

Frequently Asked Questions

Wake County Tax Administration Portal Technical Requirements

1. What are the minimum browser requirements for viewing this site?

We support the two most recent versions of the following on desktops (Windows, Linux, and Mac).

- a) Chrome
- b) Microsoft Edge
- c) Firefox
- d) Safari
- e) IE

2. Why is the application not working on smartphones/mobile browsers?

The Wake County Tax Administration Portal is not suitable for use on smartphones/mobile browsers due to its complexity and the volume of data downloaded. It is highly recommended that you use a computer with Windows, Mac OS, or Linux when creating an appeal online.

3. Why is the text so large when viewing your site?

Text is displayed using font size and type settings in your browser; therefore you need to change the browser settings. You can also increase or decrease the zoom %.

4. Some features of the application are not working in portrait mode on data tablets.

Our application is best viewed in landscape mode. Make sure your screen is oriented for maximum width.

5. Why can I not view the appeal form or comparable property report?

The PDF content on our site requires Acrobat Adobe Reader 9+.

Still cannot view the site correctly?

In some cases, the user may not have the features to support the functionality due to:

- Old browser
- JavaScript disabled in the browser
- An installed plugin conflicting with the Tax Administration Portal
- Unstable or poor network connectivity
- The Tax Administration Portal may not display correctly if the IE Compatibility view is enabled for wake.gov. Remove wake.gov under “Websites you’ve added to compatibility view” in Tools -> Compatibility View settings