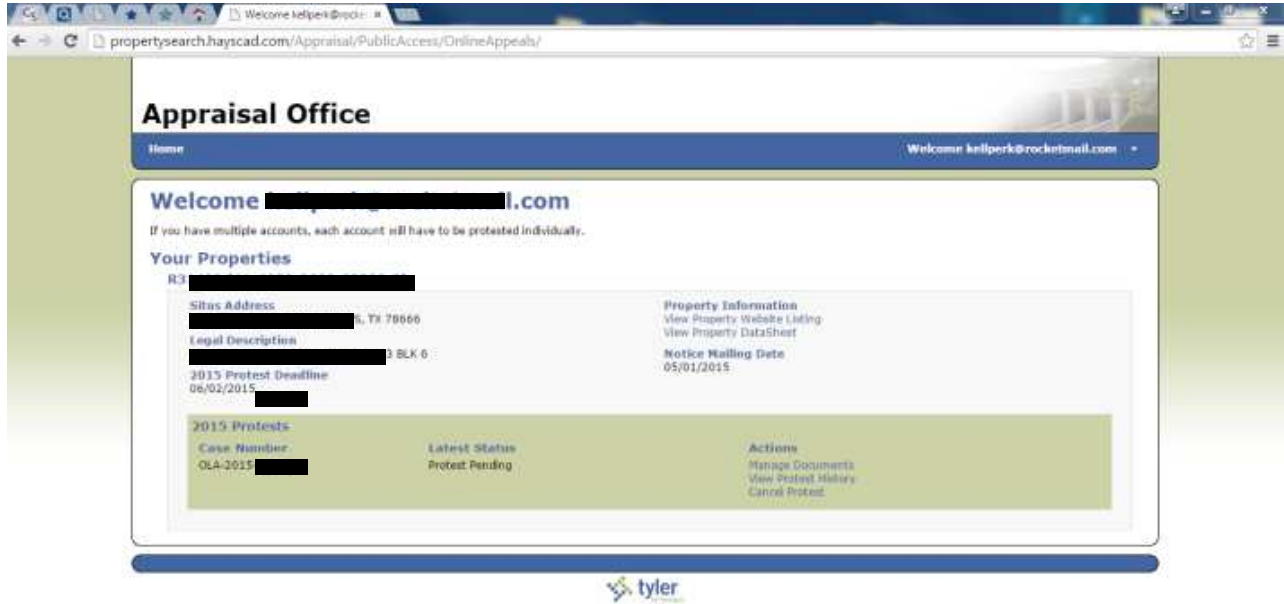
You should see the confirmation screen below:

The screenshot shows the same web browser window as before, but the main content area now displays a green box with the heading "Protest Successfully Submitted" and the text "Your Protest has been successfully submitted to the Appraisal Office." Below this text is a link that says "Click here to continue." A blue arrow points from this link to the text in the following paragraph.

Then click **'Click here to continue'**

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You should then see the screen below, with your account/property information and 'Case Number'. This 'Case Number' is associated with the online protest you just submitted .



Once you have submitted your protest, you can no longer edit the information on the form. However, you can check the status of your protest and upload documents by logging back in to your account and click on '**Manage Documents**'. If you would like to make revisions to your protest, you can email these revisions to [protest@hayscad.com](mailto:protest@hayscad.com).

**ATTENTION: If after following this guide you are still having issues you can instead submit your protest via email: [protest@hayscad.com](mailto:protest@hayscad.com)**

**\*\*\*This help guide is a 'work in progress' so please submit any suggestions, comments or other feedback to [info@hayscad.com](mailto:info@hayscad.com)**