

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

Home News Forms Links Calendar Property Search

### 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



Click on the button above to E-File

## FORGOT USERNAME

To retrieve your username, click the Forgot Username Button

EL PASO CAD Property Search Help Harris County

Welcome to the EL PASO CAD E-Services Portal

Enter your login credentials below, then click login.

User Name:

Password:

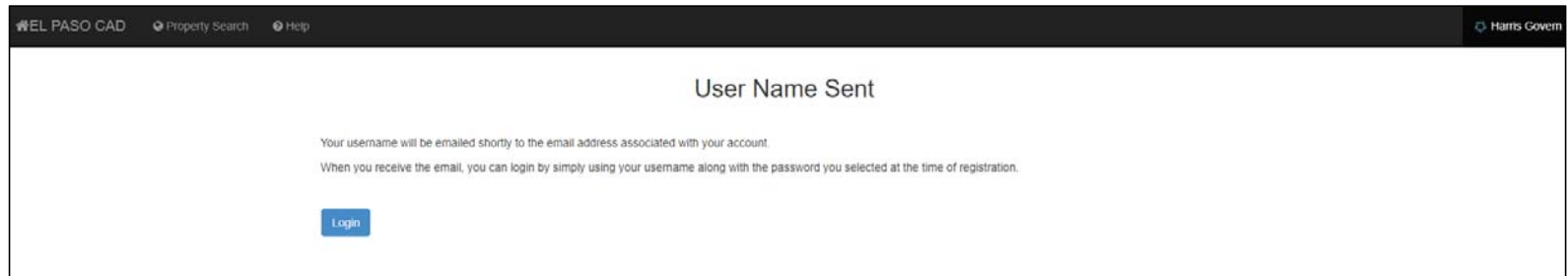
Login Create New User Forgot Password **Forgot Username** Reset Password

Enter the Email Address and PIN number associated with the account, then click the Get Question Button.  
(The PIN number is located on the Appraisal Notice Letter)

Answer the security question, then click the Submit button when finished.

The screenshot shows a web browser window with the title 'EL PASO CAD' and navigation links for 'Property Search' and 'Help'. The page content is titled 'Recover Username' and includes a 'User Information' section. A note states: 'Due to the sensitive nature of the information contained within your account, we must email your username to you. Please provide your email address below. Note: this email address must match the email address you provided during the registration process.' The form contains two main sections: 1) 'Email Information' with 'Email:' and 'PIN:' input fields and a 'Get Question' button. 2) 'Security Question' with a dropdown menu showing '\*\*\* Not Available \*\*\*', a 'Security Answer:' input field, and 'Submit' and 'Cancel' buttons. Two yellow boxes highlight the 'Email/PIN' and 'Security Answer' areas, with red arrows pointing to them from the right.

An Email will be sent to the address associated with your account.



The screenshot shows a web application interface with a dark header bar. On the left, there are navigation links: 'EL PASO CAD', 'Property Search', and 'Help'. On the right, there is a user profile icon and the text 'Harris Govern'. The main content area is white and contains the following text:

### User Name Sent

Your username will be emailed shortly to the email address associated with your account.  
When you receive the email, you can login by simply using your username along with the password you selected at the time of registration.

Below the text is a blue button labeled 'Login'.

## LOST PASSWORD

Passwords are encrypted by the system and the Appraisal District does not have access to them. To recover your password you need to have access to your Username and Security Question answer.

To retrieve your password, click the Forgot Password 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](#) [Forgot Password](#)

Enter your username to retrieve your security question.  
Answer the security question, then click the Submit button when finished.

The screenshot shows a web interface for recovering a password. At the top, there is a navigation bar with 'EL PASO CAD', 'Property Search', and 'Help' on the left, and 'Harris Govern' on the right. The main heading is 'Recover Password'. Below this is the 'User Information' section. A message states: 'Due to the sensitive nature of the information contained within your account, we will generate and email a random password for you to use during your next login. Once you have logged in, please remember to change your password back to something you can remember.' The form contains three main input areas: a 'Username:' field with a 'Get Question' button below it; a 'Security Question:' field with the text '\*\*\* Not Available \*\*\*' below it; and a 'Security Answer:' field. At the bottom of the form are 'Submit' and 'Cancel' buttons. Two yellow boxes with red arrows point to the 'Username:' field and the 'Security Answer:' field, respectively.

EL PASO CAD Property Search Help Harris Govern

### Recover Password

User Information

Due to the sensitive nature of the information contained within your account, we will generate and email a random password for you to use during your next login. Once you have logged in, please remember to change your password back to something you can remember.

Username:

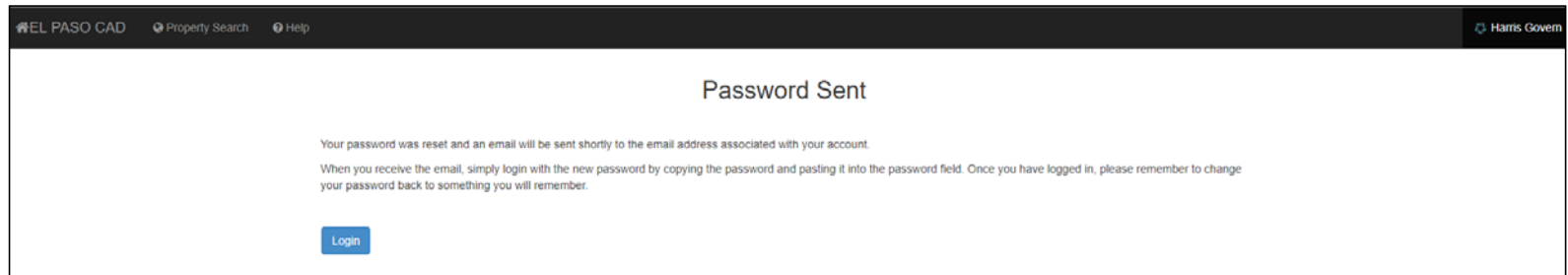
Get Question

Security Question:  
\*\*\* Not Available \*\*\*

Security Answer:

Submit Cancel

An Email will be sent to the address associated with your account.



The screenshot shows a web application interface with a dark header bar. On the left, it contains the text 'EL PASO CAD' followed by 'Property Search' and 'Help' with small icons. On the right, it says 'Harris Govern' with a small icon. The main content area is white and features the heading 'Password Sent' in a large, bold font. Below the heading, there are two lines of smaller text: 'Your password was reset and an email will be sent shortly to the email address associated with your account.' and 'When you receive the email, simply login with the new password by copying the password and pasting it into the password field. Once you have logged in, please remember to change your password back to something you will remember.' At the bottom of this section is a blue button with the text 'Login' in white.

## REQUEST PIN

PIN's are 8 – 12 digit numbers provided on an Notice of Appraised Value letter mailed by the appraisal district. Each PIN is distinct to an owner id. If various accounts are linked to the same owner id, then the same PIN applies to all of the accounts, and all the accounts will be accessible within the same registration.

To request your PIN number, click the Request Pin 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.

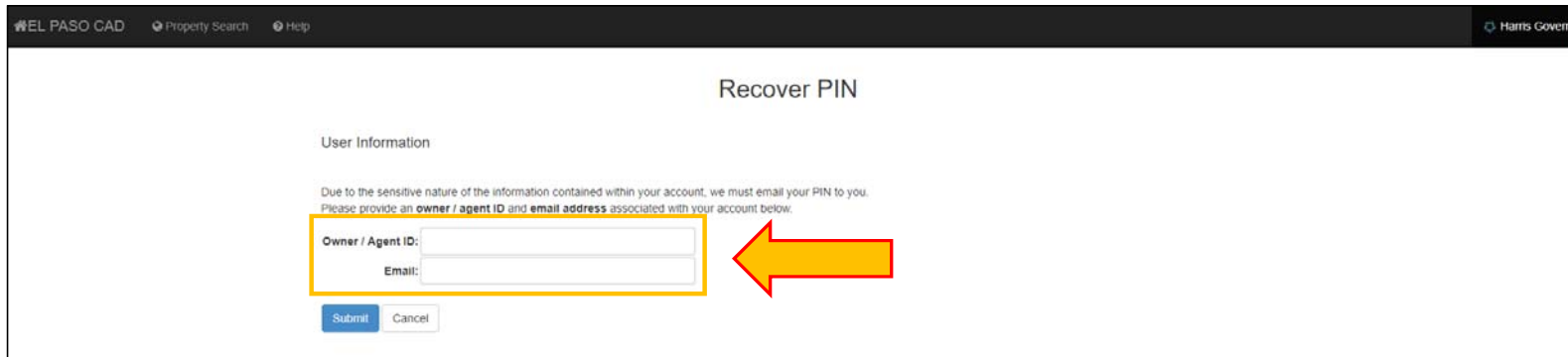
User Name:

Password:

Login Create New User Forgot Password Forgot Username Request PIN

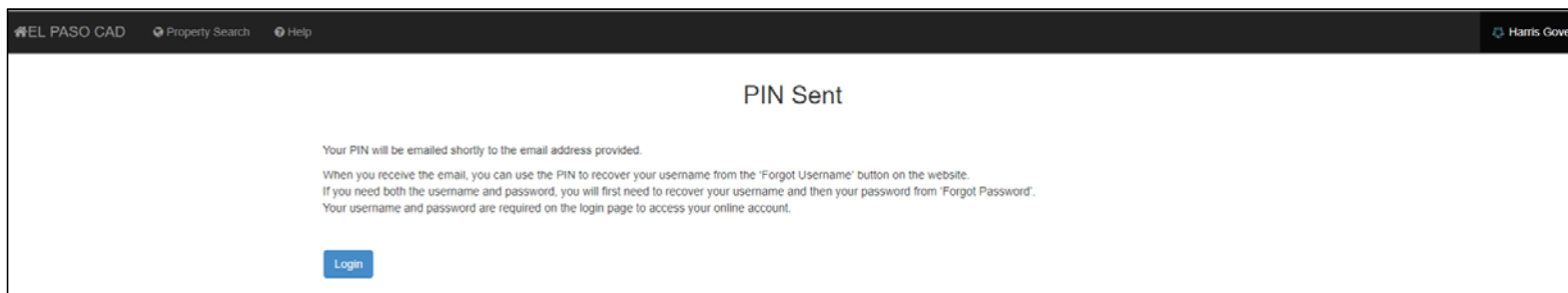


Enter your Username and Email address, then click the Submit button when finished.



The screenshot shows a web browser window with a dark header. On the left, it says 'EL PASO CAD' with links for 'Property Search' and 'Help'. On the right, it says 'Harris County'. The main content area is titled 'Recover PIN' and contains a 'User Information' section. Below the title, there is a paragraph: 'Due to the sensitive nature of the information contained within your account, we must email your PIN to you. Please provide an **owner / agent ID** and **email address** associated with your account below.' This paragraph is highlighted with a yellow box. Below the text are two input fields: 'Owner / Agent ID:' and 'Email:'. A large yellow arrow with a red outline points to the right, pointing towards the 'Submit' button. At the bottom of the form are two buttons: 'Submit' (in blue) and 'Cancel' (in grey).

An Email will be sent to the address associated with your account.



If you have previously registered an account, you must know the owner id and the email address in order to retrieve the PIN number.

If you do not have a notice of appraised value or have never received a PIN, then you must either come in person with identification showing you are the owner of the property and the PIN will be provided to you. You can call the appraisal district at 780-2188 or email [e protest@epcad.org](mailto:e protest@epcad.org), requesting the PIN for the account. The PIN will be mailed by USPS regular mail to the address on file for the account. For security reasons, PIN's are not given over the phone or by email.

If the mailing address has changed or is incorrect, then you must provide a "mailing address change" form which you can obtain from the EPCAD website <http://www.epcad.org/> under forms. if you have any questions dealing with the form, please contact the Deeds Department at 780-2136.