Agent Portal Tutorial

Travis Central Appraisal District

APRIL 2026

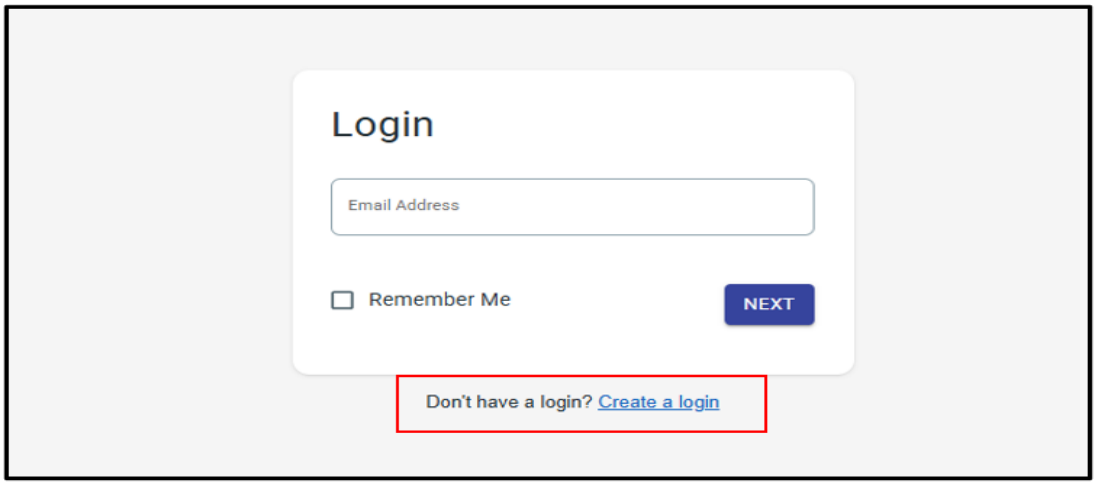
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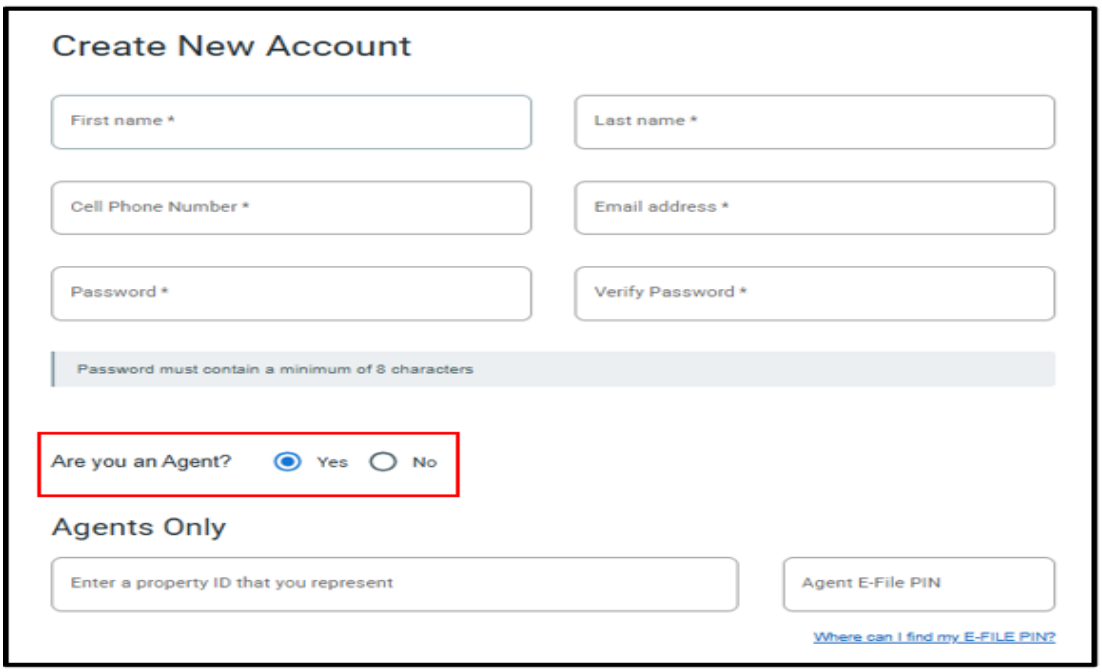
New Agent Account Creation

STEP 1
Go to https://travis.prodigycad.com/public-portal/sign-in.

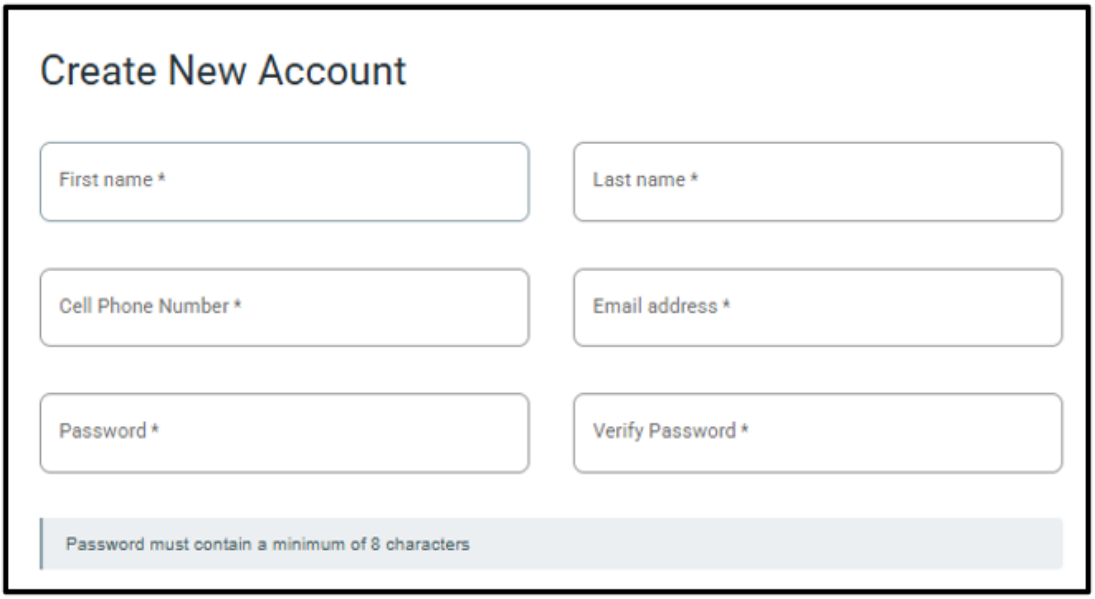
STEP 2
Click on Create a Login.



STEP 3
Are you an Agent? Select Yes



STEP 4
Fill in Name, Phone Number, Email Address & Password.



STEP 5
Add Property ID of one property you currently represent.

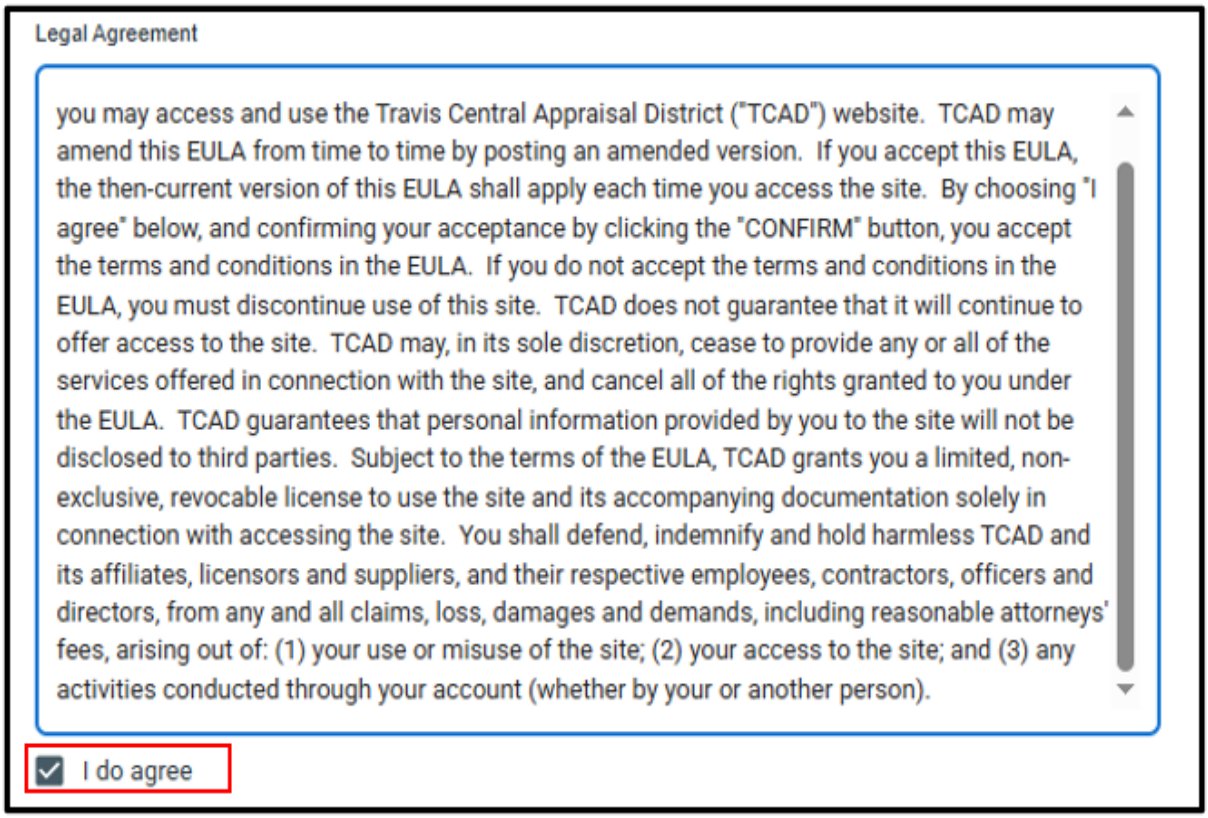


STEP 6
Enter agent eFile pin number.

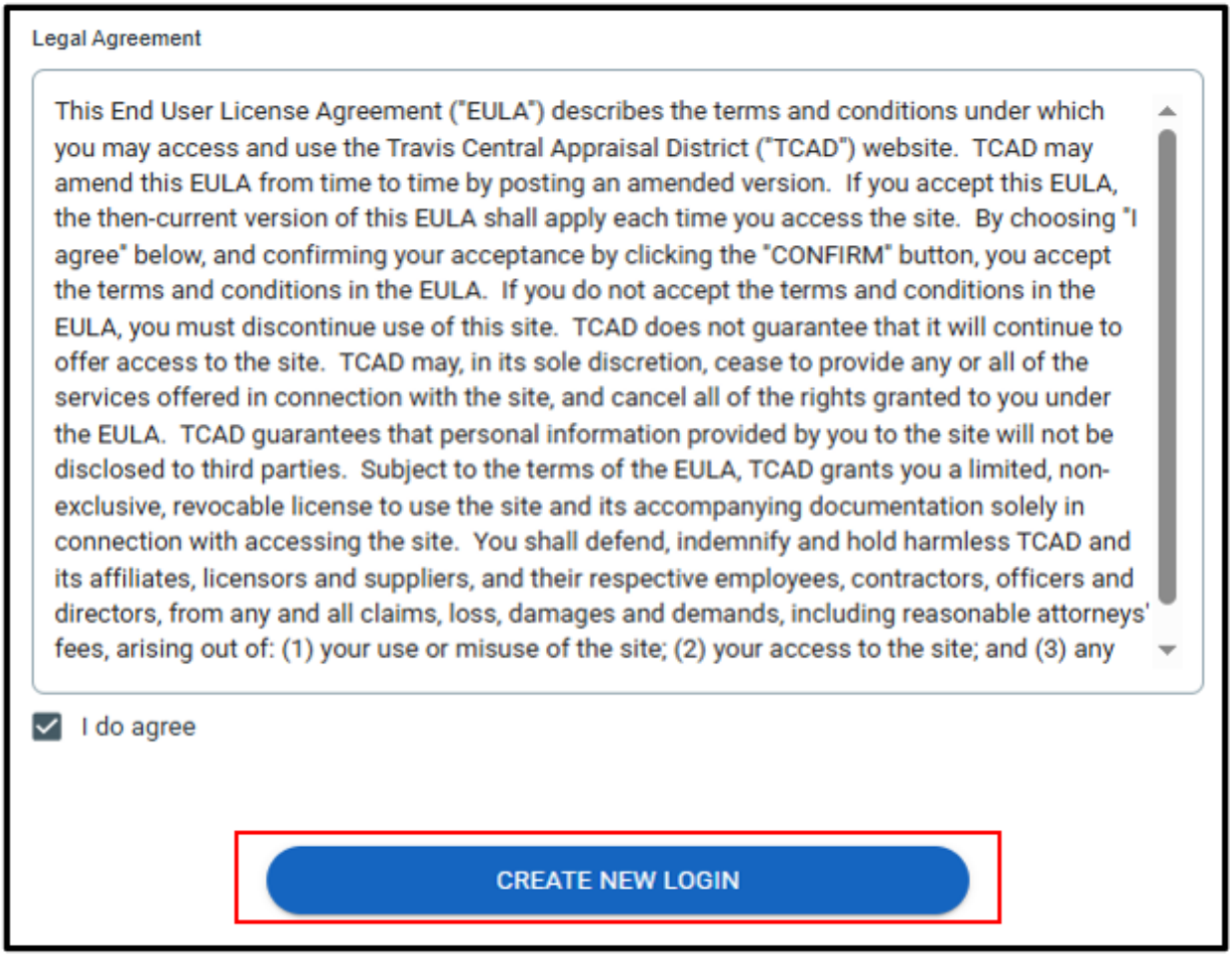
This information can be found on your Notice of Appraised Value. To request your agent pin number, email agentportal@tcadcentral.org.



STEP 7
Read and agree to the End User Legal Agreement.



STEP 8
Click on CREATE NEW LOGIN.



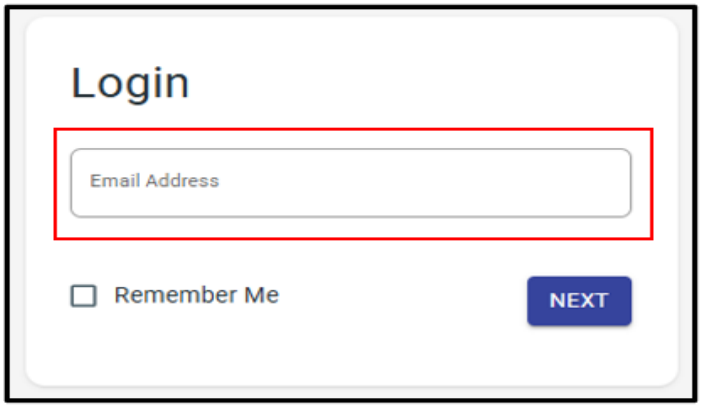
STEP 9
Confirm account via email.

You will receive an email to the email address used during the registration process. You *MUST* click "Confirm Email" in the email to complete your account registration. If you do not receive the email, check your junk folder.

Login to Agent Portal

STEP 1

Enter username (Email Address) and select Next



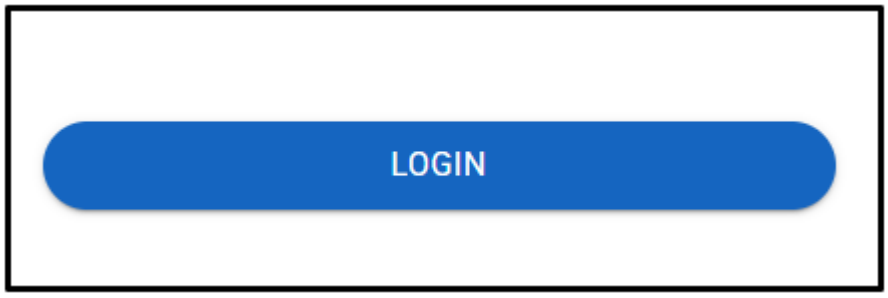
STEP 2

Enter Password



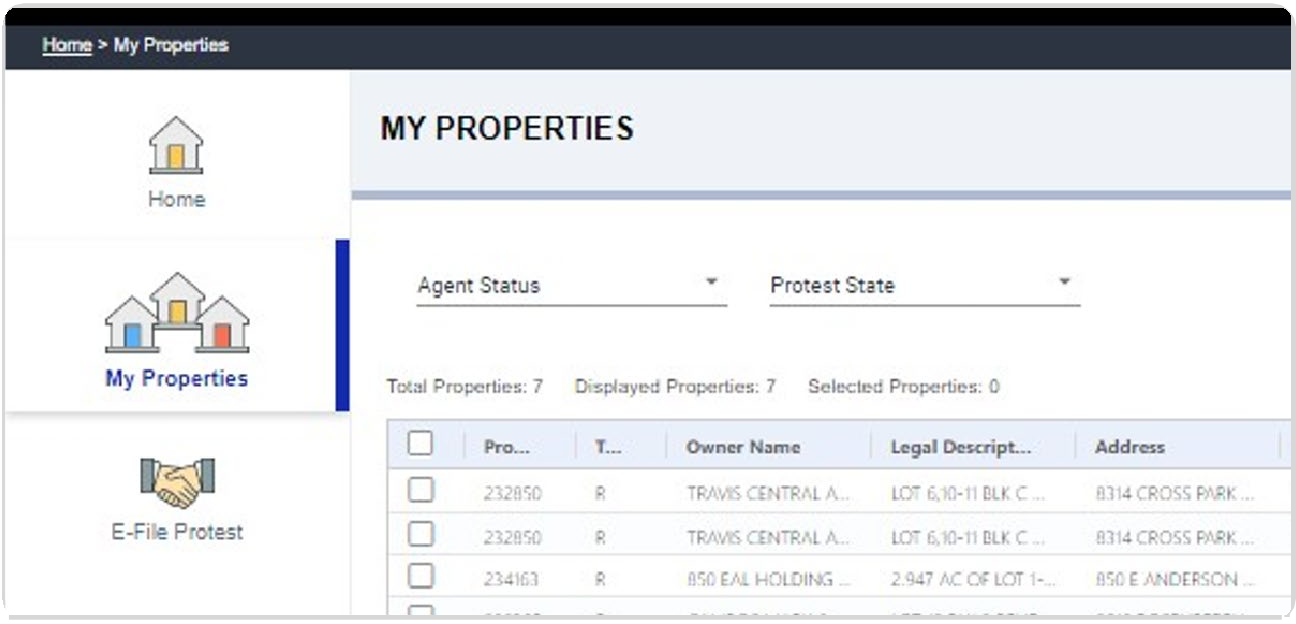
STEP 3

Click on LOGIN.

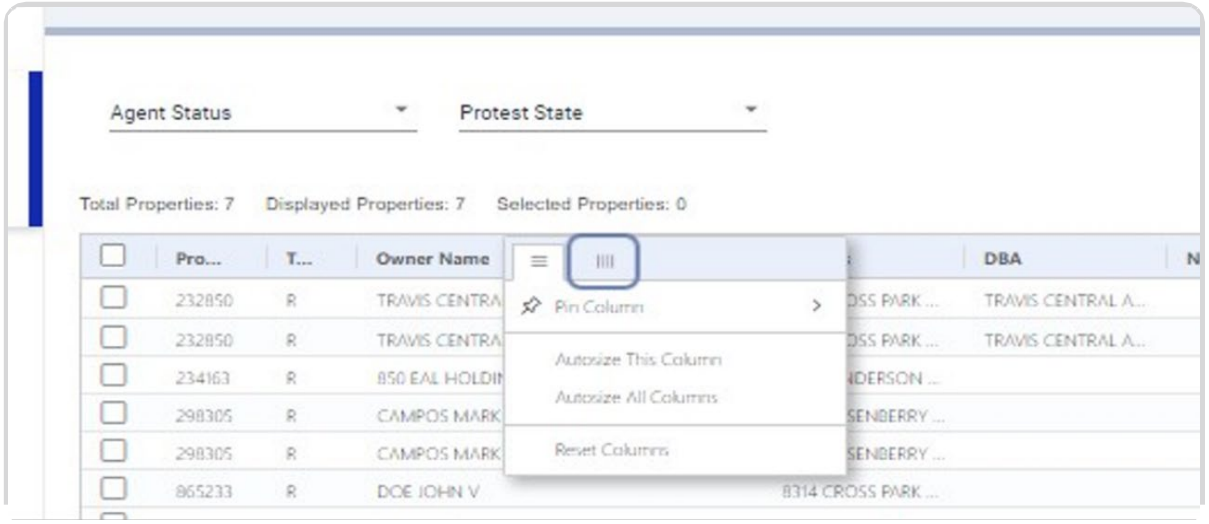


My Properties Menu

Click on My Properties

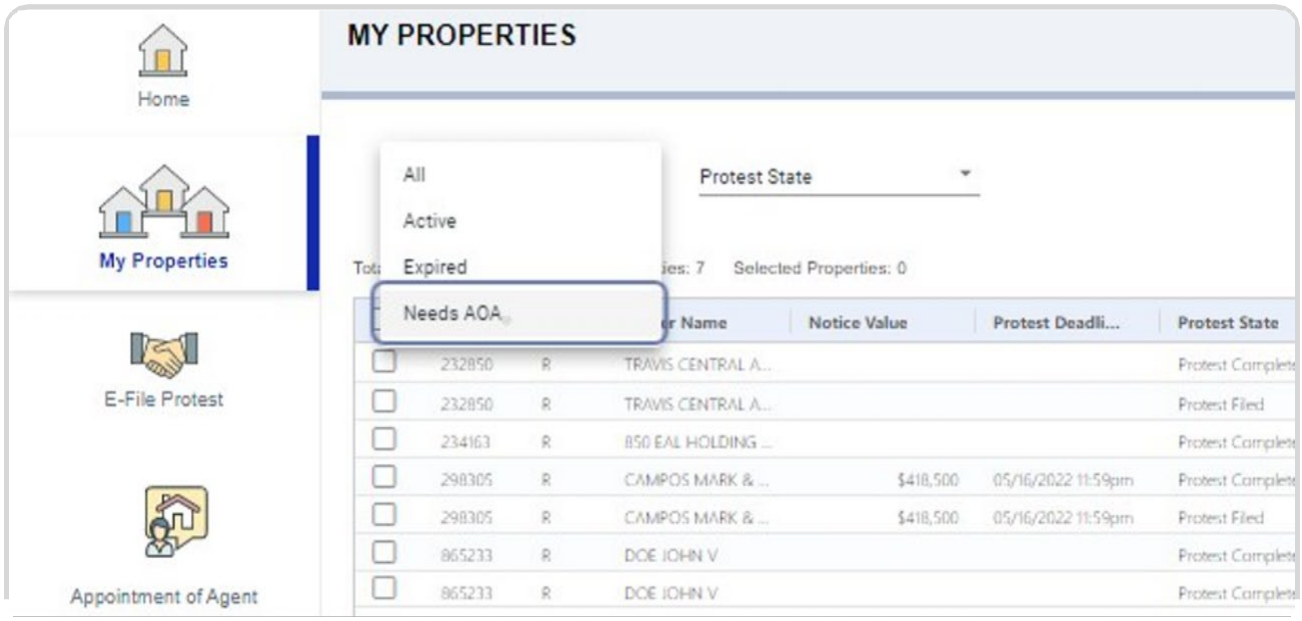


You can add and/or remove columns in your My Properties grid.



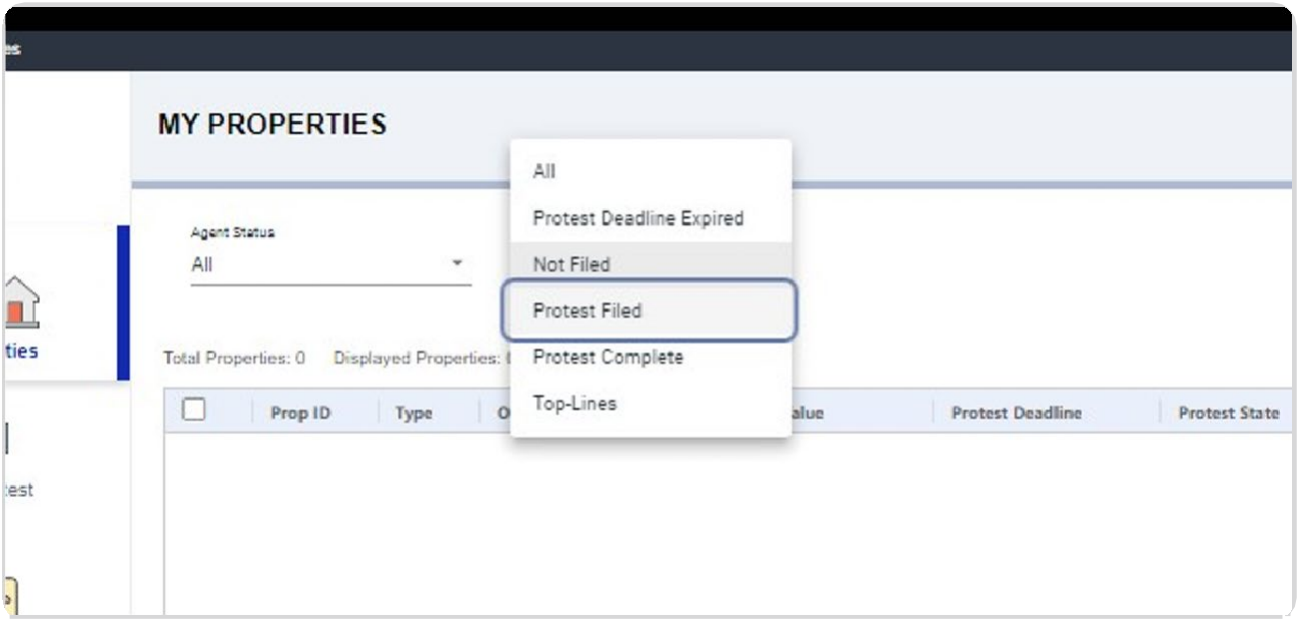
You can filter the My Properties grid by status.

(For example: active, expired, Needs AOA)

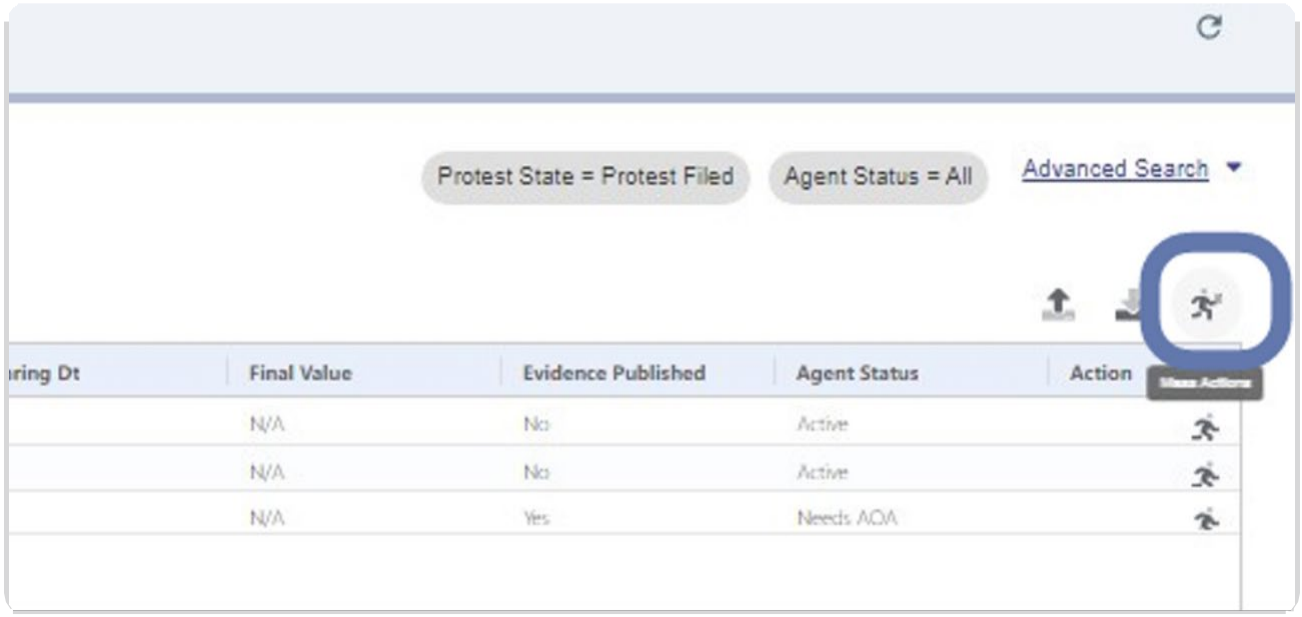


You can filter the My Properties grid by protest state.

(For example: protest filed, protest not filed, protest complete, top-lines, deadline expired)

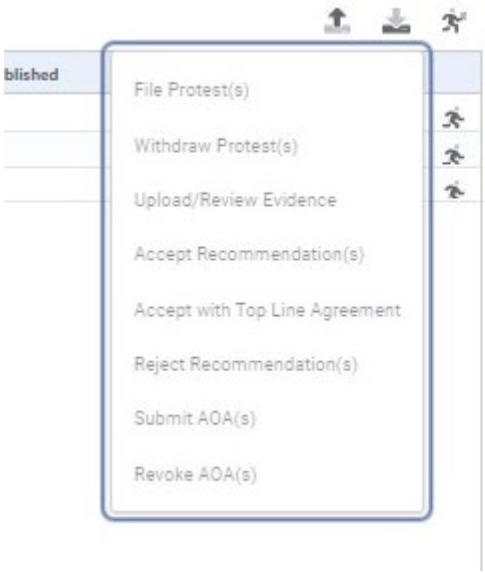


The running man in the upper right-hand corner is the Action Menu.



Actions available in the Action Menu:

File Protest, Withdraw Protest, Upload Evidence, Accept CAD Recommendation of Value, Accept Top Line Agreement, Reject CAD Recommendation of Value, Submit AOA, Revoke AOA

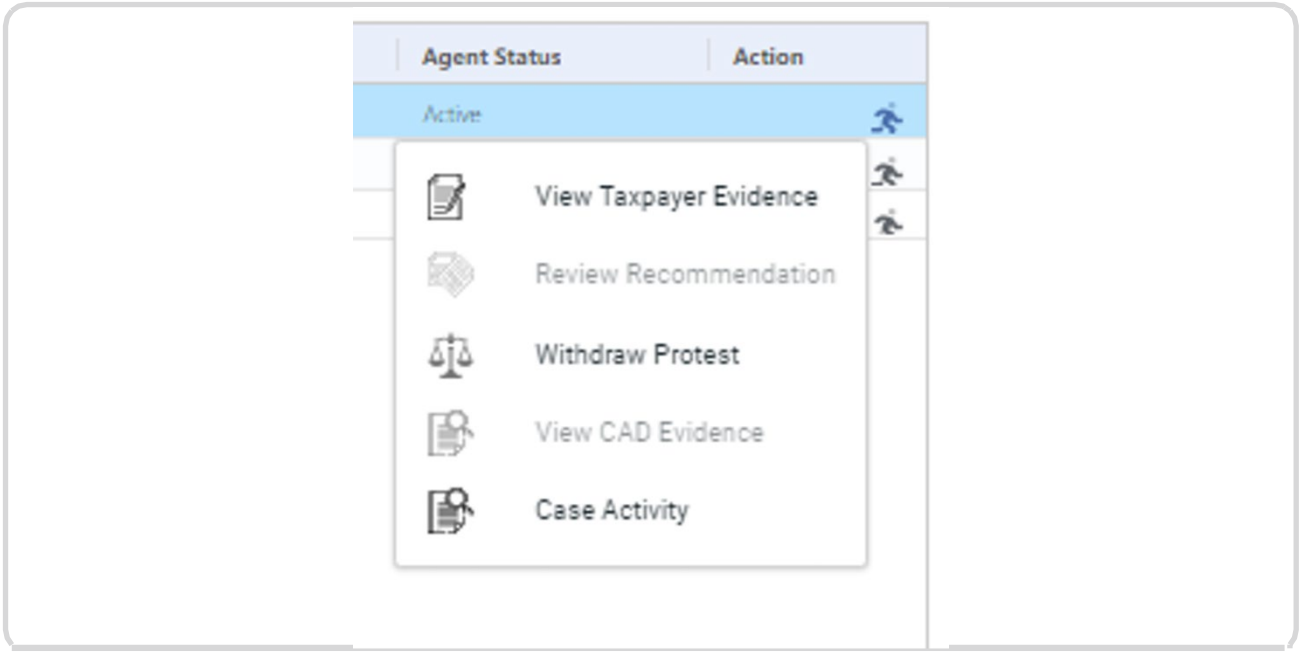


There is also an action menu at the property level.

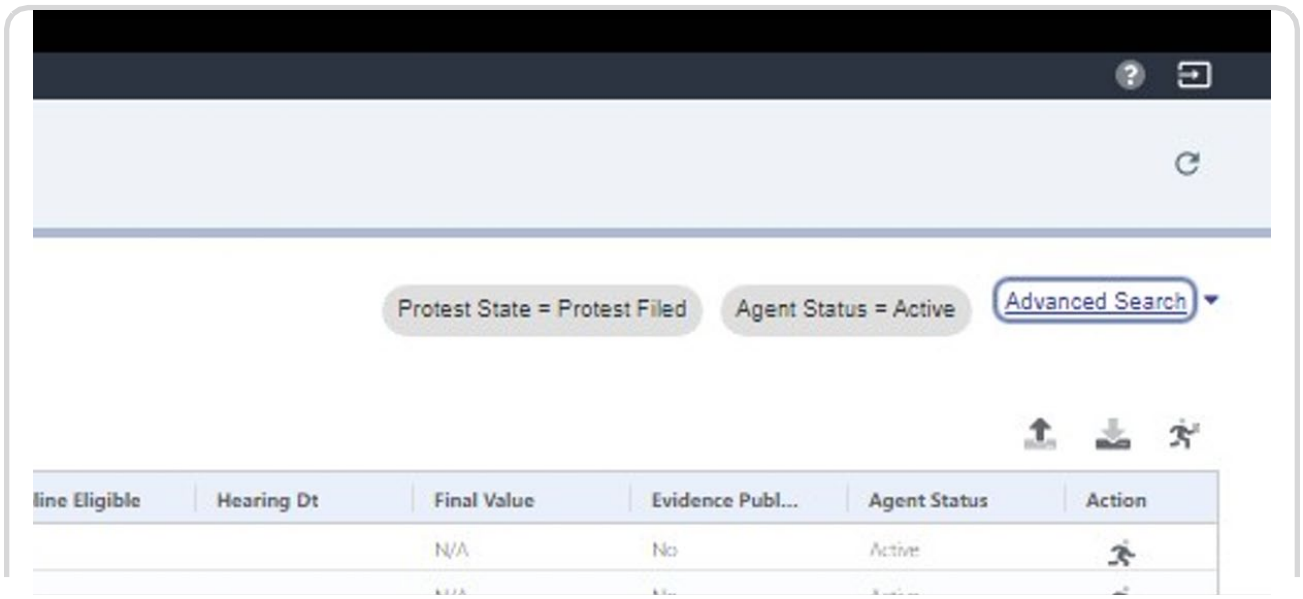


Actions available in the Property Action Menu:

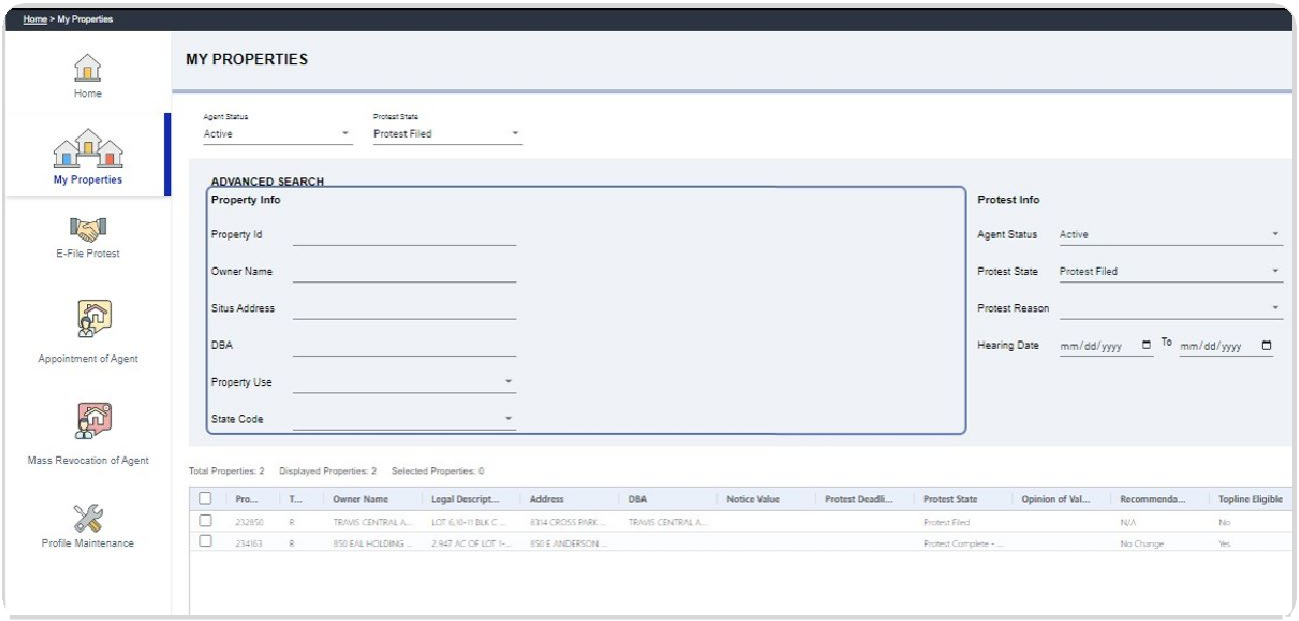
View Taxpayer or Agent submitted evidence, Reject Recommendation, Withdraw Protest, View CAD Evidence (if available), Case Activity



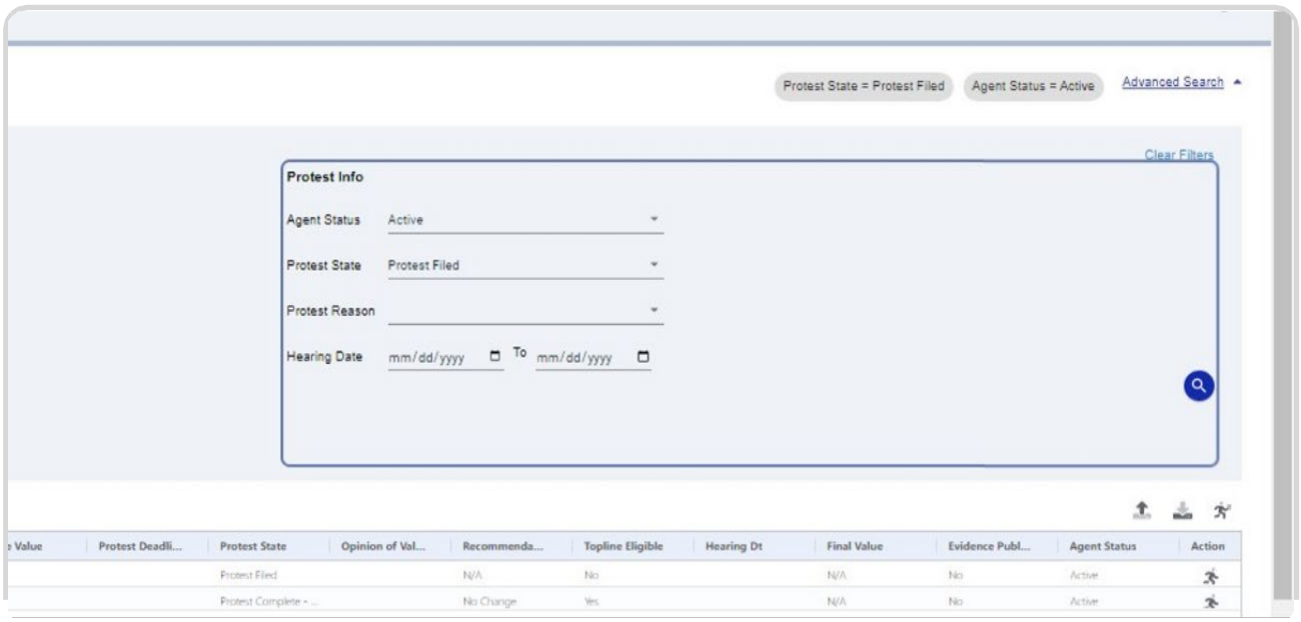
The Advanced Search provides a way to filter the My Properties grid.



You can filter by property information:



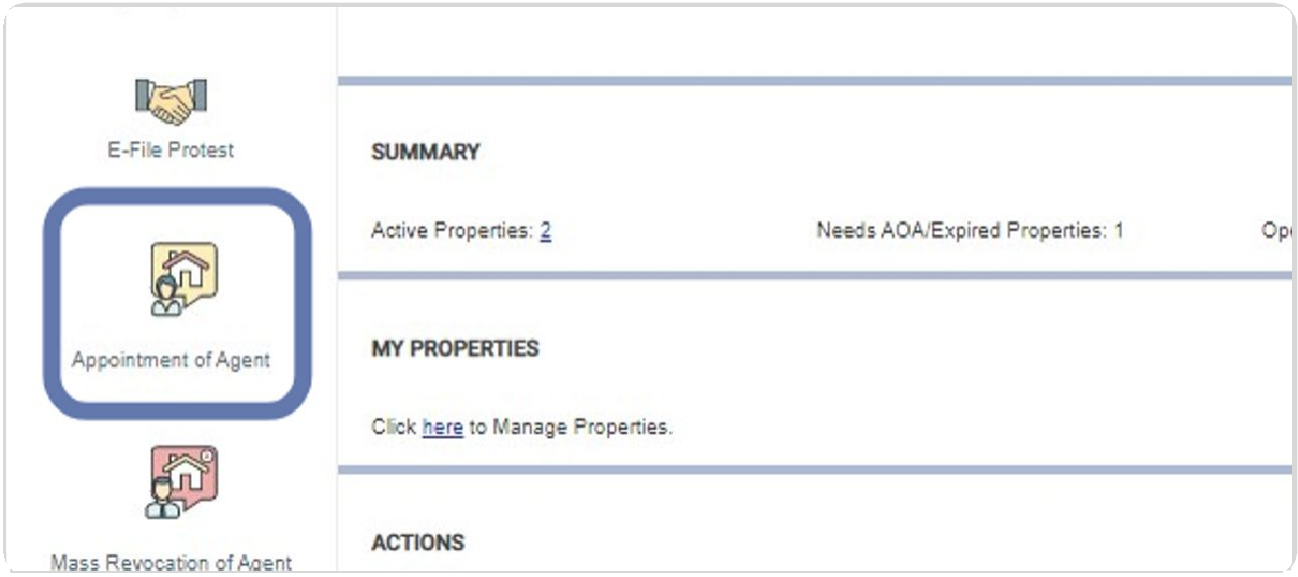
You can filter by protest information:



Appointment of Agent

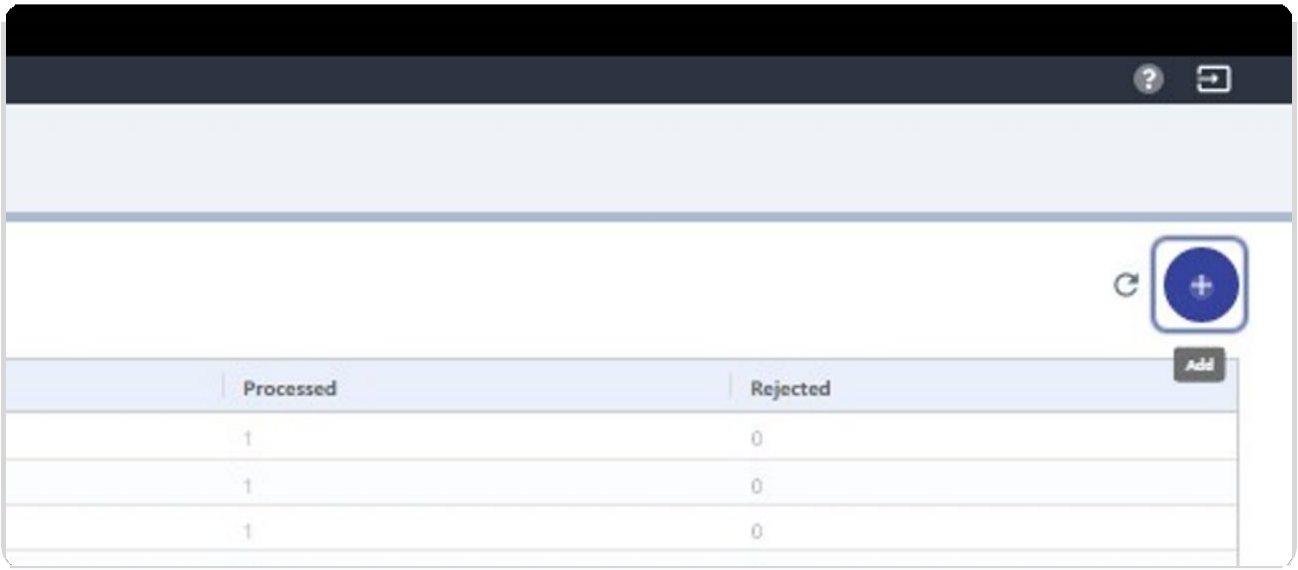
STEP 1

Click on Appointment of Agent.



STEP 2

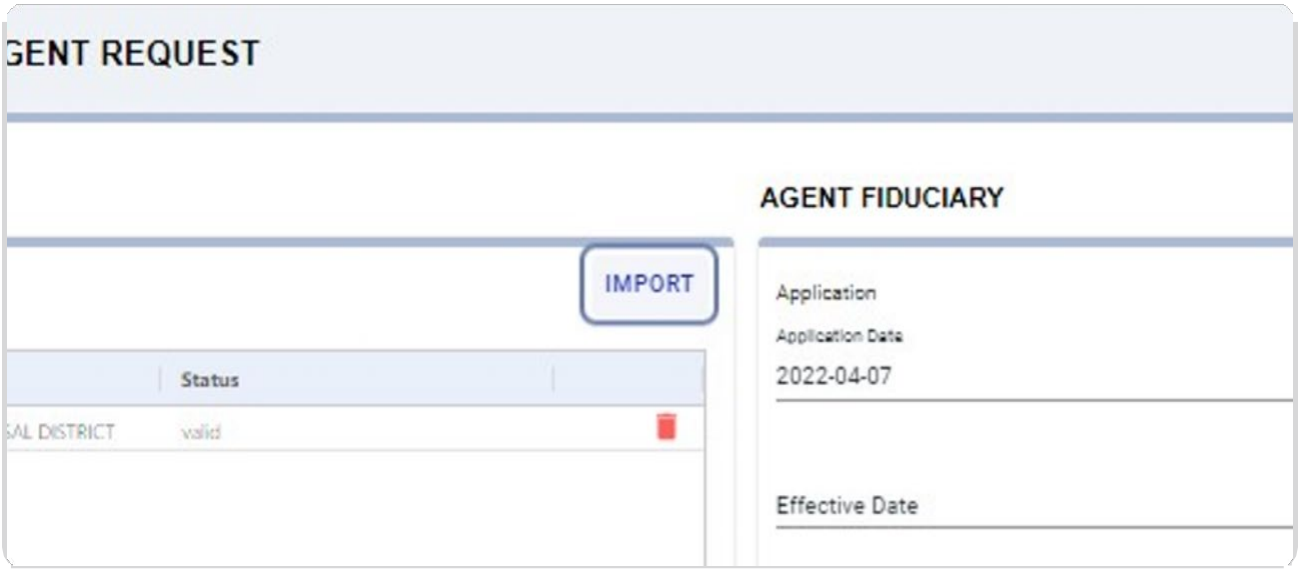
Click "+" sign to create a new appointment of agent run.

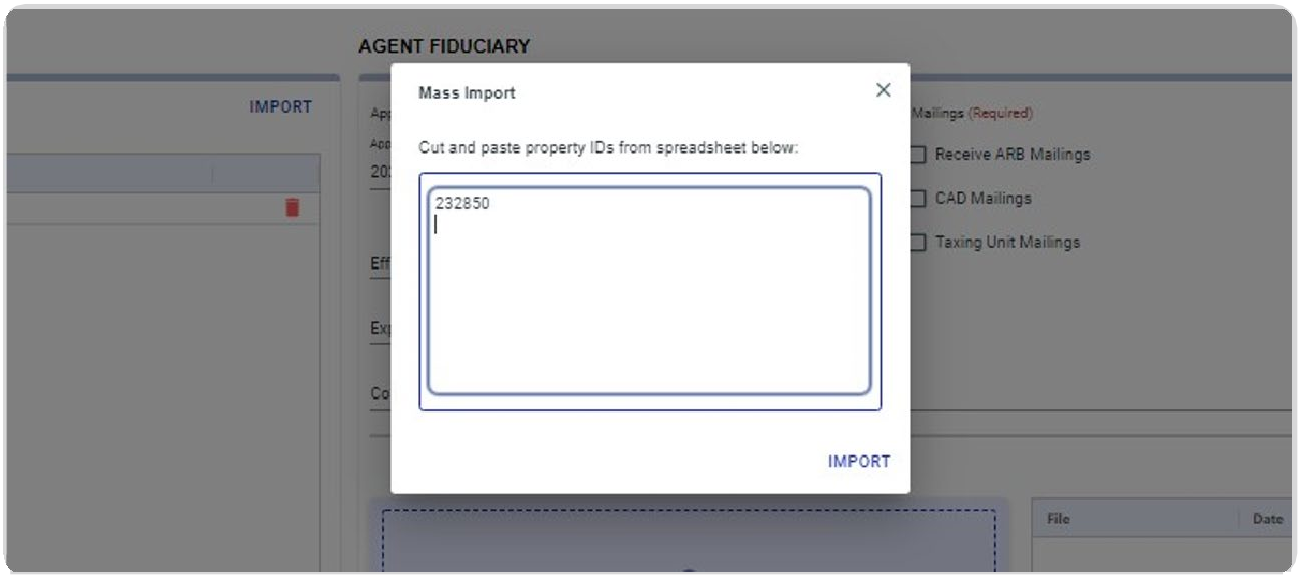


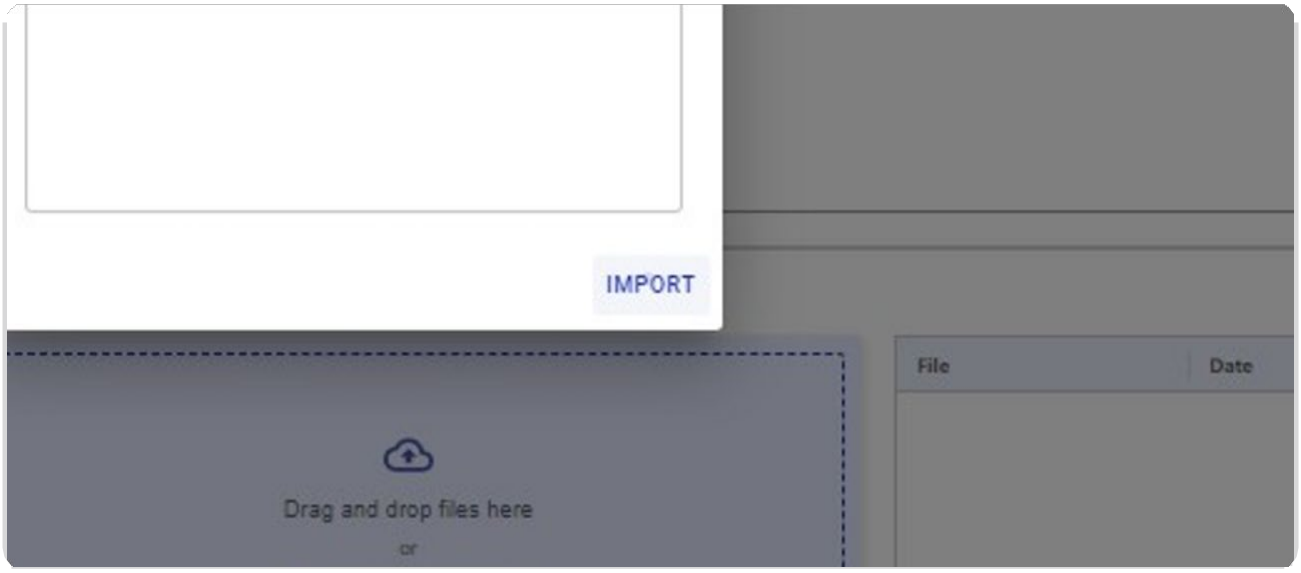
STEP 3

Enter applicable property ID OR import from a list of property IDs.





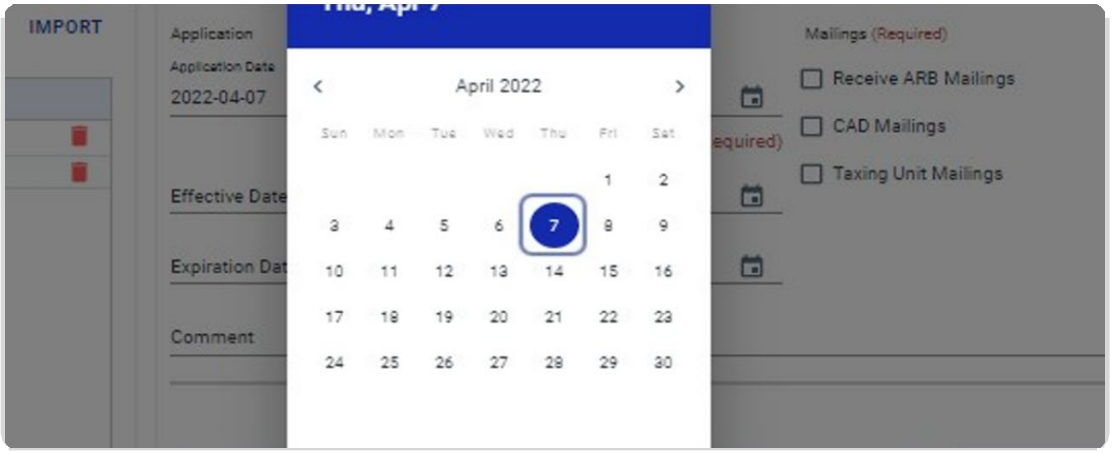

AGENT FIDUCIARY
IMPORT
Mass Import
Cut and paste property IDs from spreadsheet below:
232850
IMPORT
Mailings (Required)
Receive ARB Mailings
CAD Mailings
Taxing Unit Mailings
File
Date


IMPORT
File
Date
Drag and drop files here
or

STEP 4

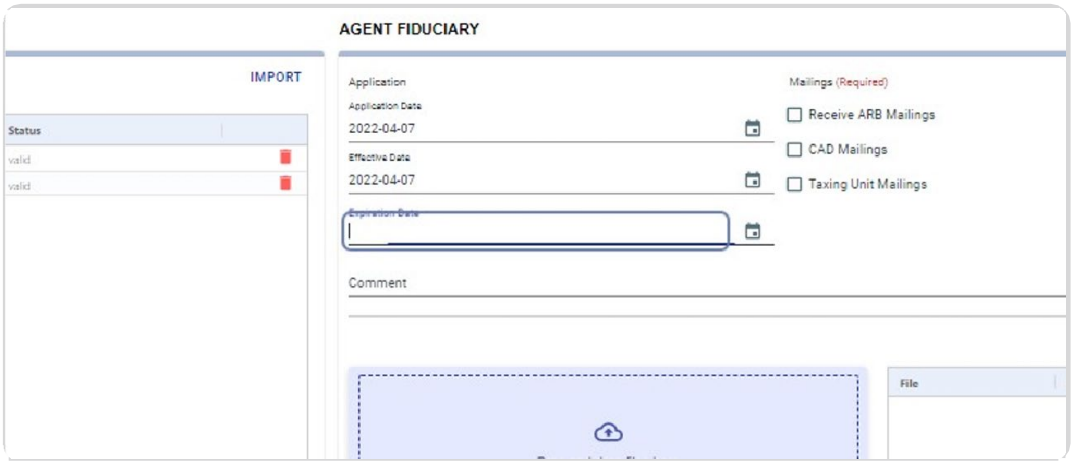
Add the AOA effective date.





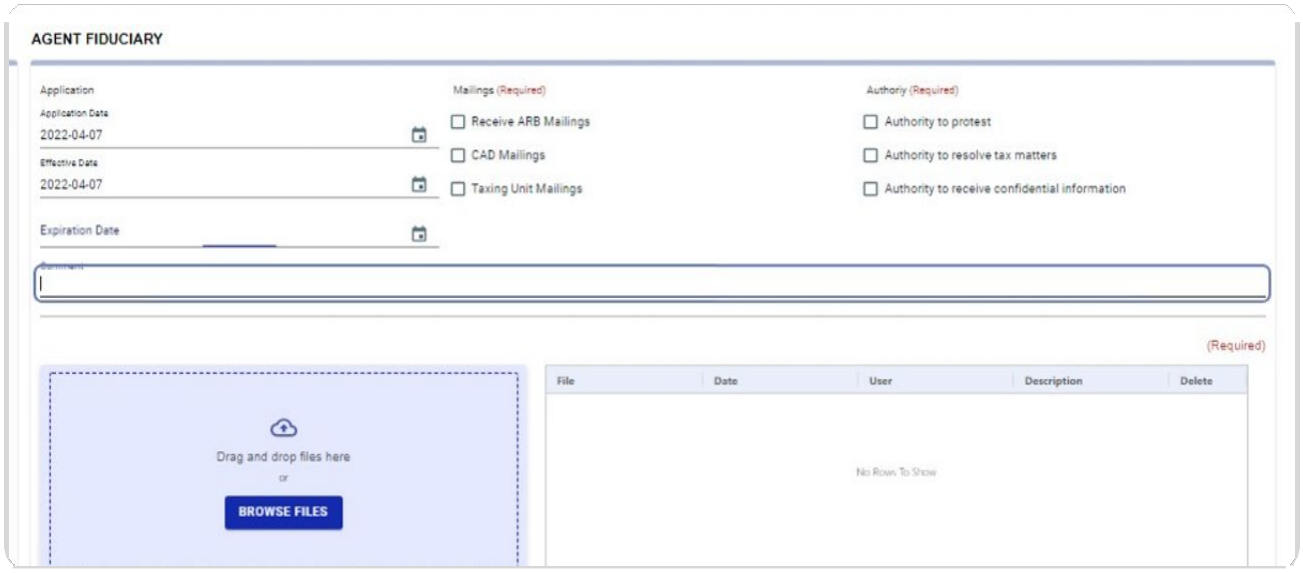
STEP 5

Add expiration date (if applicable).



STEP 6

Add any comments.



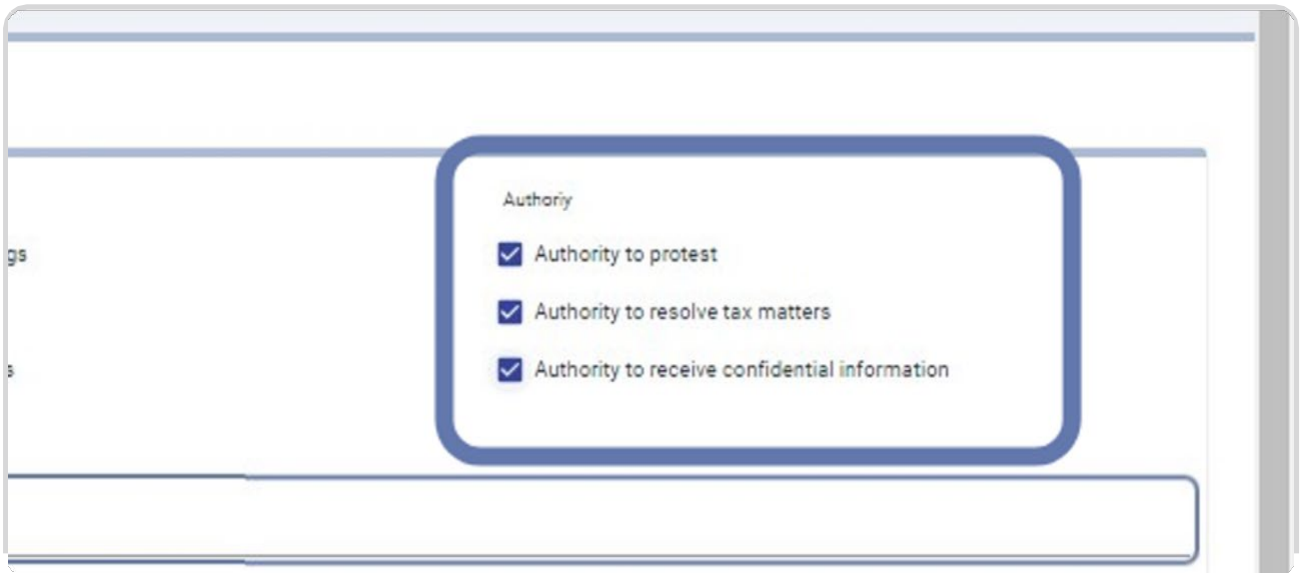
STEP 7

Select applicable mailings to receive on behalf of your client.



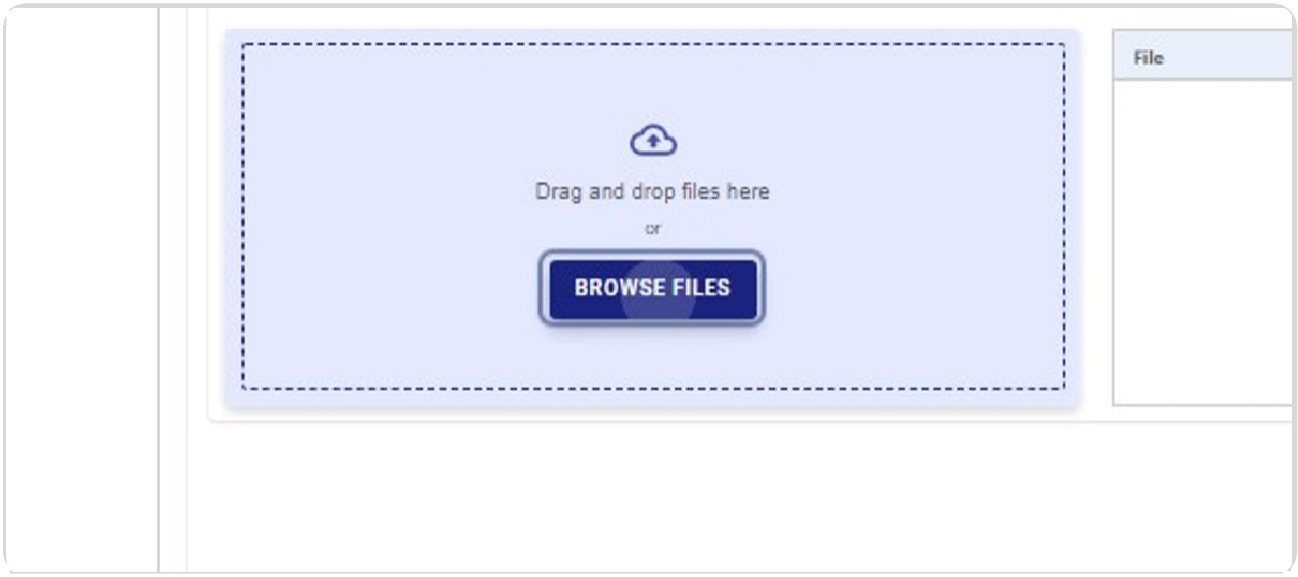
STEP 8

Select applicable agent authorities.



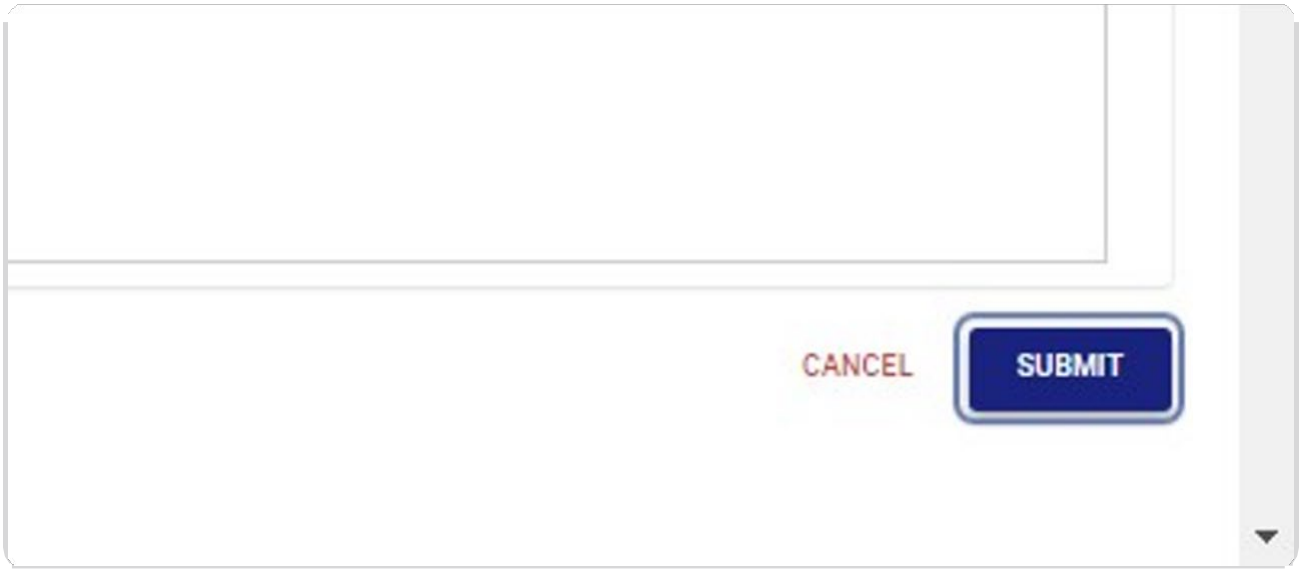
STEP 9

Upload a PDF version of the AOA form.



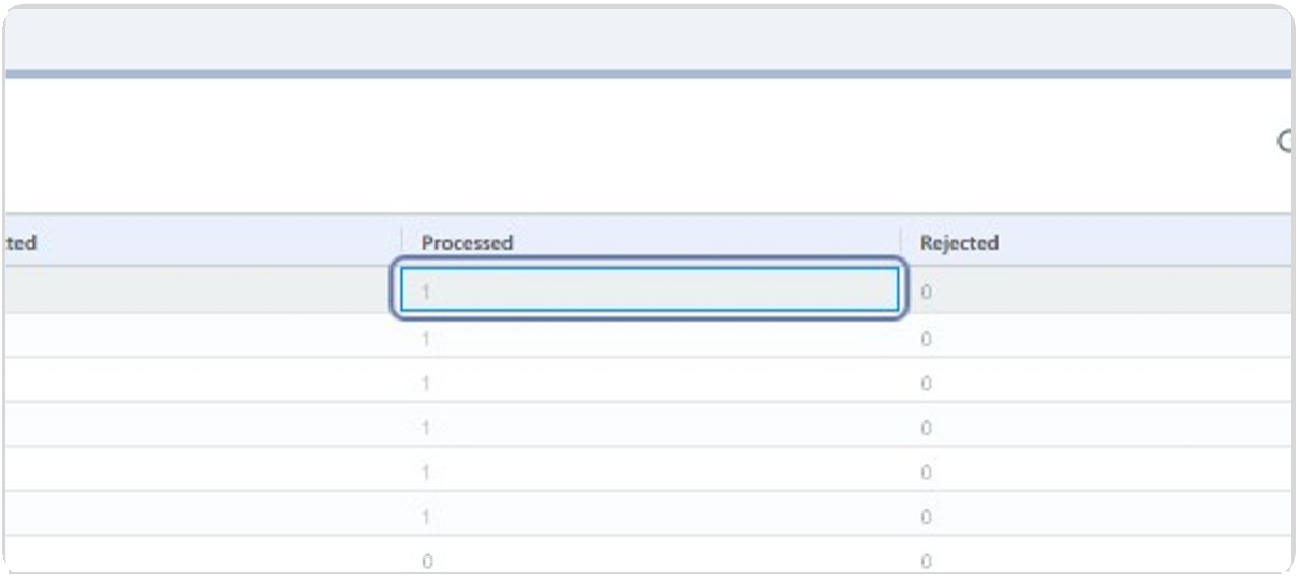
STEP 10

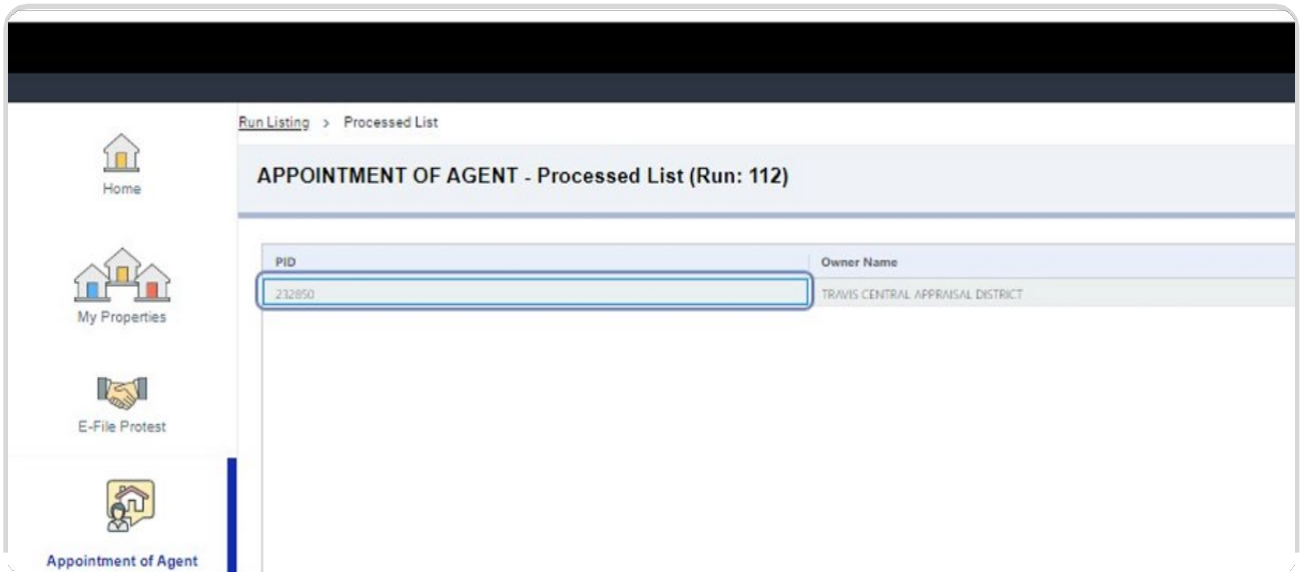
Click on SUBMIT.



STEP 11

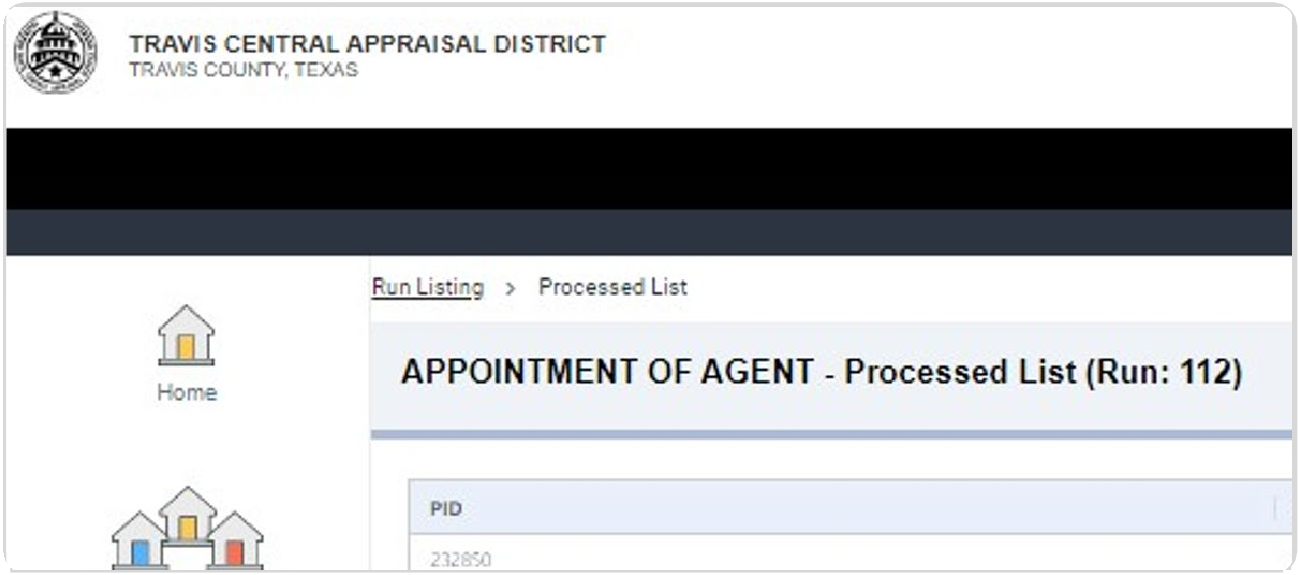
From the Appointment of Agent landing page, you can view which PIDs were processed in an AOA run. Clicking on the number in the "PROCESSED" column will open up a list of PIDs within that run that were processed successfully.





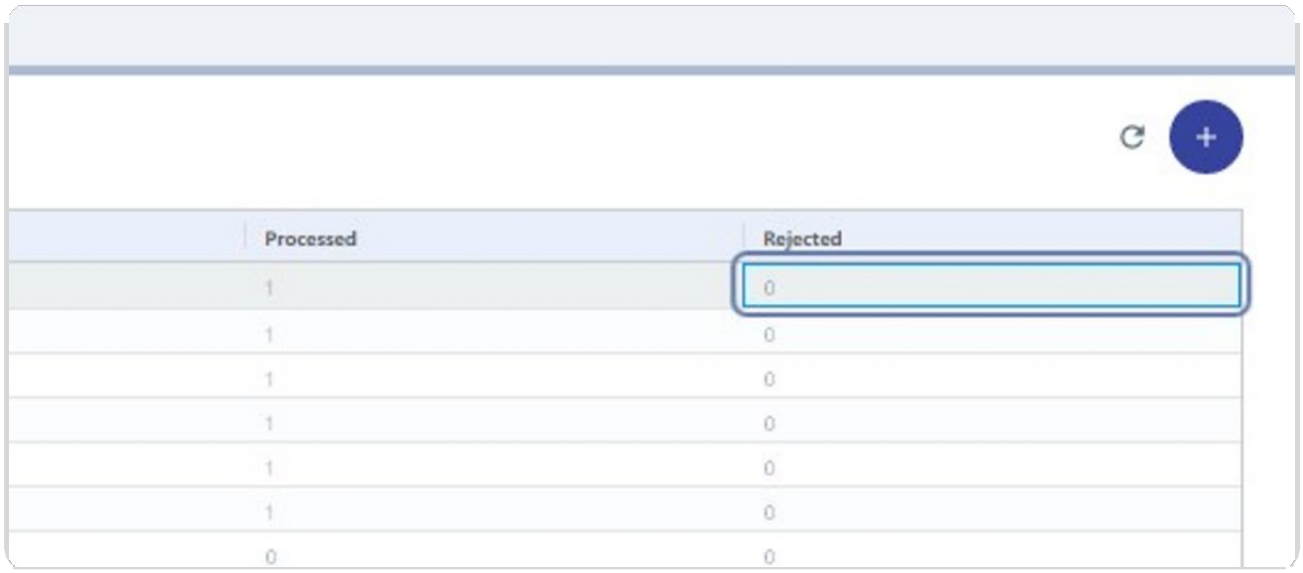
STEP 12

Use the breadcrumbs at the top of the page to return to previous pages.



STEP 13

From the Appointment of Agent landing page, you can view which PIDs were rejected in an AOA run. Clicking on the number in the "REJECTED" column will open up a list of PIDs within that run that were not successfully processed.



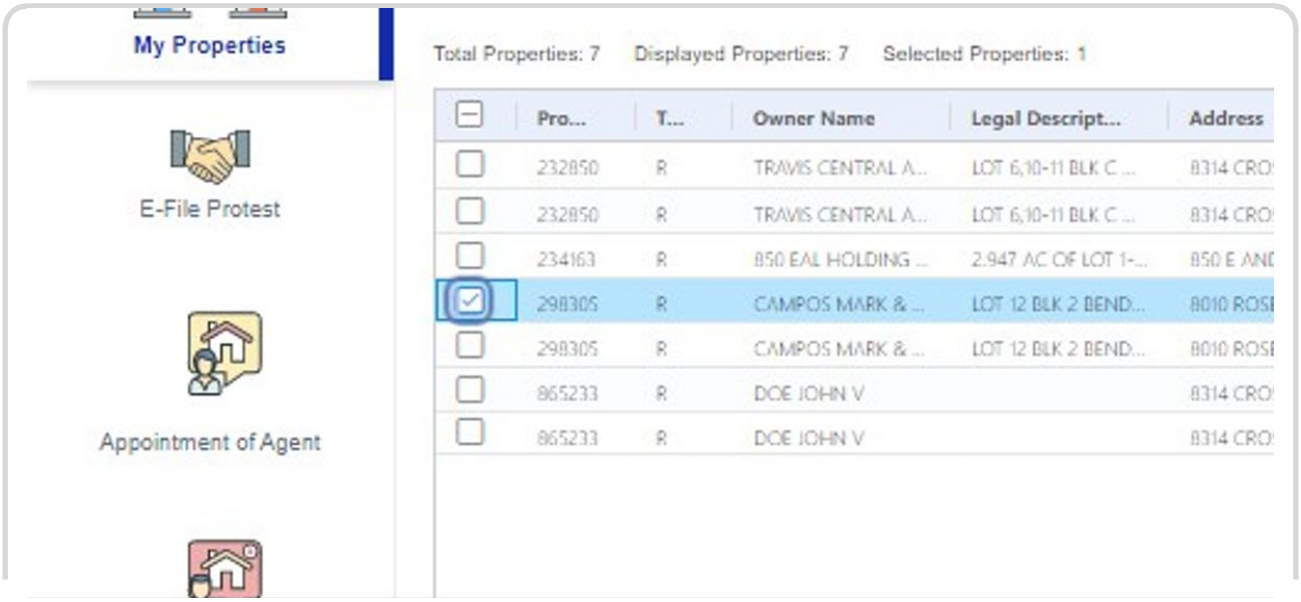
You can also view which properties need an AOA submitted from the My Properties grid.

The Agent Status column provides information regarding the status of the agent (i.e. if you are the active agent, if you need to file an AOA, or if your AOA has expired).

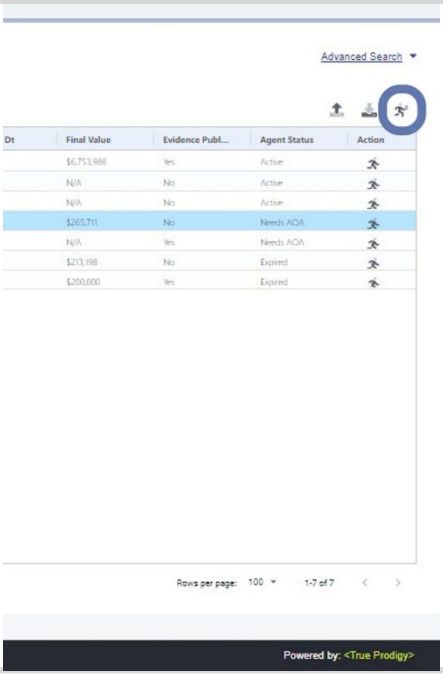


TO SUBMIT AN AOA FROM THE MY PROPERTIES GRID:

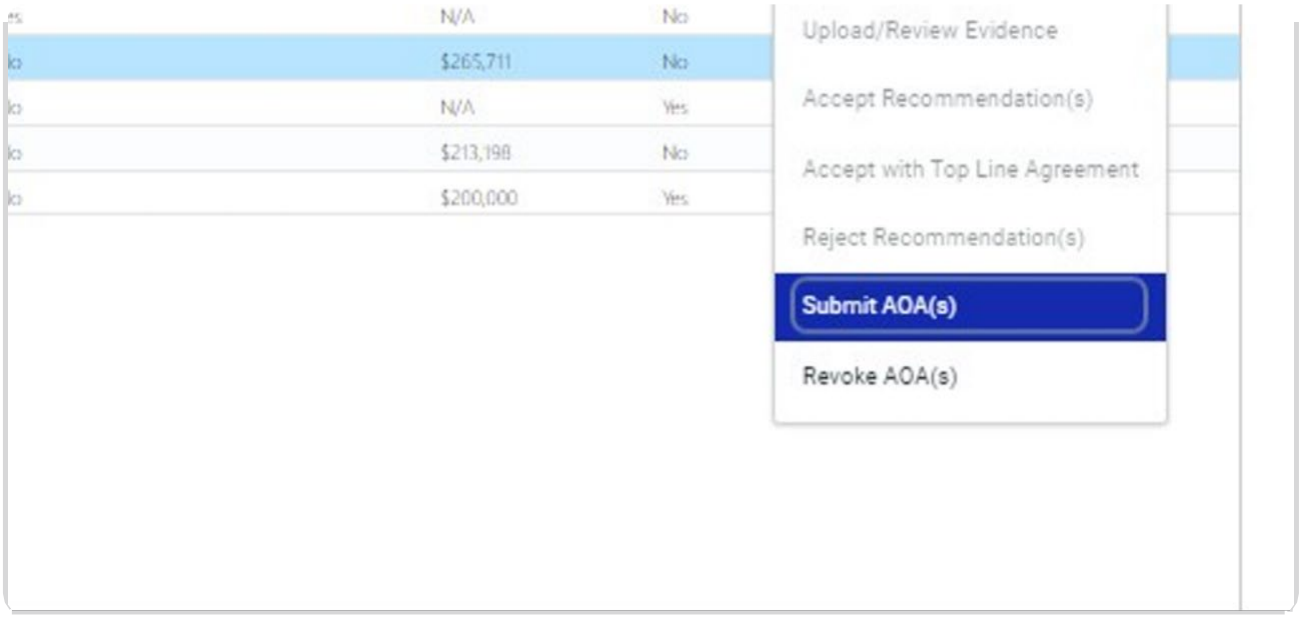
Select the property(s) for which you would like to submit an AOA.



Select the action menu.



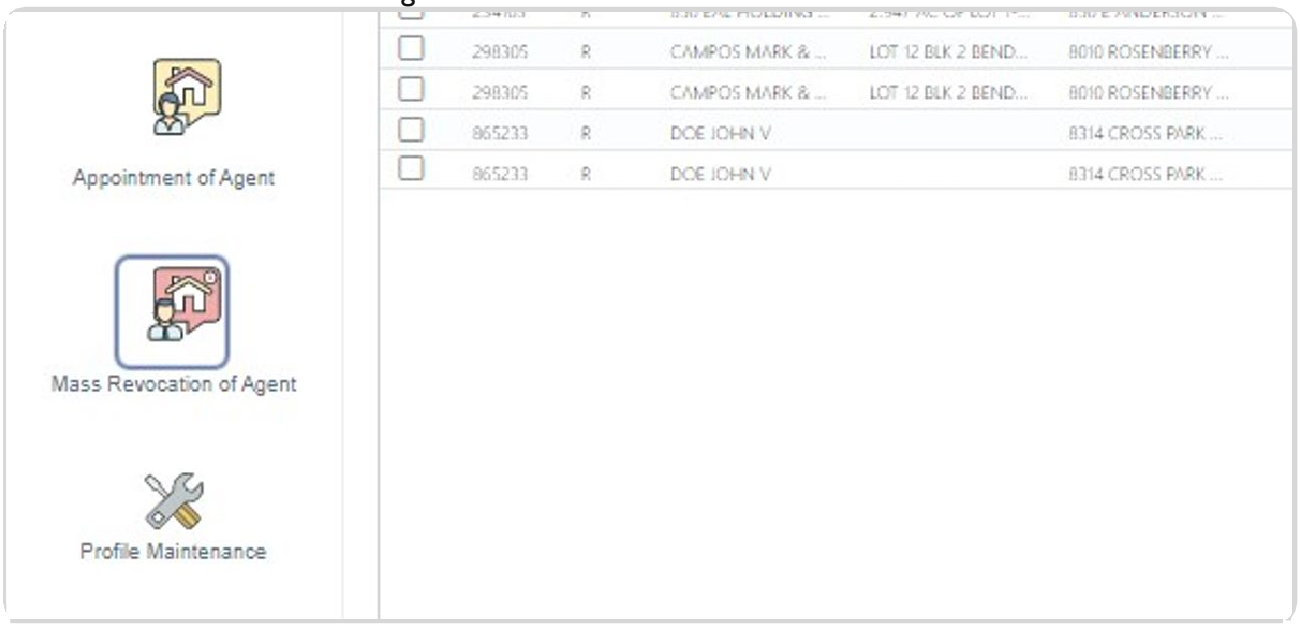
Click on Submit AOA(s).



Revoke Agent Authority

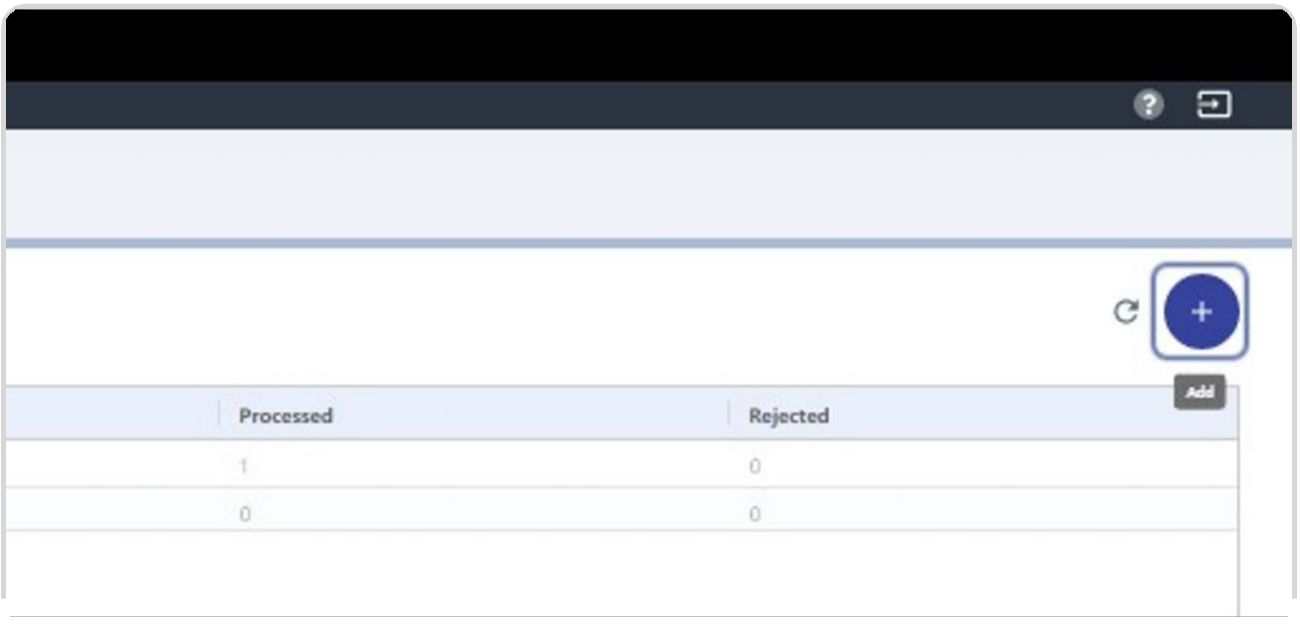
STEP 1

Click on Mass Revocation of Agent.



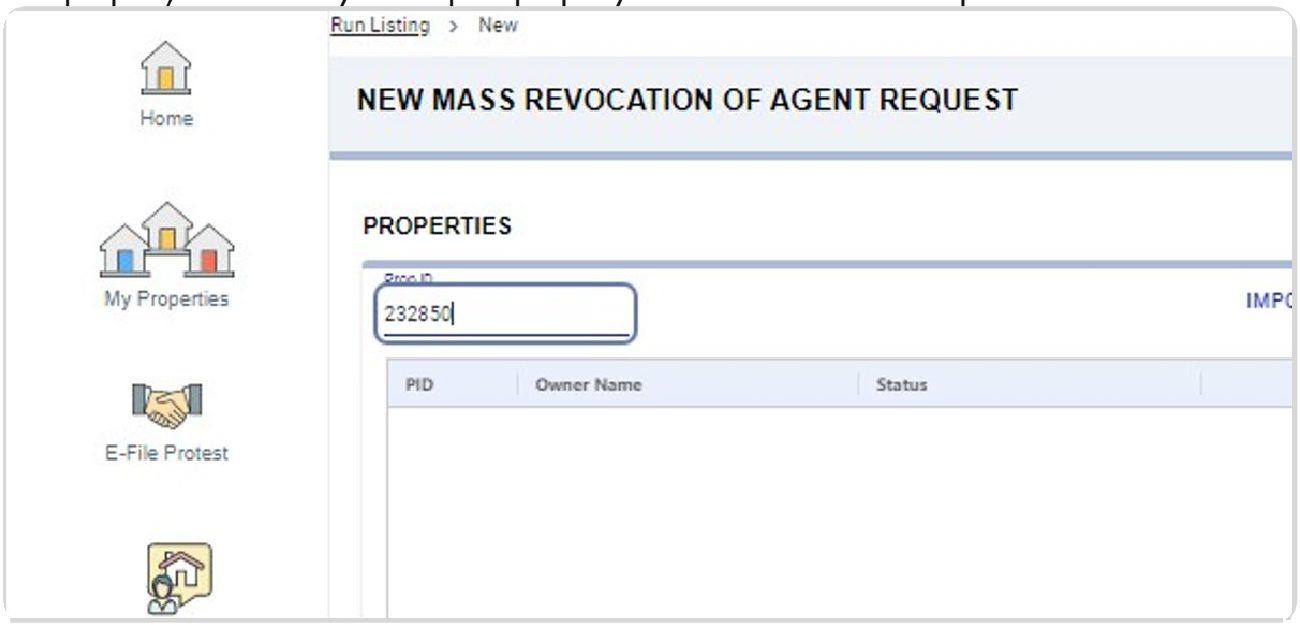
STEP 2

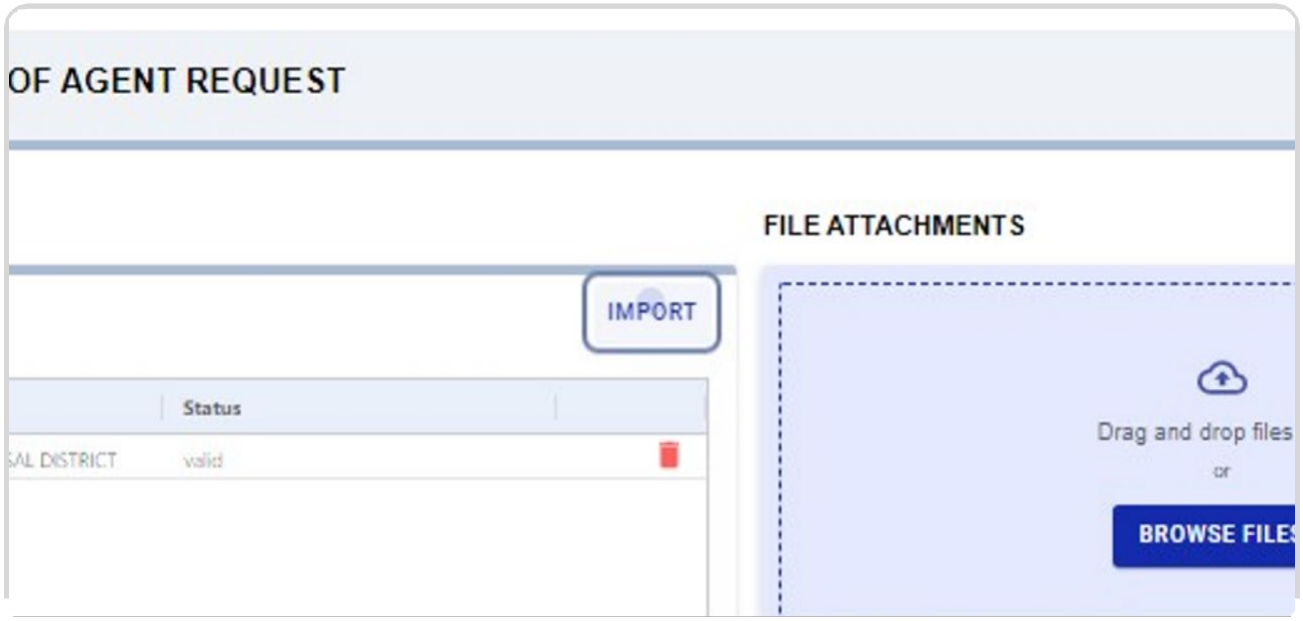
Click the "+" sign to create a new revocation run.

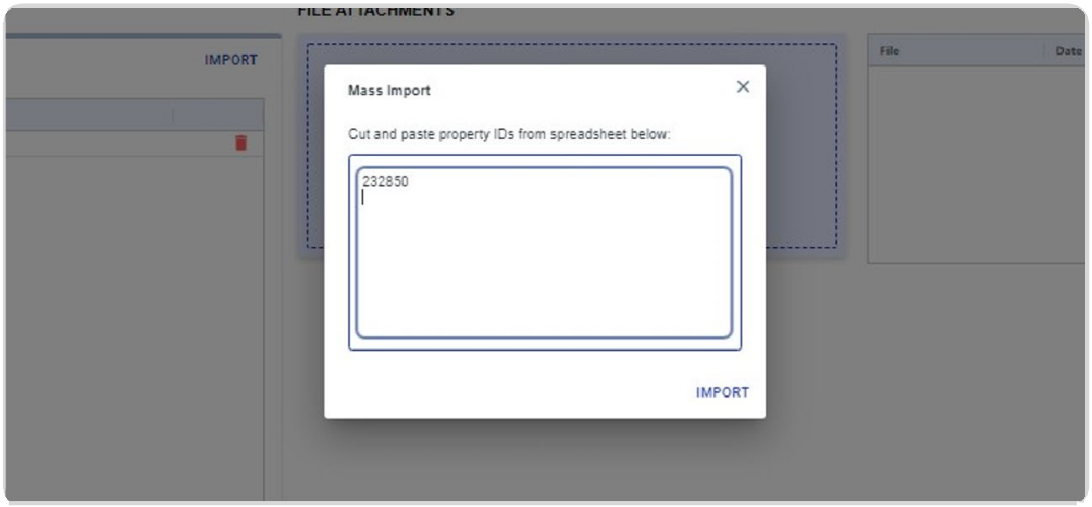


STEP 3

Add property IDs manually OR import property IDs from a list or excel spreadsheet.



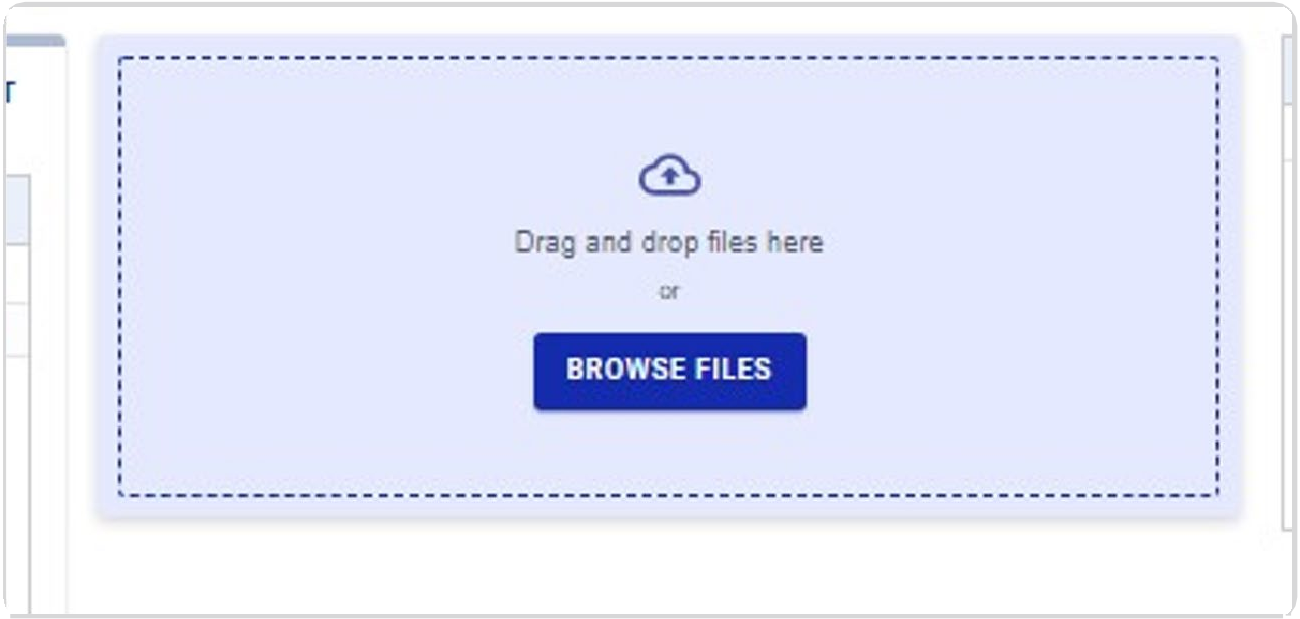






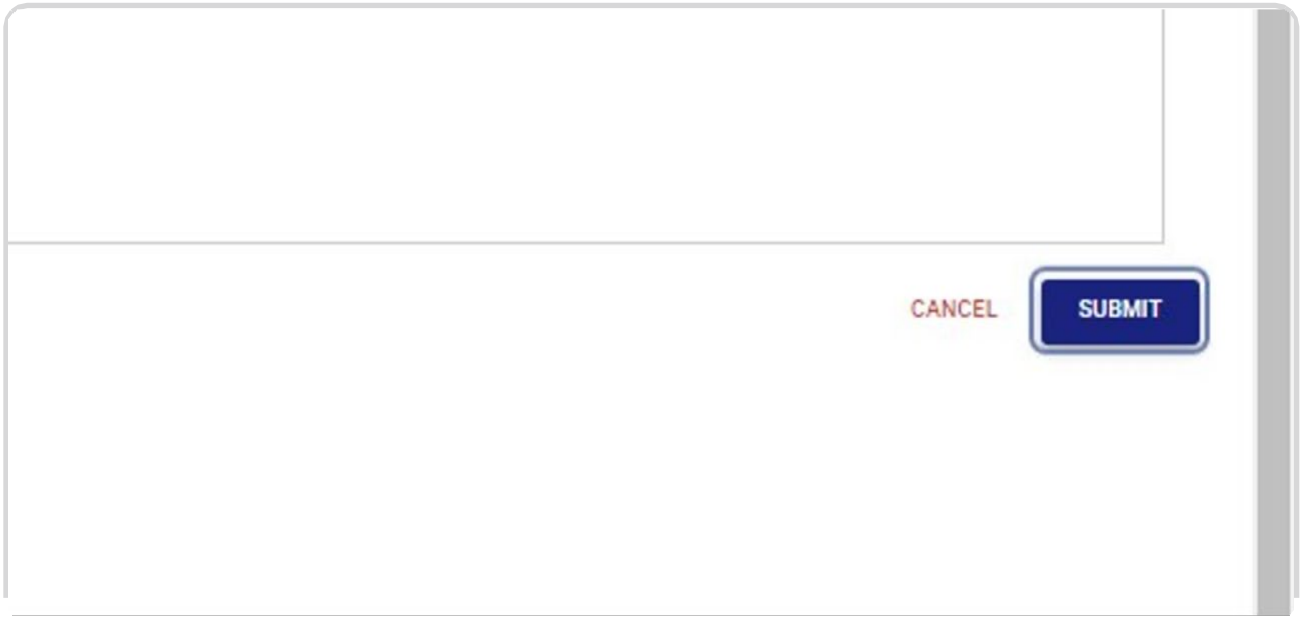
STEP 4

Attach PDF revocation form.

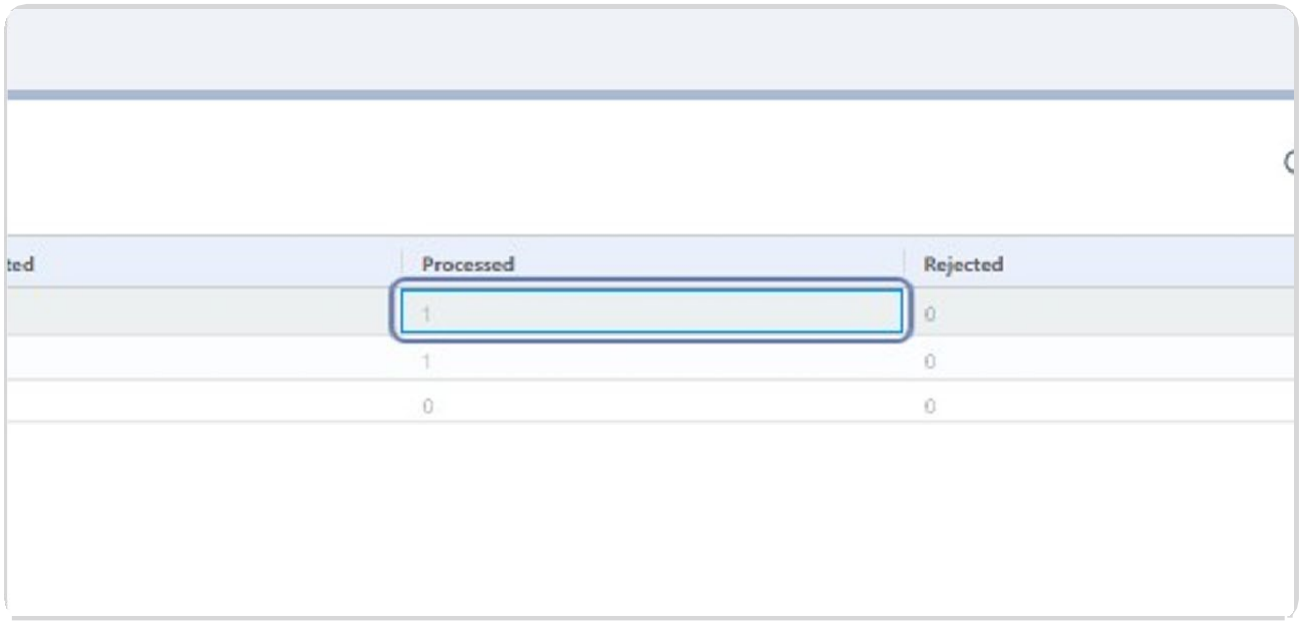


STEP 5

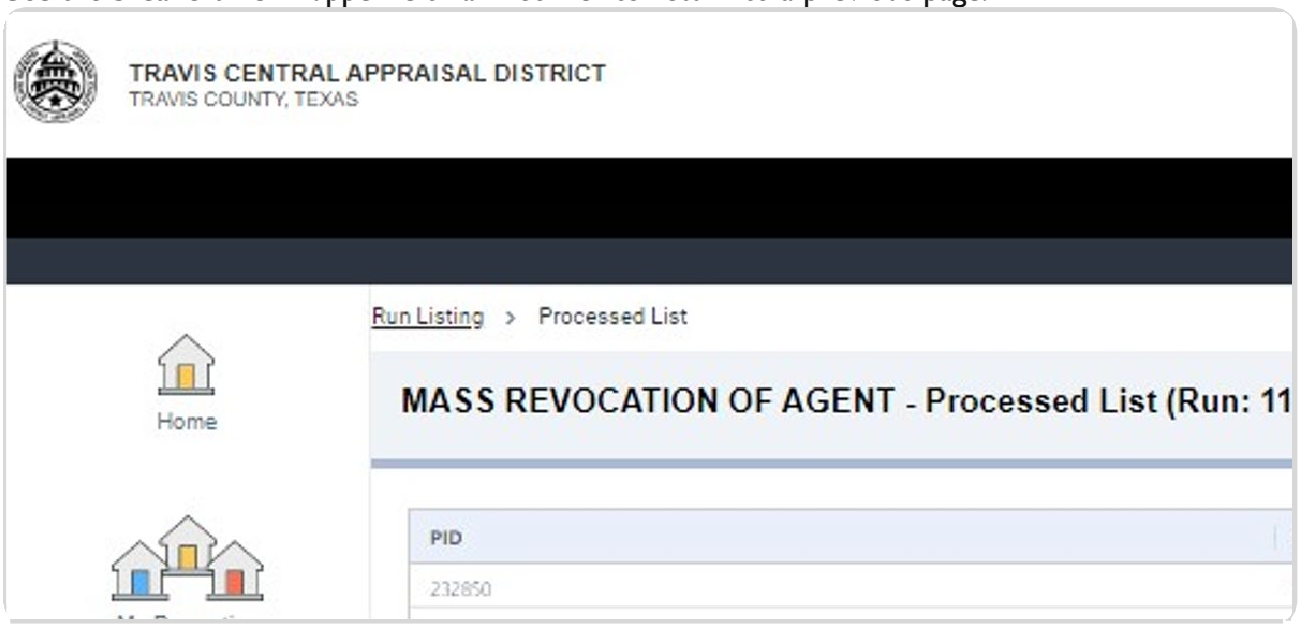
Click on SUBMIT.



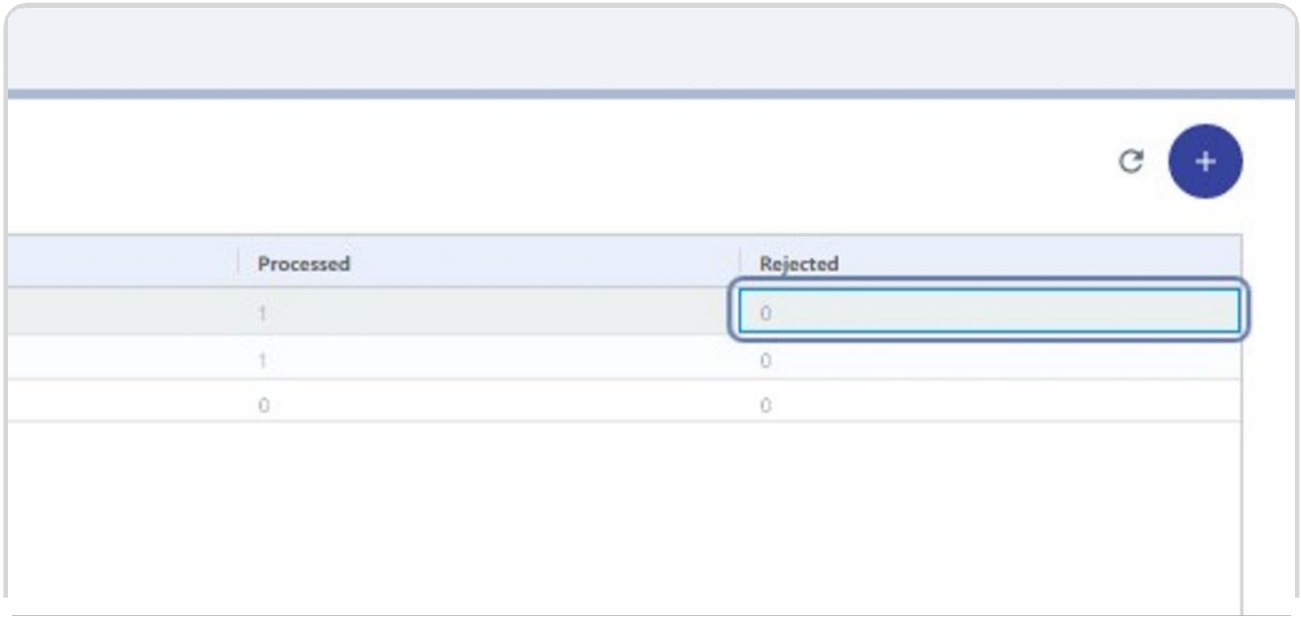
You can review which PIDs were processed in a specific run by clicking the number under the Processed column.



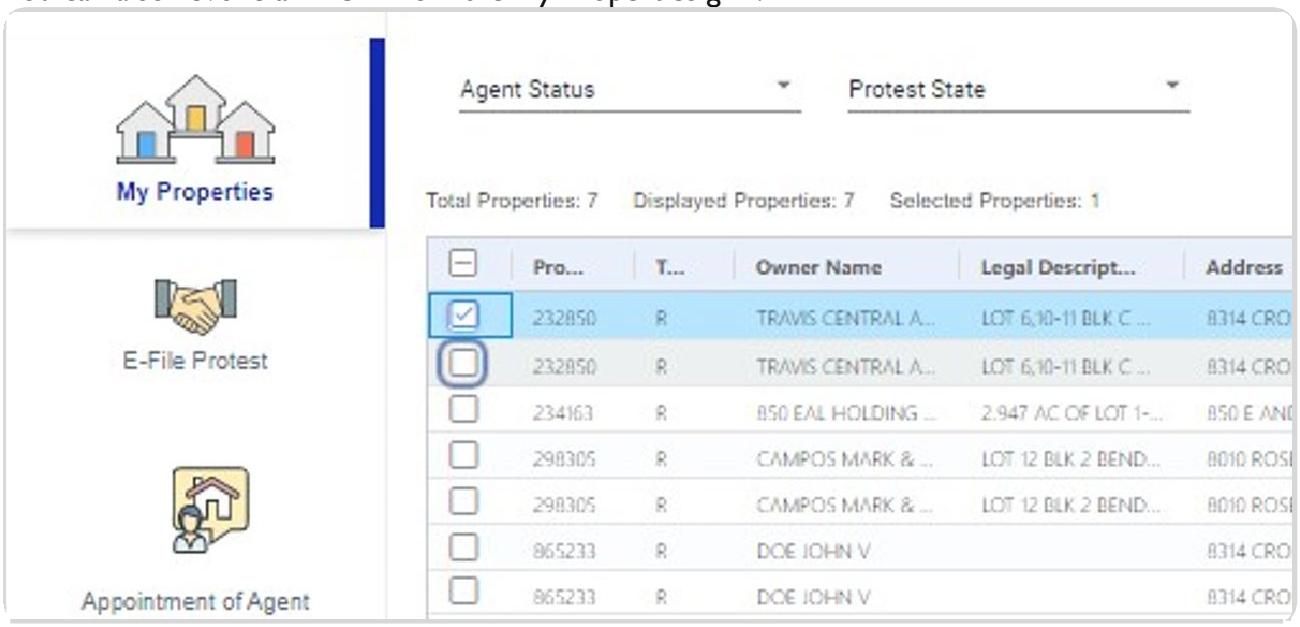
Use the breadcrumb in upper left-hand corner to return to a previous page.



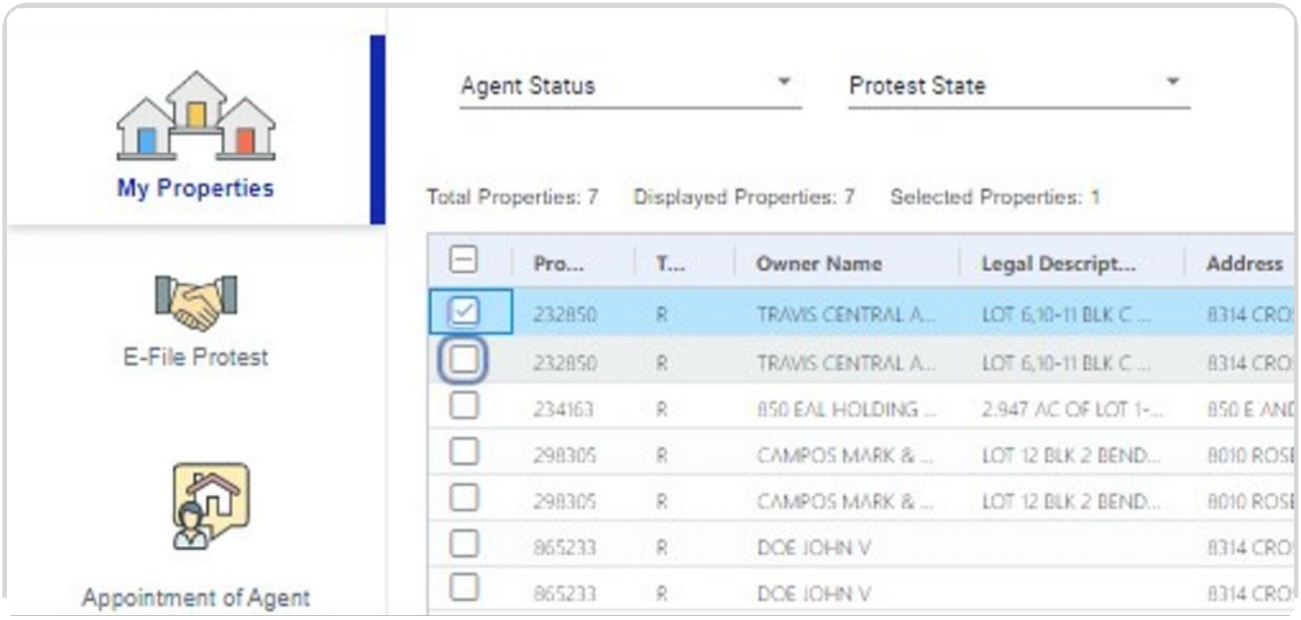
You can review which PIDs were rejected in a specific run by clicking the num-er under the Rejected column.



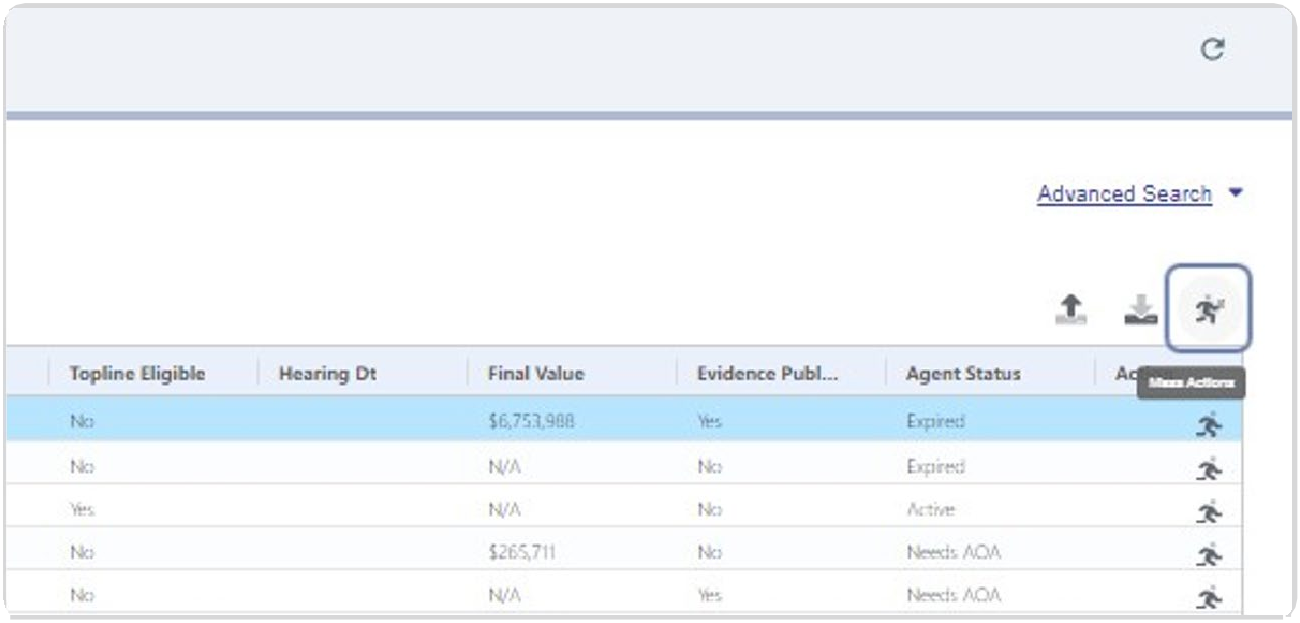
You can also revoke an AOA from the My Properties grid.



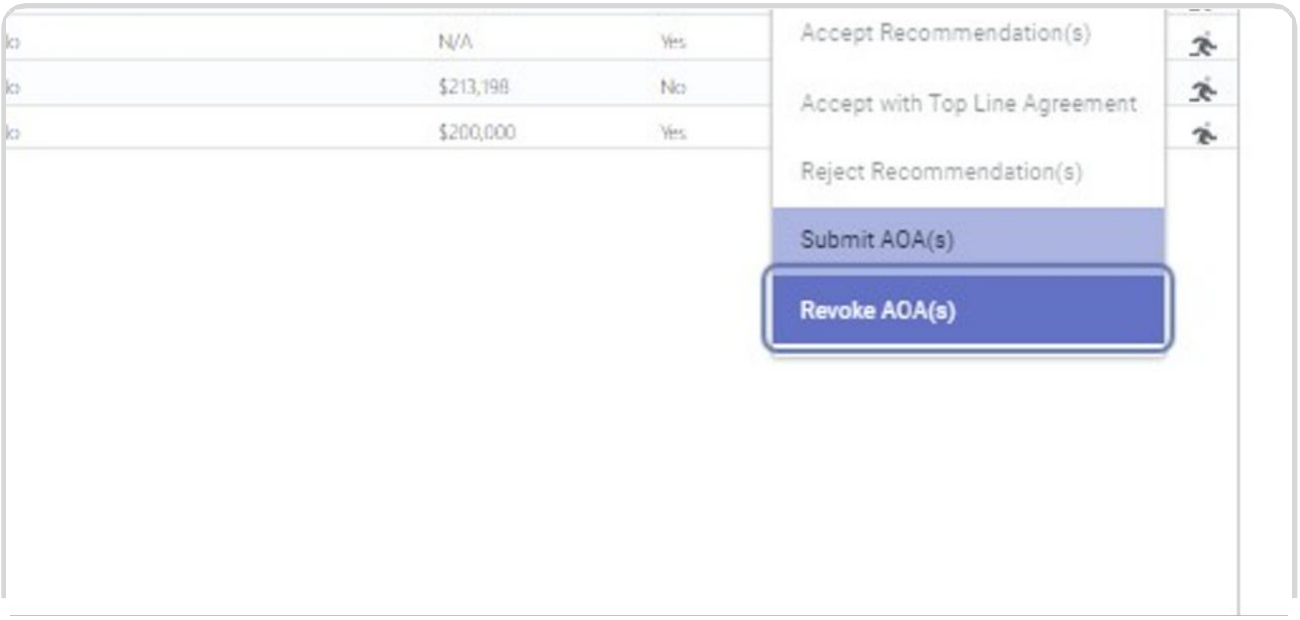
Select the PIDs that you want to revoke AOA on.



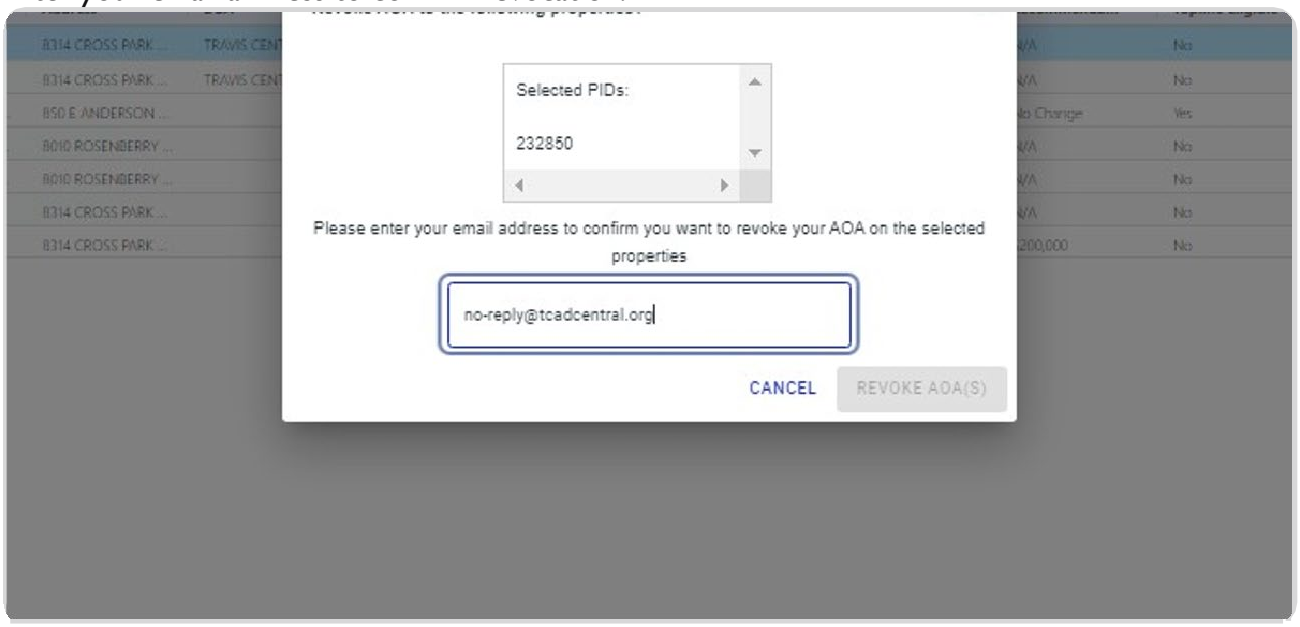
Click on the action menu.



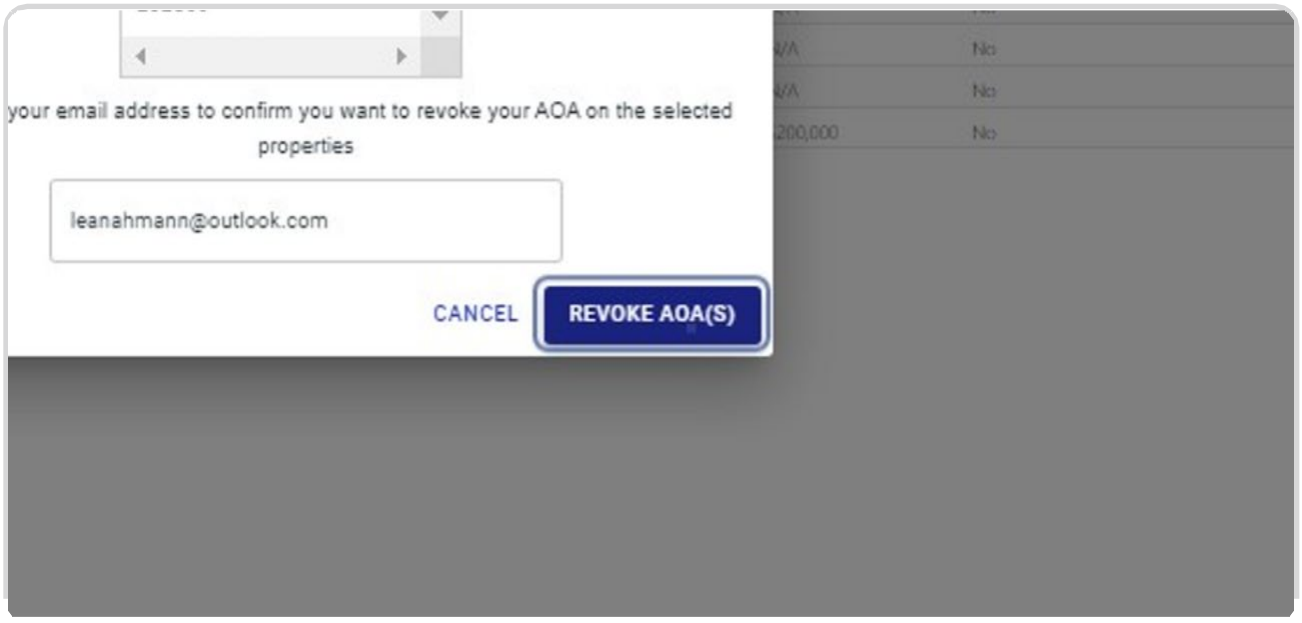
Click on Revoke AOAs.



Enter your email address to confirm revocation.



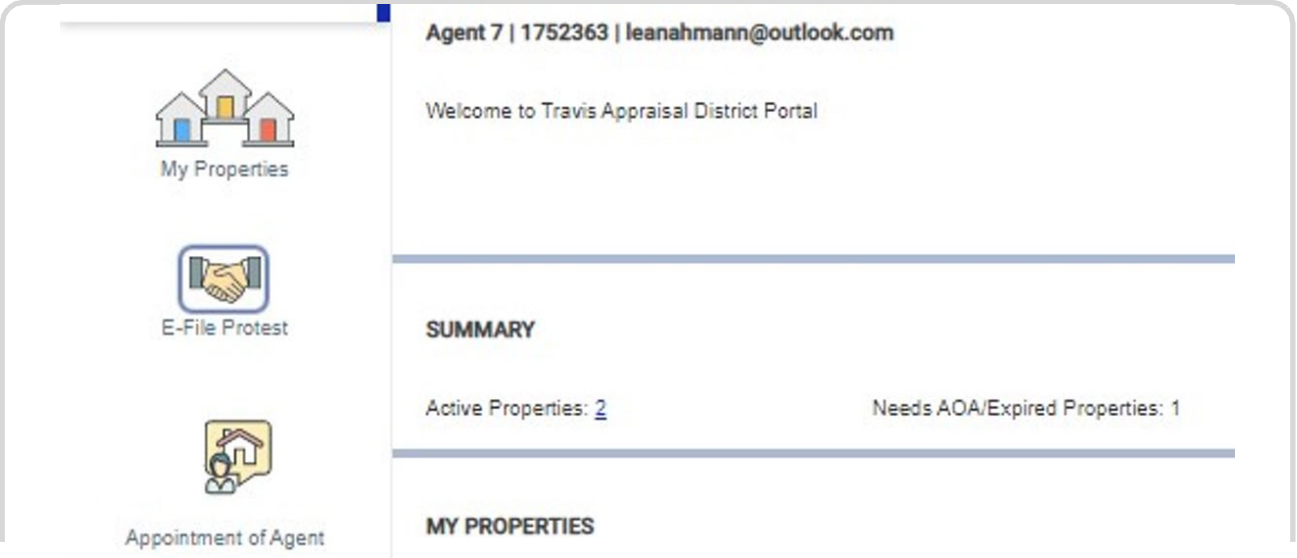
Click on Revoke AOAs.



eFile Protest

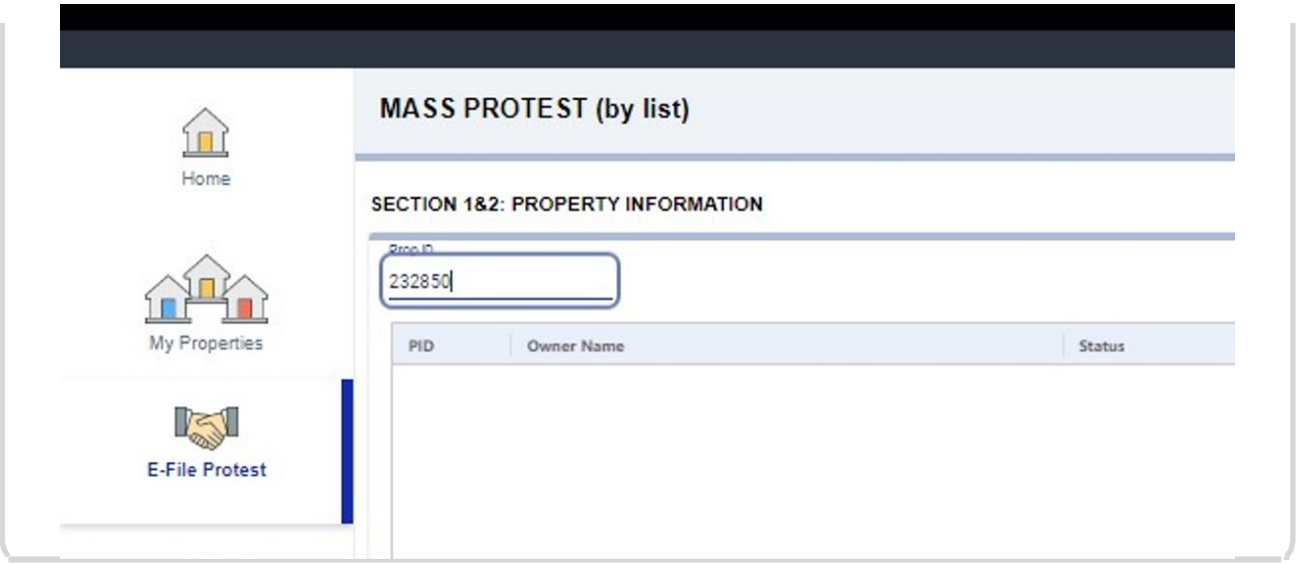
STEP 1

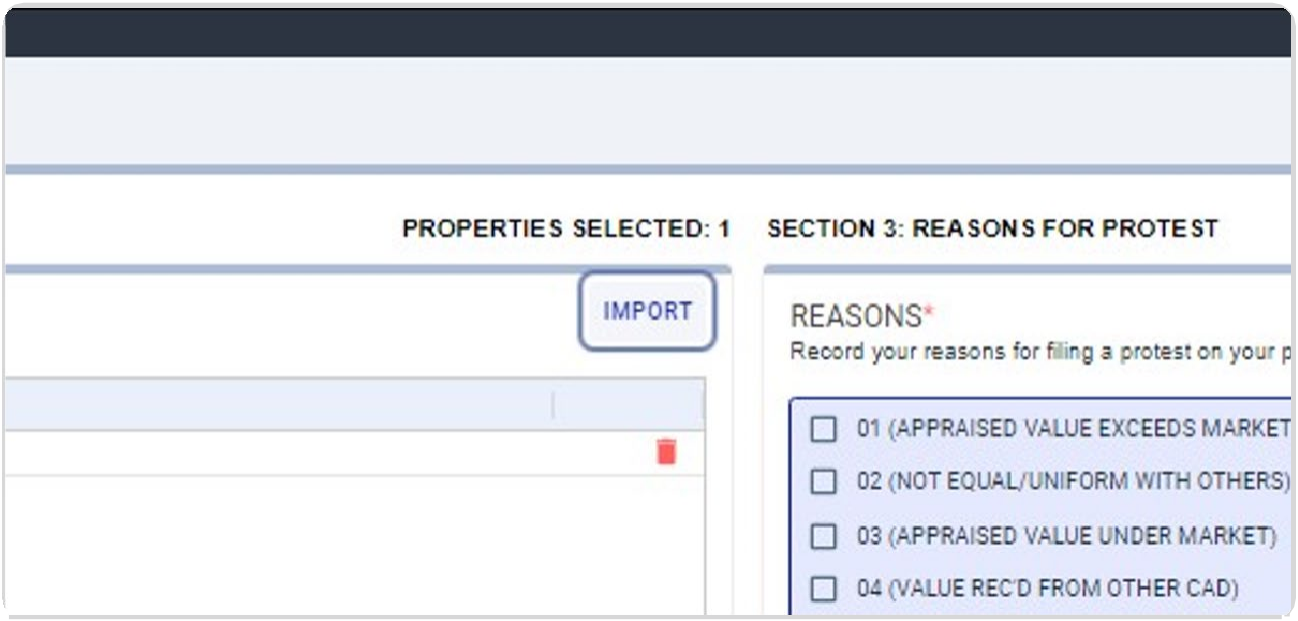
Click on eFile Protest.

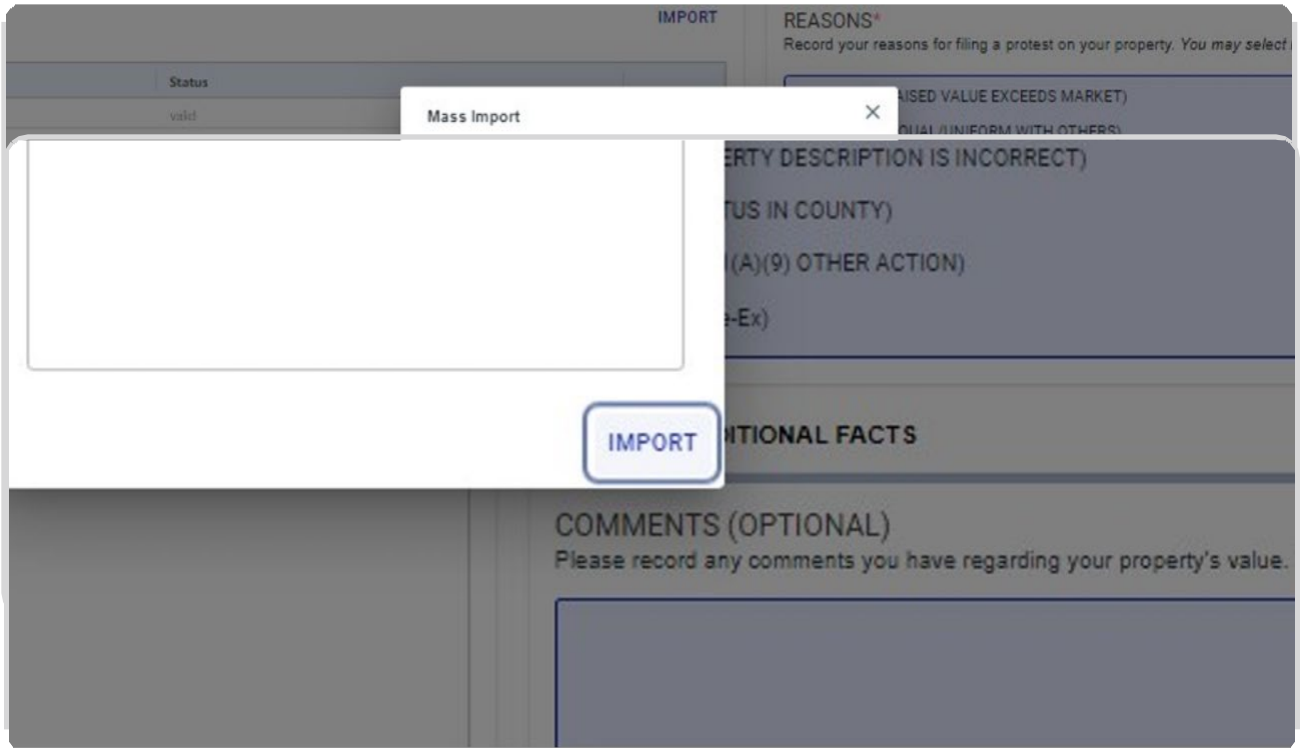


STEP 2

Add property IDs manually OR add property IDs from a list or excel spreadsheet using the import function.

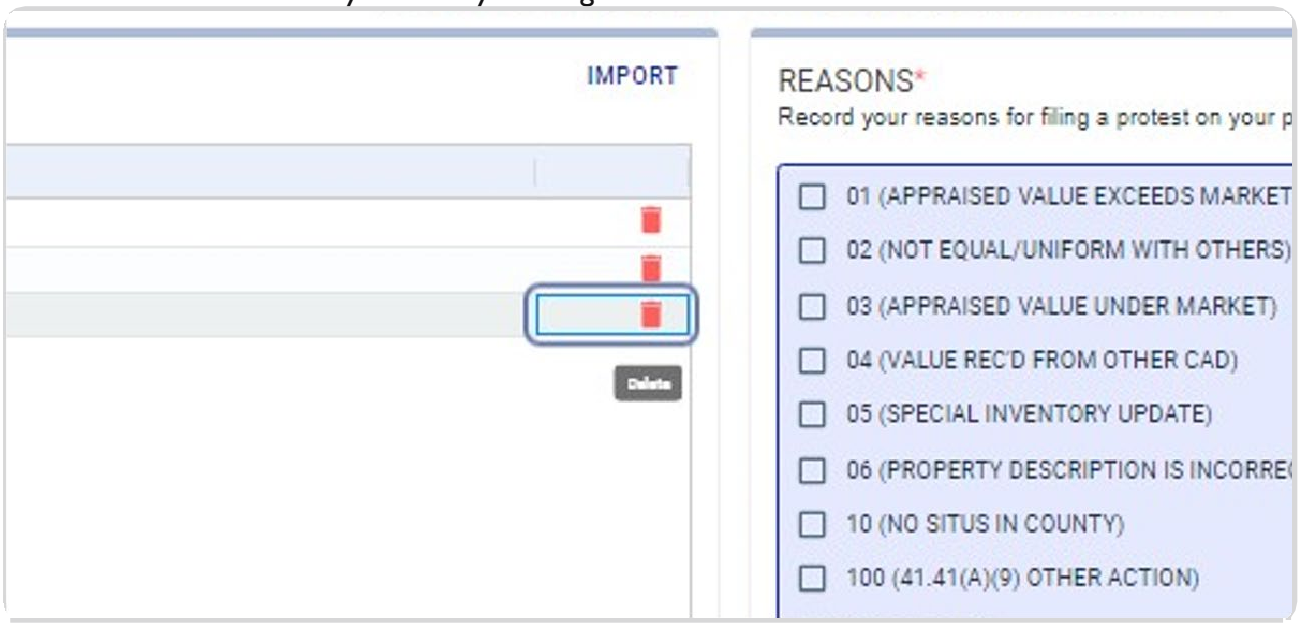



PROPERTIES SELECTED: 1
SECTION 3: REASONS FOR PROTEST
IMPORT
REASONS*
Record your reasons for filing a protest on your p
01 (APPRAISED VALUE EXCEEDS MARKET
02 (NOT EQUAL/UNIFORM WITH OTHERS)
03 (APPRAISED VALUE UNDER MARKET)
04 (VALUE REC'D FROM OTHER CAD)


IMPORT
Status
Mass Import
IMPORT
REASONS*
Record your reasons for filing a protest on your property. You may select
ERTY DESCRIPTION IS INCORRECT)
TUS IN COUNTY)
(A)(9) OTHER ACTION)
ITIONAL FACTS
COMMENTS (OPTIONAL)
Please record any comments you have regarding your property's value.

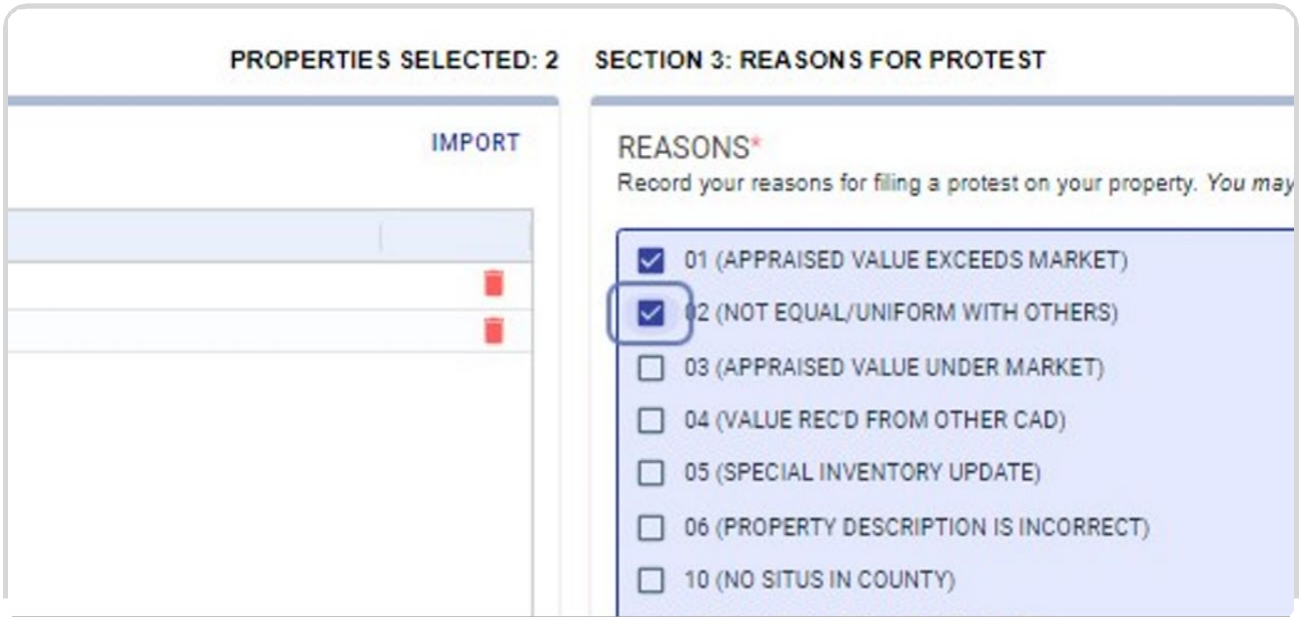
STEP 3

You can delete PIDs from your list by clicking the trash can icon.



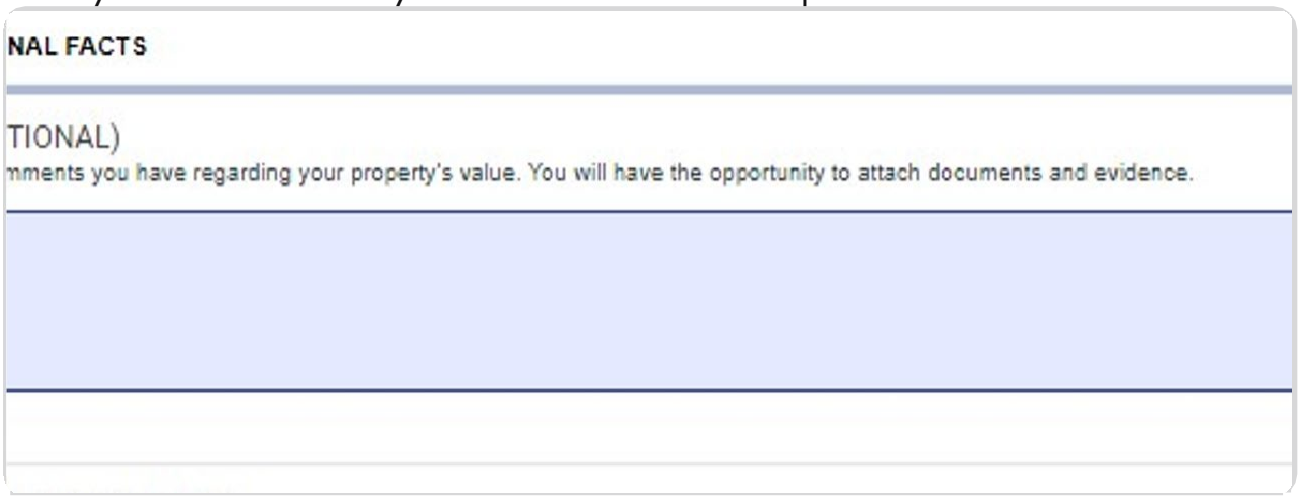
STEP 4

Select the applicable protest reasons.



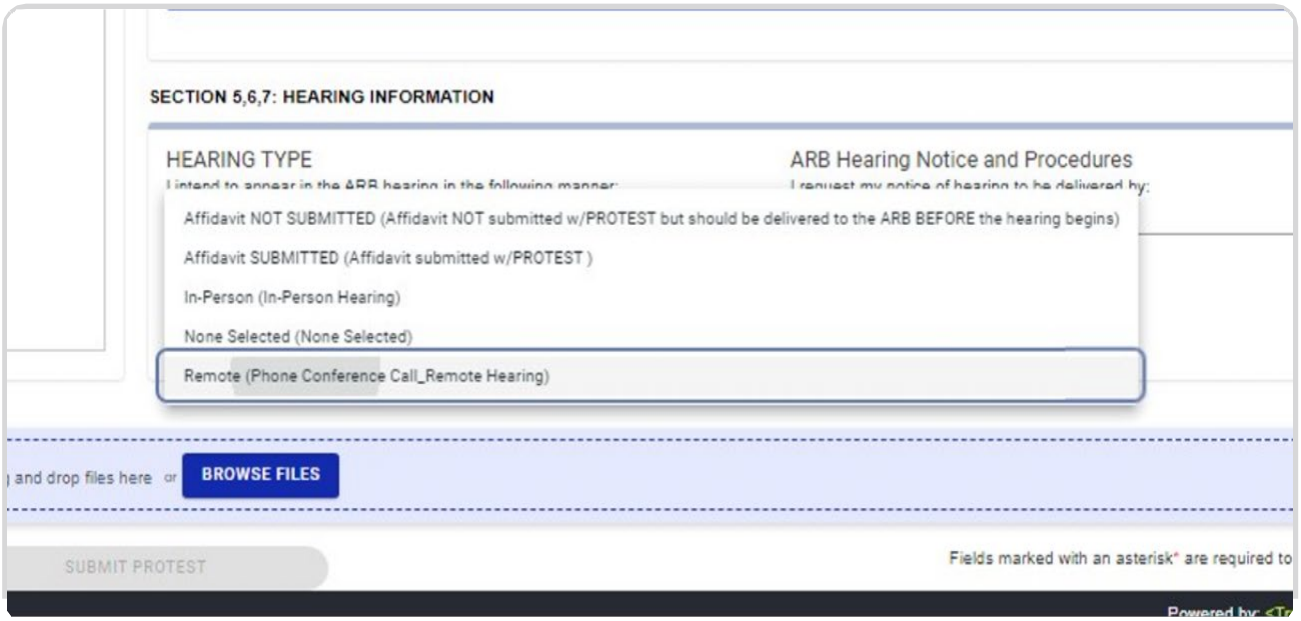
STEP 5

Add any additional comments you would like attached to the protest.



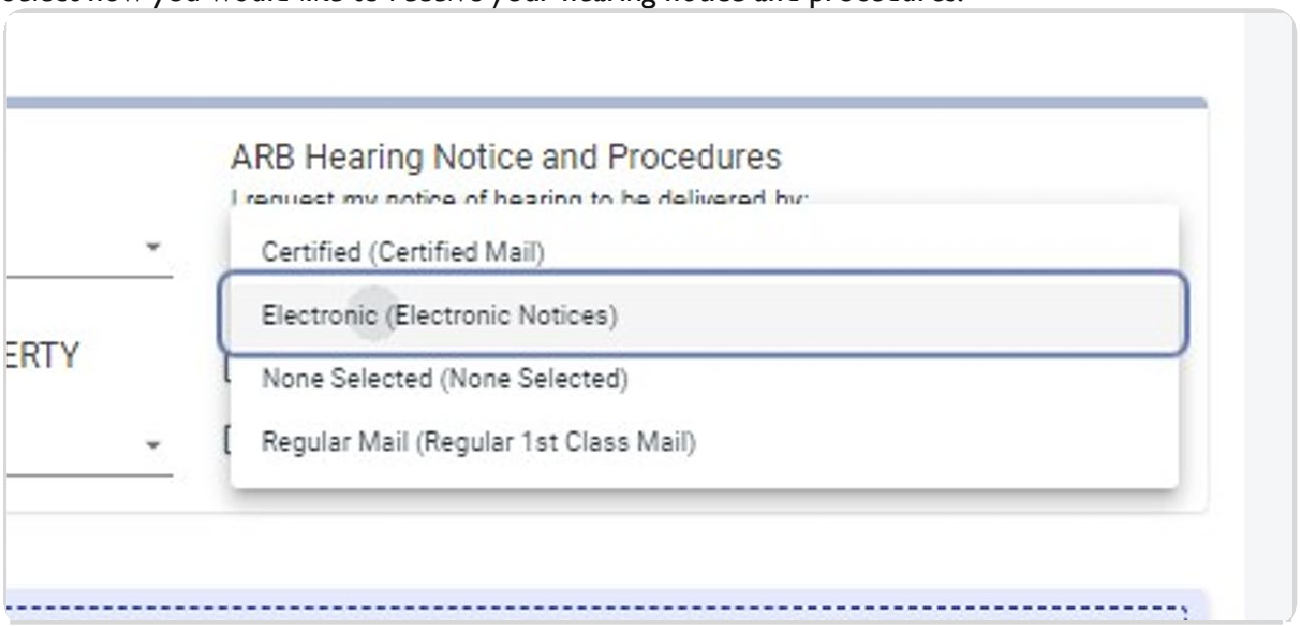
STEP 6

Select your hearing type preference.



STEP 7

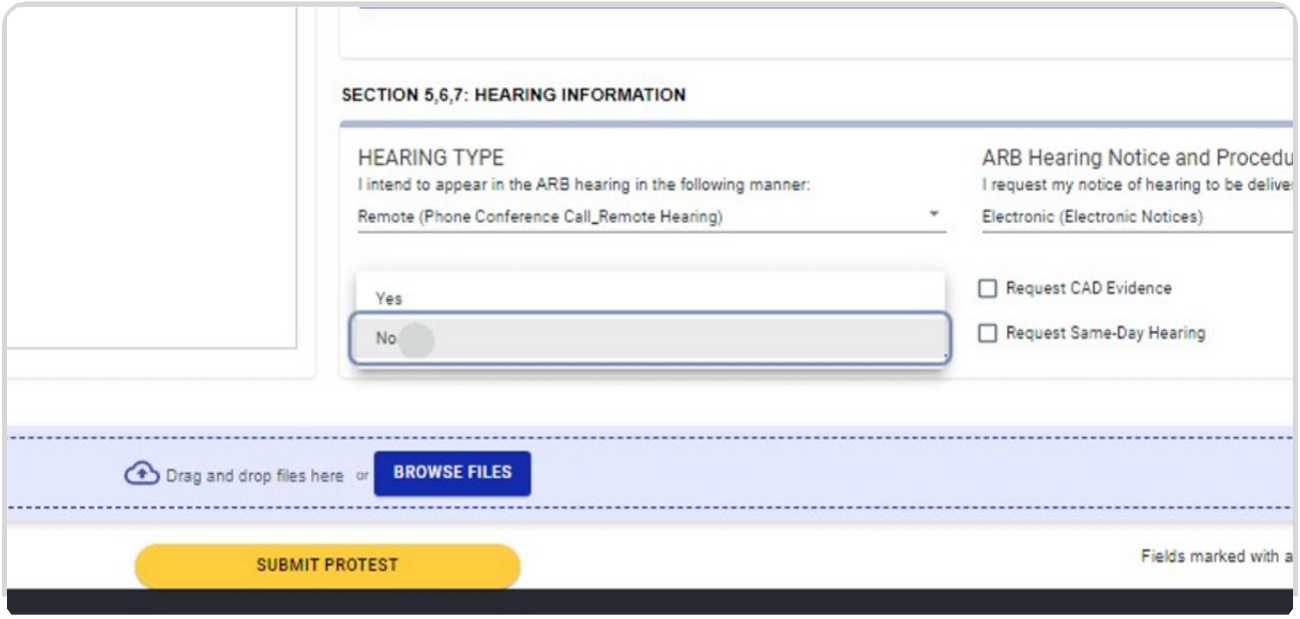
Select how you would like to receive your hearing notice and procedures.



STEP 8

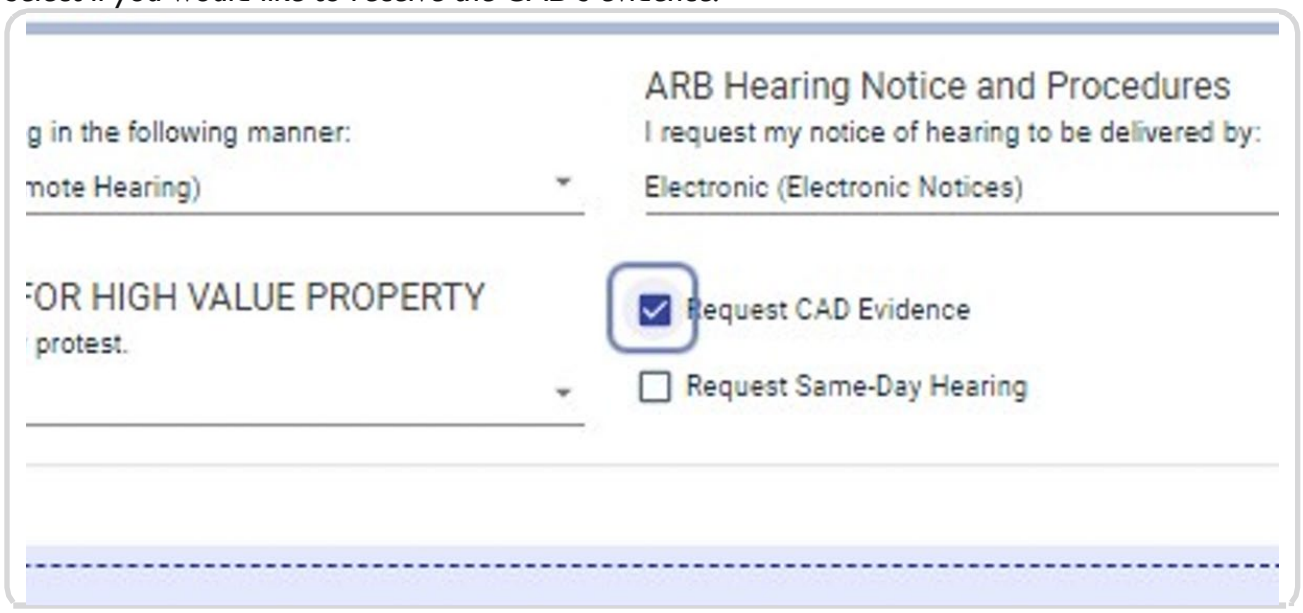
Select if you would like a hearing with a special panel.

Note: the property must qualify for a hearing with a special panel in order to have a hearing with a special panel.



STEP 9

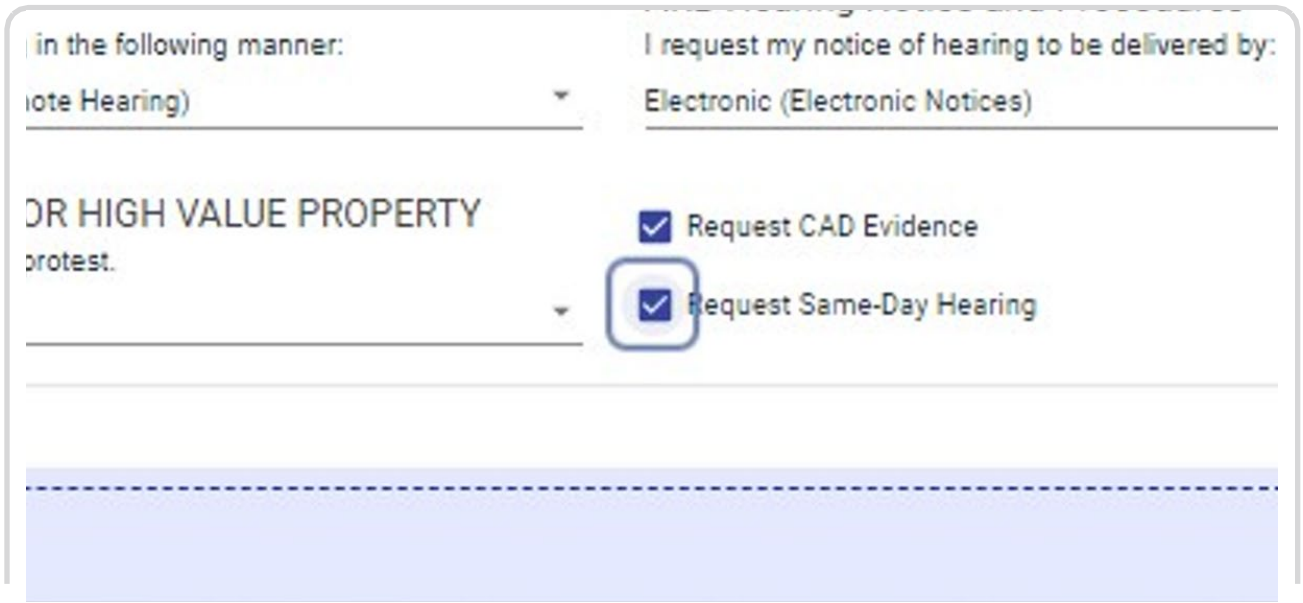
Select if you would like to receive the CAD's evidence.



STEP 10

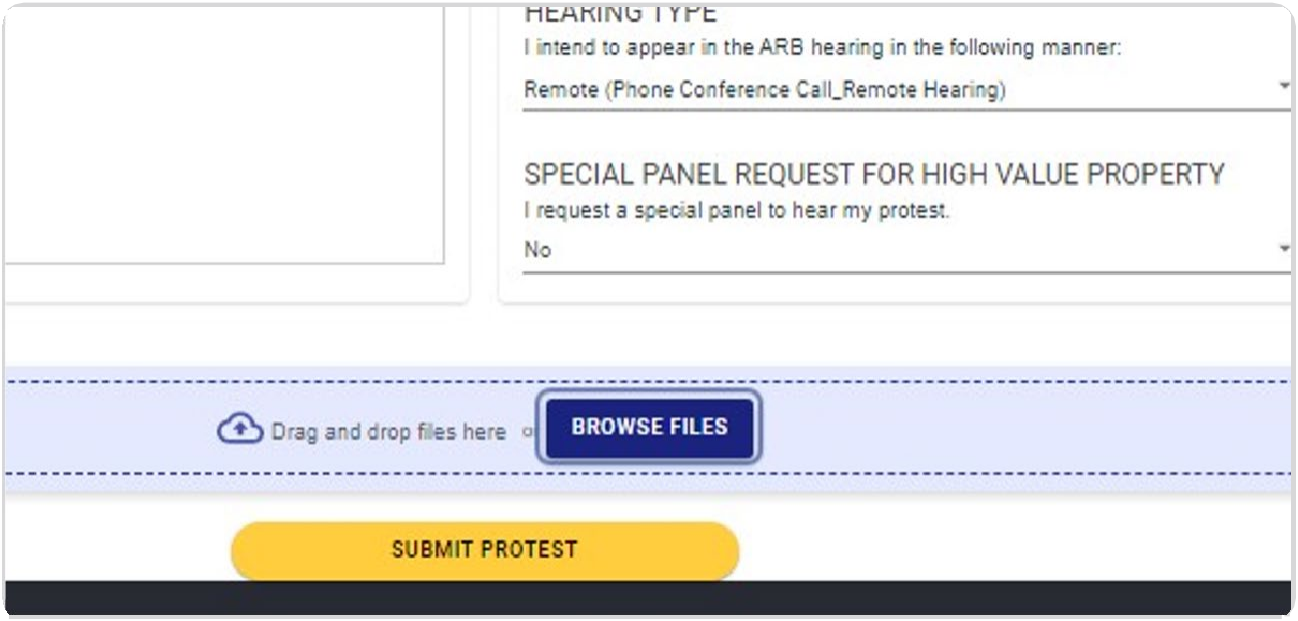
Select if you would like to request a same-day hearing.

Note: selecting same day hearing will group all PIDs in Section 1- Property Information into a same-day hearing request. Same-day hearing requests MUST be submitted at the time your protest is filed.



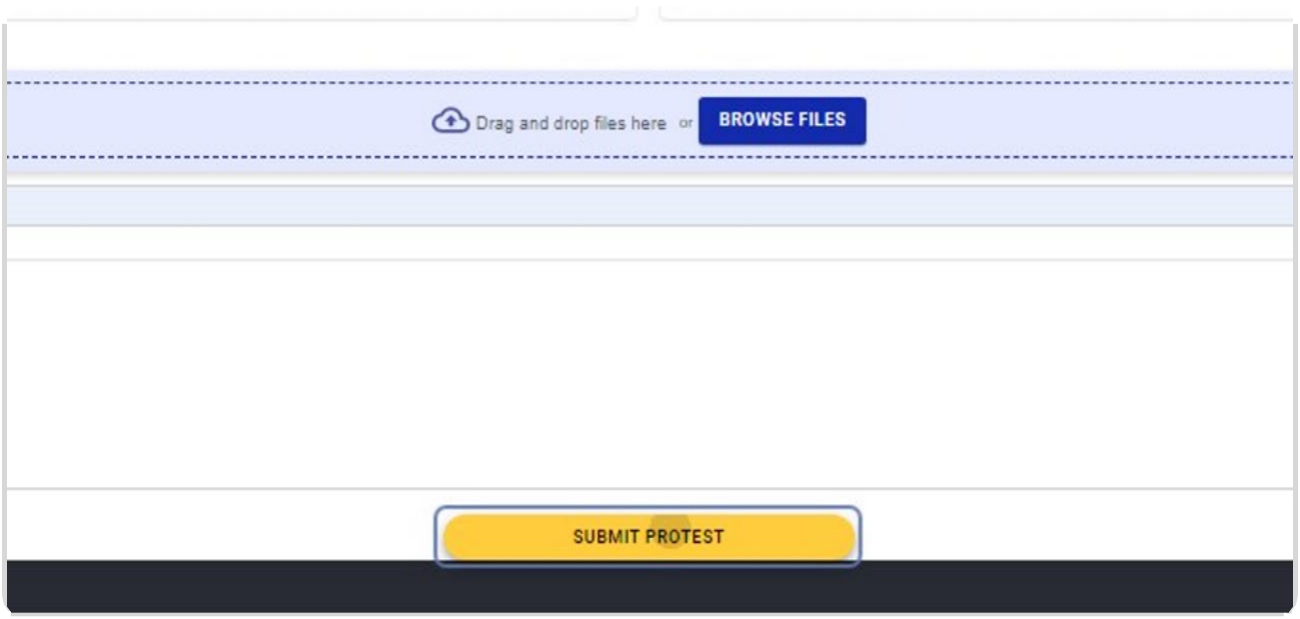
STEP 11

Upload the protest form and/or same day-hearing request document (if applicable).



STEP 12

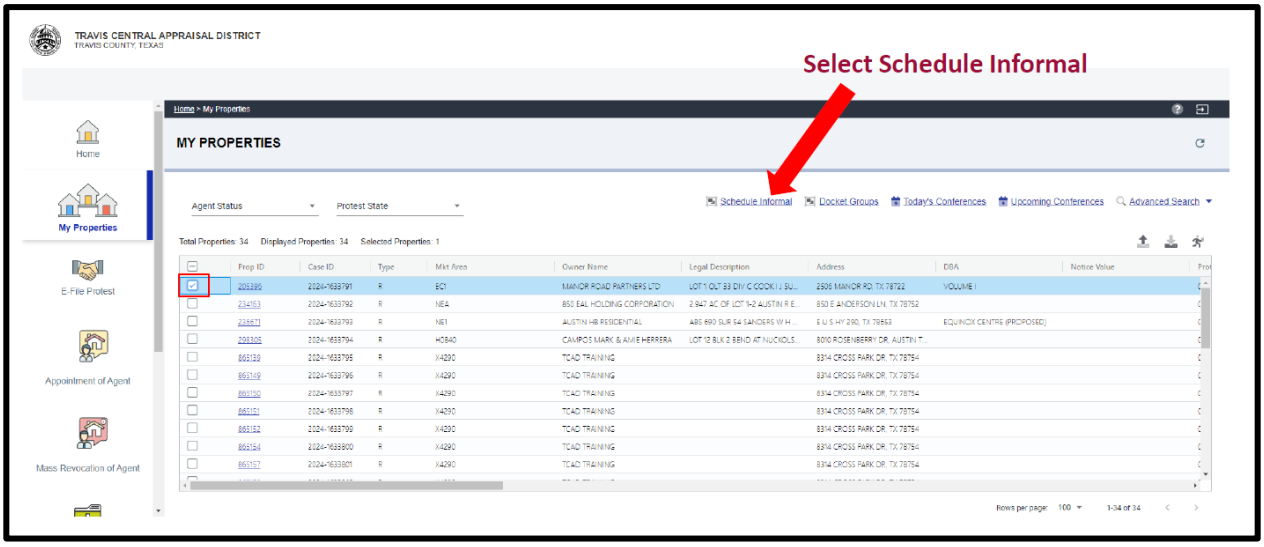
Click on SUBMIT PROTEST.



Schedule Informal Meetings

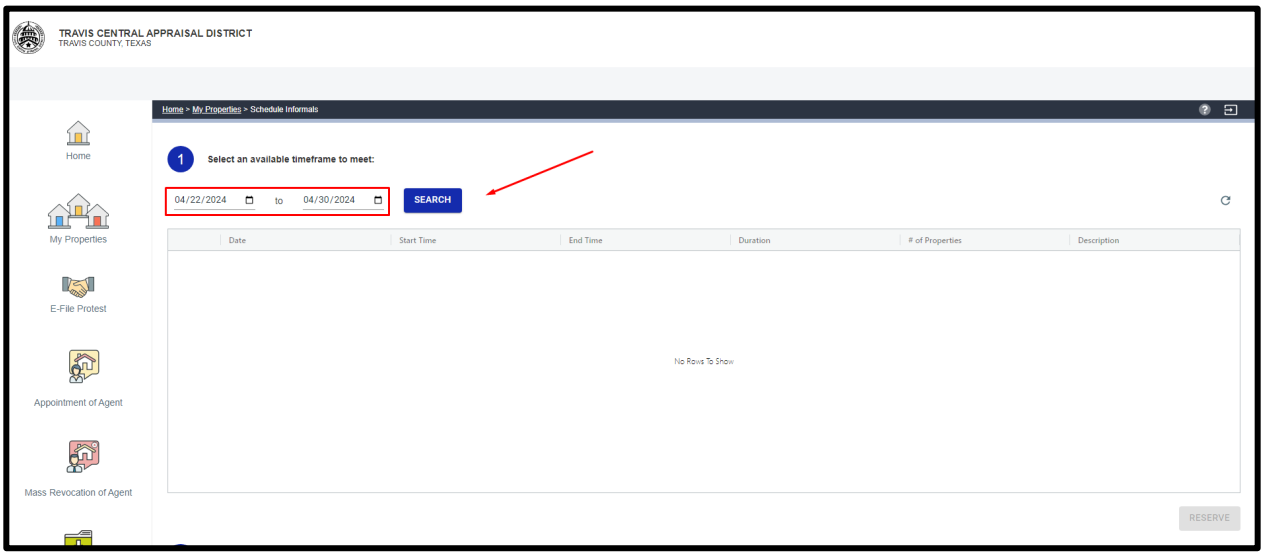
STEP 1

Click on Schedule Informal



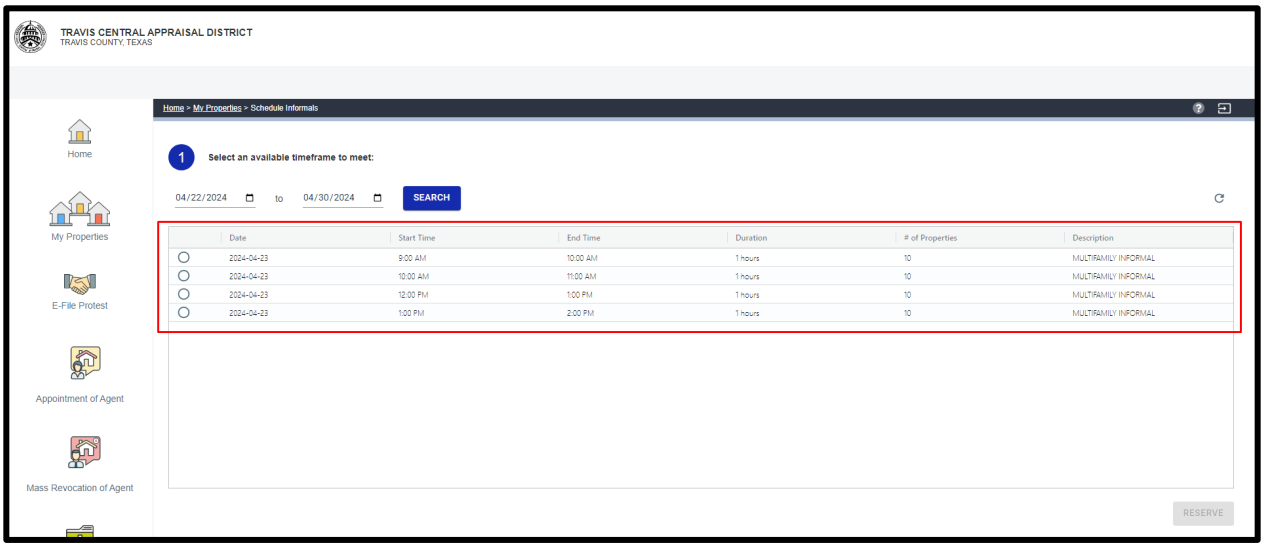
STEP 2

Enter timeframe and select search



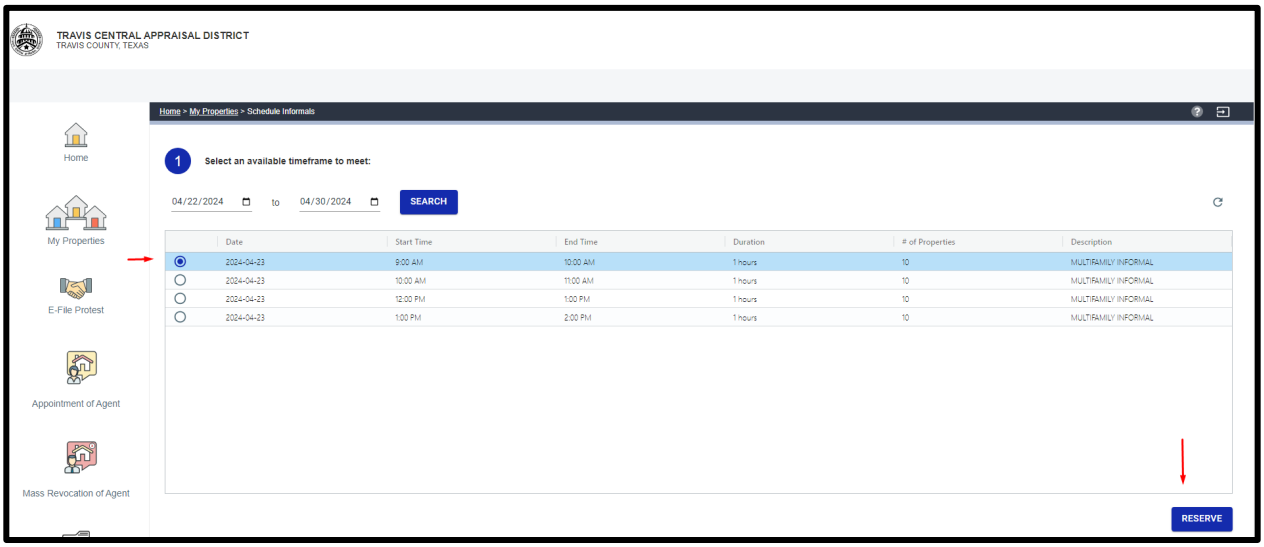
STEP 3

Review available dates/times and description



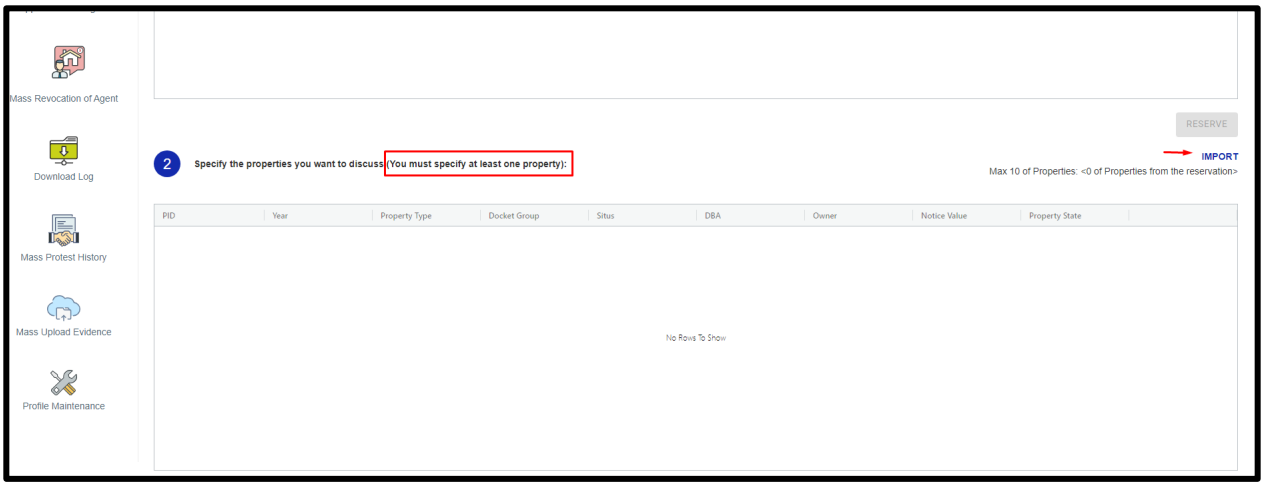
STEP 4

Select desired date/time & description and hit Reserve



STEP 5

Enter PIDs to reserve the timeslot



STEP 6

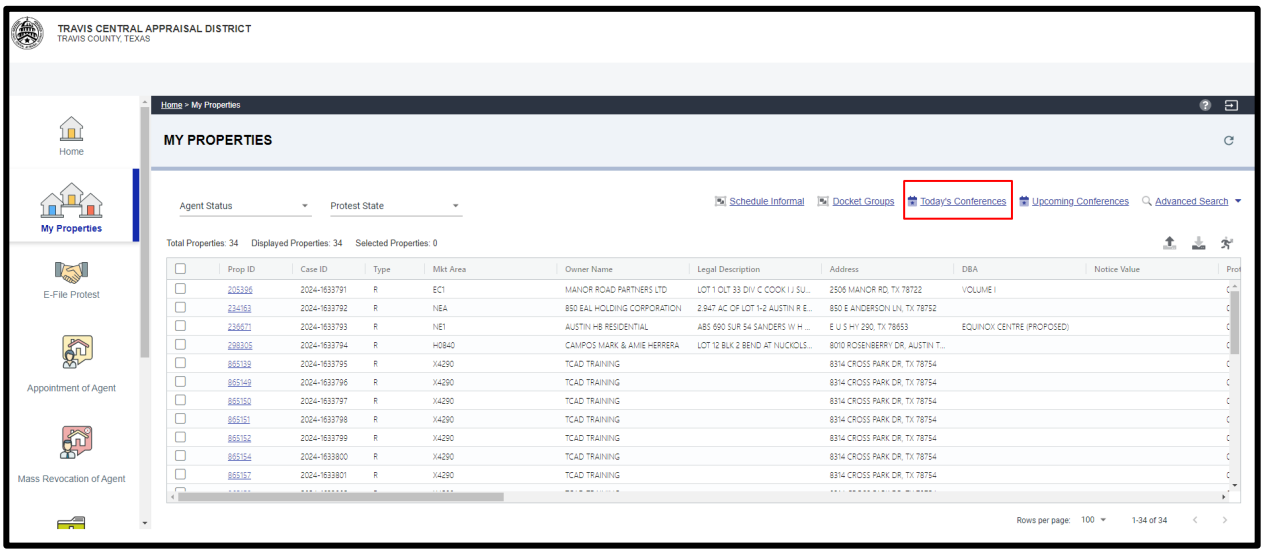
Confirm Property Status is valid and hit Finish



Join Informal Conference

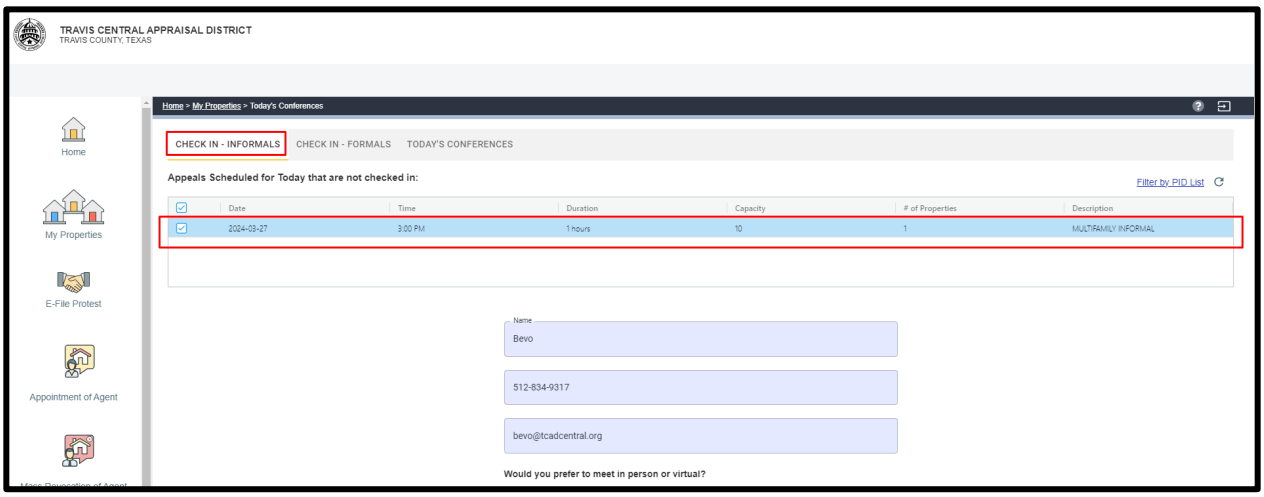
STEP 1

Select Today's Conferences



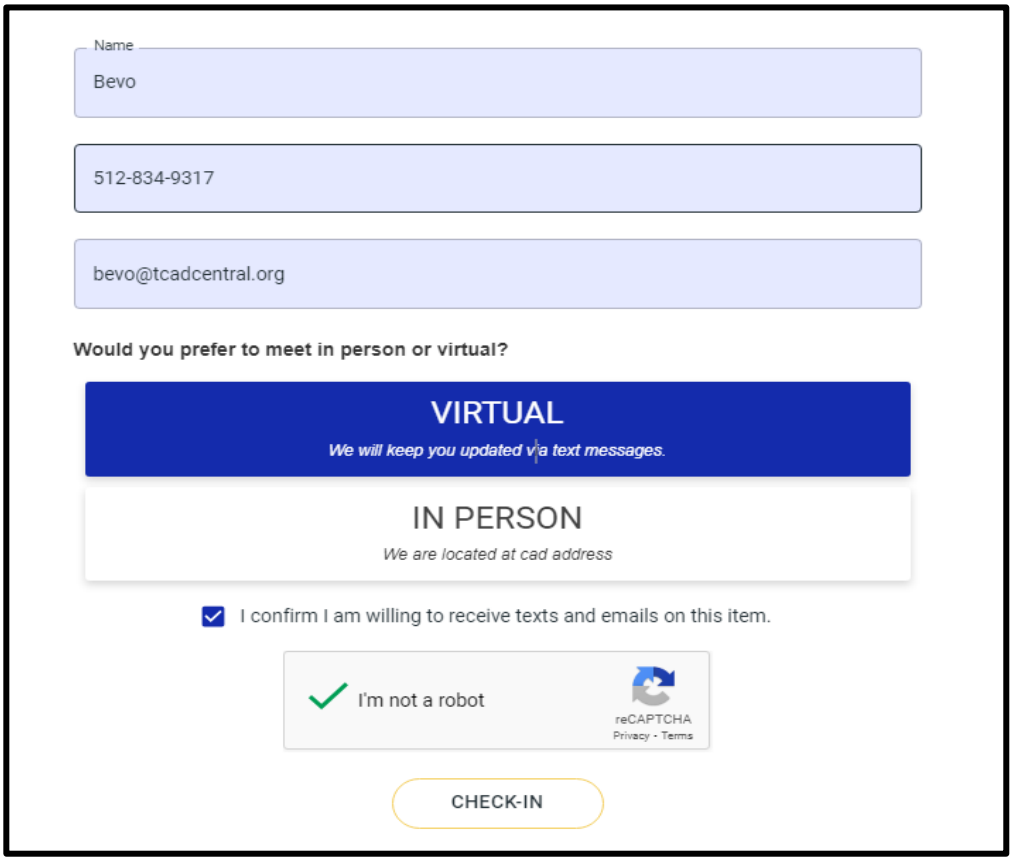
STEP 2

Select the "CHECK IN – INFORMALS" tab and the conference you'd like to join



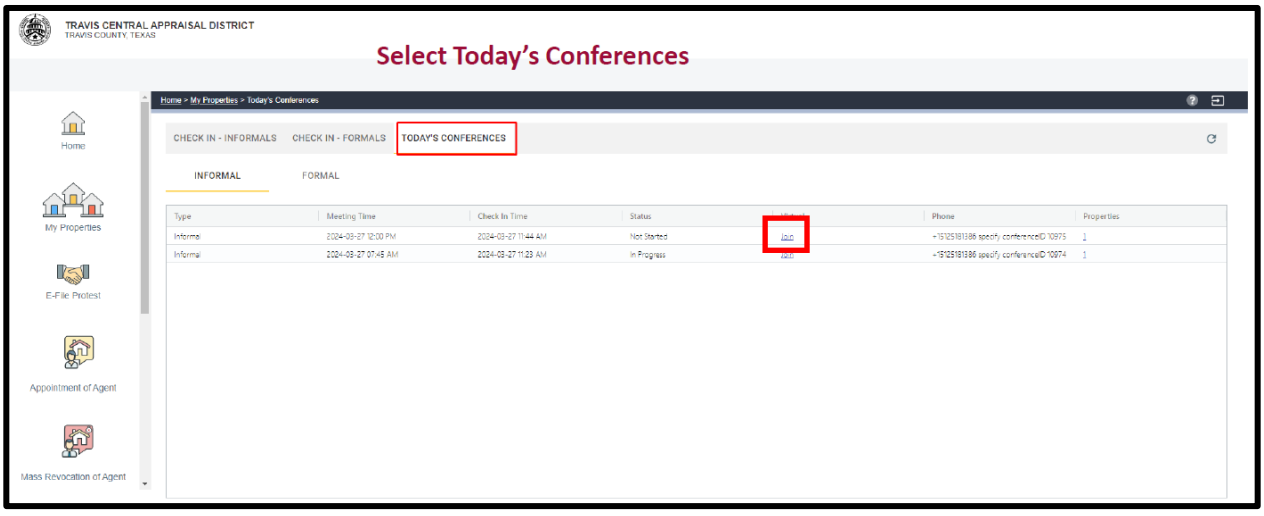
STEP 3

Enter Name, Phone Number, and Email Address. Select Virtual (In-person informals are not available). Confirm for alerts and complete Captcha. Select Check-In.



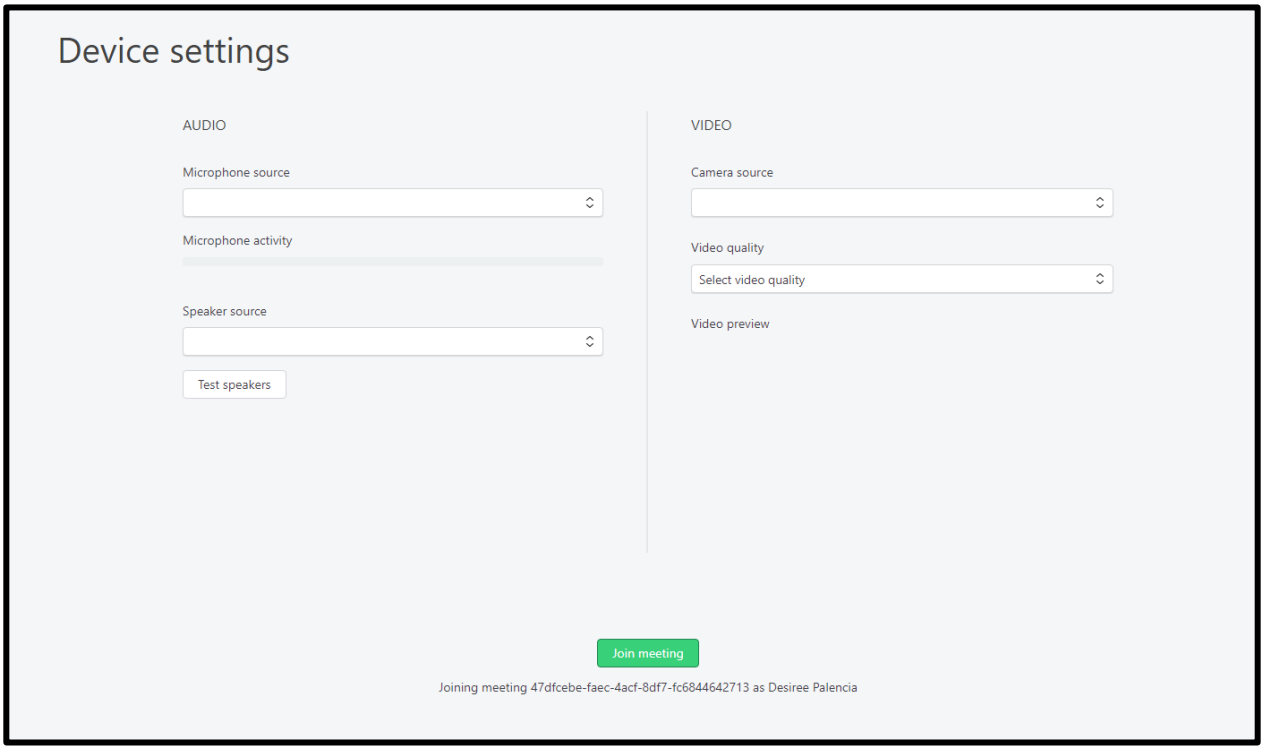
STEP 4

Select Today's Conferences and then Join



STEP 5

Confirm Audio/Video connections for your device and select Join Meeting

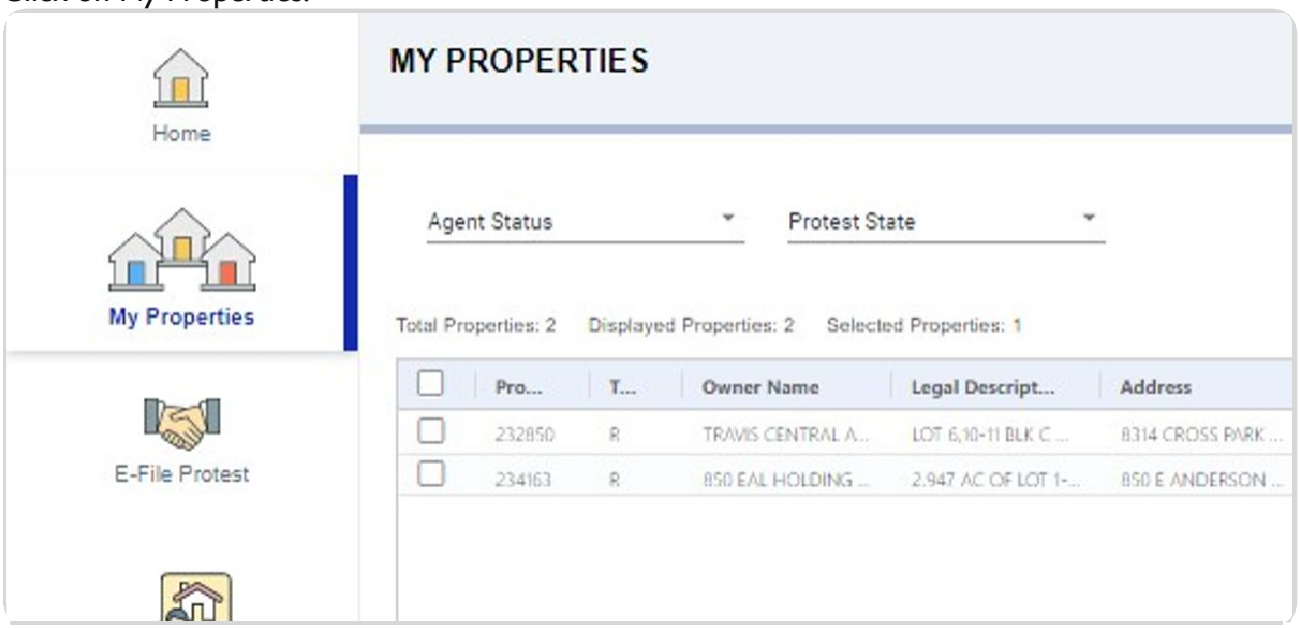


TRAVIS CENTRAL APPRAISAL DISTRICT

Settlement of Protest

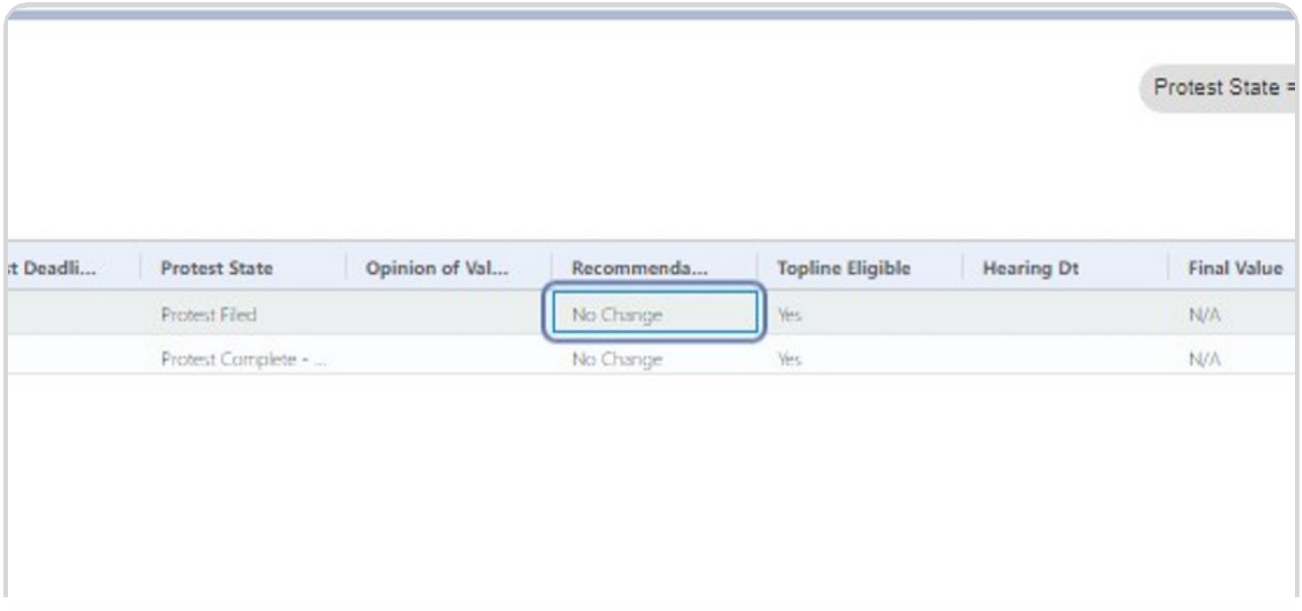
STEP 1

Click on My Properties.



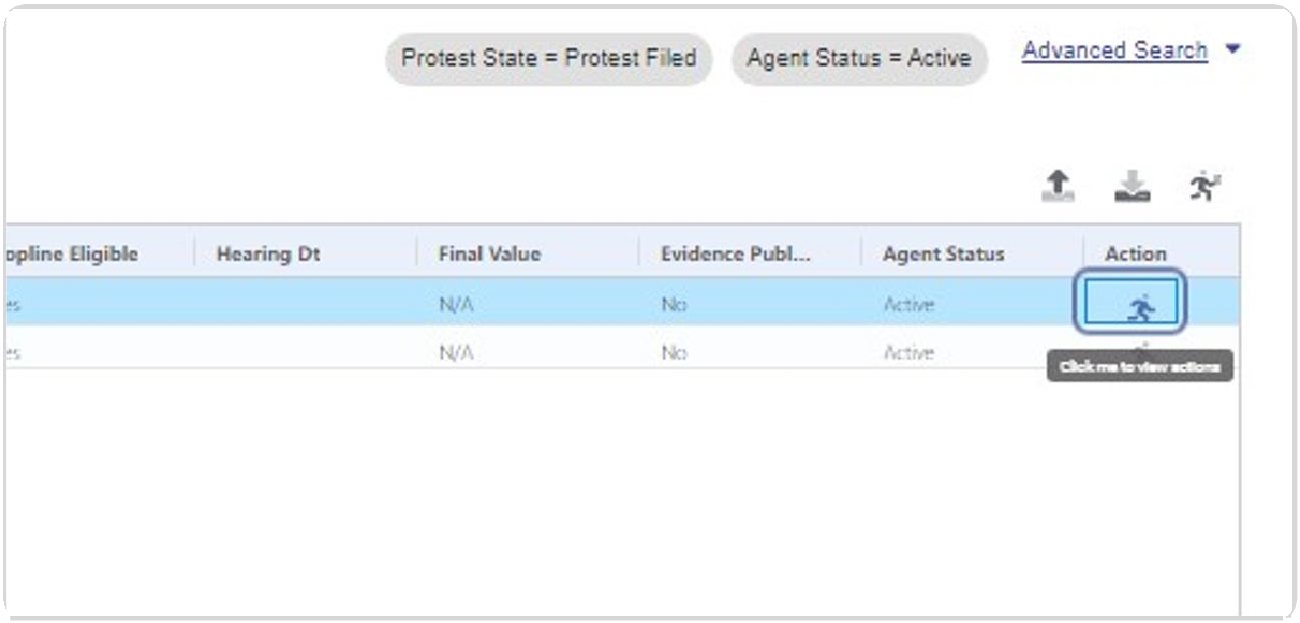
STEP 2

The Recommendation column in the My Properties grid will display any informal offers that the CAD has made.



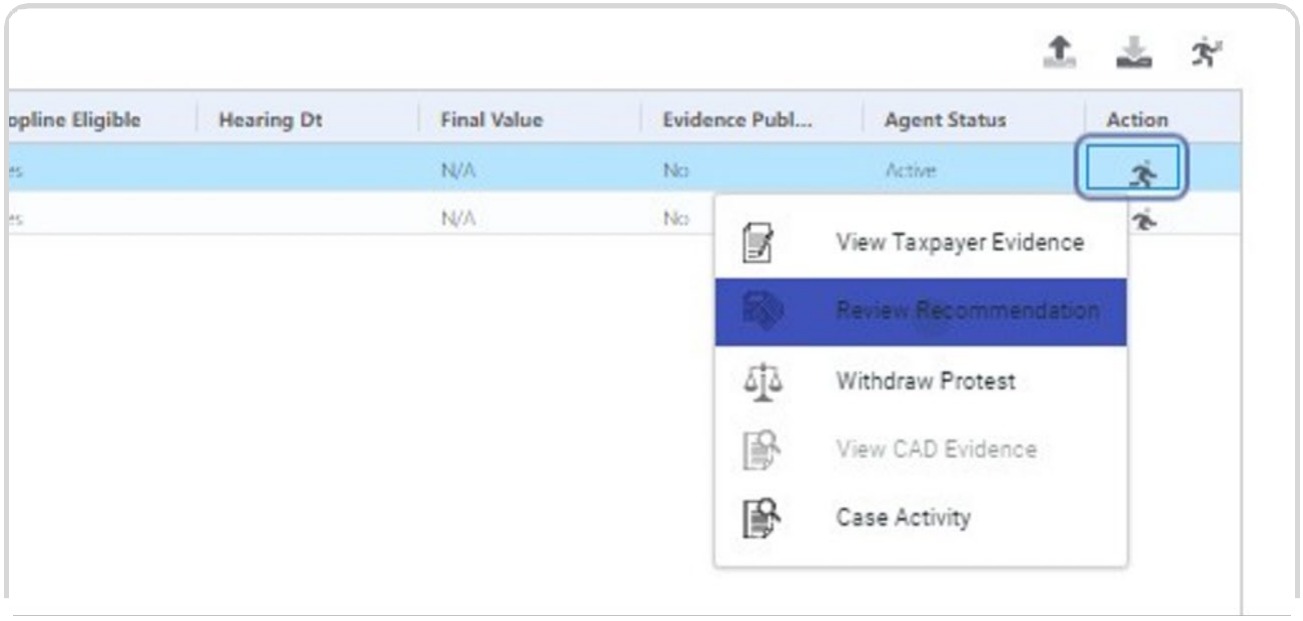
STEP 3

Click on the property action menu.



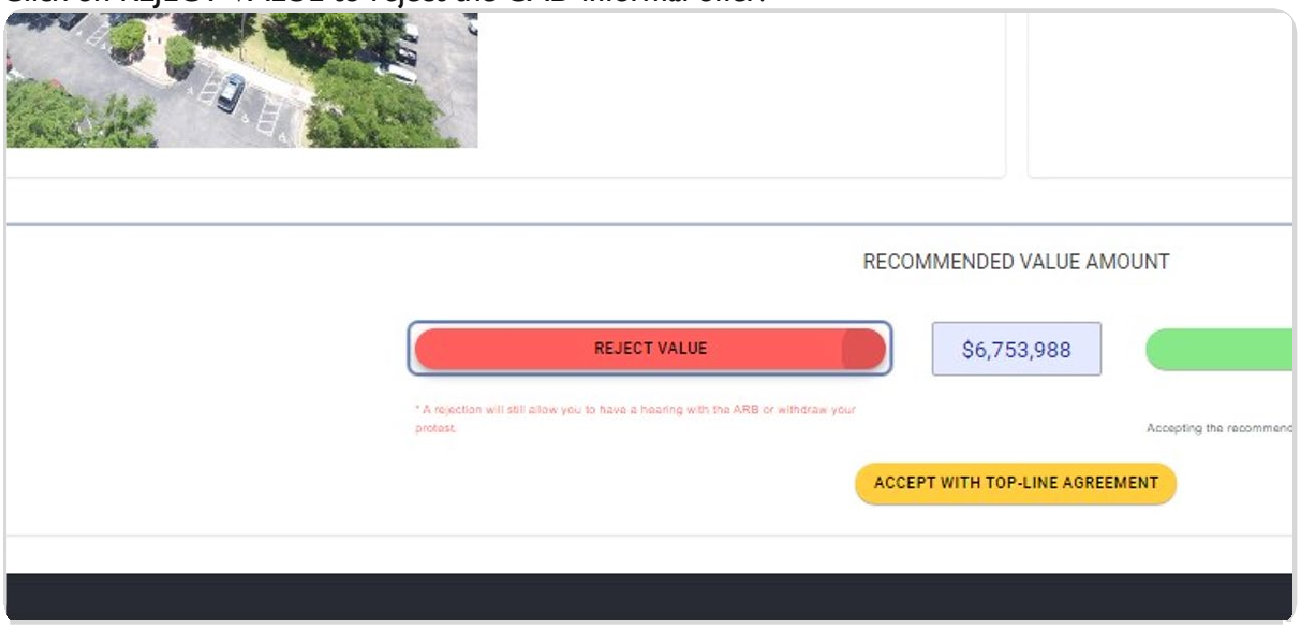
STEP 4

Click on Review Recommendation.



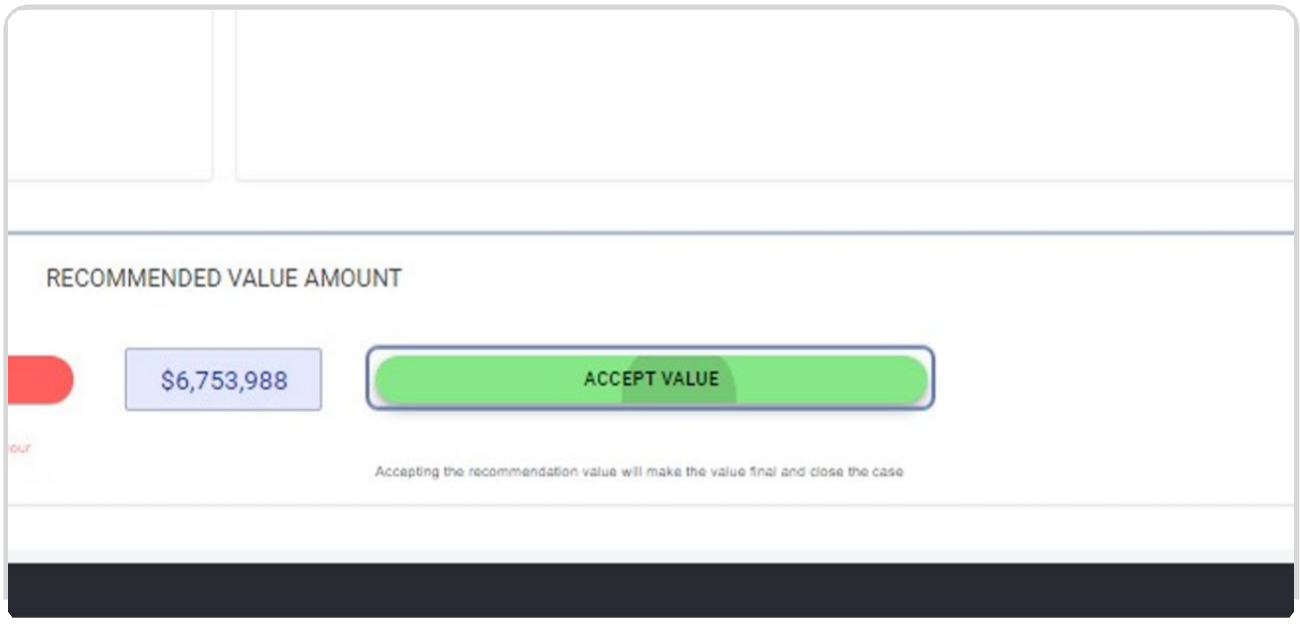
STEP 5

Click on REJECT VALUE to reject the CAD informal offer.



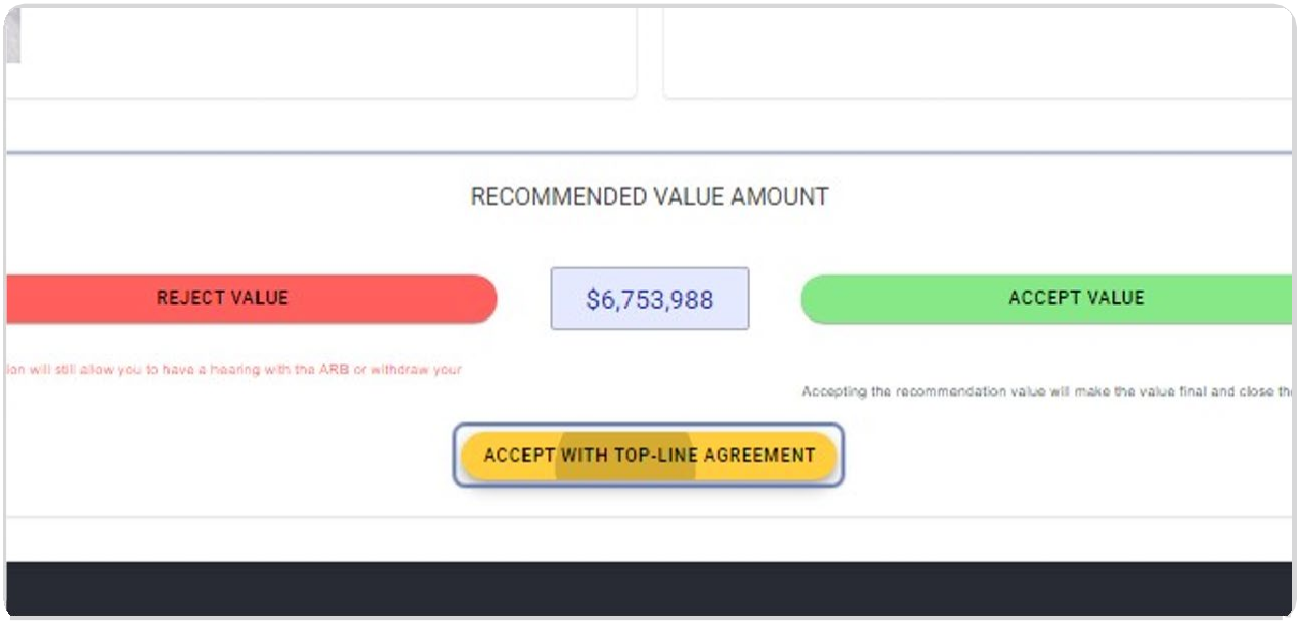
STEP 6

Click on ACCEPT VALUE to accept the CAD informal offer.



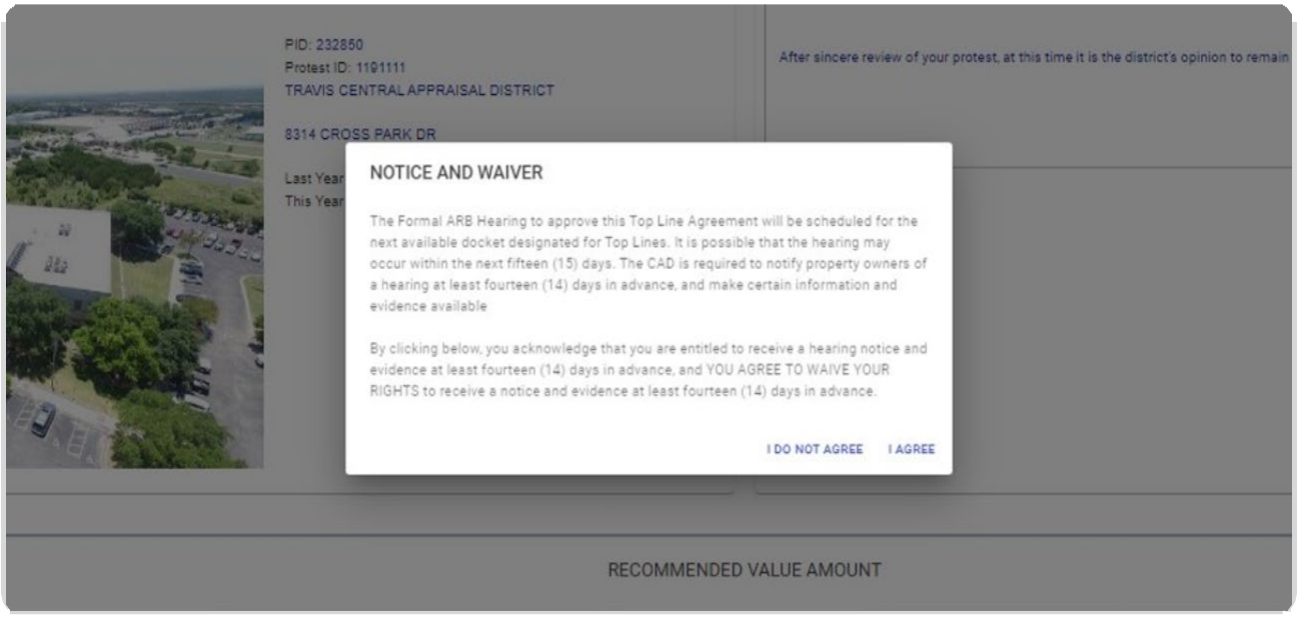
STEP 7

Click on ACCEPT WITH TOP-LINE AGREEMENT to request a topline agreement.



STEP 8

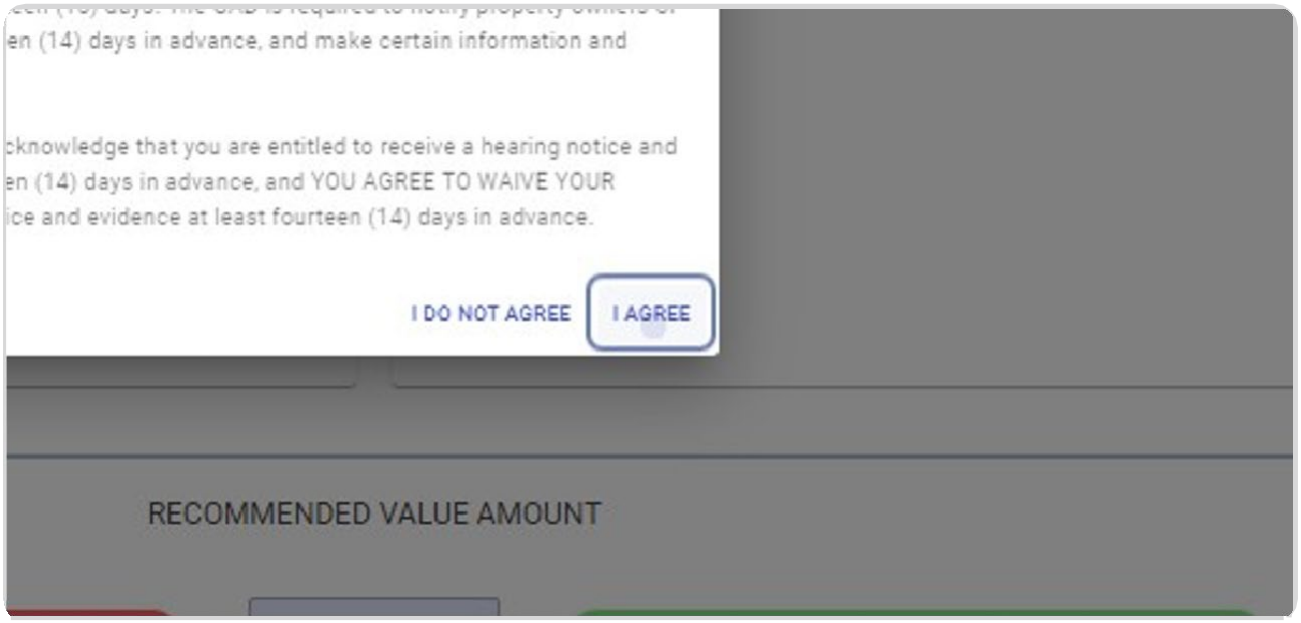
Review and Agree to the notice and waiver information.



STEP 9

Click on I AGREE

After agreement, TCAD will prepare the topline agreement and preset the joint motion to the ARB Chairperson for approval.




TRAVIS
CENTRAL APPRAISAL DISTRICT