

Lubbock Central Appraisal District

How to File an Online Protest

Online protests may be filed if:

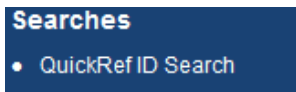
- the property is classified as residential single family,
- the property is your residence homestead (you have a homestead exemption on the account)
- you have not designated an agent to represent you.

If you choose to come in or call the Lubbock Central Appraisal District and initiate an inquiry and/or send in your protest by mail, you will not be able to protest online.

If you think you should be eligible to protest online but did not receive an Online Protest Notice/ID please email info@lubbockcad.org.

Step 1: Log on to www.lubbockcad.org

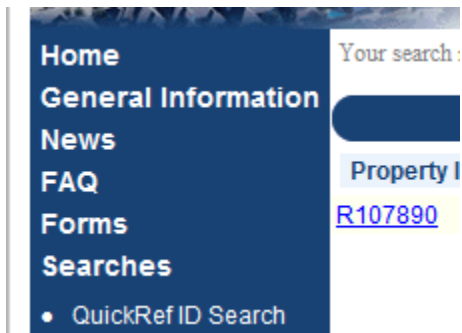
- Click on the bullet named 'Owner QuickRef ID Search'



- Enter the QuickRef # from your Notice of Appraised Value (i.e. R123456)

A screenshot of a search interface. On the left is a grey button labeled "QuickRef ID Search". To its right is a white rectangular input field.

- Click on blue Property ID link




Step 2: Click on the protest [link](#)  [Protest](#) in the Property Detail Screen to protest your value online.

Step 3: Create a Login ID.

- You may use your email address as your Login ID.
- Passwords must be eight characters long.
- You should receive a confirmation email within a few minutes of creating your Login ID.

Step 4: Associate the property you are protesting with your Login ID.

- Click [Register a passcode to associate it with your User](#)

- Enter your QuickRef# and your Online Protest ID# in the fields provided. The QuickRef # can be found in the box in the upper right hand corner of the notice of appraised value. The Online Protest ID# can be found in the box in the lower right hand corner of the notice of appraised value and at the top of the protest form.
- Click 

Step 5: Once your account information is displayed on the screen, please verify that the information you are viewing is for the account you wish to protest. Then

[Click here to file a Protest](#)

Step 6: You should now be on the screen **Submit A Protest**


- Verify that the information provided is correct for the account you are protesting.
- Select the reason for your protest in Step 3. You must select at least one reason. You may select more than one reason.
- State the facts related to the protest on this account and give your opinion of the value (optional) in Step 4.

NOTE: For security reasons the Online Protest Form screen has a timeout feature. If you are entering a large amount of information the form will timeout and will lose any information you have entered.

If you are entering a large amount of data for review you have two choices:


Choice 1. Type the data in a separate document and copy and paste the data in the form.

Choice 2. Type the data in a separate document and after you submit the form, you will have the option to add the document and any other documents to your protest.

- Verify the name of the person submitting the online protest in the space provided.
- Once all information is entered click  to verify the information is correct.
- Confirm all the information is correct and click OK when you receive this message.



NOTE: It is at this screen we suggest you print the form prior to clicking the "Submit Online Protest". Once the form is submitted you will not have access to the form to reprint what you have submitted.

- Click  to officially submit your protest.
- Click YES when you receive this message.

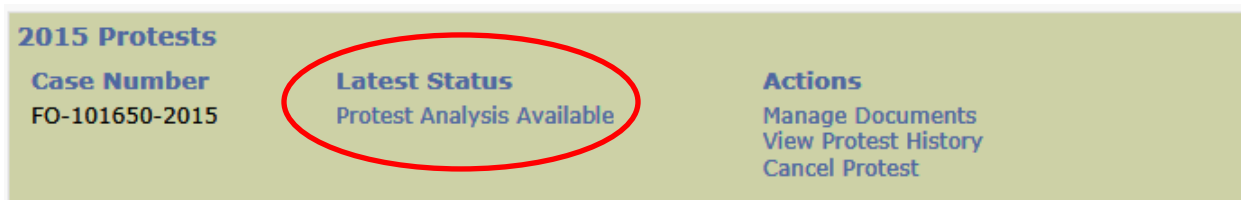


- A confirmation email will be sent to the email address indicated on the account. Save and/or print a copy of the verification email received as proof of your submission.

Once your protest is confirmed you can sign back in to your account to view status history, upload documents, view comparable properties, view your protest analysis, and cancel your online protest.

Step 5: Your online appeal will be assigned to an appraiser for review. You will be contacted by a LCAD appraiser within 10 days regarding your protest through the email address provided when you filed your appeal.

If a settlement offer is available you will receive an email. Log in to your account and click the settlement offer line on the Online Protest Home page.



Review the settlement offer and decide whether to accept or decline.

A form for reviewing a settlement offer. It contains two radio button options: "I accept this offer as a final settlement of my protest" and "I decline this offer and understand that my account will be scheduled for a hearing". Below the options are two buttons: "Back" and "Continue".

If you choose to accept the offer your protest is complete and you have waived your rights to any further remedies for the current tax year.

If you choose to decline the offer your online protest will be closed. You will be scheduled for a formal hearing with the Appraisal Review Board. You will be notified of the formal hearing date and time by First Class Mail.

You will receive confirmation of your decision by email.

If for any reason you decide to cancel your online protest, please be aware that you will forfeit your online protest right for the current tax year and will either need to come in personally to protest or submit your protest by mail by the deadline given on your Notice of Appraised Value.

NOTE: Please add no-reply@lubbockcad.org to any email blocklist