



Do I have to file online if I want to file an Appeal?

If the filer wants to contest their assessment, at present the filer is not compelled but is strongly encouraged to use the online appeal application.

If I need to file an appeal, what are the benefits of filing online instead of on paper?

- Ability to file from your own home or office.
- Immediate confirmation of your filing submission.
- Ability to review or print your original submitted filing at any time.
- Ability to start a filing and save it in the My Filings section until all components of your filing are available.
- Ability to file from your pc, laptop, tablet and smartphone.

Do I need to get an attorney to file online?

You do not need a lawyer, tax representative or appraiser to file an appeal on the assessed valuation of your home.

What kind of appeal filings can I file online?

- Residential Appeals
- Commercial Appeals
- Condo/Coop Appeals (for both Residential and Commercial Condos)
- Incentives

What if I want to file an appeal on a Class 1 – Vacant Land, Class 3 – Apartment buildings with more than six units, Class 4 – Not-for-Profit or Omitted Assessment?

Appeal filings for Vacant Land, Omitted Assessments and Re-Review Request of an Appeal Decision will be available at a later time. Please check the Cook County Assessor's Office website for updates on when these filings will be available. In the interim, the filer must use the paper Appeal Forms available in the CCAO website for those filing types.

For Class 3 and Class 4 filings, please use the following online appeal forms for your filings:

Class 3 – Apartment buildings with more than six units. All improved real estate used for residential purposes which is not included in Class 2 or in Class 9. This class includes all apartment buildings with more than six units.

*Please use online **Commercial Appeal Form** for Class 3 appeals, unless the property is a condominium (either Residential and/or Commercial). If the property is a condominium, then the filer should use the **Condo/Coop Appeal Form**.*



Class 4 – Not-for-Profit. All non-residential real estate owned and exclusively used by a not-for-profit corporation in the furtherance of the purposes set forth in its charter.

*Please use online **Commercial Appeal Form** for Class 4 appeals. Please note that the filer must include in their Appeal Narrative that they are seeking a Class 4 status.*

What if I start the appeal filing application but I don't have all of my required documents?

As long as the town is open for appeals, the filer may be able to start a filing, save it and be able to retrieve it in order to upload any attachments or include any information in support of their filing. All filings, both in draft or submitted status, can be easily retrieved in the My Filings section of your online appeals account.

How can I select or add comparable properties to my online appeal filing?

Although the online appeal filing application does not currently provide the functionality to select or add comparable properties within, filers can use the County Cook Viewer GIS mapping application to select comparable properties based on certain property characteristics.

The site can be accessed by clicking the following link:

<https://maps.cookcountyil.gov/cookviewer/>

Instructions on how to use Cook Viewer to select comparable properties and upload them into your online appeal filing can be found in this [pdf](#).

What if I need to make a correction on my online appeal filing and I've already submitted my application?

Please be advised that once you have submitted your filing, you will not be able to make changes or add additional documentation to that filing. If your Township is not yet closed and you have time to acquire documentation in support of your filing, CCAO recommends you save your filing and submit it once all of your information is available. Draft filings are always available for review in the My Filings section of your account.

Will I be able to request a Re-review of my appeal decision in the online appeal application?

An online Request for Re-Review of an Appeal Decision in the online appeal filing is expected to be available at a later time. Please check the Cook County Assessor's Office website for updates on when this filing will be available.



Do I still have to follow the 2020 Appeal Rules if I file an online appeal?

A filer will be required to read and adhere to the 2020 Cook County Assessor Rules for Appeal.

The Cook County Assessor's 2020 Appeal Rules apply to the entire appeal process and are the guidelines regardless of how an appeal is filed. If there appears to be an omission or discrepancy between the information referenced in the online filing application or that referenced in the CCAO Rules for Appeal, the requirements referenced in the Rules will take precedence.

Will I receive my appeal decision via the online appeal application?

Appeal filing decisions are still expected to be sent through the regular mail at this time.

What if I cannot find my PIN when trying to file in the online appeal application?

The best place to find your PIN is in a current assessment notice, property tax bill or your property deed. If you have entered your PIN or address in the PIN search in the online appeal application and it retrieved no results, please contact the Cook County Assessor's Office Divisions Department at (312) 603-5323.

What if my PINs are related, according to the rules, but are located in different Townships?

If a property that is the subject of an appeal consists of two or more contiguous parcels, the Property Index Numbers ("PINs") assigned to those contiguous parcels must be listed on the same complaint form. Separate complaint forms must be filed for parcels that are not contiguous, unless the non-contiguous parcels constitute one economic unit at one property location or are part of one condominium association or the properties are physically location within different townships.

I received a confirmation email from the online appeal application with a Filer ID #. Is this my appeal number?

Please note that the Filing ID reference in the confirmation message, email or even as found in the My Filings section is not your Appeal Docket Number and is merely a system auto-generated number. You will be receiving a subsequent email with the CCAO Appeal Docket Number.