

## **ARB Procedures for Remote Screen Share During a Telephonic Hearing**

The following procedures must be followed to be eligible for and take advantage of remote screen share functionality during a telephone hearing.

### **Evidence Submission**

1. Taxpayer must submit the evidence electronically to the ARB no later than 4:00PM the day **before** the formal hearing.
  - a. Upload to the Efile portal <https://efile.traviscadonline.org/> (this feature is only available if the protest was originally e-filed using the portal), or
  - b. Email evidence [evidence@tcadcentral.org](mailto:evidence@tcadcentral.org)
2. Acceptable file types for electronic evidence are PDF, Microsoft Word, Microsoft Excel and JPG.
3. The size of the electronic document file submitted as evidence must be no more than 20MB.
4. For electronic evidence submitted via email:
  - a. The subject line of the email must be the word "Evidence".
  - b. The evidence documents to be submitted must be separate attachments included with the email. The ARB will not download from external links nor will text or special requests within the body of the email be considered.
  - c. The electronic documents submitted as evidence must be named with the property ID as the first six digits of the file name, for example 123456.pdf
  - d. The total size of the email must not exceed 20MB. The taxpayer may submit more than one email if necessary.
5. If the above procedures are not followed, then the hearing will proceed under the rules established for standard telephonic or in person hearings.

### **Telephonic Formal Hearing**

1. The taxpayer shall call 512-717-5929 at least five minutes prior to their scheduled hearing time.
2. Taxpayer will provide the 6-digit property ID when prompted by the automated system.
  - a. Taxpayers that have been scheduled for consecutive hearing dockets will be emailed a 4-digit conference ID to use.
3. Taxpayer will be placed on hold until the ARB is ready to begin the hearing.

### **Screen Share**

1. If evidence was submitted electronically to the ARB, then screen sharing functionality will be available.
  - a. Taxpayers are strongly encouraged to run a system test in advance of their hearings. Google Chrome is the recommended web browser. The system test is available at <https://tcad.sonexis.net/systest/SystemTestMain.asp> using the selection of "I am a participant".
2. After dialing in to the telephonic hearing, while on hold, the taxpayer should go to the website address <https://tcad.sonexis.net/> and select "I am a participant".
3. At the start of the hearing the taxpayer will be given the conference ID needed to access the screen share session for the ARB panel.
  - a. Taxpayers that have been scheduled for consecutive hearing dockets will use the 4-digit conference ID given for dial-in.
4. All parties to the hearing (ARB members, taxpayers, and TCAD appraisers) will be able to view the documents presented in the screen share session.
5. Only the evidence submitted electronically maybe presented during the screen share session.

6. When prompted by the ARB, the TCAD appraiser will give control of the screen share session to the taxpayer so that the taxpayer may present their evidence to the ARB; likewise, when prompted by the ARB, the appraiser will take control of the screen share session to present their evidence to the ARB.