

Frequently Asked Questions-

Electronic Filing of Protest (E-File)

1. How do I know if I am eligible for filing a protest electronically?

You would have received a form with your Owner ID and a PIN #.

2. If I did not receive a letter with my Owner ID and PIN #, then may I file a protest electronically?

No, only properties that are eligible for filing electronically will be able to use the protest portal.

3. How do I get started?

If you are a first time user, then you must first register as a new user with your Owner ID and PIN # that was provided with your notice of appraised value.

4. Why was I unable to login using my user name and password after I registered as a new user?

After you registered as a new user, you will receive a confirmation email that verifies your registration. You must login through this email in order to get signed in the first time.

5. How will I know if my electronic protest was accepted on line?

If your electronic filing was successful, then you should be able to view the status for each account protest under the “E File Protest” tab. Each account that a protest was filed electronically will state “Already Filed” as the status.

6. What if I waited until my deadline date to electronically file a protest and the system is not working?

Your deadline date still applies regardless if you were unable to access the E-File. You must submit a protest by another means either by email at comalad@co.comal.tx.us , by fax at 830-625-8598 or by mail with a postmark date no later than your deadline date.

7. How will I know if there is a settlement offer?

An email will be sent to you referring you back to your E-File account where you may view the Comal Appraisal District offer.

8. What happens if I request evidence? When will I receive it?

You will receive an email referring you back to your E-File account where you may view the Comal Appraisal District evidence under the “Evidence” tab.

9. What happens if I reject the Comal Appraisal District’s settlement offer?

You will be scheduled at a later date for an Appraisal Review Board hearing.

10. What happens if I accept the Comal Appraisal District’s settlement offer?

Your account will be updated to reflect the accepted values and no further action will be required.