

Electronic Records Express (ERE)

User Guide for

Contact OHO Office



August 2018

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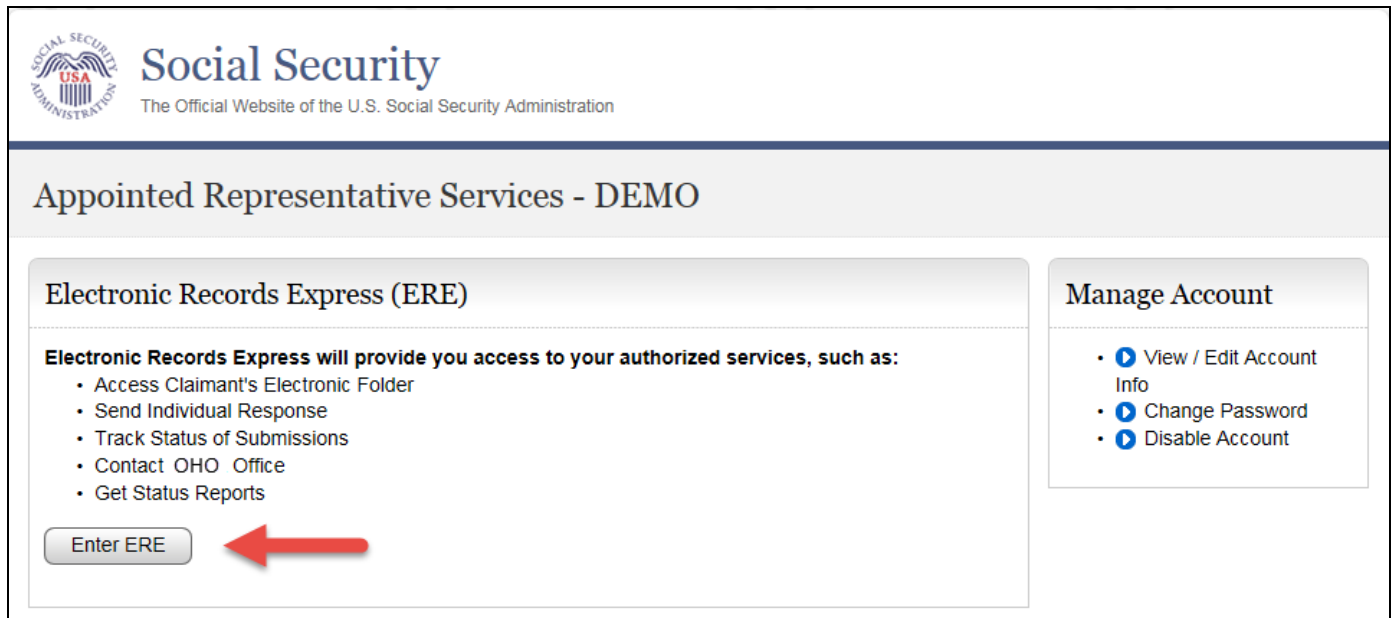
Contact OHO Office Overview


The **Contact OHO Office** feature allows external users to securely send one-way communications to a specific Hearing Office (HO). All communications sent through **Contact OHO Office** go directly to an administrative mailbox of the selected HO.

Contact OHO Office is intended for *non-case* related communications, such as a change of address for a representative or a representative's schedule. **Contact OHO Office** is NOT to be used to send electronic evidence to the HO. Any *case-related* documents MUST be submitted via the **Send Individual Response** feature in Electronic Records Express (ERE) or by fax or mail.

Appointed Representative Services Main Menu

Go to the ARS main menu and select **Enter ERE**.




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Appointed Representative Services - DEMO




Electronic Records Express (ERE)

Electronic Records Express will provide you access to your authorized services, such as:

- Access Claimant's Electronic Folder
- Send Individual Response
- Track Status of Submissions
- Contact OHO Office
- Get Status Reports

[Enter ERE](#) 

Manage Account

-  View / Edit Account Info
-  Change Password
-  Disable Account

ERE Home Page

Select the **Contact OHO Office** link in the **Messaging Functions** section.

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Electronic Records Express (ERE) OMB No. 0960-0767 Paperwork Reduction Act

System Notices (1) - System Notice Updated: 07/18/2016 **What's New?** - What's New Updated: 05/16/2015
[Sign Up for Email/Text ERE System Notifications](#)

Electronic Folder Functions ? Help
• [Access Claimant's Electronic Folder](#)
• [Pick Up Files](#)
• [Get Status Reports](#)

Messaging Functions ? Help
• [Contact OHO Office](#)

Evidence Functions ? Help
• [Send Individual Response](#)
• [Track Status of Submissions](#)

Account Functions ? Help
• [Manage Your Email Notifications](#)

Help & Support
Email: ETechSupport@ssa.gov
Call Us (toll free): **1-866-691-3061**
[User Resources](#)

For your security, please log out and close all Internet windows when you are finished.

[Return to Appointed Representative Services](#)

Destination & Message Information

- Select the **Site Code** or **State** radio button. If you select Site Code, type the OHO site code into the blank field.

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ERE: Contact OHO Office

Destination & Message Information [User Resources](#)

Select destination by: ? More Info
 Site Code State

- If you select the **State** radio button, choose the appropriate **State** and **Destination** from the drop-down menus.
- Select the **Enter** button.

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ERE: Contact OHO Office

Destination & Message Information [? User Resources](#)

Select destination by: [? More Info](#)

Site Code **State**

Enter

Cancel

- Enter the **Subject** of the communication.

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ERE: Contact OHO Office

Destination & Message Information [? User Resources](#)

Select destination by: [? More Info](#)

Site Code State

Site Code: X00

State: AZ-Arizona

Destination: AZ - Tucson OHO [X00]

Edit

Subject:


Attach & Upload Files

You may send *non-case related* documents to OHO.

- To attach a document, use the **Browse** button to select the file to send.
- To send additional files, select **Add File**. You may send up to 10 files; the files cannot exceed a total of 5 megabytes in size.
- You may type a custom message in the **Your Message** box.
- Select the **Submit** button to send your message.

Attach and Upload Files

- A maximum of 10 files can be added and all files must total less than 5 MB
- File types accepted: .wpd, .doc, .docx, .jpg, .bmp, .mdi, .txt, .rtf, .xls, .xlsx, .pdf, .tiff, .tif, .zip

File 1: 

Your Message:
(16,000 characters maximum)

Characters remaining: 16000

NOTE: Do not upload documents containing macros (i.e., a set of instructions or scripts that automates tasks). They may cause system problems and you will have to resubmit.

Tracking Information

You should receive a confirmation screen acknowledging that SSA has received your submission. You will be notified by email if there are any errors or problems that prevent SSA from processing your submission.

NOTE: We recommend that you print this page for documentation. You will not be able to retrieve this information from SSA (including OHO) after you exit this page.

The screenshot shows the Social Security Administration's website interface for the ERE: Contact OHO Office. At the top, there is a navigation bar with "Sign Out", "Text Size", and "Accessibility Help". The main header features the Social Security Administration logo and the text "Social Security The Official Website of the U.S. Social Security Administration". Below this, the page title is "ERE: Contact OHO Office".

A green confirmation box contains the following text:

- ✓ Thank you for your submission.
- Contact OHO Office - Tracking Information
- Tracking Number: **164FAF6299896CECN**
- Submitted on: **Thu Aug 02 10:06:34 EDT 2018**
- Please retain your tracking number in case there are errors or problems that prevent us from processing your submission.

Below the confirmation box is a "Print this page" link. To the right, there is a "User Resources" link.

The "Submission Summary" section includes the following information:

- Tracking Information
- Destination & Message Information
- State: **AZ-Arizona**
- Destination: **AZ - Tucson OHO [X66]**
- Subject: **test**

The "Uploaded File(s)" section contains a table with the following data:

File Name	File Size
freeFormText.txt	1 KB
Total File Size:	1 KB

Below the table, a message states: "Message: **Message was added**".

At the bottom of the page, there are two buttons: "Send Another Message" and "ERE Home".

To submit another message to an OHO Hearing Office, select the **Send Another Message** button.

If you are done, select the **ERE Home** button.

Access Keys

ERE contains access keys to improve navigation and provide information. You will find a list of these keys in the table below:

Button/Link	Access Key
User Resources	u

NOTE:

1. To use these keys on Windows-based browsers select the **Alt** button on your keyboard and the access key simultaneously. On the Mac, use the **Ctrl** key.
2. **Internet Explorer Browser Users Only:** In order to trigger the **Browse** button you will need to use the space bar if you are using keyboard access.