

E-File Portal Troubleshooting Guide

Account Creation	
Problem	Solution
What is my Account ID?	<ul style="list-style-type: none"> Account ID = Owner ID
Where is my PIN #	<ul style="list-style-type: none"> PIN number is located on the Notice of Appraisal (Do not lose your PIN)
Cannot login	<ul style="list-style-type: none"> After creating an account, you must wait 24 hours before logging back into the Portal
Did not receive verification email for account	<ul style="list-style-type: none"> Email should come from: no-reply.guadalupe@trueautomation.com Check to ensure email is not in Spam/Junk folder or blocked Add: trueautomation.com to safe sender list
I lost my PIN	<ul style="list-style-type: none"> A new PIN can be regenerated by our vendor, but it must be mailed via USPS Certain specific criteria may allow GAD Technical Support to give out your PIN
Do multiple properties equal multiple accounts?	<ul style="list-style-type: none"> If a property is not already registered in the Portal, you can link properties to one account using the PIN provided on the Appraisal Notice (Login -> Profile -> Manage PINs) Once a property has been registered on the Portal, it cannot be linked to another account
I received a new Owner ID & PIN, do I have to register a new account	<ul style="list-style-type: none"> No, Log into your account -> Profile -> Manage PINs -> Add your new Owner ID & PIN from your Appraisal Notice
Account Login	
Write down your username and password and keep it in a secure location	

NEVER save your username and password on a public computer	
Problem	Solution
Forgot username	<ul style="list-style-type: none"> • On the Portal login screen, click 'Forgot Username', it will ask for the registered email address, PIN, and Security Question • Call Guadalupe Appraisal District Technical Support • Visit Guadalupe Appraisal District Seguin or Schertz Office
Forgot my password	<ul style="list-style-type: none"> • On the Portal login screen, click 'Forgot Password', it will ask for your username and your Security Answers • Call Guadalupe Appraisal District Technical Support • Visit Guadalupe Appraisal District Seguin or Schertz Office • Guadalupe Appraisal District Technical Support can send a password reset email

Protest Filed

If you withdraw/cancel your E-File protest for **ANY** reason, you are not able to re-file through the Portal

Evidence Upload

There is a 4 MB total size limit for evidence upload
 GAD Employees will not upload evidence greater than 4 MB total sent to us

Problem	Solution
When uploading evidence, the website kicks me out	<ul style="list-style-type: none"> • This will occur if your evidence is over 4 MB
Did my upload work correctly	<ul style="list-style-type: none"> • Call Guadalupe Appraisal District Technical Support
How do I keep the size of my evidence small	<ul style="list-style-type: none"> • Picture resolution should not exceed 1024 x 1024

	<ul style="list-style-type: none"> • Scan documents at a lower dpi • Unless a document needs color, scan text documents in black and white
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Settlement Offer

Problem	Solution
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Received email with Settlement Offer, but the Portal doesn't show it	<ul style="list-style-type: none"> • It can take up to 24 hours for the Settlement Offer to reflect on the Portal
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Portal shows Settlement Offer, but won't let me Accept or Reject	<ul style="list-style-type: none"> • Once the Portal shows the Settlement Offer, you must wait 24 hours before Accepting or Rejecting the offer
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