



ASSESSMENT APPEALS PORTAL (AAP) USER GUIDE

FOR
APPLICANTS
&
TAX AGENTS



EXECUTIVE OFFICE OF THE BOARD OF SUPERVISORS



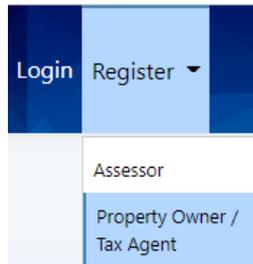
1. Applicant/Tax Agent One-Time Registration

To access the Assessment Appeals Portal (AAP), you must create an online account through a one-time registration process.

Step 1: Open an Internet browser and type in the website for the Assessment Appeals Portal (AAP) in the browser's URL field:

<https://aab.lacounty.gov/>

Step 2: At the top right corner of the page, click on "Register" and select the "Property Owner/Tax Agent" dropdown.



Step 3: Complete the fields by typing your first name, last name, and email address and click on "Sign Up".

Sign Up - Property Owner or Tax Agent

By registering, you agree to County of Los Angeles Assessment Appeals Board's Terms of Service and Privacy Policy.

Step 4: You will receive an email from the Assessment Appeals Portal (AAP) with a "Verification Code". You will need this to complete your registration and to create your own password.



Los Angeles County Assessment Appeals Board (AAB)



AAB-DoNotReply@bos.lacounty.gov

To

[If there are problems with how this message is displayed, click here to view it in a web browser.](#)

Hi

Welcome to Assessment Appeals Portal (AAP)

Your Verification Code is:

Please copy and paste the token above to the "Verification Code" box in the activation page.

Click the below link to activate your account and set your password

[Activate](#)

Thank you,

Assessment Appeals Board

Los Angeles County Board of Supervisors

Click on the "Activate" button in the email to be directed back to the Assessment Appeals Portal (AAP) to complete your registration.

Step 5: Complete the fields by typing your Email Address, Verification Code, New Password, Confirm Password, and click "submit".

Please reset your password

Email Address

Verification Code

New Password

Confirm password

SUBMIT

Note: All the fields must be filled out to complete the registration of your account. Passwords must be at least 8 characters and contain at 3 of 4 of the following: upper case (A-Z), lower case (a-z), number (0-9) and special character (e.g. !@#\$\$%^&*)



2. Applicant/Tax Agent Login

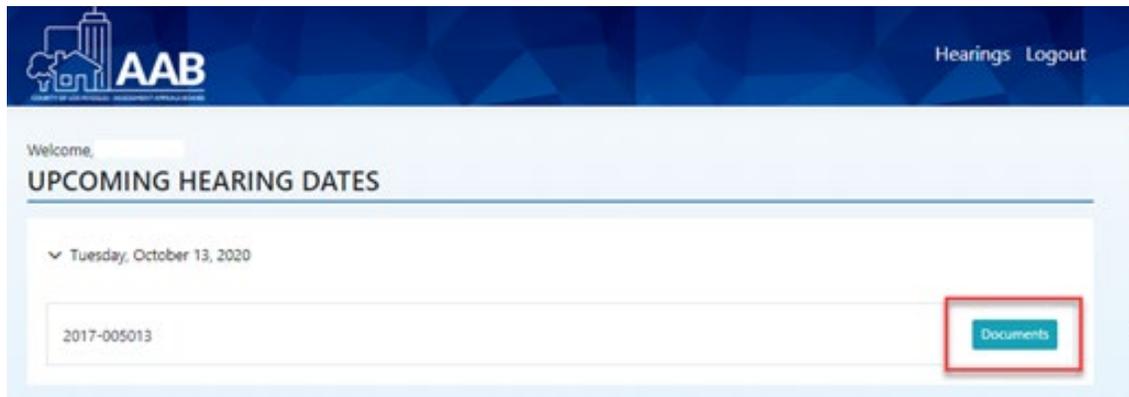
Step 1: Login to the [Assessment Appeals Portal \(AAP\)](#) using your Username and Password. The Username is your registered email address, and the password is the one used during registration. Click “Sign In”.

Step 2: Once you sign in to the Assessment Appeals Portal (AAP), you will see your scheduled hearing date.

Step 3: Click on the expand arrow “>” next to the hearing date to view the application number (s).



Step 4: Click on the Documents button to view/upload case documents.



3. Uploading Documents

ALL EVIDENCE SHALL BE UPLOADED AT LEAST 72 BUSINESS HOURS (3 BUSINESS DAYS) PRIOR TO THE SCHEDULED HEARING. EVIDENCE UPLOADED AFTER THE 3 BUSINESS DAYS WILL NOT BE CONSIDERED. NEWLY PREPARED (i.e., documents with updated/revised values) AND REBUTTAL EVIDENCE CAN BE SUBMITTED ONCE THE SCHEDULED HEARING COMMENCES.

If you need assistance in digitizing your evidence/hearing documents, you may send your documents at:

**LA County Assessment Appeals Board
500 West Temple Street, Room B4
Los Angeles, CA 90012**

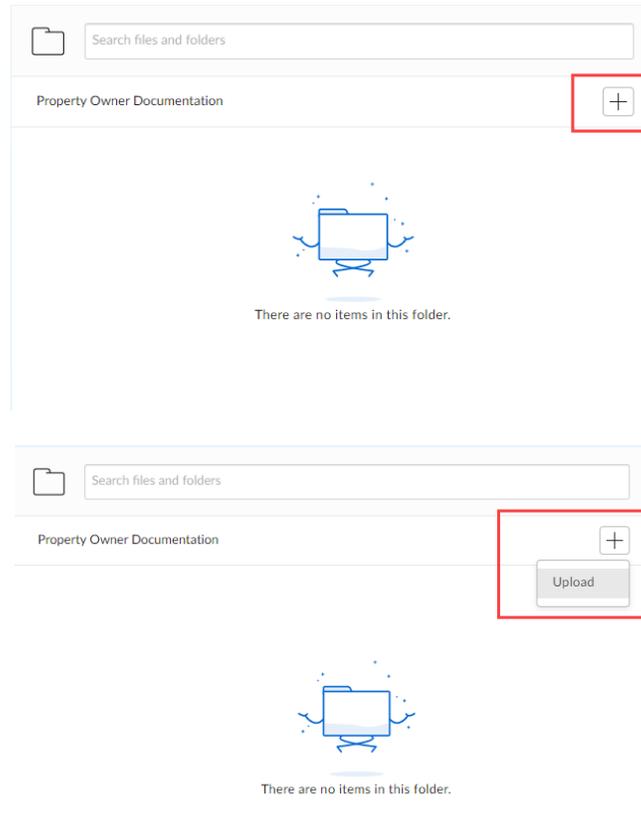
Documents must be received by our office at least one week prior to the hearing date.

Before you upload your evidence or hearing documents into the system, please make sure to include the page numbers on your evidence and properly label your documents using the following format: Application Number-Name of Document (example: 2020-000000-ABC Financial Statement for 2019).

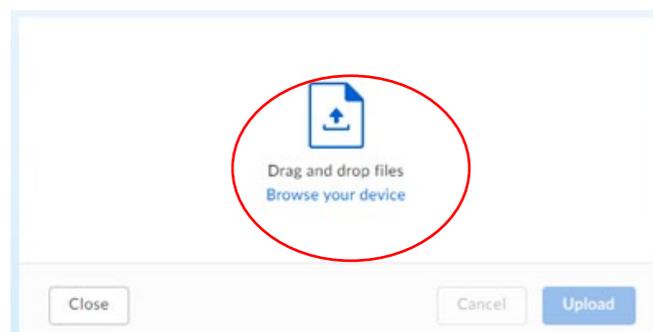
If documents require special characterization (i.e. Confidential, Exchange of Information, etc.), please add it to the end of the file name in all CAPS (i.e. 2020-000000-ABC Financial Statement for 2019-CONFIDENTIAL).

Please upload all your evidence in the order you wish to present it at the day of the hearing. Please be reminded not to include or redact any personal identifying information in your documents (i.e. SSN, bank account numbers, etc.). Documents that contain personal identifying information will not be considered.

Step 1: Once you click on the “Documents” button, click on the ‘+’ button to the right of the “Property Owner Documentation” Folder and select ‘Upload’ to start uploading documents.



Step 2: You can either browse your computer for files by clicking on the “Browse your device” link in blue or drag and drop the files in the upload window.

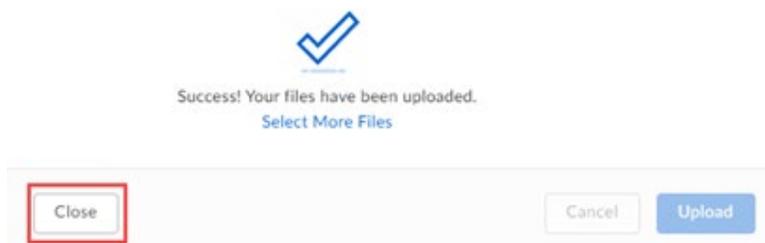




Step 3: Once you have selected the files you want to upload, click on the ‘Upload’ button. The files will now be uploaded into the portal.

Note: The speed of the upload will depend on your Internet bandwidth and the size/number of files you are trying to upload. Most common file types are acceptable (example: PDF, WORD, EXCEL, JPEG, etc.)

Step 4: Once uploaded, you will see a Success message. Click “Close” to go back to the document view.



4. Tagging Documents (optional)

Tagging Documents allows you to “tag” a documents/evidence with a special characterization, if needed, such as “confidential”, “for information only”, “deleted”, “Exchange of information”. **Please note all documents should be properly named as previously indicated in the Document Upload section of this guide.**

Step 1: You can update tags during the uploading process using the “Apply” button on the upload screen.

Step 2: Select the files you want to upload, as described in the “Upload Documents” section.

Step 3: Before clicking on the Upload button, if you want to tag all the documents during upload, then select the tags as shown in the diagram below and click on the “Apply” button.

You can only select the following tags: Confidential, Deleted, For Information Only, Raise Letter, Exchange of Information.



Step 4: Now, click on the “Upload” button to upload the documents. Once uploaded, click the Close button to go back to the document view.

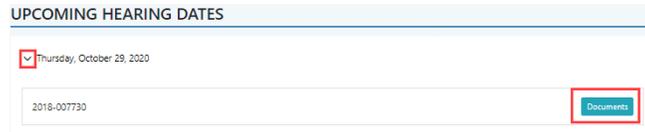
Step 5: You can select the files you uploaded in the document view and see that the documents are tagged.

You can also update the tags (for the documents uploaded by you) after you upload the files by selecting each individual file and changing the tags. Once you have changed the tags, click on the “Apply” button to update the tags. **Note:** Without clicking on the Apply button, the tags will not be updated.

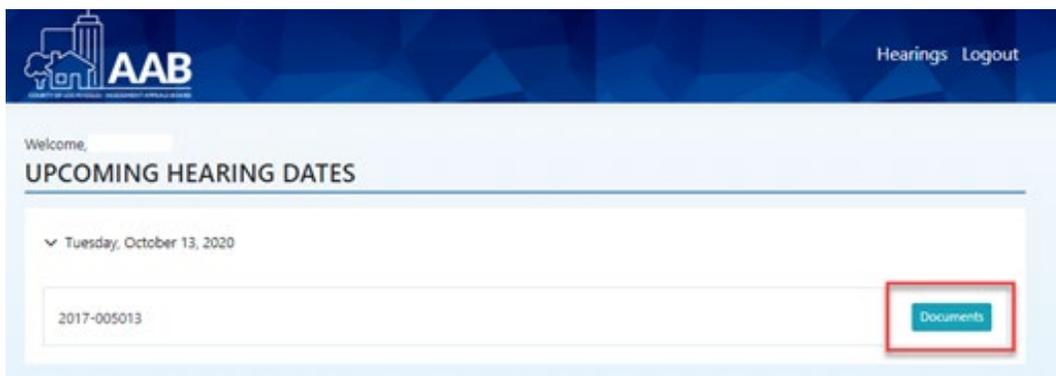


5. Viewing Documents

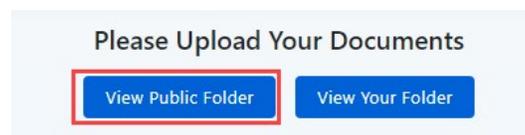
Step 1: After logging into the Assessment Appeals Portal (AAP), you will see the Upcoming Hearing Dates. Click on the expand arrow “>” next to the date to view the application number scheduled for that date. Then, click on the “Documents” button for the application number to view all the documents uploaded by you or your Tax Agent.



Step 2: On the day of hearing once the hearing commences, you can also view the documents made public by the Hearing Clerk. This will include the documents uploaded and presented by the Assessor’s Representative/Appraisers. Click on the “Documents” button



Step 2: You will see the “view public folder” button at the top of the page. Click on the “View Public Folder” button to view the public documents uploaded by all parties (once the clerk makes it available).

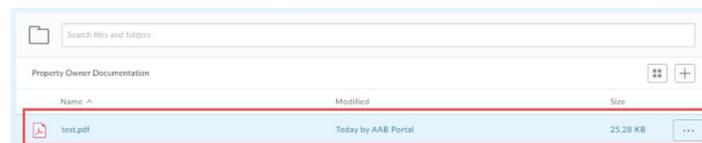


6. Modifying Documents

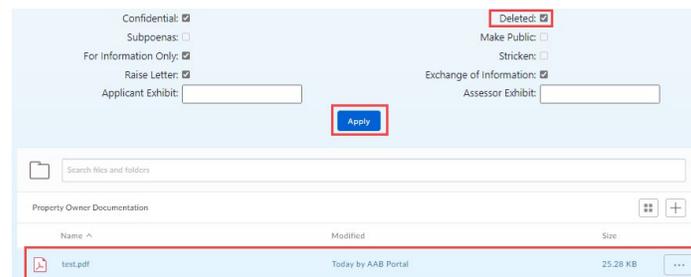
Step 1: You will be able to modify the documents you have uploaded to your case by uploading the modified files again. Please note that if a file exists with the same name in the folder, it will be replaced by the new file with the same file name. The previous file will not be retrieved or stored in the portal.

7. Deleting Documents

Step 1: If you need to delete a document after you have uploaded it in the system, you will be able to mark documents as “deleted” by using the tagging feature. In the document view, select the document you want to mark as deleted.



Step 2: Check the Deleted checkbox in the tagging section above and click the “Apply” button.



Note: Without clicking on the Apply button, the tags will not be updated. You will only be able to delete one file at a time.