

PARP Online Evidence Submission System User Guide for Complainants

● All Property Assessment Review Panel (PARP) hearings for 2022 have now concluded.

Having issues using the **PARP Online Evidence Submission System (POESS)?**



This User Guide should help address any issues that you, as a complainant, may have.

Welcome to the
Property Assessment Review Panel Online Evidence Submission System (POESS)
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PARP Online Evidence Submission System User Guide for Complainants

Getting Started

Before you begin to use the system, you will need a few things:

- Your Assessment Notice * (sent to you by BC Assessment in early January)
- A valid email address
- Evidence to support your complaint regarding your property assessment. Your evidence can either be a single multi page document which allows for easy uploading, or single page documents which would require each document to be uploaded individually. Please note that video files should not be imbedded into a single, multi-page document with other formats of document. Please upload video files separately.

*If you do not have your Assessment Notice, please contact your local BC Assessment Area Office and ask for your Area Number, Jurisdiction Number and Roll Number as well as your personal PIN in order to be able to access the system.

Using the System - Step-by-Step

Step 1.1 - Identify the Property:

- Click the button titled “Click Here to Upload/View Evidence Files”.
- Next answer the question that appears by clicking the appropriate button.
- Now, you will need your current Assessment Notice.
- As outlined in the image below taken from your Assessment Notice, you will need to refer to the box in the top right hand corner of the Assessment Notice.
- Beginning with the Area drop-down box, choose the **Area** where the property is located.



BC ASSESSMENT

IMPORTANT INFORMATION FOR PROPERTY IDENTIFICATION	
Area:	01 - Capital
Jurisdiction:	308 - District of Saanich (SD61)
Roll:	51-9500-059
CONFIDENTIAL PIN:	0123
Bulk Mail: BMC1234 School District: 61 - Saanich Neighbourhood: 051 - Wilkinson-Interurban	

- Next, using the Jurisdiction drop-down box, choose the **Jurisdiction** where the property is located.



BC ASSESSMENT

IMPORTANT INFORMATION FOR PROPERTY IDENTIFICATION	
Area:	01 - Capital
Jurisdiction:	308 - District of Saanich (SD61)
Roll:	51-9500-059
CONFIDENTIAL PIN:	0123
Bulk Mail: BMC1234 School District: 61 - Saanich Neighbourhood: 051 - Wilkinson-Interurban	

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- g) Please enter the **Roll Number** of your property without the dashes (numbers only) and then enter the confidential PIN number.



BC ASSESSMENT

IMPORTANT INFORMATION FOR PROPERTY IDENTIFICATION

Area: 01 - Capital
Jurisdiction: 308 - District of Saanich (SD61)
Roll: 51-9500-059
CONFIDENTIAL PIN: 0123

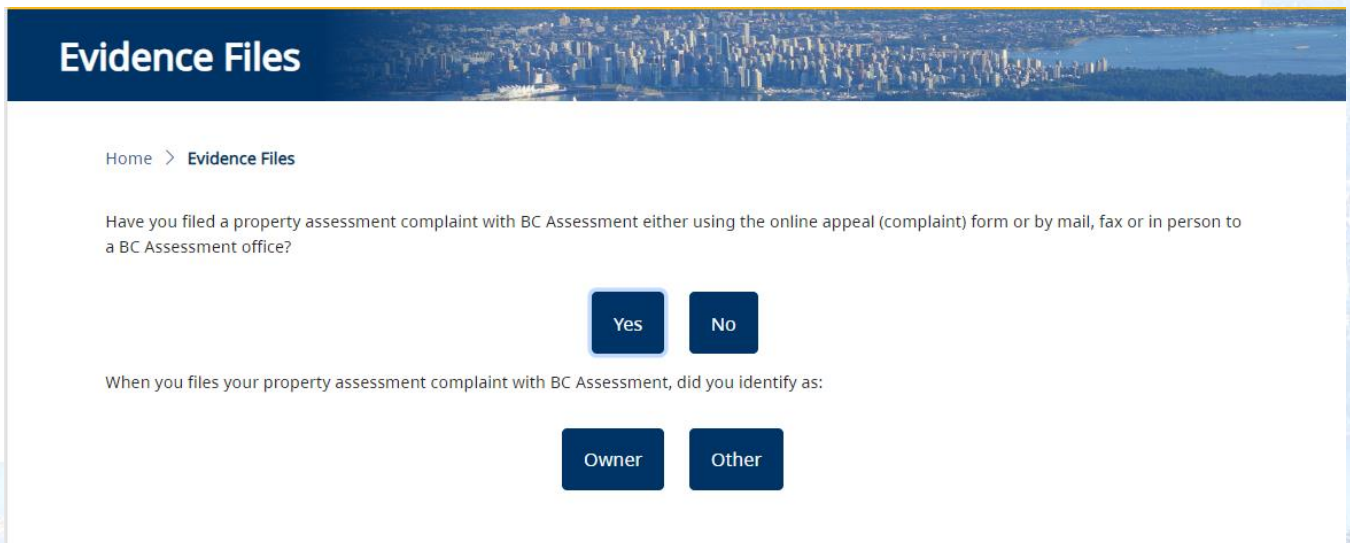
Bulk Mail: BMC1234
School District: 61 - Saanich
Neighbourhood: 051 - Wilkinson-Interurban

Welcome to the

Property Assessment Review Panel Online Evidence Submission System (POESS)

Step 1.2 – Third Party log in

- a) If you are not the owner of the property you that you have filed a property assessment complaint against, you are considered a third-party complainant. To upload evidence, you will need the Area, Jurisdiction and Roll Number of the property you are complaining about and a valid email address.
- b) On the second page of the POESS site you will be asked two questions. For the second question you should answer “other”. You will then be presented with the same log in as per above except you will not be asked for a Confidential Pin.



Evidence Files

Home > Evidence Files

Have you filed a property assessment complaint with BC Assessment either using the online appeal (complaint) form or by mail, fax or in person to a BC Assessment office?

Yes No

When you files your property assessment complaint with BC Assessment, did you identify as:

Owner Other

Step 2 - Adding your email address:

When using the system for the first time you will be automatically directed to this screen. On your second and subsequent visits the system will bypass this page.

On this page, you will be asked to provide a valid email address which the PARP Administration Office may use to contact you if there are any issues with the evidence that you upload into the system. Once you have typed in your email address and typed it a second time to confirm it, please click on the submit button.

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PARP Online Evidence Submission System User Guide for Complainants

All Property Assessment Review Panel (PARP) hearings for 2022 have now concluded.

Evidence Files

[Home](#) > [Evidence Files](#)

Using the PARP Online Evidence Submission System

Thank you for using the PARP Online Evidence Submission System or POESS. This appears to be the first time that you are accessing POESS.

Before going any further in the system we need to ensure that you are aware of a few important administrative items.

- Use of the POESS system is to facilitate the Property Assessment Review Panel hearing process and is a platform for both you as the complainant, and BC Assessment, to upload, and access evidence that will be used during the PARP hearing.
- The Property Assessment Review Panels do not have access to evidence prior to a hearing and do not review any information about your property prior to the hearing.

By May 31 of each year, all current year information in the PARP Online Evidence System including email addresses and evidence will be archived and removing from the active POESS site. If you require future use of your evidence please retain a copy as you will not be able to access the information again after May 31.

Below, you will be required to provide a valid email address in order to move forward in the system. Your email address will not be shared and only PARP Administration Office staff responsible for the POESS system will have access to this information. During the PARP process, your email address may be used to provide you with information regarding the POESS system, your Property Assessment Review Panel hearing or if there is an issue with evidence that you have submitted. You may also be asked to participate in a survey regarding the POESS process.

Email address:

Confirm Email address:

Step 3 - Rules before Adding Evidence to the POESS for the first time

[Click here for H3_ParP_Administrator_and_evidence_upload_for_Property_Assessment_Review_Panel/PARP_hearing](https://parp.ca/H3_ParP_Administrator_and_evidence_upload_for_Property_Assessment_Review_Panel/PARP_hearing)

- When you first login to the system, if you see **“No Evidence Found”** under one or more of the headings seen below, this means that the complainant and BC Assessment have not uploaded any evidence yet. BC Assessment will upload the appeal letter and may also upload evidence on the complainant’s behalf.

PARP Online Evidence Submission System User Guide for Complainants

Evidence Files

Home > Evidence Files [Logout](#)

Property Details

Roll Number: **06403469** Address: **998 FIREHALL CREEK RD, VICTORIA**

Please note, information that you provided to BC Assessment including your Notice of Complaint (appeal), evidence, pictures or other data may be uploaded by BC Assessment and attached to your POESS file. BC Assessment will also load the evidence that they wish to present before the Property Assessment Review Panel to this system.

Each party will be able to view, on a read only basis, evidence submitted in the POESS system.

Please be aware that the Property Assessment Review Panel will not have access or review the POESS file related to your property until the time of the hearing and will only view the evidence submitted at that time. Please limit the amount of evidence that you submit to ensure that it can be viewed and considered within a 5-8 minute time period. You are encouraged to consolidate information, evidence, pictures and spreadsheets into one (1) or two (2) documents/files and you should not upload more than 10 documents/files.

You are further encouraged to ensure that you upload any evidence that you wish a Panel to consider **at least 24 hours** prior to your scheduled hearing. This will avoid any last minute issues. If evidence does not load correctly or requires extra time due to download speeds or internet access. This is not a requirement but merely a helpful tip to avoid last minute issues.

For a list of files types and formats that are allowed to be uploaded in the POESS system, please [click here](#).

Please begin to add evidence you wish the Property Assessment Review Panel to consider by clicking the "Add Evidence Files" button below.

Add Evidence Files

Complainant Evidence
No Evidence found

BC Assessment Evidence
No Evidence found

Appeal Letter
No Evidence found

- b) Once you are ready to begin adding evidence into the system, begin by clicking on “**Add Evidence Files**” .
- c) You are encouraged to upload evidence to the system **at least 24 hours** prior to your scheduled hearing to avoid any last minute delays in uploading.
- d) This page also includes some rules and procedures regarding use of the POESS system.

PARP Online Evidence Submission System User Guide for Complainants

● All Property Assessment Review Panel (PARP) hearings for 2022 have now concluded.

What kind of files can be uploaded?

In order to make the Online Evidence Submission System easy to use, the system is designed to accept a limited set of common file types. The table below provides an overview of the file types that the system will accept for upload. Please note that the maximum size for each file that you upload is 20MB (20480KB)

Important note about uploading files: If you upload a file with a filename that has already been uploaded, the new file will replace the old one. This only applies to files that you upload as the complainant and not those uploaded by BC Assessment.

File Types

Home > File Types

What kind of files can be uploaded?

In order to make the Online Evidence Submission System easy to use, the system is designed to accept a limited set of common file types. The table below provides an overview of the file types that the system will accept for upload. Please note that the maximum size for each file that you upload is 20MB (20480KB)

Important note about uploading files: If you upload a file with a filename that has already been uploaded, the new file will replace the old one. This only applies to files that you upload as the complainant and not those uploaded by BC Assessment.

File Type	File Extension	Description
Adobe Acrobat File	PDF	A document format that can be read on many computer systems using the free Adobe Acrobat Reader. PDF files can be created from text documents, spreadsheet files, or images depending on the software installed on your computer.
Microsoft Word Document	DOCX	Text document created by Microsoft Word or other compatible word processors.
Microsoft Excel Document	XLS, XLSX	Spreadsheet document created by Microsoft Excel or other compatible spreadsheet programs.
Microsoft PowerPoint Document	PPT, PPTX	Presentation document created by Microsoft PowerPoint or other compatible presentation software.
Rich Text Format Document	RTF	This is a document similar to Microsoft Word document but with less special formatting options. Most word processing programs can open and create this type of document.
Bitmap Image Files	PNG, JPG, JPEG, GIF	These image files can be created using various graphics programs. In many cases these files can be exported directly from digital cameras or smartphones.
Text file	TXT	Basic text document created with programs such as Notepad (Windows) or TextEdit (OS X)
Video Files	AVI, FLV, MP4, MPEG, GIF, MOV, MKV, WMV, 3GPA	video file format is a type of file format for storing digital video data on a computer system. This file is a basic text file and can be opened with any using kind of video players.

If you have a file that you wish to submit and it is not in one of the above formats, you will need to convert that file before submitting it as evidence. Generally, if you open the file you wish to convert in the program that created it, there are usually options under the File menu that will allow you to convert your file into another format. For example 'Save As' or 'Export'.

If you have a file that you wish to submit and it is not in one of the above formats, you will need to convert that file before submitting it as evidence. Generally, if you open the file you wish to convert in the program that created it, there are usually options under the File menu that will allow you to convert your file into another format. For example 'Save As' or 'Export'.

PARP Online Evidence Submission System User Guide for Complainants

Step 4 - Adding Evidence Files to POESS

- a) If you have any questions regarding what types of files you can upload, please click on the link at the end of the sentence “For a list of file types and formats that are allowed to be uploaded in the POESS system...” and a page will open up explaining all the different allowable file types.

Evidence Files

Home > Evidence Files [Logout](#)

Property Details

Roll Number: **06403469** Address: **998 FIREHALL CREEK RD, VICTORIA**

Please note, information that you provided to BC Assessment including your Notice of Complaint (appeal), evidence, pictures or other data may be uploaded by BC Assessment and attached to your POESS file. BC Assessment will also load the evidence that they wish to present before the Property Assessment Review Panel to this system.

Each party will be able to view, on a read only basis, evidence submitted in the POESS system.

Please be aware that the Property Assessment Review Panel will not have access or review the POESS file related to your property until the time of the hearing and will only view the evidence submitted at that time. Please limit the amount of evidence that you submit to ensure that it can be viewed and considered within a 5-8 minute time period. You are encouraged to consolidate information, evidence, pictures and spreadsheets into one (1) or two (2) documents/files and you should not upload more than 10 documents/files.

You are further encouraged to ensure that you upload any evidence that you wish a Panel to consider **at least 24 hours** prior to your scheduled hearing. This will avoid any last minute issues if evidence does not load correctly or requires extra time due to download speeds or internet access. This is not a requirement but merely a helpful tip to avoid last minute issues.

For a list of files types and formats that are allowed to be uploaded in the POESS system, please [click here](#).

Please begin to add evidence you wish the Property Assessment Review Panel to consider by clicking the "Add Evidence Files" button below.

Add Evidence Files

Complainant Evidence
No Evidence found

BC Assessment Evidence
No Evidence found

Appeal Letter
No Evidence found

- b) To begin, click on the “Add Evidence Files” button which will open a new page that has the evidence uploader located on it.

Evidence Files

[Home](#) > [Evidence Files](#) > [Upload Evidence Files](#)

[Logout](#)

Property Details

Roll Number: **06403469** Address: **998 FIREHALL CREEK RD, VICTORIA**

If you are having trouble uploading evidence to this system, you may call Ross Hawthorne at 250 387-9582, or email at ross.hawthorne@gov.bc.ca for assistance between the hours of 8:30 and 4:00 Monday to Friday.

[Return to file listing for this complaint record](#)

[What kind of files can be uploaded?](#)

Please note that the maximum size for each file that you upload is 20MB (20480KB)

Select files...

Drop files here to upload

To finish uploading evidence files for this property click the button below.

By using this PARP Online Evidence Submission System and uploading your information, you are consenting to the temporary collection of all of your evidence, including any personal information you choose to include in your evidence, by the Ministry of Municipal Affairs and Housing pursuant to s. 26(c) and 26(d) of the Freedom of Information and Protection of Privacy Act. All of your evidence will be used by you, the PARP Panel and BC Assessment to support your complaint at the Property Assessment Review Panel hearing relating to your specific property. All information you are submitting will be disclosed to the PARP Panel hearing your matter and to BC Assessment assessors involved in your complaint for use at your complaint hearing. **All of the information you are submitting as evidence will be deleted from the POESS system by May 31st, 2023.**

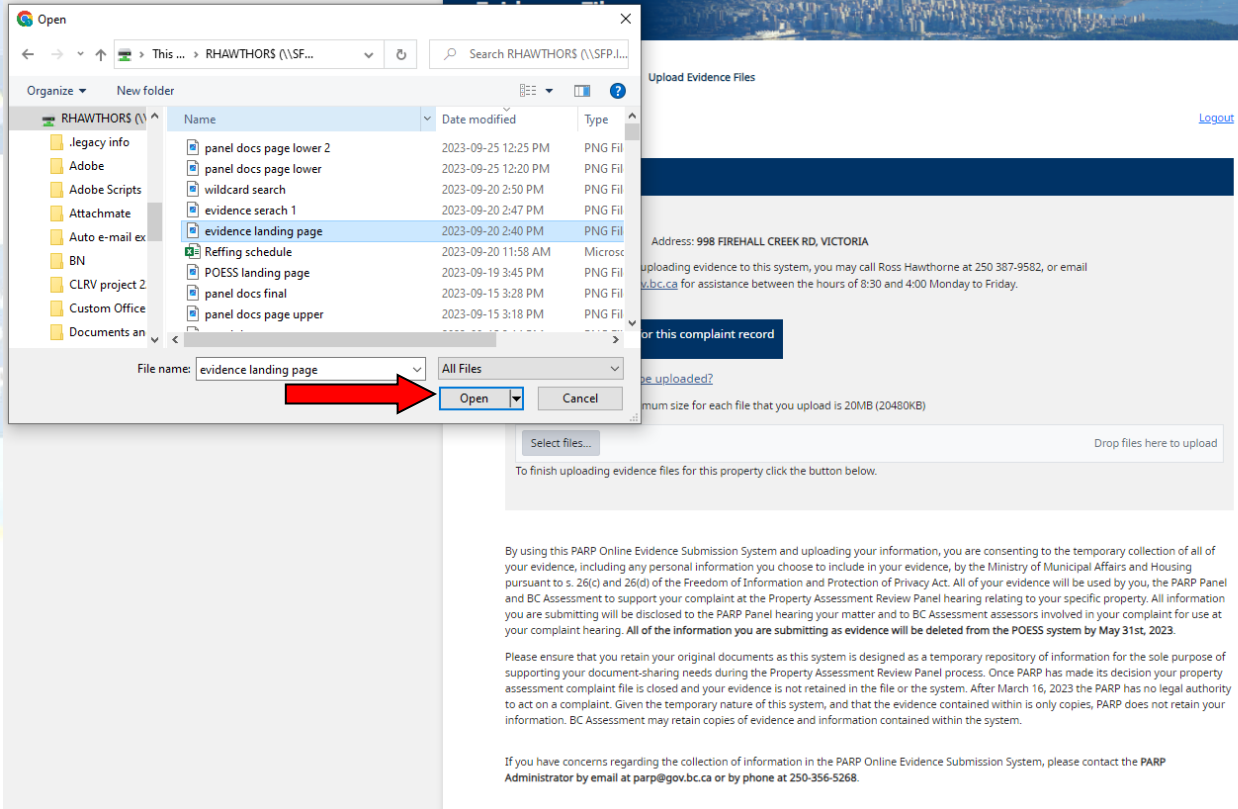
Please ensure that you retain your original documents as this system is designed as a temporary repository of information for the sole purpose of supporting your document-sharing needs during the Property Assessment Review Panel process. Once PARP has made its decision your property assessment complaint file is closed and your evidence is not retained in the file or the system. After March 16, 2023 the PARP has no legal authority to act on a complaint. Given the temporary nature of this system, and that the evidence contained within is only copies, PARP does not retain your information. BC Assessment may retain copies of evidence and information contained within the system.

If you have concerns regarding the collection of information in the PARP Online Evidence Submission System, please contact the **PARP Administrator** by email at parp@gov.bc.ca or by phone at 250-356-5268.

- c) There are two ways to upload evidence. The first is to locate and drag the evidence item into the uploader box and “drop” or release the item where it says “Drop files here to upload”. The second uploading option is to locate the evidence file in your computers file manager. Click the “Select Files” button and your computers file manager will appear with all the files in your computer listed.

Please note – At the bottom of this page, you will also find a privacy disclaimer consisting of information regarding the collection of personal information and the date on which all data within POESS will be cleared

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- d) When you click the **Browse Files** button you should see a screen similar to this where you can choose the file or files from your computer that you wish to upload as the evidence that you want the Panel to consider during your hearing: You may choose one file or a number of files to upload into POESS at one time. A single, multiple page, document containing all your evidence is easiest to upload and present during your hearing. You would simply direct the panel members and BCA representative to a specific page within your evidence package. Please note that video files should not be embedded into this single multi page document. It would be best to upload them as separate files.
- e) Once you choose a file or files, then click the “open” button located bottom right on the “File Manager”

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Evidence Files

Home > Evidence Files > Upload Evidence Files

[Logout](#)

Property Details

Roll Number: 06403469 Address: 998 FIREHALL CREEK RD, VICTORIA

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[Return to file listing for this complaint record](#)

What kind of files can be uploaded?

Please note that the maximum size for each file that you upload is 20MB (20480KB)

Select files... ✓ Done

- Asters and Goldenrod.docx
File(s) uploaded successfully.
- fake news-21.docx
File(s) uploaded successfully.
- fake news.docx
File(s) uploaded successfully.
- google.docx
File(s) uploaded successfully.

To finish uploading evidence files for this property click the button below.

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- f) Whether you drag and drop your files or locate them through the file manager, when the files are in the POESS uploader they will automatically upload into your evidence folder.

Note, in this example, four files have been chosen to upload and have automatically uploaded successfully to the evidence folder.

- g) If you have more evidence files to upload, repeat the procedures a - f above.

PARP Online Evidence Submission System User Guide for Complainants

- h) To return to the evidence folder page, click the button titled “Return to the listing for this complaint record”.

This will bring you back to the page where the evidence folders are located, and you should see the evidence you just uploaded in the “Complainant Evidence” folder

Evidence Files

Home > Evidence Files > Upload Evidence Files

[Logout](#)

Property Details

Roll Number: 06403469 Address: 998 FIREHALL CREEK RD, VICTORIA

If you are having trouble uploading evidence to this system, you may call Ross Hawthorne at 250 387-9582, or email at ross.hawthorne@gov.bc.ca for assistance between the hours of 8:30 and 4:00 Monday to Friday.

Return to file listing for this complaint record

[What kind of files can be uploaded?](#)

Please note that the maximum size for each file that you upload is 20MB (20480KB)

Select files... ✓ Done

	Asters and Goldenrod.docx <small>File(s) uploaded successfully.</small>
	fake news-21.docx <small>File(s) uploaded successfully.</small>
	fake news.docx <small>File(s) uploaded successfully.</small>
	google.docx <small>File(s) uploaded successfully.</small>

To finish uploading evidence files for this property click the button below.

By using this PARP Online Evidence Submission System and uploading your information, you are consenting to the temporary collection of all of your evidence, including any personal information you choose to include in your evidence, by the Ministry of Municipal Affairs and Housing pursuant to s. 26(c) and 26(d) of the Freedom of Information and Protection of Privacy Act. All of your evidence will be used by you, the PARP Panel and BC Assessment to support your complaint at the Property Assessment Review Panel hearing relating to your specific property. All information you are submitting will be disclosed to the PARP Panel hearing your matter and to BC Assessment assessors involved in your complaint for use at your complaint hearing. **All of the information you are submitting as evidence will be deleted from the POESS system by May 31st, 2023.**

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PARP Online Evidence Submission System User Guide for Complainants

Step 5 – Deleting or Viewing Evidence

Property Details

Roll Number: 06403469 Address: 998 FIREHALL CREEK RD, VICTORIA

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Each party will be able to view, on a read only basis, evidence submitted in the POESS system.

Please be aware that the Property Assessment Review Panel will not have access or review the POESS file related to your property until the time of the hearing and will only view the evidence submitted at that time. Please limit the amount of evidence that you submit to ensure that it can be viewed and considered within a 5-8 minute time period. You are encouraged to consolidate information, evidence, pictures and spreadsheets into one (1) or two (2) documents/files and you should not upload more than 10 documents/files.

You are further encouraged to ensure that you upload any evidence that you wish a Panel to consider **at least 24 hours** prior to your scheduled hearing. This will avoid any last minute issues if evidence does not load correctly or requires extra time due to download speeds or internet access. This is not a requirement but merely a helpful tip to avoid last minute issues.

For a list of files types and formats that are allowed to be uploaded in the POESS system, please [click here](#).

Please begin to add evidence you wish the Property Assessment Review Panel to consider by clicking the "Add Evidence Files" button below.

Add Evidence Files

Complainant Evidence

Evidence uploaded, files found: 4

		ID	Date Submitted	File Name
Open File	Delete File	14	2022-10-20	EFeldman glasses - page 1.pdf
Open File	Delete File	15	2022-10-20	ecs5.jpg
Open File	Delete File	16	2022-10-20	ecs4.jpg
Open File	Delete File	17	2022-10-20	ecs3.jpg

BC Assessment Evidence

No Evidence found

Appeal Letter

No Evidence found

- Upon returning to the evidence folder page, if you notice you added an incorrect file then you can delete it from your evidence folder. Click the "Delete File" button located in the same row as the file you wish deleted, and it will be removed from your evidence folder.

PARP Online Evidence Submission System User Guide for Complainants

- b) Any evidence uploaded into POESS can be opened and viewed no matter who uploaded it. To open and view evidence, click on the “Open File” button. The evidence will then open in a new window.

Evidence Files

Home > Evidence Files

[Logout](#)

Property Details

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Add Evidence Files

Complainant Evidence

Evidence uploaded, files found: 4

		ID	Date Submitted	File Name
Open File	Delete File	14	2022-10-20	EFeldman glasses - page 1.pdf
Open File	Delete File	15	2022-10-20	ecs5.jpg
Open File	Delete File	16	2022-10-20	ecs4.jpg
Open File	Delete File	17	2022-10-20	ecs3.jpg

BC Assessment Evidence

No Evidence found

Appeal Letter

No Evidence found

PARP Online Evidence Submission System User Guide for Complainants

All Property Assessment Review Panel (PARP) hearings for 2022 have now concluded.

Step 6 - Using POESS during your PARP Hearing

a) Prior to the start of your property assessment complaint hearing, you should log on to the POESS system in order to be prepared to view the evidence, present it and follow along.

b) During your presentation time, you should walk the Panel through the documents that you wish them to review as this will be the first time that they will be looking at the materials uploaded into the system

c) Please ensure that you focus on your best evidence and be aware of the time as the Panel will likely spend 5-8 minutes reviewing the complainant's evidence and then a similar amount of time on the evidence submitted by BC Assessment.

d) When presenting your evidence, if it is a multi-page document, please make sure you make it clear which page in your document you want the panel and the BCA representative to be looking at. If you have loaded more than one document, please refer to the Evidence ID number or the File Name to ensure all open the correct document.

The screenshot displays the POESS interface. At the top, there is a button labeled "Add Evidence Files". Below this, the "Complainant Evidence" section shows "Evidence uploaded, files found: 4". It contains a table with columns for "ID", "Date Submitted", and "File Name". Each row has "Open File" and "Delete File" buttons. Two red arrows point to the "ID" and "File Name" columns. Below this is the "BC Assessment Evidence" section, showing "Evidence uploaded, files found: 2" with a similar table. At the bottom is the "Appeal Letter" section, showing "Evidence uploaded, files found: 1" with a table. The interface is clean and professional, with a light blue and white color scheme.

ID	Date Submitted	File Name
14	2022-10-20	EFeldman glasses - page 1.pdf
15	2022-10-20	ecs5.jpg
16	2022-10-20	ecs4.jpg
17	2022-10-20	ecs3.jpg

ID	Date Submitted	File Name
20	2022-10-21	103-4715 Skyline Way - photos (2).docx
21	2022-10-21	998 comparable.pdf

ID	Date Submitted	File Name
22	2022-10-21	998 Complaint letter.docx

e) Once you have walked the Panel through your evidence, the Panel will review the evidence submitted by BC Assessment. You can open the BC Assessment documents and view them at the same time as BC Assessment and the Panel.

f) When you are ready to exit the system, or your hearing has concluded, you can click **Logout** located at the top right of the web page and close your browser.

Thank you for using the Property Assessment Online Evidence Submission System.