

REGISTERING IN THE ONLINE APPEAL SITE

On your browser of choice, type the online appeal URL as follows:

https://propertytaxfilings.cookcountyil.gov/

If you have never used the Cook County online appeal application before or have yet to register, please click on the New User? Create an account link in the home page to register.



Once you have clicked, you will be routed to the Account Registration page to register.





Please enter a valid email address and create an 8-character minimum, case sensitive password. Please note that registration and filing notifications will be sent to account registration email and not any other email addresses that CCAO may have on record.

Click Register.

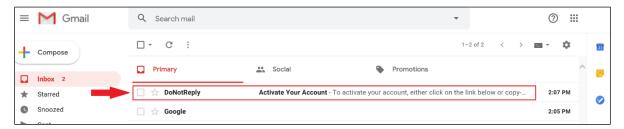


You will receive a message that your account has been created; please check the email address you used for registration for instructions on how to complete the registration process.

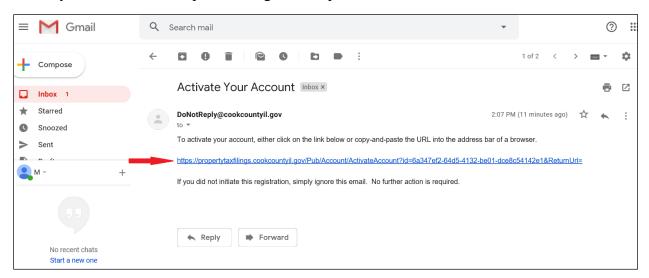




In your email inbox, open the **Active Your Account** email sent by **DoNotReply**@cookcountyil.gov. If you do not see this email in your inbox, please check your Spam folder.



Once the **Active Your Account** email has been opened, click on the link or copy and paste the URL into the address bar of your browser to complete the registration process.





You will be rerouted back to the online appeal application and you should see a message confirming that your account has been activated. You can now login and submit an online appeal filing!



NAVIGATING THE ONLINE APPEAL SITE

Once you have completed the registration process in the online appeal site, you will be able to log into the online appeal application at any time.

Enter the online appeal application URL into your browser of choice and hit enter.

https://propertytaxfilings.cookcountyil.gov/





In the home page, you will be able to click on the following tabs within the online appeal application:

Available Filings - Filer can view and select from the different filing types available for online submittal via the online appeal application.

Available Filings

To create a new filing, click on a filing type below.

CCAO Appeals - Real Estate Assessed Valuation Appeal (Commercial)

Cook County Assessor's Office Commercial Real Estate Assessed Valuation Appeal

CCAO Appeals - Real Estate Assessed Valuation Appeal (Condo/Coop)

Cook County Assessor's Office Condo/Coop Real Estate Assessed Valuation Appeal

CCAO Appeals - Real Estate Assessed Valuation Appeal (Incentive)

Cook County Assessor's Office Real Estate Assessed Valuation Incentive Appeal

CCAO Appeals - Real Estate Assessed Valuation Appeal (Residential)

Cook County Assessor's Office Residential Real Estate Assessed Valuation Appeal

CCAO Appeals - Real Estate Assessed Valuation Appeal (Vacant Land)

Cook County Assessor's Office Vacant Land Real Estate Assessed Valuation Appeal



Available Filings – Appeal Filing Tabs

All appeal filings will have the same tabs within the filing, the only exception being Residential Appeal Filing due to available property characteristics for that property type.

A a4::4 W/: J	Files can review information on the primary subject DIM the relevant		
Activity Window	± , , ,		
	Township's Open/Close dates, acknowledgement of reading and		
	understanding the town's open/close schedule and the CCAO Official		
	Rules for Appeal (link provided).		
Verify Parcel			
	also receive an error message if they are in the wrong filing form type based		
	on the PIN's classification code.		
	If the Subject PIN has been issued a Real Property Income and Expense		
	(RPIE) code, the code will also appear in this page.		
Primary PIN	Filer can request a Certificate of Error (CoE) on the primary subject PIN.		
	If any of the boxes are selected for the available CoE years, the filer will be		
	required to submit a CoE form and documentation in support of their CoE		
	request prior to clicking Submit at the end of the filing.		
Additional PINs	Filer can add additional related PINs, as defined by the CCAO Appeal		
	Rules, in the provided grid. Filer will also be able to request a CoE on the		
	additional PINs.		
Filer			
	as an authorized attorney or tax representative.		
	, .		
	If the filer is an attorney or tax representative, they must have an active		
	code registered with either the Cook Board of Review or Assessor's Office.		
	They will also be required to upload an executed Attorney Authorization		
	Form at the time of appeal submittal.		
Property Characteristics	Filer can update property characteristics that are either incorrect or need to		
F : 1, 0 = 11 = 13 = 13 = 13 = 13 = 13 = 13 =	be updated for their Residential property.		
Appeal Application			
	as to the rational for their appeal. A field check can also be requested in		
	this tab.		
Attachments	Filer can upload and attach required and/or supporting documentation for		
	their appeal. The documents referenced can change depending on the		
	appeal filing type, reason(s) selected for appeal and filer type.		
	appear ming type, reason(b) sereeted for appear and mer type.		
	If there appears to be an omission or discrepancy between the Attachments		
	referenced in the online appeal application or those referenced in the CCAO		
	Rules of Appeal, those referenced in the Rules will take precedence.		
Submit	Filer can complete and submit their appeal filing.		
Submit	Therean complete and submit their appear ming.		



My Filings - Filer can view the list of filings that they have either started and/or submitted via the online appeal application; any of these filings will be available for review by the filer at any time. Filer can also view their filings as Tiles or List.

Tile





List



You will also be able to view the status of a specific created filing, including Filing Name, Filing ID (internal online appeal application filing number), date the filing was created and/or last modified, status of filing and key identifying components of that specific filing (most commonly Property Address, Property Index Number and/or Tax Year).



If the filing has not been completed, you will be able to go back and resume your filing by clicking on the appeal filing link.



Message Center - Filer can view system generated messages based off of a submitted filing; confirmation of a submitted online appeal filing can be viewed here at any time.

Please note that you will not be able to initiate messages to CCAO via the application.

You can view the received message per filing by selecting a row on the grid.







Account - Filer can view, edit or deactivate their account.



Sign Out - Filer can sign out of the application.



FILING AN ONLINE APPEAL

Log into the online appeal application at any time by entering the URL into your browser of choice and hit enter.

https://propertytaxfilings.cookcountyil.gov/

Select the applicable Appeal Filing form based on your property type.

Please note that the available appeal filing types are as follows:

- Real Estate Assessed Valuation Appeal Commercial
- Real Estate Assessed Valuation Appeal Condo/Coop (please note that this filing form must be used for both Commercial and Residential Condominiums)
- Real Estate Assessed Valuation Appeal Incentive
- Real Estate Assessed Valuation Appeal Omitted Assessment
- Real Estate Assessed Valuation Appeal Residential
- Real Estate Assessed Valuation Appeal Residential with Comparable Grid*
- Real Estate Assessed Valuation Appeal Vacant Land
- CCAO Appeals 2021 Secondary Attachments

^{*}Please see separate User Guide entitled – How to Use the Online Residential Appeal with Comparable Grid Filing.



Real Estate Assessed Valuation Appeal – Residential

Click on the **Real Estate Assessed Valuation Appeal – Residential** link to begin an appeal filing on a Residential property.

CCAO Appeals - Real Estate Assessed Valuation Appeal (Residential)

Cook County Assessor's Office Residential Real Estate Assessed Valuation Appeal

You will be presented with the Real Estate Assessed Valuation Appeal Residential screen, where you will click on **Begin Filing** to proceed.



You can either enter their property index number (PIN) to begin their appeal filing or the address if PIN is unknown; partial addresses can be entered. Once either PIN or address is enter, click **Search**.





Once Search is clicked, the application will produce search results based on your entry. If you enter a specific 14 digit PIN, the search results will only retrieve that PIN.

The Search Results grid displays the following information per PIN retrieved:

When this link is clicked, the filer will be able to

Start Filing begin the appeal filing on the selected PIN.

Property Index Number (PIN) of the Primary Subject

PIN PIN for appeal filing.

Owner Name Taxpayer of record on the PIN.

Location Address Property location (situs) of the PIN.

Township Township in which the subject PIN is located in.

Township opening date for appeals (first date appeals

Twp. Open Date can be filed on that township).

Township close date for appeals (last date appeals

Twp. Close Date can be filed on that township).



Search by PIN





Search by Partial Address



Search by Full Address





You can begin the appeal filing by clicking on **Start Filing**; you will receive a reminder message that an appeal can only be filed during that Township's Open period. Click **OK**.



You will begin the filing with the **Activity Window** tab.

Activity Window

You can review information on the primary subject PIN, the relevant Township's Open/Close dates, acknowledgement of reading and understanding the town's open/close schedule and the CCAO Official Rules for Appeal (link provided) in the Activity Window.

Click **Next** to proceed.





Please note that if at any point you decide to proceed without providing required data, you will receive a message indicating that the current or any preceding/subsequent tab(s) contains "invalid data" (this could be incorrect or missing data). [A.] You can either select "I'll fix this now" and return to make the corrections required in the page [B.] or you can select "I'll fix this later" and proceed to the next tab. The system will provide an error (red circle containing exclamation point) [C.] in the tab containing the error as a reminder; you will need to correct any system required data errors before being able to submit your filing.



Activity Window Overify Parcel Primary PIN Additional PINs Filter Property Characteristics Appeal Application

Attachments Sobrill

2020 Real Estate Assessed Valuation Appeal (Residential)

PIN: 01-01-100-003-0000 / Tax Year: 2020

CLASS: 52 - TWO-OR-THREE-STORY

GEOMATAINING PART OR ALL RETAIL

This form (Activity Window) contains invalid data.

You can continue entering information, but in order to submit this filing you will need to address this invalid data.

Til fix this now

Til fix this later - Continue to Verify Parcel

Please Note: If the current date and time of your filing does not fall within the Activity Window for your township above you will be able to complete your filing but you will not be able to submit the filing, for processing. You will need to return at a time that fails within the Activity Window to submit this filing.

B. O You must complete this actnowledgement to submit your viling By checking this box, I acknowledge that I have read, understand, and agree to athere

O You must complete this acknowledgement to submit your filing. By checking this box, I acknowledge that I have read, understand, and agree to to THE COOK COUNTY ASSESSOR'S OFFICE OFFICIAL RULES governing appeals for tax year 2020.

Cancel Filing

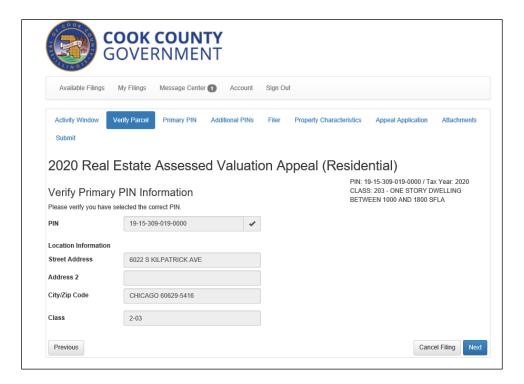
Verify Parcel

You can review the primary subject PIN and property location; filer will also receive an error message if they are in the wrong filing form type based on the PIN's classification code.

If the Subject PIN has been issued a Real Property Income and Expense (RPIE) code, the code will also appear in this page.

Click **Next** to proceed.

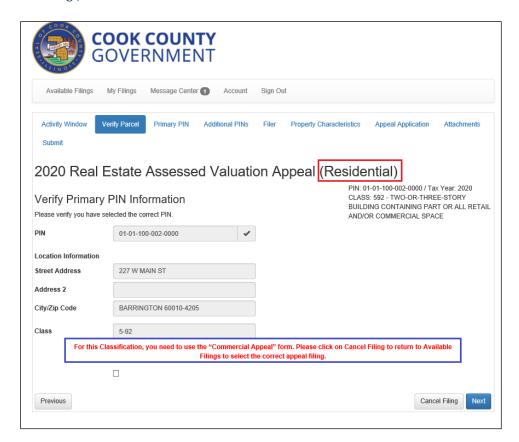




If you attempt to create a filing on the wrong filing form based on the classification code of the property, the system will provide an error message indicating the correct form to use to submit your appeal.

Please cancel the current filing and start your filing using the correct form in **Available Filings**. If you do not cancel the current form, although the system will allow you to proceed with adding information, you will not be able to submit the filing.





Primary PIN

You can request a Certificate of Error (CoE) on the primary subject PIN.





If any of the boxes are selected for the available CoE years, you will be required to submit a CoE form and documentation in support of your CoE request prior to clicking Submit at the end of the filing.

Click Next to proceed.

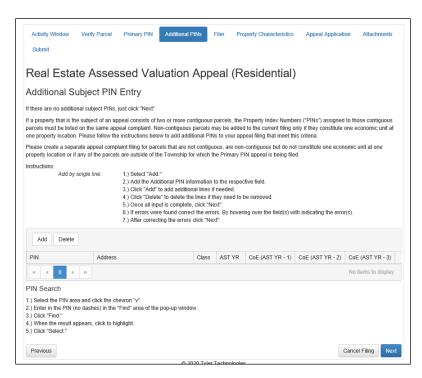


Additional PINs - Optional

You can add additional related PINs, as defined by the CCAO Appeal Rules, in the provided grid. Filer will also be able to request a CoE on the additional PINs. If you are not adding additional PINs to your filing, you can simply click **Next** to proceed.

Please note that this section is for additional related PINs and not for entering comparable properties; any parcels provided in reference to an appeal based on uniformity must be uploaded in the Comparables section of the Attachment tab.





The grid below is a reference guide as to how to use the Additional PIN(s) grid; please note that all data must be inserted into the grid in a specific format, otherwise, you will receive errors on the entry or upload of data.

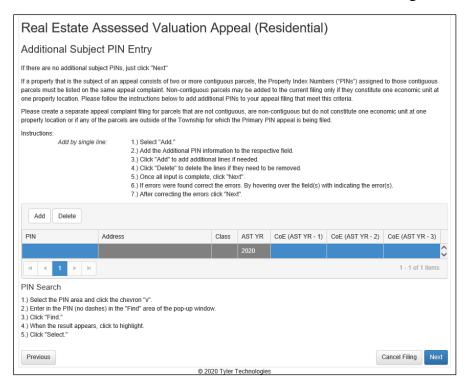
Column Label	Description	Sample	
	Property Index Number of additional PIN(s) to be		
PIN	added to the filing.	01011001010000	
	Property location of additional PIN(s) to be added to		
Address	the filing.	123 Main Street	
Property classification of additional PIN(s) to be added			
Class	to the filing.	203	
AST YR	Current assessment being appealed.	2020	
	Assessment year for with a Certificate of Error (CoE)		
	is being applied for; it is the current assessment year –		
CoE (AST YR – 1)	minus one (1) year.	2019	
	Assessment year for with a Certificate of Error (CoE)		
	is being applied for; it is the current assessment year –		
CoE (AST YR – 2)	minus two (2) years.	2018	
Assessment year for with a Certificate of Error (CoE)			
	is being applied for; it is the current assessment year –		
CoE (AST YR – 3)	minus three or four, in limited situations (3 or 4) years.	2017 and/or 2016	



Adding additional PINs to filing

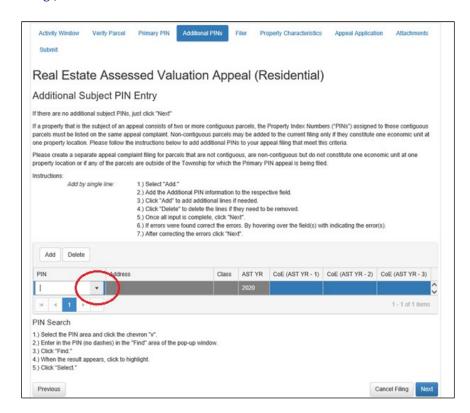
There are several ways you can add additional PINs to your current filing. If you want to manually enter your additional PINs into the grid, you can click on the **Add** button, which will create a row for you to enter the PIN(s). *This will be the method by which you will add additional PIN(s) to a Residential or Commercial Appeal Filing.*

At this point, you can either enter the PIN, without dashes, into the first row on the grid:



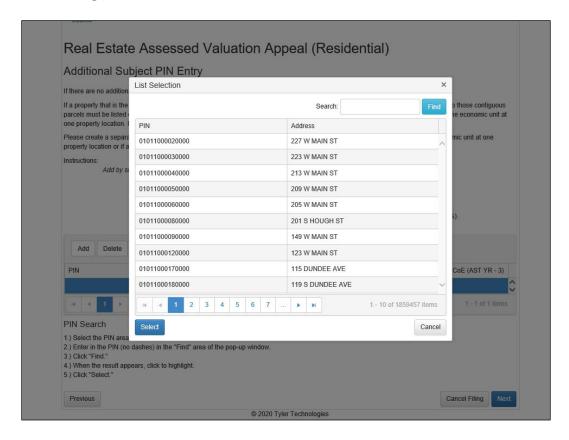
Or you can click on the drop down arrow (see red circle) to select the PIN(s) from the list.



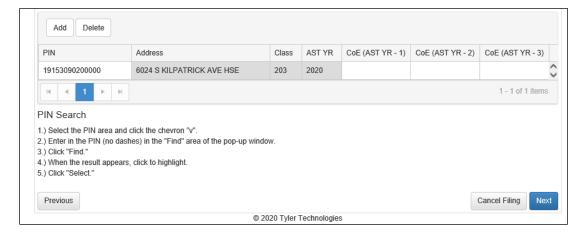


Please note that this list will return all available PINs, therefore, you will need to use the Search box to refine your search.





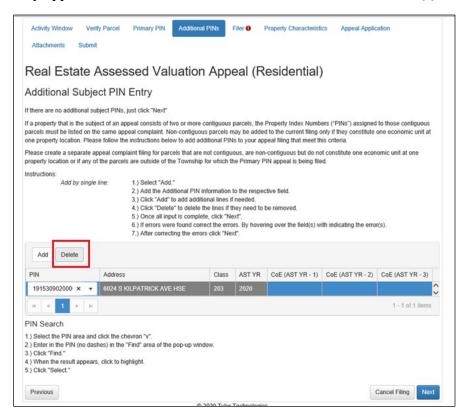
Once you find your additional PIN, click on the PIN row and click on Select; this populates the grid with the PIN, Address, Class and Assessment Year. You will be able to manually enter Yes or No if you want to apply for CoEs on the additional PIN(s). Click **Next** to proceed.





Delete

To delete a PIN from the grid, simply select the row of the PIN you'd like to remove and click on the Delete button. This functionality applies to whatever method is used to enter additional PIN(s) to the filing.

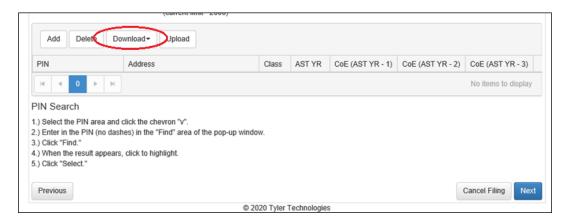


In all Appeal Filing forms, you will be able to use a downloadable spreadsheet to either manually enter additional PIN(s) into the document or you can copy and paste if from a separate document that you may have available.

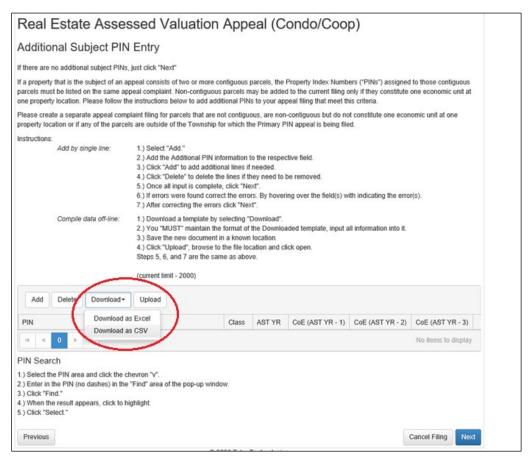
Please note that all data must be inserted into the grid in a specific format, otherwise, you will receive errors on the entry or upload of data.

To download the spreadsheet, click on the **Download** button.





You will be provided the option to download the form in either Excel or CSV format. Click on your preferred option.

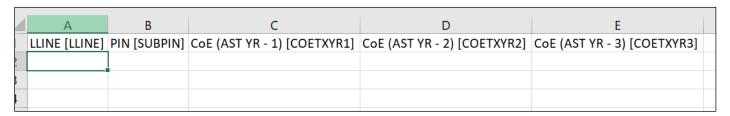




You will receive a message indicating whether you want to open or save the downloadable form; save the form in your local drive and open it.



When you open the form, there will be 5 columns that must be filled out completely and correctly in order to be able to successfully upload the form back into the application. Make sure to change the data format to <u>TEXT</u> prior to updating the spreadsheet.



Please use the table on the following page for an explanation of what each column means and the <u>required</u> <u>format</u> for each entry.



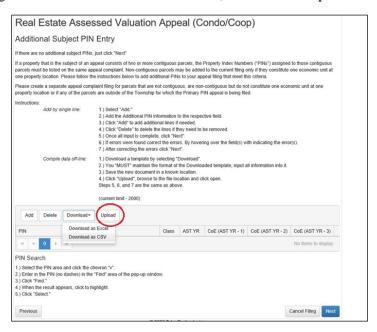
Column Label	Description	Format for CSV/EXCEL	
	Number of additional PINs being	2	
	added to the filing, in numerical	3	
	order. The number should always	4	
	start with two (2) and up to two	5	
	thousand (2,000) PINs can be	6	
LLINE	uploaded per spreadsheet	7	
	Additional contiguous or related	01011000010000	
	PINs, as defined by the CCAO	01011000020000	
	Appeal Rules, which are being	01011000030000	
	added to the current appeal filing.	01011000040000	
	Additional PINs must be added in	01011000050000	
	Text format and should not have	01011000060000	
PIN	any hyphens or special characters.	01011000070000	
	Assessment year for with a	Yes	
	Certificate of Error (CoE) is being	Yes	
	applied for; it is the current	Yes	
	assessment year – minus one (1)	Yes	
	year. Filer must enter Yes or Y if	Yes	
	they are applying for CoE on that	Yes	
	PIN; No or N should be entered if		
	no CoE is being applied for on the		
CoE (AST YR – 1)	additional PIN.		
	Assessment year for with a	No	
	Certificate of Error (CoE) is being	No	
	applied for; it is the current	No	
	assessment year – minus two (2)	No	
	years. Filer must enter Yes or Y if	No	
	they are applying for CoE on that	No	
	PIN; No or N should be entered if		
	no CoE is being applied for on the		
CoE (AST YR – 2)	additional PIN.		
	Assessment year for with a	No	
	Certificate of Error (CoE) is being	No	
	applied for; it is the current	No	
	assessment year – minus three or	No	
	four, in limited situations (3 or 4)	No	
	years. Filer must enter Yes or Y if	No	
	they are applying for CoE on that		
	PIN; No or N should be entered if		
	no CoE is being applied for on the		
CoE (AST YR – 3)	additional PIN.		



Once the data has been entered or copied from an alternative source if available, it should look like the example below.

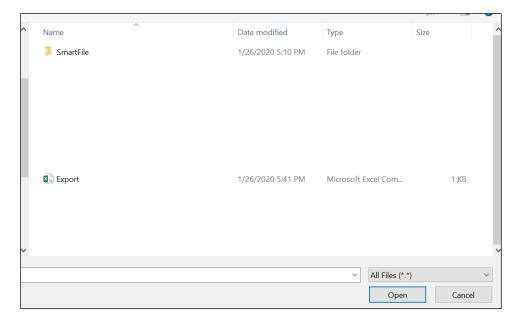
	А	В	С	D	E
	LLINE [LLINE]	PIN [SUBPIN]	CoE (AST YR - 1) [COETXYR1]	CoE (AST YR - 2) [COETXYR2]	CoE (AST YR - 3) [COETXYR3]
	2	01011000010000	Yes	No	No
	3	01011000020000	Yes	No	No
	4	01011000030000	Yes	No	No
	5	01011000040000	Yes	No	No
,	6	01011000050000	Yes	No	No
•	7	01011000060000	Yes	No	No

Resave on your drive and go back to the Additional PINs tab; click on the Upload button.

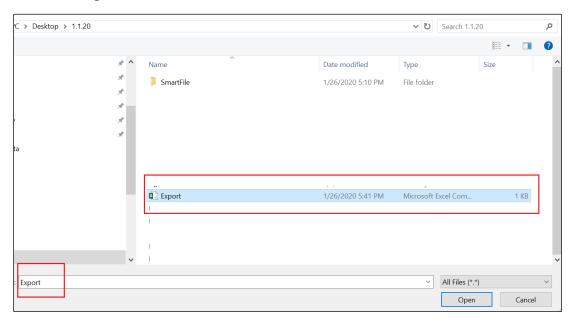


You will be prompted to find the just saved spreadsheet to upload into the application.





Select the file and click **Open**.

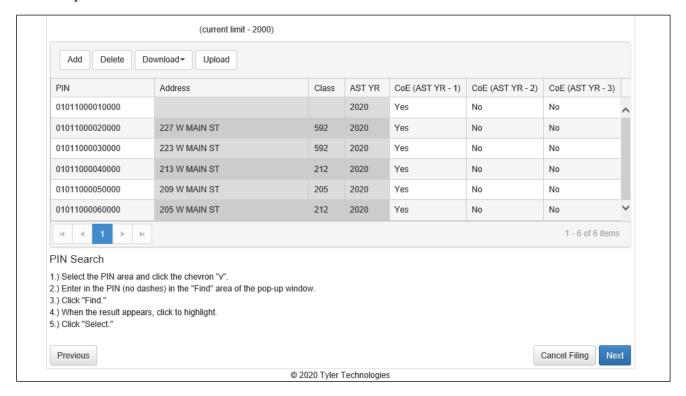


If the spreadsheet was filled correctly, you should have successfully uploaded the additional PIN(s) into the grid. You can upload up to 2,000 PINs by using the upload function.

If there are errors on the spreadsheet, you will not be able to upload the document and will be prompted to correct the data errors prior to re-upload.



Click **Next** to proceed.



Filer

As a filer, you will be able to file as either an Attorney/Tax Representative or a Taxpayer Owner; depending on your selection from the dropdown, you will be required to provide different information.

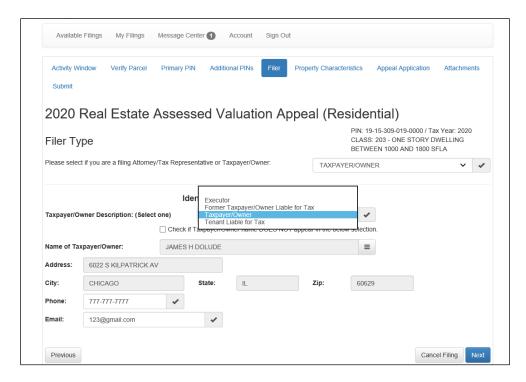




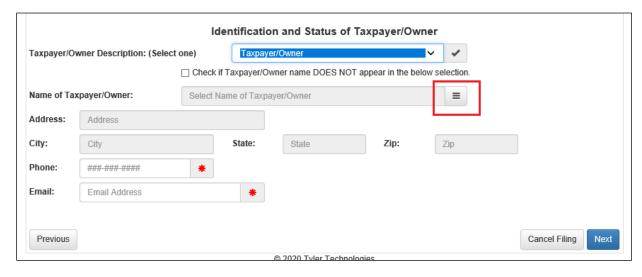
Pro Se Filer

If you are filing as a Taxpayer/Owner, you may select to appeal as an Executor of an estate (requires documentation), Former Taxpayer/Owner Liable for Tax (in the event of a CoE Filing only – not yet available), Taxpayer/Owner and Tenant Liable for Tax.



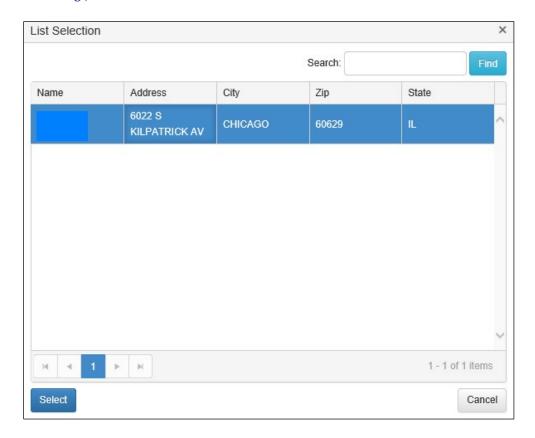


If you select Taxpayer/Owner, you can have your Taxpayer of Record information auto-populated from your information on record. Click on the "hamburger" icon.

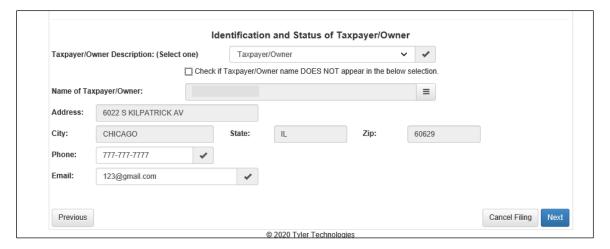


This will provide a list of the last known Taxpayer of Record or Assesse as seen in your Assessment Notice. Click on the row that references your name and click **Select**.





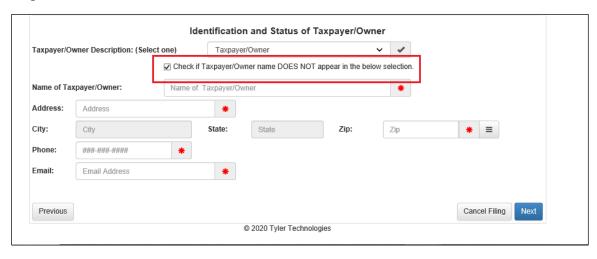
This will auto-populate the Taxpayer/Owner section of your filing.





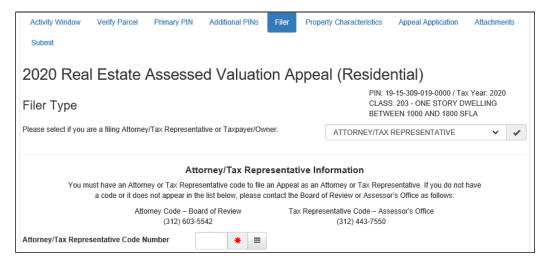
If your name does not appear on the grid, you can update your information by checking the box, which will require you to populate the taxpayer information. Please note that this information will not update the Taxpayer of Record/Tax Bill Mailing information, which must be done through the Cook County Treasurer's Office.

Click **Next** to proceed.



Attorney/Tax Representative Filer

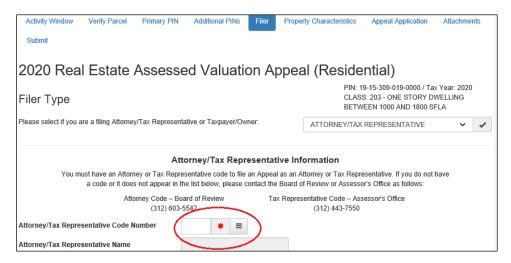
If you select Attorney/Tax Representation, please note that you will be required to upload an executed Attorney Authorization form in the Attachments tab prior to clicking the Submit button at the end of the filing. This form must be submitted at the time of initial filing and cannot be filed with CCAO at a later time. Please note that you will also be required to have an active code with Board of Review or CCAO in order to file an appeal as either Attorney or Tax Representative.



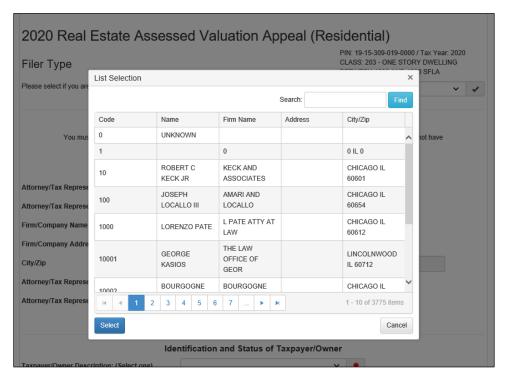
You can either enter your code directly into the Attorney/Tax Representative Code Number field or click on the "hamburger" icon to select your code from a list. **Please note that knowingly misrepresenting yourself,**



filing false or fraudulent information with the Assessor's office with the intent to defeat or evade the law in relation to the assessment of property is a Class A misdemeanor under section 25-40 of the Property Tax Code, 35 ILCS 200/25-40.

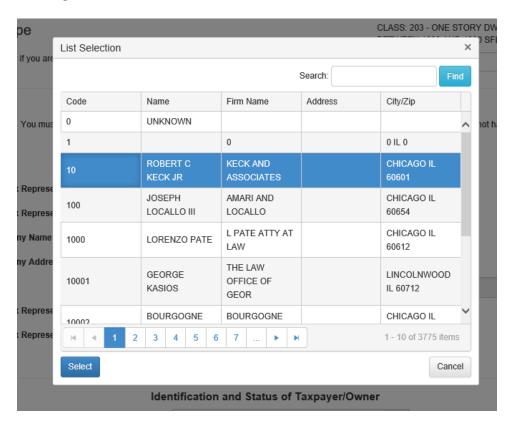


If you click the "hamburger" icon, this will provide a list of all registered Attorneys and/or Tax Representatives.



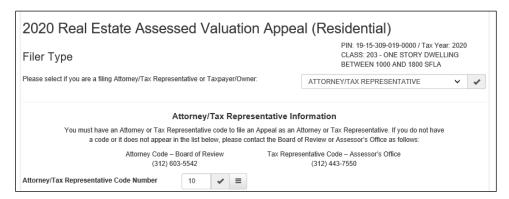
Click on your code to highlight the row and click on **Select**.







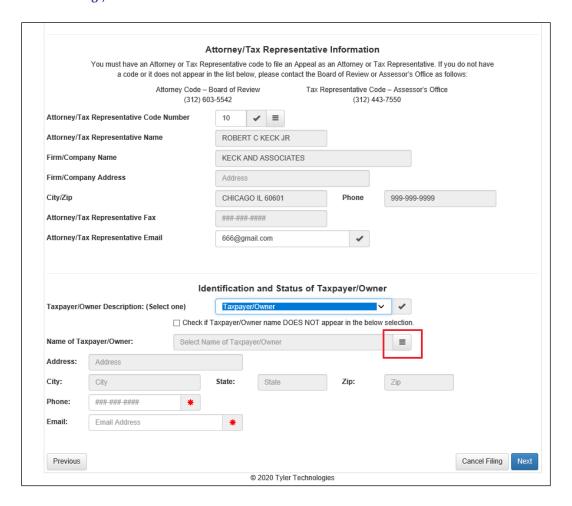
This will auto-populate the Attorney/Tax Representative section of your filing.



As an Attorney/Tax Representative, you will also be required to provide the information of the Taxpayer/Owner you are representing. Please see steps above in the **Pro Se Filer** section for more details.

Click Next to proceed.

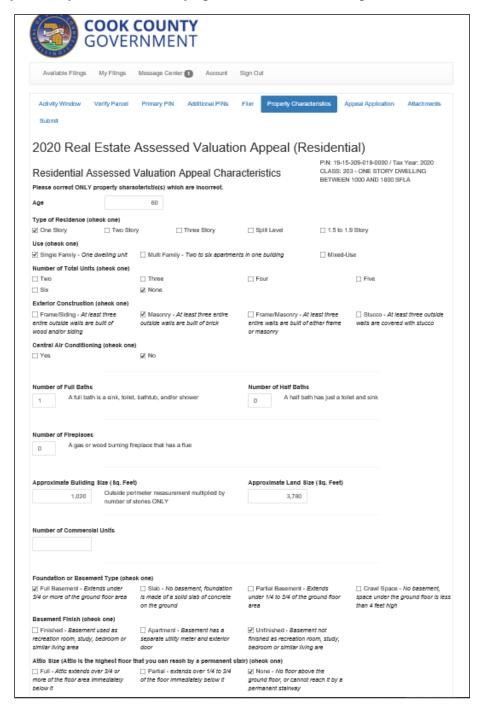






Property Characteristics – Residential Filing Only

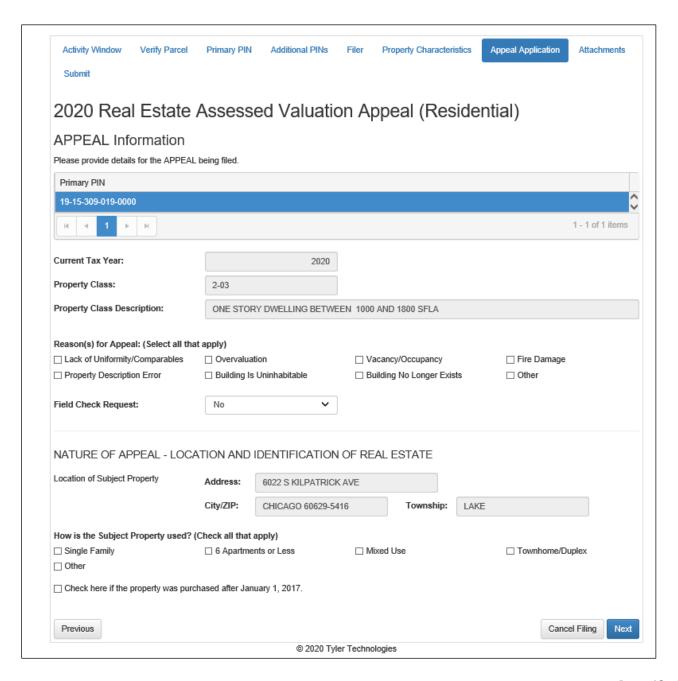
You will be able to update any characteristics that are either incorrect or need to be updated for Residential Property Filings only. Once you have made any updates, click on **Next** to proceed.





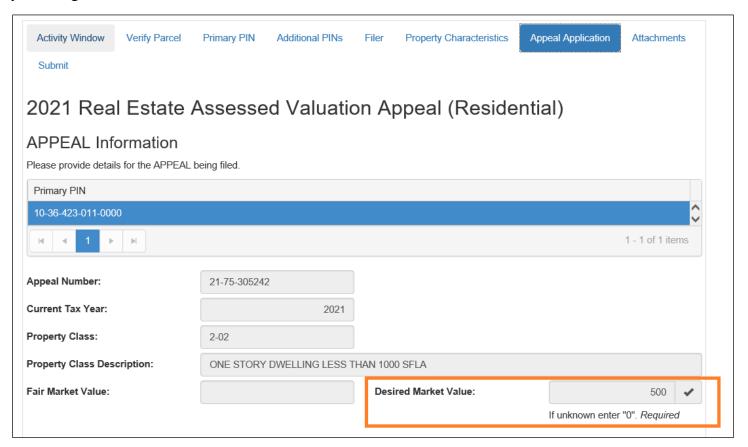
Appeal Application

You can indicate the reason(s) for your appeal and provide a brief explanation to add specificity to the reason(s) used. Please note that depending on the reason selected for your appeal, you may be required to provide additional documentation (see CCAO Rules for Appeal).

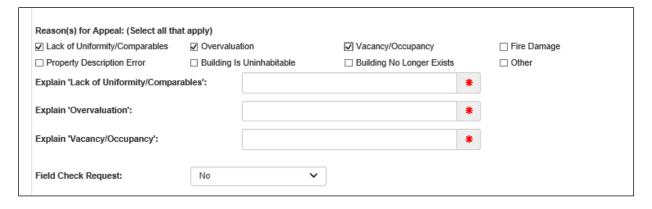




Please note that as of 2021 assessment year, you are also required to provide a Desired Market Value as part of your filing.



Selection of Reason(s) for Appeal with field for brief explanation.



You can also request a field check as part of your appeal and will be required to provide a brief explanation for the request. Please note that not all requests for Field Check will be honored and sometimes unrequested field checks may be triggered based on the reason for appeal selected and/or supporting documentation.



Click on **Next** to proceed.

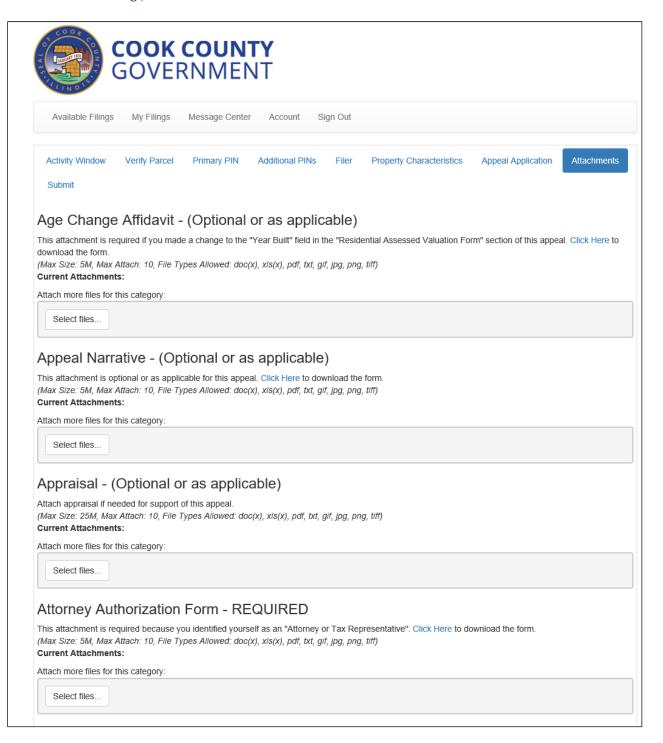
Field Check Request:	Yes	~			
Field Check Explanation:	Ι				
			*		

Attachments

You can upload and attach required and/or supporting documentation for your appeal and request for CoE. The documents referenced can change depending on the appeal filing type, reason(s) selected for appeal and filer type.

If there appears to be an omission or discrepancy between the Attachments referenced in the online appeal application or those referenced in the CCAO Rules of Appeal, those referenced in the Rules will take precedence.







Each Attachment type provides information regarding the maximum size of the attachment, maximum total of attachments per category and file types accepted.

Please note that if an individual attachment is larger than the maximum size available, please break up your document into no more than 10 individual parts and upload them separately. Make sure to include in the name of your document what part of the total that particular portion is (example: 1 of 5).

Once you have completed uploading your required and/or supporting documents, please click Next to proceed.

Appraisal - (Optional or as applicable)				
Attach appraisal if needed for support of this appeal.				
(Max Size: 25M, Max Attach: 10, File Types Allowed: doc(x), xls(x), pdf, txt, gif, jpg, png, tiff)				
Current Attachments:				
Attach more files for this category:				
Select files				

Submit

Once you have completely filled out all of the required sections of your filing and attached all of the documents in support of your appeal and/or CoE filing, you will be able to submit your appeal filing.

• Please be advised that once you have clicked Submit, you will not be able to make changes or add additional documentation to the present filing. If your Township is not yet closed and you have time to acquire documentation in support of your filing, CCAO has now released the CCAO Appeals – 2021 Secondary Attachments, which will allow the filer to upload additional documentation to their original filing. Required documents (red asterisk) will still be required at the initial filing in order to submit.





Type your name as your Electronic Signature and provide a reachable phone number. You will still be able to Cancel and/or Print Draft of your filing for review prior to clicking Submit.



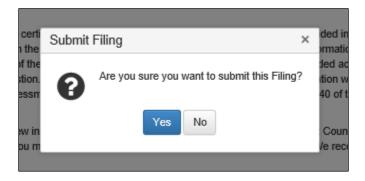


You will receive a message indicating whether you would like to submit your filing; at this point, once again, if you do not have all of your required documentation, your Township is still open and you think you will be able to acquire your documentation prior to Town Close date, it is recommended that you instead save your filing to return to complete at a later time or submit your filing will all pre-requisite documentation and upload any additional documentation in support of your appeal at a later time.

It will be your responsibility as the Filer to return to complete the filing if it is saved in the My Filings section; you will not receive any reminder from CCAO or from the online appeal application.

Click on Yes if you want to submit your filing.



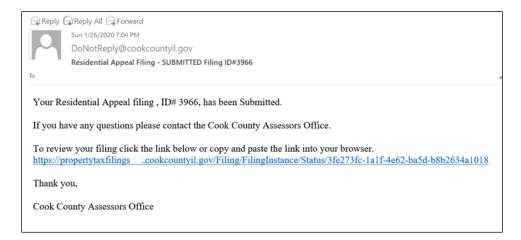


Once you have clicked Yes, you will receive a confirmation message indicating that your filing was submitted.



You will also receive an email with the same information to the email address that you used for registration purposes. You will be able to access your filing directly by clicking on the link in the filing:





Or going to the My Filings section of your account:

