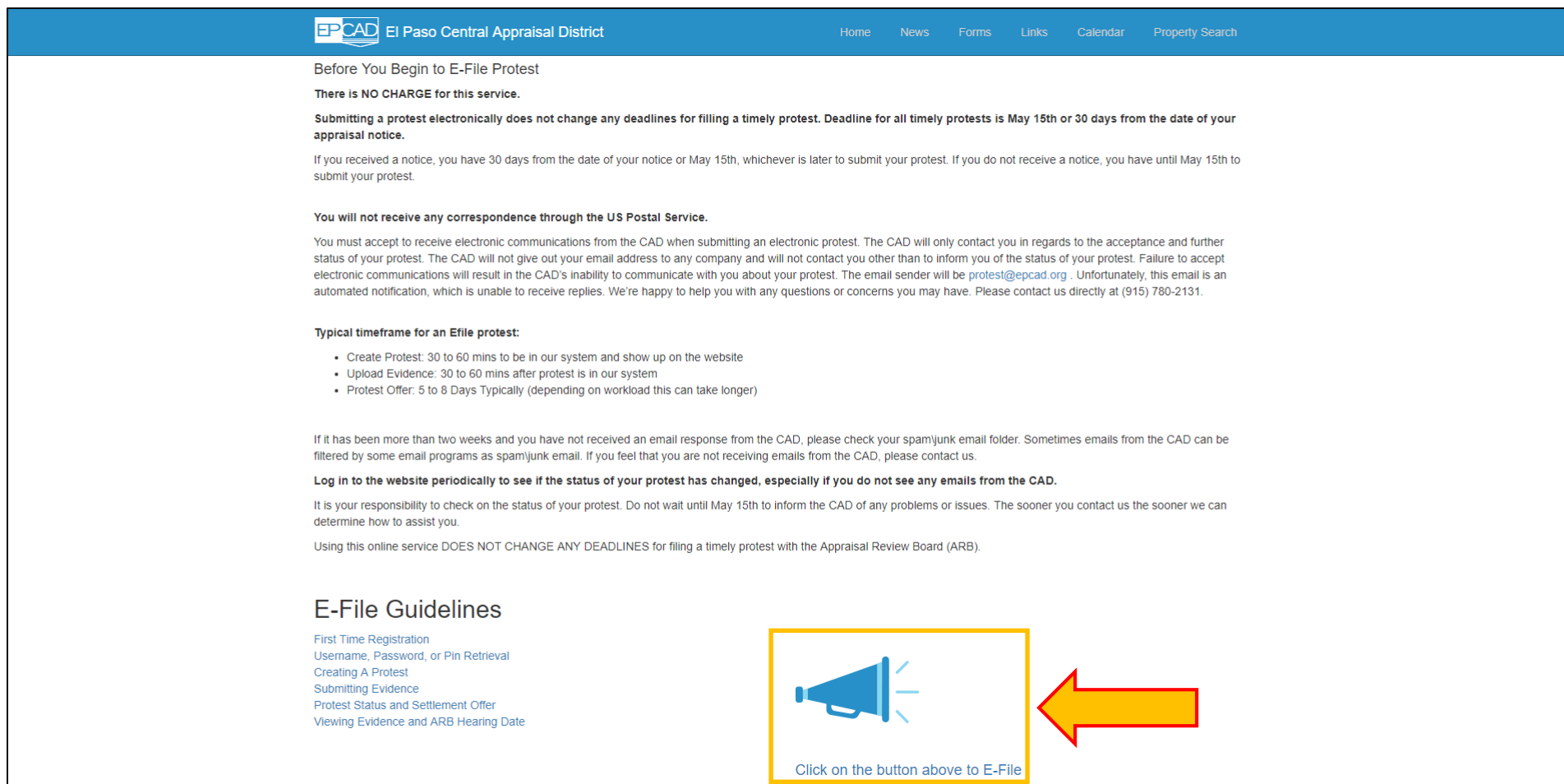


To access the Online E-File Portal go to : <http://www.epcad.org/OnlineServices/OnlineProtest>  
And click on the Megaphone Button at the bottom of the page



The screenshot shows the EPCAD website interface. At the top, there is a blue navigation bar with the EPCAD logo and the text "Ei Paso Central Appraisal District". To the right of the logo are links for "Home", "News", "Forms", "Links", "Calendar", and "Property Search".

The main content area is white and contains the following text:

**Before You Begin to E-File Protest**  
**There is NO CHARGE for this service.**  
**Submitting a protest electronically does not change any deadlines for filing 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 filing 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](#)

At the bottom of the page, there is a blue megaphone icon inside a yellow-bordered box. A large yellow arrow with a red outline points to the right, towards the megaphone icon. Below the megaphone icon, the text reads: "Click on the button above to E-File".

# Log in to the E-File Portal

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 Account](#) [Forgot Username](#) [Request PIN](#)





You will receive emails as the appraisal district works on your protest. All emails will be from sent from [protest@epcad.org](mailto:protest@epcad.org). Please ensure that your email client is configured to accept this account as a safe sender.

Notifications will be sent to inform you:

1. Hearing date has been scheduled
2. Evidence packet is available
3. Update to your protest
4. Settlement Offer



 protest@epcad.org | 5:00 PM  
Update to your Protest 

---

Referencing:  
Year: 2018  
Protest ID: 452  
Property ID: 639791  
Protestor ID: 978712

PUBLIC JAMES,

The status of your case has been updated. If you wish to login to the website, please click the link below.

On the Protest Summary screen, head to the Settlement Offer? section and click the View button.

The screenshot displays the 'Protest Summary' interface. At the top, there is a navigation bar with 'EL PASO CAD' and various utility links. Below this, the 'Protest List' section includes view options (Custom View, **Protest View**, Evidence View), a 'Select Columns...' dropdown, and a 'Show 100 entries' indicator. Action buttons for 'Settle Selected Properties', 'Withdraw Selected Properties', and 'Export Results for Selected Properties' are present, along with filters for 'Property ID List' and 'Hearing Date'. The main data table has the following structure:

Property ID	Property Address	Protest ID	Year	Protest Status	Schedule Hearing	Hearing Date	Hearing Location	Beginning Value	Opinion Of Value	Final Value	Settlement Offer?	Offer Amount	Withdraw	Property Search
639791	1234 NONAME EL PASO, TX 79925	452	2018	OPS (ONLINE PROTESTS TO BE SCHEDULED)	N/A	04/06/2018 08:30 AM		\$134,369			<b>View</b>	\$125,000	<b>Withdraw</b>	Details

At the bottom, it shows 'Showing 1 to 1 of 1 entries' and pagination controls (Previous, 1, Next). A red arrow points to the 'View' button in the 'Settlement Offer?' column of the first row.

The Protest Details screen will appear and recap what you have protested. The Settlement Offer Agreement informs you of the options available to you upon making a choice to accept or reject the appraisal districts offer. After you have read this information, you can make your choice.

EL PASO CAD Profile Taxpayer Tools Contact Us Messages Log Out Property Search Help Harris Govern

### Protest Details

Outlined below are the details of the protest currently active on Property ID 639791.

**Protest Details**

**Year:** 2018  
**Protest ID:** 452  
**Protest Status:** OPS (ONLINE PROTESTS TO BE SCHEDULED)  
**Legal Description:**  
**Address:** 1234 NONAME EL PASO, TX 79925  
**Evidence Requested:** Yes  
**Taxpayer Comments:** Value too high, need repairs. The value should be 125,000  
**Beginning Value:** \$134,369  
**Taxpayer Opinion of Value:** \$125,000  
**Protest Reason(s):** Q01 (Incorrect appraised (market) value)  
Q02 (Value is unequal compared with other properties)

**Settlement Offer Agreement**

SETTLEMENT AGREEMENTS  
Pursuant to section 41.415 of the Tax Code you may receive as applicable:

1. A settlement offer from the District to correct the appraisal records by changing the market value and, if applicable, the appraised value of the property to the value redetermined by the District; or
2. A notice from the District that a settlement offer will not be made.

You may have the right to accept or reject a settlement offer received from the District.  
If you accept the settlement offer made by the District, it shall be final and resolve all matters related to your protest. If you accept the settlement offer, a protest hearing is not required and it will not be necessary to appear before the Appraisal Review Board of El Paso County regarding your protest. The Chief Appraiser shall enter the settlement agreement into the records of the District as an agreement made under section 1.111(e) of the Tax Code.  
If you reject the settlement offer, the Appraisal Review Board of El Paso County shall hear and determine your protest in the manner otherwise provided in Chapter 41 of the Texas Tax Code.

Your settlement offer amount is listed below. Please select whether you accept or reject this offer by clicking the corresponding button. Selecting the 'Back' button will return to the Protest Summary for additional options.

**SETTLEMENT OFFER AMOUNT: \$125,000**

Accept Reject Back

To proceed click the Accept or Reject button.

EL PASO CAD Profile Taxpayer Tools Contact Us Messages Log Out Property Search Help Harris Govern

### Protest Details

Outlined below are the details of the protest currently active on Property ID 639791.

**Protest Details**

**Year:** 2018  
**Protest ID:** 452  
**Protest Status:** OPS (ONLINE PROTESTS TO BE SCHEDULED)  
**Legal Description:**  
**Address:** 1234 NONAME EL PASO, TX 79925  
**Evidence Requested:** Yes  
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Your settlement offer amount is listed below. Please select whether you accept or reject this offer by clicking the corresponding button. Selecting the 'Back' button will return to the Protest Summary for additional options.

**SETTLEMENT OFFER AMOUNT: \$125,000**



## ACCEPTING OFFER

Enter the text displayed, this is to prevent accidental rejection of an offer.  
To proceed, click the Accept button.

EL PASO CAD Profile Taxpayer Tools Contact Us Messages Log Out Property Search Help Harris Govern


### Accept Settlement Offers or Appraised Values

SETTLEMENT AGREEMENTS  
Pursuant to section 41.415 of the Tax Code you may receive as applicable:

1. A settlement offer from the District to correct the appraisal records by changing the market value and, if applicable, the appraised value of the property to the value redetermined by the District; or
2. A notice from the District that a settlement offer will not be made.

You may have the right to accept or reject a settlement offer received from the District. If you accept the settlement offer made by the District, it shall be final and resolve all matters related to your protest. If you accept the settlement offer, a protest hearing is not required and it will not be necessary to appear before the Appraisal Review Board of El Paso County regarding your protest. The Chief Appraiser shall enter the settlement agreement into the records of the District as an agreement made under section 1.111(e) of the Tax Code. If you reject the settlement offer, the Appraisal Review Board of El Paso County shall hear and determine your protest in the manner otherwise provided in Chapter 41 of the Texas Tax Code.

You must first complete the following form to finalize your decision to accept the settlement Offer(s) or original appraised value(s).  
Please enter the text displayed in the image box below:



You have chosen to accept the settlement offer(s) or original appraised value(s).  
You acknowledge that the subject matter of the protest(s) listed below has been settled. You hereby withdraw your protest and waive your right to any further proceeding in this matter per Section 1.111(e) of the Texas Property Tax Code.

**Settlement Summary:**

Property ID	Protest ID	Owner Name	Property Address	Settlement Offer	Hearing Date	Update Type
639791	452	PUBLIC JAMES	1234 NONAME EL PASO, TX 79925	125000	4/12/2018 8:30 AM	Accept Settlement Offer

Click the **Accept** button to accept the settlement offer(s) or original appraised value(s) or select Cancel to return to your protest summary.

Upon accepting the offer, you will be sent to a page that informs you of the action. You can see the value from the offer and the status of Accepted Settlement Offer.

Click the Done button to proceed.

The screenshot shows a web interface for 'EL PASO CAD'. The top navigation bar includes links for Profile, Taxpayer Tools, Contact Us, Messages, Log Out, Property Search, and Help. The main content area is titled 'Settlement Received' and contains a 'Print' button. Below the title, there is a confirmation message and a 'NOTE' regarding protest hearings. A 'Settlement Summary' section contains a table with the following data:

Property ID	Protest ID	Owner Name	Property Address	Settlement Offer	Hearing Date	Update Type
639791	452	PUBLIC JAMES	1234 NONAME EL PASO, TX 79925	125000	4/12/2018 8:30 AM	Accept Settlement Offer

Below the table is a 'Done' button. A large yellow arrow with a red outline points from the left towards the 'Done' button.



At the Protest Summary Screen, you can see the final value is set to N/A and that you have accepted the settlement offer.

Your protest is not complete. The appraisal district has to distribute the value to the account and complete the protest process. This may take several days, depending on the workload.

You will be notified by email when the process is complete and the value has been finalized.

EL PASO CAD Profile Taxpayer Tools Contact Us Messages Log Out Property Search Help Harris Govern

### Protest Summary

Protest List 1 [EFile](#)

Custom View Protest View Evidence View

Settle Selected Properties Withdraw Selected Properties Export Results for Selected Properties Filter By Property ID List:

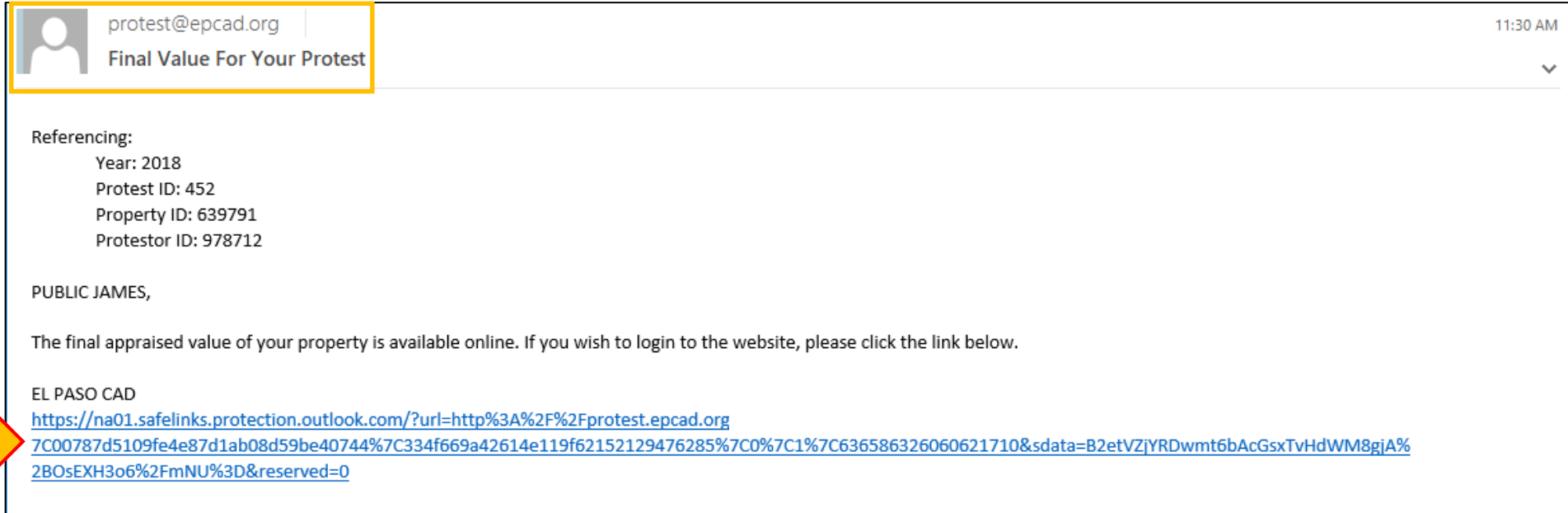
Select Columns... Filter By Hearing Date - Begin:  End:

Show 100 entries Search:

Property ID	Property Address	Protest ID	Year	Protest Status	Schedule Hearing	Hearing Date	Hearing Location	Beginning Value	Opinion Of Value	Final Value	Settlement Offer?	Offer Amount	Withdraw	Property Search
<input type="checkbox"/> 639791	1234 NONAME EL PASO, TX 79925	452	2018	OISP (ONLINE INFORMAL SETTLED PENDING)	N/A	04/12/2018 08:30 AM		\$134,369	\$125,000	N/A	Accepted	\$125,000	N/A	<a href="#">Details</a>

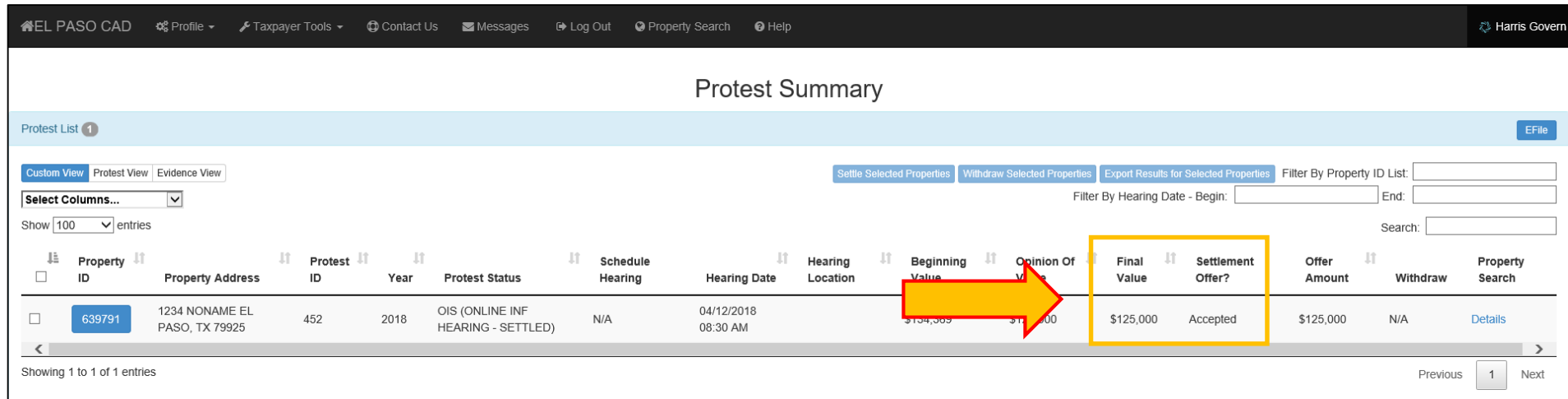
Showing 1 to 1 of 1 entries Previous 1 Next

The email will notify you that the value has been finalized. Click on the link in the email to log into the E-File Portal to review the account.



At the Protest Summary Screen, you can see the final value is set and that you have accepted the settlement offer.

Your protest is now complete.



EL PASO CAD Profile Taxpayer Tools Contact Us Messages Log Out Property Search Help Harris Govern

### Protest Summary

Protest List 1 [Efile](#)

Custom View Protest View Evidence View

Settle Selected Properties Withdraw Selected Properties Export Results for Selected Properties

Filter By Property ID List:

Filter By Hearing Date - Begin:  End:

Select Columns...

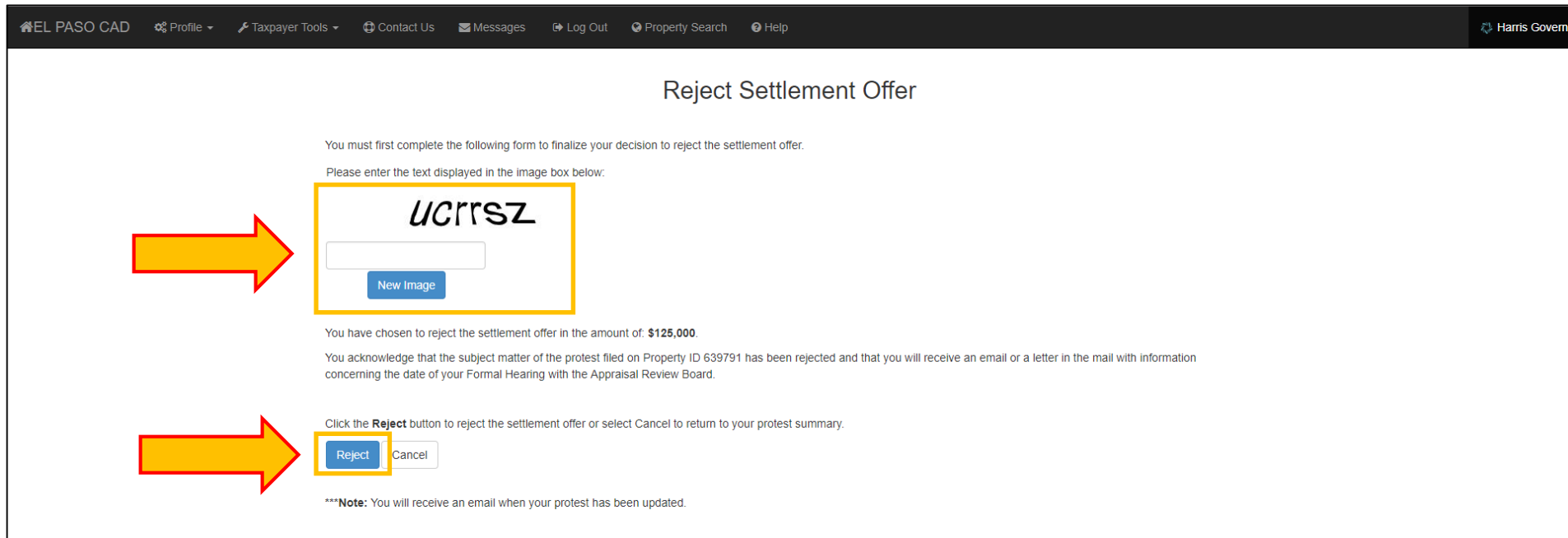
Show 100 entries Search:

Property ID	Property Address	Protest ID	Year	Protest Status	Schedule Hearing	Hearing Date	Hearing Location	Beginning Value	Opinion Of Value	Final Value	Settlement Offer?	Offer Amount	Withdraw	Property Search
<input type="checkbox"/> 639791	1234 NONAME EL PASO, TX 79925	452	2018	OIS (ONLINE INF HEARING - SETTLED)	N/A	04/12/2018 08:30 AM		\$134,565	\$11,000	\$125,000	Accepted	\$125,000	N/A	<a href="#">Details</a>

Showing 1 to 1 of 1 entries Previous 1 Next

## REJECTING THE OFFER

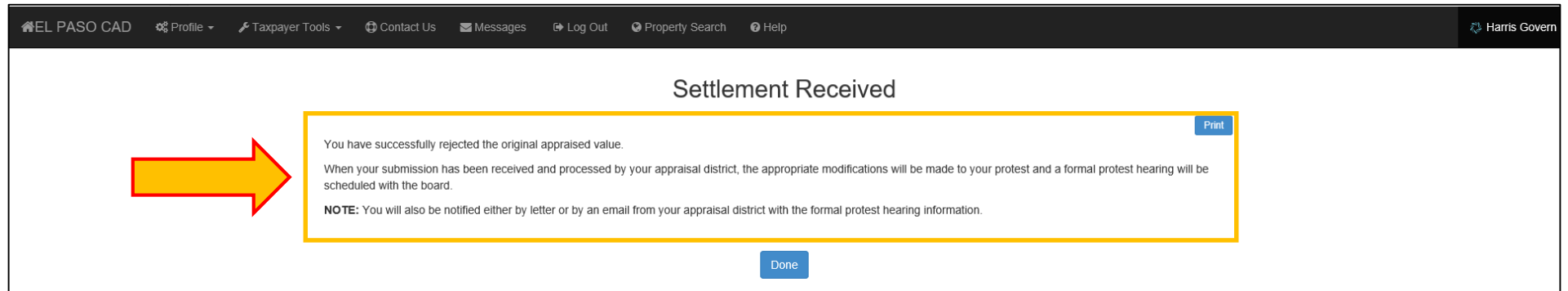
Enter the text displayed, this is to prevent accidental rejection of an offer.  
To proceed, click the Reject button.



The screenshot shows a web interface for rejecting a settlement offer. At the top, a navigation bar includes 'EL PASO CAD', 'Profile', 'Taxpayer Tools', 'Contact Us', 'Messages', 'Log Out', 'Property Search', 'Help', and 'Harris Govern'. The main heading is 'Reject Settlement Offer'. Below this, instructions state: 'You must first complete the following form to finalize your decision to reject the settlement offer. Please enter the text displayed in the image box below:'. An image box contains the text 'UCRrSZ' above a text input field and a 'New Image' button. A large yellow arrow points from the left to the image box. Below the image box, it says: 'You have chosen to reject the settlement offer in the amount of: \$125,000. You acknowledge that the subject matter of the protest filed on Property ID 639791 has been rejected and that you will receive an email or a letter in the mail with information concerning the date of your Formal Hearing with the Appraisal Review Board.' At the bottom, instructions say: 'Click the **Reject** button to reject the settlement offer or select Cancel to return to your protest summary.' There are 'Reject' and 'Cancel' buttons. A large yellow arrow points from the left to the 'Reject' button. A note at the bottom reads: '\*\*\*Note: You will receive an email when your protest has been updated.'

Upon rejecting the offer, you will be sent to a page that informs you of the action.

Click the Done button to proceed.



EL PASO CAD Profile Taxpayer Tools Contact Us Messages Log Out Property Search Help Harris Govern

### Settlement Received

You have successfully rejected the original appraised value.

When your submission has been received and processed by your appraisal district, the appropriate modifications will be made to your protest and a formal protest hearing will be scheduled with the board.

**NOTE:** You will also be notified either by letter or by an email from your appraisal district with the formal protest hearing information.

Print

Done

At the Protest Summary Screen, you can see the final value is set to N/A and that you have rejected the settlement offer.

Your protest is not complete. You need to go back to the evidence document provided by the appraisal district. Look for the Hearing Appointment Letter and view the date. This is the date that you are scheduled to appear before the ARB to hear your case. If you do not show up to the hearing, your protest will be closed the value from the Notice of Appraised Value will be your final value.

EL PASO CAD Profile Taxpayer Tools Contact Us Messages Log Out Property Search Help Harris Govern

### Protest Summary

Protest List 1 EFile

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	Schedule Hearing	Hearing Date	Hearing Location	Beginning	Opinion Of	Final Value	Settlement Offer?	Offer Amount	Withdraw	Property Search
628753	679 ANYPLACE DR EL PASO, TX	645	2018	OISP (ONLINE INFORMAL SETTLED PENDING)	N/A	04/12/2018 08:30 AM		\$189,900	\$189,900	N/A	Rejected	\$189,900	Withdraw	Details

Showing 1 to 1 of 1 entries Previous 1 Next