



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?

No. You do not need a lawyer, tax representative or appraiser to file an appeal. If you have questions, our staff are available to assist you.

What kind of appeal filings can I file online?

- Residential properties (single-family homes)
- Condominium/Co-Ops (residential and commercial)
- Commercial properties
- Class 4 Not-For-Profit properties
 - Please use the Commercial Online Appeal and be sure to specify in the Appeal Narrative that you are seeking Class 4 status.
- Incentive properties
- For Class 3 apartment buildings with more than 6 units:
 - if the property is a condominium, please use the Condo/Co-Op Online Appeal
 - otherwise, please use the online Commercial Appeal.
- Vacant land and unimproved real estate

If your filing is for an Omitted Assessment, please select the correct filing type based on property class above. Then, on the “Appeal Application” tab under “Reason for Appeal,” please check the box for Other and write “Omitted assessment” in the box that appears. Upload any relevant documents in the Attachments section. Be sure to file anonymized versions of each document intended for an analyst.

For all property types, please note that if you wish to file a Certificate of Error only for current or past years, this filing cannot currently be submitted online.



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.

Read more on how to Find Comparable Properties: <https://www.cookcountyassessor.com/find-comparable-properties>.

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.

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 the online appeal system can't find my property?

When you begin your filing, you will need to find your property using its address or PIN. 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, and if you cannot find a PIN using [our website](#), please contact OnlineAppeals@cookcountyassessor.com.

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.

I experienced a problem uploading attachments with my online appeal.

This can happen if the file size of your attachments is too large for our online system. The maximum file size that can be submitted is 5MB for most attachments (25MB for appraisals).

If you encounter this issue, you can either save the document to a lower resolution, or try to break it up into separate documents per upload.