

“Using the Website” Training

This training course is intended to help familiarize Citizens HCPA Staff with the layout and functions of our new web site. In an effort to be as thorough as possible, the course begins with our new Home Page, and methodically expands to each area and function by utilizing the various links and navigation tools found there. This course assumes that the user is familiar with general internet and PC use.

Some links, tabs and buttons may point to the same resource on our site. This is intentional, and is designed to allow users multiple methods of finding and accessing those functions in the easiest manner, based on the user’s personal preferences.

Since we’re starting on the Home Page, let’s begin with the Quick Links section in the middle of the page, on the left side. This section is designed to allow quick and easy access to most of our commonly used functions and information by clicking on a single button/link.

Let’s dig right in:

Quick Links

(The items within this area will change over time, based on user input, website statistics and new feature launches.)

- **Property Search** – Clicking on the Property Search button takes the user directly to the Basic Property Search interface, with a series of tabs across the top of the page, directly under the header section. Users can search based on Folio Number, Parcel Number, Owner Name, or Address. Predictive text suggests possible entry values as the user types in one of the form fields. Users can elect to enter the entire name, number or address into the form field, or can simply scroll down the list of options provided and click on the one they want to search for.

By clicking on the Advanced Search tab, the user can elect to search using additional, and more advanced criteria. Sales Searches can be conducted by clicking on the next tab over, named Sales Search. Once a search has been conducted, the resulting property info is displayed on the same web page, but under the Parcel Result tab. This page displays the Property Record Card (PRC) with picture, diagram, and all information for that specific property. Users can click on the GIS Map image to generate an instant GIS search without entering any additional info again. The GIS Search is displayed in a new browser window, so that the user does not lose their original results page when they perform the GIS Search. We will cover more on the GIS Search for the next Quick Link button (Map Search).

Just below the Search Function tabs near the top of the PRC output page, you will see a row of icons that link to additional functions and locations. Users can click on the Print Friendly icon to output the same page in a printer-friendly format. They can also click on the 2014 TRIM icon for

their Truth In Millage report in PDF format. Clicking on the Map Image icon pulls up an image of the property with the GIS data overlaying the photo. The Tax Collector icon takes the user away from our web site, and on to the Tax Collector's web site, after warning the user that they are leaving the HCPA web facilities. Clicking the Map View icon results in a GIS Search for the property on the PRC. Clicking on the Email Parcel icon generates an unaddressed email with the property link included, so that the user can send the link directly to whomever they desire to.

- **Map Search** – Clicking on the Map Search button takes the user directly to the GIS Search interface. This is a more advanced search interface with considerably more tools and resources. We'll cover more on that in a later section of this training. For now, the most important thing to remember here is that this interface can be accessed via the Quick Link button, the Search GIS Maps link under the Search tab in the header, or by clicking on the Map View icon on the PRC output page in the Basic, Advanced and Sales Search results. Simple, huh? That's why we call them "web" sites – because of all the cross-linking, etc.
- **Tangible Search** – Clicking on the Tangible Search button spawns a TPP Search page, which works in a similar manner to the Property Search interface, where users can search for a specific property by using various criteria, such as Folio, Business Name, Address, zip code and NAICS Code. However, the results of this interface focus on taxing information for that property.

This function can also be accessed via the navigation tabs across the top of the web site, under the Search tab.

- **Exemptions** – Clicking on the Exemptions button results in transporting the user to the Homestead and Other Exemptions information page, located under the Property Info tab in the navigation bar.
- **Download Forms** – This button leads directly into the same Downloads/Forms section as the Downloads tab at the top of the page. This area contains links to all of the forms and applications located on our web site, organized by category.
- **Maps and Data** – This button takes the user to the Downloadable Maps & Data page, where they can opt for one of the three choices there. This page is also accessed via the Downloads/Maps&Data tab at the top of the web site in the navigation bar.
- **Tax Estimator** – This feature works much the same as the search functions, but with one major difference – the results of a search using this interface contain the estimated taxes for a specific property.

Rotating Picture Gallery

These are the pictures that scroll across the center of the home page. These pictures are updated from time to time, and often contain links to more specific information relating to that specific picture.

Property Search

This is the same interface as the Basic Search. This is a quick and easy way for users to access this function right from the home page.

I'd Like To

This section of the home page contains links to the most popular functions, and will change over time, based on website analysis and Citizen requests.

- **Learn If I Qualify for Other Exemptions** – A quick way for users to easily access the Homestead and Other Exemptions information section. This page can also be accessed via the Property Info tab, under Homestead & Other Exemptions.
- **Look Up My Property** – Clicking this link opens up the Basic Search interface.
- **Change My Address** – Takes the user directly to the Download Forms page, where they can download the correct form(s) to change an address.
- **Download Property Data** – Leads users directly into the Downloads page.
- **Report Exemption Abuse** – This link leads into our Report Exemption Abuse section, where the user will find information, contact numbers and links, and the form to report abuse.
- **File For Portability/Change Address** – Takes the user to the Downloads section, where they can download the appropriate form(s) and application(s).
- **Appeal My Property's Market Value** – Leads users to our Appeal Process info page. This page can also be accessed via the Property Info tab, under The Appeal Process.
- **File a Tangible Tax Return** – This link leads directly to the actual form to file with, in PDF format.

- **Contact the HCPA** – Takes the user directly to the Contact Us/Our Locations page. This page has locations, Google Maps, hours, phone numbers and links to the online Contact Us email form.
- **File for Agricultural Status** – This is a direct link to both the instructions, and form to apply with.
- **Give Feedback** – This is our online feedback form page. Users can submit feedback and specify the topic that their feedback relates to.

Important News

This area contains current news clips, announcements, etc.

Footer – This section stays with the user throughout the site.

- **Contact Us** – This area contains our physical location, hours, phone number, fax number, Email link and a link to our Our Locations page.
- **About HCPAFL** – This is our official description.
- **Important Dates** – This graphic links to our Important Dates page, which can also be access via the nav bar, under the Our Office tab, titled Important Dates.

Masthead

This is the area at the very top of the home page, where the HCPA seal is located. This section stays with the user on every page. Clicking on the seal from anywhere within the entire website will always bring the user right back to the home page. The Google Translation tool and our social media links are also located within this area.

- **Google Translation Tool** – Users can select between English and Spanish languages, and the website will be translated for them. This is a “machine translation”, so there may be a few irregularities here and there, but overall it’s a pretty solid translation.
- **Social Media Icons** – These icons are linked to our social media outlets, including Facebook, You Tube and Twitter.

Tabs Bar

- **Our Office**
 - >> **Our Locations** -- Takes the user directly to the Contact Us/Our Locations page. This page has locations, Google Maps, hours, phone numbers and links to the online Contact Us email form.
 - >> **Meet Your Appraiser** – Property Appraiser’s bio
 - >> **Duties of the PA** – This page describes the actual duties of this office.
 - >> **Report Exemption Abuse** -- This link leads into our Report Exemption Abuse section, where the user will find information, contact numbers and links, and the form to report abuse.
 - >> **Important Dates** -- This link points to our Important Dates page
 - >> **Budget/Tax Roll Stats** – This page contains information and links to downloadable forms, applications and certificates.

- **Property Info**
 - >> **Homestead & Other Exemptions** -- Homestead and Other Exemptions information page. Also accessed via the Quick Links section of the home page.
 - >> **Save Our Homes** – This section features extensive info on Amendment 10.
 - >> **the Appeal Process** -- Leads users to our Appeal Process info page. This page can also be accessed via the Property Info tab, under the I’d Like To section of the home page.
 - >> **the Appraisal Process & Your Taxes** – This page basically explains how the appraisal process actually works.
 - >> **Greenbelt / Ag Guidelines** -- This is a direct link to both the instructions, and form to apply with. Also located under the I’d Like To section of the home page.
 - >> **Tangible Personal Property** – This leads to the web page with information concerning TPP, and links to download forms and applications.
 - >> **Truth in Millage Notices** – This leads to the web page where we’ve published info and links concerning the TRIM notices.
 - >> **Taxing Authorities** – This link provides info concerning the various Taxing Authorities in Hillsborough County, including phone numbers, etc.
 - >> **Tax Estimator** -- This feature works much the same as the search functions, but with one major difference – the results of a search using this interface contain the estimated taxes for a specific property. This feature is also accessible via the Quick Links section on the home page.

- **Downloads**
 - >> **Forms** -- This button leads directly into the same Downloads/Forms section as the Downloads tab under Quick Links on the home page. This area contains links to all of the forms and applications located on our web site, organized by category.
 - >> **Maps** -- This button takes the user to the Downloadable Maps & Data page, where they can opt for one of the three choices there. This page is also accessed via the Downloads/Maps&Data button under Quick Links.

- **Search**
 - >> **Search Real Estate** – Same as Property Search under Quick Links, except that this tab also allows users to select from Basic Search, Advanced search, and Sales Search from the drop-down list.
 - >> **Search GIS Maps** – Leads to the same area as Map Search, under Quick Links.
 - >> **TPP Search** – Leads to the same area as Tangible Search, under Quick Links.
 - >> **Search Help** – Currently a really weak information section with some basic info on searching, etc. We hope to add more resources to this area as we get the new site up and running.

- **Links**
 - >> **Other Agencies** – This area contains the names and links of other Govt. Agencies located within Hillsborough County.
 - >> **Other County Appraisers** – Spawns a new window with the page from the State of Florida’s website that contains a linked list to all County Property Appraisers in Florida.

- **Contact Us** -- Takes the user directly to the Contact Us/Our Locations page. This page has locations, Google Maps, hours, phone numbers and links to the online Contact Us email form. This link works the same way as the “Contact the HCPA” link under “I’d Like To...”, as well as the Contact Us section in the footer of every page on the web site.