

To access the Online E-File Portal go to : <http://www.epcad.org/OnlineServices/OnlineProtest>  
And click on the Megaphone Button at the bottom of the page

**EPCAD** El Paso Central Appraisal District

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**Before You Begin to E-File Protest**

**There is NO CHARGE for this service.**

**Submitting a protest electronically does not change any deadlines for filling a timely protest. Deadline for all timely protests is May 15th or 30 days from the date of your appraisal notice.**

If you received a notice, you have 30 days from the date of your notice or May 15th, whichever is later to submit your protest. If you do not receive a notice, you have until May 15th to submit your protest.

**You will not receive any correspondence through the US Postal Service.**

You must accept to receive electronic communications from the CAD when submitting an electronic protest. The CAD will only contact you in regards to the acceptance and further status of your protest. The CAD will not give out your email address to any company and will not contact you other than to inform you of the status of your protest. Failure to accept electronic communications will result in the CAD's inability to communicate with you about your protest. The email sender will be [protest@epcad.org](mailto:protest@epcad.org). Unfortunately, this email is an automated notification, which is unable to receive replies. We're happy to help you with any questions or concerns you may have. Please contact us directly at (915) 780-2131.

**Typical timeframe for an Efile protest:**

- Create Protest: 30 to 60 mins to be in our system and show up on the website
- Upload Evidence: 30 to 60 mins after protest is in our system
- Protest Offer: 5 to 8 Days Typically (depending on workload this can take longer)

If it has been more than two weeks and you have not received an email response from the CAD, please check your spam/junk email folder. Sometimes emails from the CAD can be filtered by some email programs as spam/junk email. If you feel that you are not receiving emails from the CAD, please contact us.


**Log in to the website periodically to see if the status of your protest has changed, especially if you do not see any emails from the CAD.**

It is your responsibility to check on the status of your protest. Do not wait until May 15th to inform the CAD of any problems or issues. The sooner you contact us the sooner we can determine how to assist you.

Using this online service DOES NOT CHANGE ANY DEADLINES for filling a timely protest with the Appraisal Review Board (ARB).

### E-File Guidelines

- First Time Registration
- Username, Password, or Pin Retrieval
- Creating A Protest
- Submitting Evidence
- Protest Status and Settlement Offer
- Viewing Evidence and ARB Hearing Date



Click on the button above to E-File

## REGISTER NEW USER

Click on the Create New User button.

EL PASO CAD Property Search Help Harris Govern

Welcome to the EL PASO CAD E-Services Portal

Enter your login credentials below, then click login.

User Name:

Password:

Login Create New User Forgot Password Request PIN

Enter your Owner\Account ID in the box labeled account ID. Enter your PIN number in the PIN box. You can find your Owner\Account ID and PIN number on the Notice Of Value Letter.

Click the Next button when you are finished.

NOTE: If you receive the message “the pin is already associated with an active account...” then the account has been previously registered. Go to the link [Username, Password, or PIN Retrieval](#) for further details.

The screenshot shows a web interface for 'EL PASO CAD' with a 'Harris Govern' logo. The page is titled 'Step 1 of 4' and 'New User Account Information'. Below the title, there is a light blue bar. The main content area contains the text: 'Please enter your Account Identification Number and PIN received below to begin the registration process.' Below this text are two input fields: 'Account ID:' and 'PIN:'. A yellow rectangular box highlights both input fields, and a large red arrow with a yellow outline points from the right towards the 'Account ID' field. At the bottom of the form are two buttons: 'Next' (blue) and 'Cancel' (white).

Provide the required information. The Username and Password fields are case sensitive. Passwords must be 6 – 15 characters and must contain at least one letter and one number. Please provide an email address and an additional recovery email address. Select a Security Question and provide an answer you can remember. We suggest that you print this page or write this information down and keep it for later use.

EL PASO CAD Property Search Help Harris Govern

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: 978707  
PIN: FibokaBh5svS  
Name: PUBLIC JOHN Q & JUANA DOE

Username:   
Password:   
Confirm Password:   
Email Address:   
Confirm Email Address:   
Recovery Email Address:   
Confirm Recovery Email Address:   
Choose Security Question: What was your high school mascot?  
Security Answer:

Please enter the text displayed in the image box below:

ffqott

New Image

I confirm that I agree to receive all correspondence relating to my property protest(s) electronically.

Next Cancel

Please review the information you have entered. Make any changes here as needed.

You must click on the checkbox confirming that you agree to electronic correspondence. If you do not click on this box, the appraisal district cannot email you to inform you of a successful account creation or the status of your online protest.

Click the Next button to proceed.

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

|             |                           |
|-------------|---------------------------|
| Account ID: | 978707                    |
| PIN:        | EjbqkaBh5sys              |
| Name:       | PUBLIC JOHN Q & JUANA DOE |

|                                 |                                     |
|---------------------------------|-------------------------------------|
| 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"/>                |

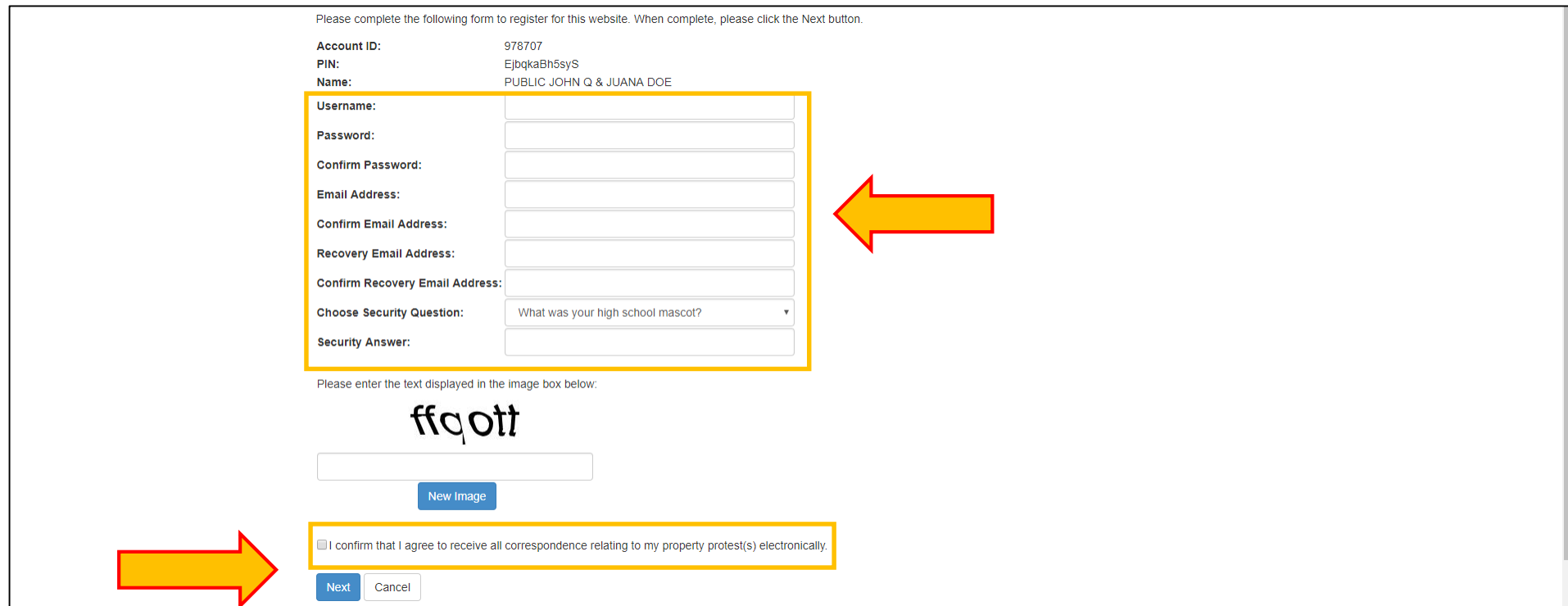
Please enter the text displayed in the image box below:

ffqott

[New Image](#)

I confirm that I agree to receive all correspondence relating to my property protest(s) electronically.

[Next](#) [Cancel](#)

The image shows a registration form with several fields. A yellow box highlights the Username, Password, Confirm Password, Email Address, Confirm Email Address, Recovery Email Address, Confirm Recovery Email Address, Choose Security Question, and Security Answer fields. A yellow arrow points to the right from the bottom of this box. Another yellow arrow points to the left from the right side of the form, pointing towards the highlighted fields. A third yellow arrow points to the right from the bottom left of the form, pointing towards the 'Next' button.

At the End User Agreement page, read the agreements. You must agree on the end user agreement in order to continue with registration. Make sure that both of the available checkboxes are clicked.

Click the Confirm button to finish

EL PASO CAD Property Search Help Harris Govern

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:** 978707  
**PIN:** EjbqkaBh5syS  
**Name:** PUBLIC JOHN Q & JUANA DOE  
**Username:** PJQJD  
**Email Address:**  
**Security Question:** What is the make of your first car?  
**Security Answer:** FORD

End User Agreement:  
APPRAISAL DISTRICT  
El Paso Central Appraisal District User Agreement and Liability Disclaimer  
GENERAL  
This Web site is offered to you, the ("User"), conditioned on acceptance of the terms, conditions, and notices contained herein, without modification. User access and use of this site constitutes acceptance of these terms and conditions. The El Paso Central Appraisal District ("The District") Web Site is comprised of various Web pages operated by the District. The District's Web Site is offered to you conditioned on your acceptance without modification of the terms, conditions, and notices contained herein. Your use of the District's Web Site constitutes your agreement to all such terms, conditions, and notices. Anyone using this system expressly consents to

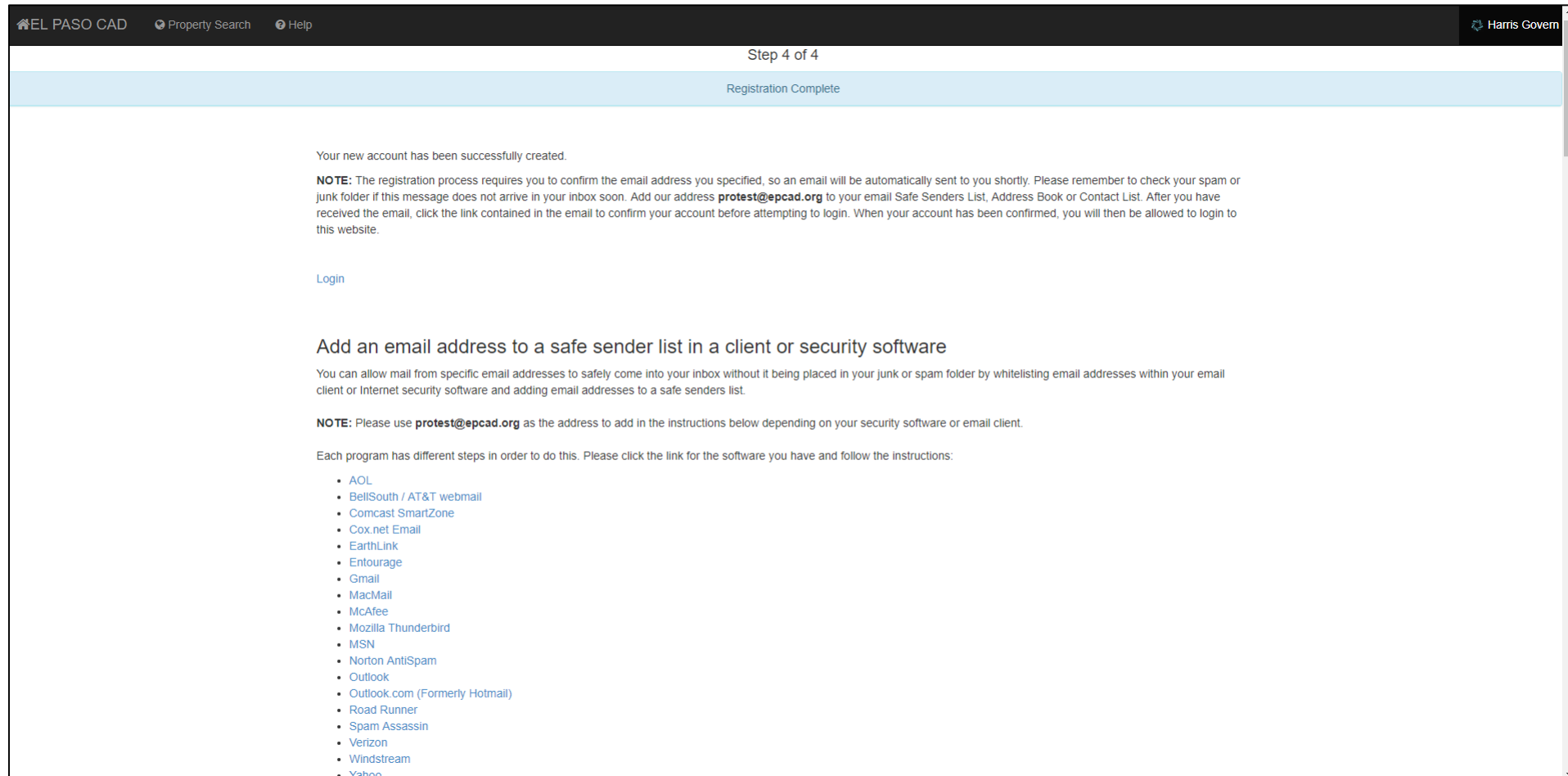
I agree with the terms outlined in the End User Agreement

EMail Agreement:  
APPRAISAL DISTRICT  
You must provide a current email address in order that the District may contact you, as required by Section 41.415(d)(3) of the Texas Tax Code. By supplying an email address you agree that it is correct and the District may utilize it to communicate electronically with you regarding your protest. An electronic mail address provided by a property owner to the District pursuant to Section 41.415(d)(3) is confidential and may not be disclosed by the District.

I agree with the terms outlined in the EMail Agreement

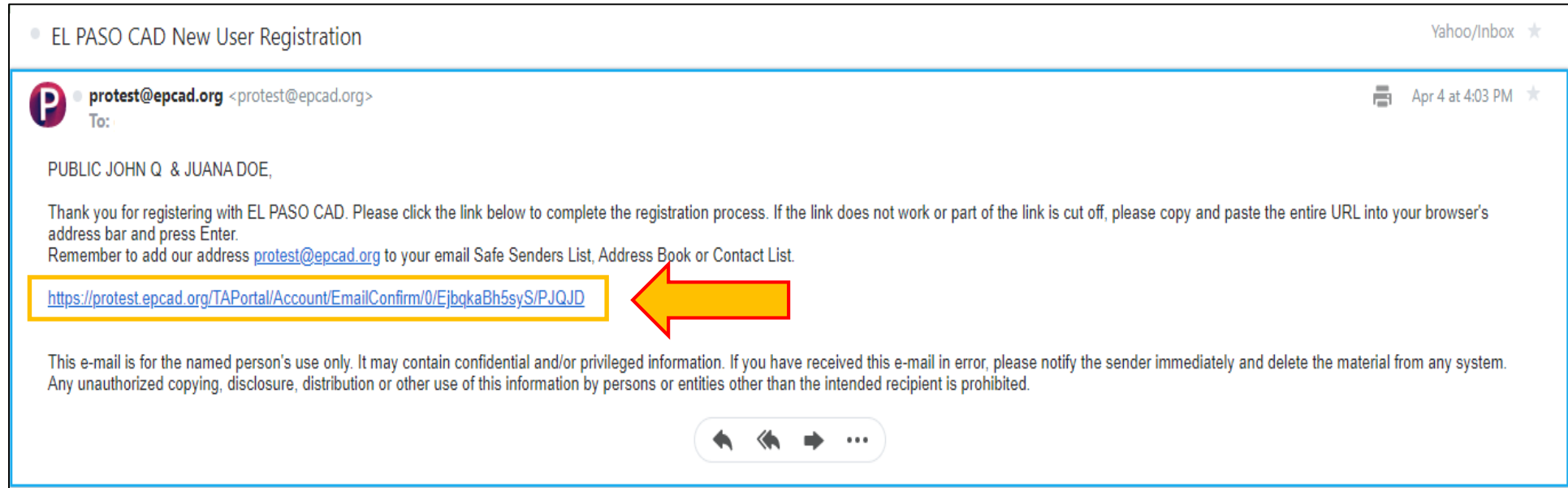
Back Confirm

You will see a screen informing you that registration was successful. You will also receive some instructions on how to add the email address [PROTEST@EPCAD.ORG](mailto:PROTEST@EPCAD.ORG) as a safe sender. Please ensure to follow these steps in order for emails from the district to be accepted by your inbox. Failing to follow these steps could result in emails from the district being rejected or sent to your junk\spam folder.



Log into your email program and look for an email from [PROTEST@EPCAD.ORG](mailto:PROTEST@EPCAD.ORG).

In the email body, you will see a link to complete the registration process. Please click on the provided link to complete the registration process.





You will be redirected to the appraisal district's website, <https://protest.epcad.org/TAPortal>. You will get a notification that your email address has been confirmed.

You may now log in to the E-File Protest Portal.

