Representative Availability Portal
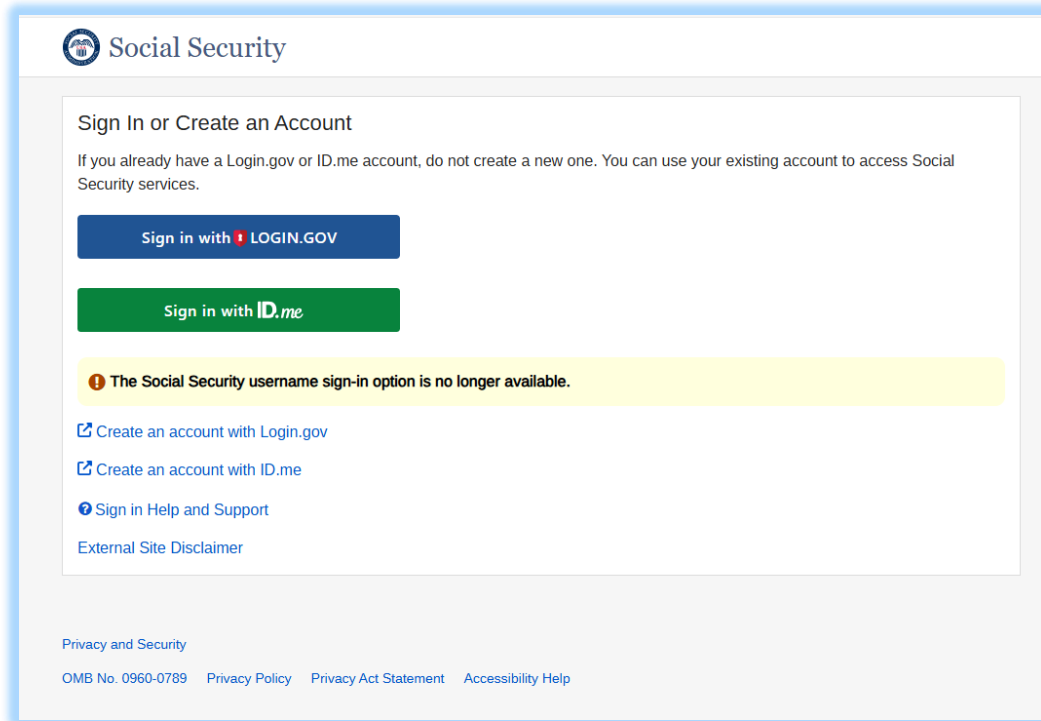
User Guide

Updated July 2025

Accessing the Representative Availability Portal (Portal)

1. Navigate to https://secure.ssa.gov/dcps/internet-scheduling/

2. If the user was not previously logged in on the browser, this URL will redirect the user to the login page for *my* Social Security, Login.gov, or ID.me.
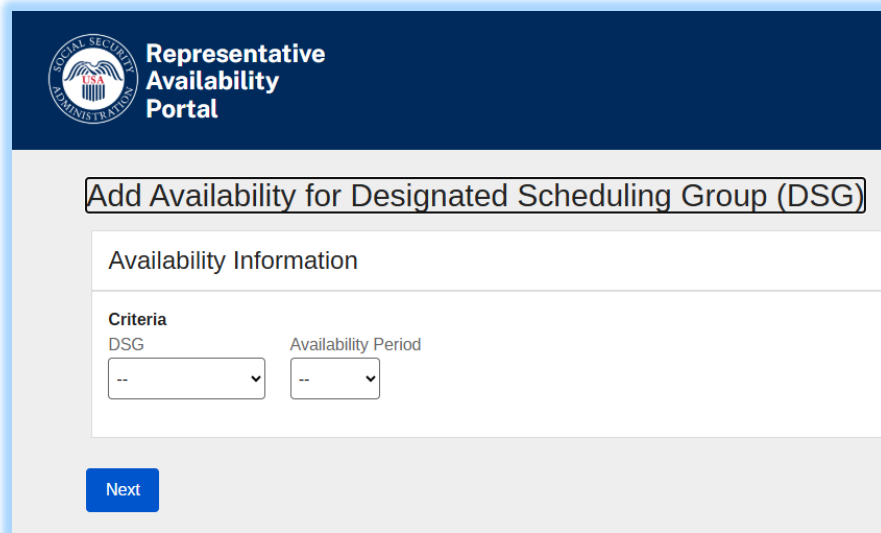
   NOTE: In order to access the Portal, a user must have a *my* Social Security account. Although users are required to have a *my* Social Security account to access the Portal, the user's *my* Social Security account is only required to authenticate the user in the Portal as part of the log-in process. Portal use does not impact or involve a user's personal *my* Social Security account other than for login authentication purposes. All *my* Social Security login methods require two factor authentication.

   Once the sign-in and authentication process is completed, the user will be directed back to the Portal. If the user is not redirected to the Portal but is instead directed to *my* Social Security, re-enter the original URL https://secure.ssa.gov/dcps/internet-scheduling/.

   NOTE: A user login session will time out after 30 minutes of inactivity. If attempting to save, save and add availability, or save and submit inputs after a session has

timed out, the user will receive the following message: "We cannot process your request at this time. Please try again later." If you receive this message, you should clear your cache and cookies, then make the inputs and save or submit.

Initial Landing Page

1. **DSG:** Select the appropriate Designated Scheduling Group (DSG)[1] from the dropdown list. The list will only display the user's authorized DSG(s)

2. **Availability Period**: Select the Target Scheduling Month (TSM), including the month and year for which availability is being submitted, from the dropdown list.

Once these first two fields are completed, additional fields will appear:

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[1] For any questions regarding the Enhanced Representative Availability Process (ERAP) and Designated Scheduling Groups (DSG), please see the scheduling website at: https://www.ssa.gov/appeals/scheduling_process.html.

3. **No Availability for Selected Period:** This box should only be checked if you are conveying that your DSG is unable to conduct any hearings during the entire month of the TSM across the entire nation. If you are providing any days of availability do not check this box.

4. **Monthly Case Cap**: Input the requested maximum number of hearings to be scheduled for the DSG across all time zones per TSM. **This is an optional selection.** The maximum monthly case cap must be equal to or less than the number of available slots for the DSG for the TSM. This number can also be edited on subsequent screens.

5. **Time Zone:** Select from the drop down the time zone of the representative submitting availability. If there are multiple representatives across multiple time zones, you will have an opportunity to add additional time zones on subsequent screens.

6. **Max Reps Per Day:** For the corresponding time zone, input the number of available representatives for the DSG per day. Users will have the ability to add or subtract the number of available representatives on specific days on the following page. Completing this field is mandatory and requires a minimum of one representative. If your DSG has representatives in a different time zone, do not include them in this entry. You will have an opportunity to add additional representatives in different time zones on subsequent screens.

Availability Information

Criteria

DSG	Availability Period		Monthly Case Cap ⓘ
Standard DSG ⌄	5/2026 ⌄	☐ No Availability for Selected Period ⓘ	[ ] ✖ optional

*Additional Criteria

*Time Zone   *Max Reps Per Day ⓘ

Central ⌄	1	✖

Monday	Tuesday	Wednesday	Thursday	Friday
				1 ☐ Unavailable
4 ☐ Unavailable	5 ☐ Unavailable	6 ☐ Unavailable	7 ☐ Unavailable	8 ☐ Unavailable
11 ☐ Unavailable	12 ☐ Unavailable	13 ☐ Unavailable	14 ☐ Unavailable	15 ☐ Unavailable
18 ☐ Unavailable	19 ☐ Unavailable	20 ☐ Unavailable	21 ☐ Unavailable	22 ☐ Unavailable
25 ☐ Unavailable	26 ☐ Unavailable	27 ☐ Unavailable	28 ☐ Unavailable	29 ☐ Unavailable

7. **Availability Calendar**: An Availability Calendar will display once you input a time zone. Each day defaults to "Unavailable." Selecting the checkbox on a given day will show the day as "Available." Select the checkbox for all days of the TSM in which at least one representative is available for hearings in the selected time zone. At least one day in the calendar should be checked as available before moving forward.

Availability Information

Criteria

DSG
Standard DSG

Availability Period
5/2026

☐ No Availability for Selected Period ⓘ

Monthly Case Cap ⓘ
[   ] ✖
optional

*Additional Criteria
*Time Zone   *Max Reps Per Day ⓘ
Central   [1] ✖

Monday	Tuesday	Wednesday	Thursday	Friday
				1 ☑Available
4 ☐Unavailable	5 ☑Available	6 ☑Available	7 ☑Available	8 ☐Unavailable
11 ☐Unavailable	12 ☑Available	13 ☑Available	14 ☑Available	15 ☐Unavailable
18 ☐Unavailable	19 ☑Available	20 ☑Available	21 ☑Available	22 ☐Unavailable
25 ☐Unavailable	26 ☑Available	27 ☑Available	28 ☑Available	29 ☐Unavailable

NOTE: Make sure to select *all* days that are available before proceeding to the next page.

8. Select the "Next" button once all fields have been completed. Users will be taken to the detailed daily availability page.

Inputting Detailed Daily Availability Data

Detailed Daily Availability Page

On this screen, users can specify a time range and daily case cap.

Top of Page: Displays selected Group, Availability Period, the Monthly Case Cap (which can be modified), the selected time zone, and the maximum number of representatives per day for the selected time zone.

Daily Input boxes: Users can drill down to an individual day to add additional information specific to that day. Days that are grayed out reflect days that were not selected as available on the "Availability Calendar." If a day was marked unavailable in error, select the SSA seal at the top of the page to return to the previous page and make corrections.
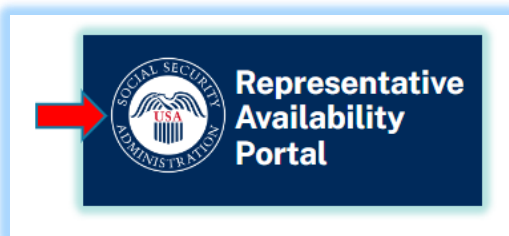
Detailed Daily Inputs

Set the availability for individual available representatives.

1. **Rep:** Users may remove an available representative by unchecking a box in this column. Users should ensure that the number of "checked" boxes reflects the correct number of available representatives for the DSG for the day in the selected time zone. In the example below, Rep Box #3 is grayed out to show that there are only two available representatives for the DSG for that day. Prior to submitting availability, a user may check or uncheck boxes as necessary to add or remove a representative's availability for that day.

2. **Add Rep**: Users may select the "+ Add Rep" button to add an available representative(s) beyond the "Max Reps Per Day" number previously indicated. In the example below, the user will select the "+ Add Rep" button to add a fourth available representative for the day.

3. **Full:** If the "Full" box is checked, this indicates that an available representative is available for the entire day, hearing start times of 8:00am to 4:00pm, in the selected time zone. This box is checked by default.

4. **Time Range:** *Users can enter a specific time range of availability by unchecking the "Full" box and placing the cursor in the clock field.* Type in a requested start time of the first hearing and start time of the last hearing in a time range or choose first and last start times by selecting the clock icon. A dropdown will appear, and a user may select specific times. Times must be entered using the 12-hour clock rather than the 24-hour clock (military time). Entered times cannot be outside business hours, 8:00 AM or 4:00 PM.

Upon completion of all time ranges for the day, select the "+" button to lock in availability. You may remove or update your selection by selecting the "Remove" option. Additionally, after the "+" button is selected, a new set of time range fields will appear below. These should be left blank unless the DSG wants to identify a subsequent time range for the available representative for the day. If a subsequent time range for the day/available representative is input in the second set of fields, remember to again select the "+" button to lock in the subsequent availability.

NOTE: Time ranges show the first hearing start time and the last hearing start time. For example, providing a time range of 9:00AM-12:00PM indicates that the earliest hearing start time is 9:00AM and the latest hearing start time is 12:00PM. If submitting multiple time ranges, ensure that time ranges do not overlap with each other.

5. **Cap:** By adding a number to this data field, users may request a cap on the number of hearings for which the available representative may be scheduled for the day. This field is not required and can be left blank. **If no daily cap is provided, the system will default to a cap of four hearings per available representative, per day.**

6. **Copy**: If there are days in the TSM that will have identical or similar availability information, users may use the copy/paste feature to complete multiple days with

the same information. Select "copy" on the day to be duplicated and select "paste" on all days with the same schedule. After the information has been pasted, it is still possible to edit the information for that day, if necessary.

3 - Monday (copy)				+ Add Rep
Rep	**Full**	**Time Range**		**Cap**
1	☐	--:-- -- 🕐 --:-- -- 🕐 **+**		3
	✅	9:00AM to 12:00PM (Remove)		
2	☐	--:-- -- 🕐 --:-- -- 🕐 **+**		4
	✅	12:00PM to 4:00PM (Remove)		

5 - Wednesday (paste)				+ Add Rep
Rep	**Full**	**Time Range**		**Cap**
1	☐	--:-- -- 🕐 --:-- -- 🕐 **+**		3
	✅	9:00AM to 12:00PM (Remove)		
2	☐	--:-- -- 🕐 --:-- -- 🕐 **+**		4
	✅	12:00PM to 4:00PM (Remove)		

Selecting "done" on the initial day copied will allow a new day's availability information to be copied/pasted and the process to be completed.

Inputs for Hybrid Modification

Names: DSGs with a hybrid modification will have an additional "Name" field to identify a specific representative's availability for the purposes of scheduling hearings on remands, supplemental hearings, and continuances. Completing the Name field is optional.

Adding Additional Time Zones

To add availability in another time zone. At the bottom of the screen, select the button "Save and Add Availability"

Selecting this button will allow you to add availability for representatives in another time zone. A pop-up box will appear that will allow you to select the new time zone.

Once you enter the new time zone, a calendar appears for you to select the days of availability for the representatives in the new time zone. Then select the Add Availability button. This takes you to the Detailed Daily Inputs for the new time zone. To add another time zone, select the "Save and Add Availability" button again and select the next time zone. Continue to select the "Save and Add Availability" button until all availability for the DSG in each time zone is input. There is no limit to the number of time zones you can submit for your DSG.

If the "Save and Add Availability" button was selected by mistake, the user can select "Close Without Adding" to go back to the previous screen.

NOTE: DSGs are only required to submit availability into one time zone.

NOTE: If the DSG has representatives in multiple time zones, the DSG can add each representative in their own time zone or can elect to submit all representatives' availability in one time zone.

Saving Availability

At the bottom of the detailed daily availability page, users have the option to either enter "**Save,**" "**Save and Add Availability**" or "**Save and Next**".

1. **"Save" button**: Selecting this button will save data input by the user. The user may leave the Portal and return any time prior to submission to make additions and changes.

2. **"Save and Add Availability" button**: Selecting this button will save all availability you completed and will pop up a box for you to add availability into an additional time zone.

3. **"Save and Next" button**: Once the detailed daily availability page has been completed for all time zones, select the "Save and Next" button, which will take you

to the Summary screen

Deleting Availability in Time Zone

If available was saved for an incorrect time zone, the availability can be deleted. On the main screen, select the DSG, availability period, and time zone that was incorrectly saved.

Select the "Delete Availability for Time Zone" button.

A confirmation box will appear. Select the "Delete" button to delete the availability in the time zone. If the "Delete Availability for Time Zone" button was selected by mistake, click the "Do Not Delete" button to go back.

NOTE: The delete availability for time zone feature is only available prior to submitting availability. If availability was already submitted and a *modification* of availability is needed, please send an email to availability submission email box at RepAvailability@ssa.gov. Include "Modification" in the subject line of the email.

Submitting Availability

After selecting the "Save and Next" button, the user will be directed to the Availability Summary for Group screen. This screen will allow you to review the submitted availability by time zone.

The top of the screen will have a summary of the DSG name, availability period, and the optional Monthly Case Cap. If needed, you can add or modify the monthly case cap.

You can look at the submitted availability for all time zones together, or you can review each time zone individually by selecting the down arrow next to each time zone. You can also see a summary of all availability by selecting "Show All." The Summary of Availability reflects all screen entries in all time zones.

Time Zone Availability

⌄ Show All

⌄ Show Eastern (20)

Time Zone Availability

⌄ Show All

⌃ Hide Eastern

Summary of Availability

1/5/2026
Rep 1 - Available 9:00AM to 3:00PM
Rep 2 - Available full day

1/6/2026
Rep 1 - Available 9:00AM to 3:00PM
Rep 2 - Available full day

1/12/2026
Rep 1 - Available 9:00AM to 3:00PM
Rep 2 - Available full day

1/13/2026
Rep 1 - Available 9:00AM to 3:00PM
Rep 2 - Unavailable
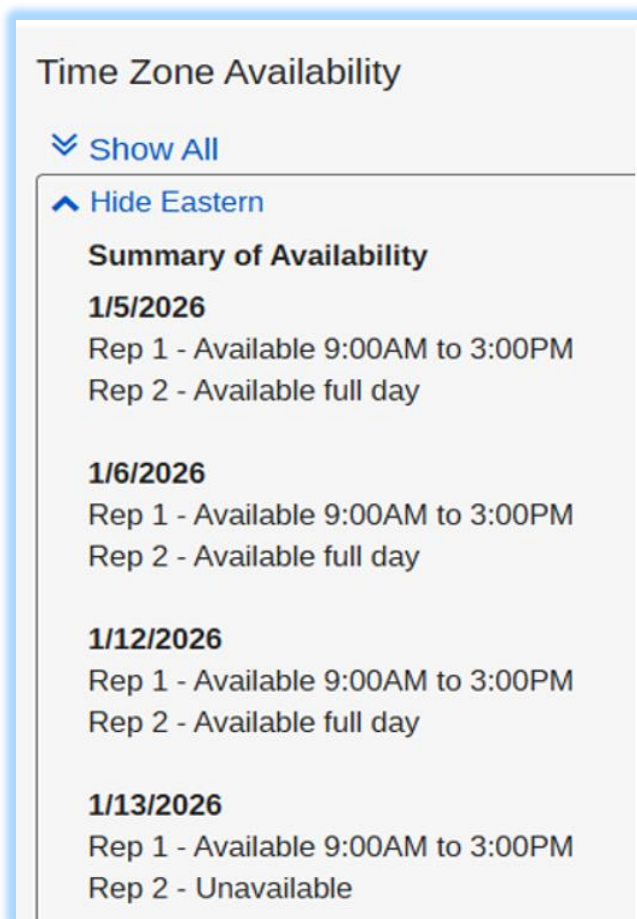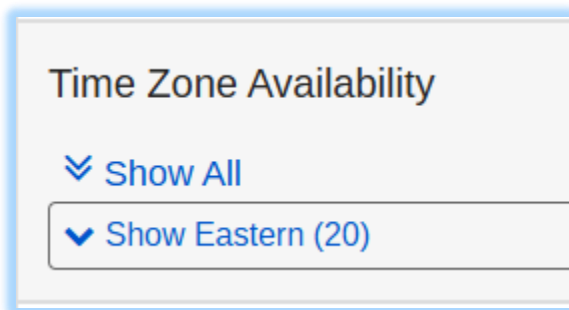
An Acknowledgement is also displayed providing valuable information about entries made into the portal.

Acknowledgement

Choosing "Submit" will lock the availability submission for the month selected and you will be unable to make changes to your monthly availability selections through the Portal. Note that only initial submissions of availability for a region/Target Scheduling Month (TSM) should be made through the Portal. If you previously emailed us your initial availability submission for the selected region/TSM, please do not attempt to submit or re-submit availability through the Portal for the same region/TSM. In this instance, although you may receive a Portal message acknowledging that your availability was successfully submitted through the Portal, the submitted availability will not connect to our scheduling software application and will not be considered for scheduling. If you previously submitted availability for a region/TSM and would like to request a modification to your availability after a timely initial submission made through the Portal or by email, please send an email to the appropriate regional email box. Regional email box addresses are located on our ERAP website at https://www.ssa.gov/appeals/scheduling_process.html. Include "Modification" in the subject line of the email.

Additionally, once you have submitted initial availability through the Portal, please do not duplicate initial availability by email, unless you have communicated with the External Liaison Unit (ELU). Please be advised that once you successfully submit initial availability through the Portal, we will not accept or review a duplicative initial availability email, and will rely on the availability submitted through the Portal to schedule hearings.

If you have any additional questions, please call the External Liaison Unit at 866-964-1714.

Click "Submit" when you are ready to submit your availability.

Once you confirm the availability information, select "Confirm and Submit." Selecting this button will finalize the monthly availability submission for the DSG and TSM and send the information to SSA.

NOTE: if you need to make any edits to your availability, select the "Back" button to go back to the Initial Landing Page where you can make any needed edits.

Once you select "Confirm and Submit," the following message will appear if the availability is successfully submitted by the deadline of the TSM:

Users will be able to view their submitted availability in a calendar view.

NOTE: If a user tries to submit a monthly case cap greater than the number of total available slots across all time zones, the user will receive an error message:

A monthly maximum cap must be less than or equal to the number of hearing slots provided for the DSG for the TSM across all time zones. The total slot count is the total

number of available representatives multiplied by the amount of individual hearing slots of availability provided across all time zones. **If no daily cap is provided, the system will default to a cap of four hearings per available representative, per day.**

Summary of Availability

Navigate to the landing page by selecting the SSA seal at the top of the page.

Users may view their submissions for their DSG by using the drop-down menu for the availability period. After their submissions have been made, they can access their Summary of Availability.

Once a DSG has submitted availability through the Portal for a TSM, users are not able to modify availability information through the Portal. The user will be able to view the submission summary data in a read-only mode. If a *modification* of availability is needed, please send an email to availability submission email box at RepAvailability@ssa.gov. Include "Modification" in the subject line of the email.

NOTE: If a user attempts to submit availability after the deadline for the TSM, the following error message will appear:

NOTE: Once you have submitted initial availability through the Portal, do not duplicate initial availability by email, unless you have communicated with the External Liaison Unit (ELU). Once you successfully submit initial availability through the Portal, we will not accept or review a duplicative initial availability email and will rely on the availability submitted through the Portal to schedule hearings.

NOTE: Do not use the Portal to submit availability for a TSM if you *previously emailed* your initial availability submission for that TSM. In this situation, the availability you later submitted through the Portal will not be considered for scheduling.

Removing Portal Access

If you need to remove a Portal user, please inform SSA as soon as possible and no later than 17 hours after any user no longer needs access to the Representative Availability Portal. You can inform SSA that a user needs to be removed by sending an email to OHO.NSD.NSS.ELU.General.Inquiries@ssa.gov.