

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.

Logging Into ERE

1. Open an Internet browser
2. In the address window type in: **http://eme.ssa.gov** (do not type the "www.")
3. Once the **ERE Sign In** page appears, select "Favorites"
 - o Select "Add to Favorites"
 - o In the Name field, type in Electronic Records Express and select **OK**
4. Enter your **case-sensitive** Username and Password (You received this from OHO.)
5. Select the **SIGN IN** button.

NOTE: Your account will be locked after 3 failed attempts to sign in. If this occurs, contact us via email at EEAccountInfo@ssa.gov or call 1-866-691-3061. You may also report technical problems at oho.hq.rep.mail@ssa.gov.

Social Security
The Official Website of the U.S. Social Security Administration

Electronic Records Express (ERE) OMB No. 0960-0753
Expires 08/31/2015
Paperwork Reduction Act

Sign In

Acknowledgement for Website Access
I understand that the Social Security Administration will validate the information I provide against the information in Social Security Administrations systems.

I certify that:

- I understand that I may be subject to penalties if I submit fraudulent information.
- I agree that I am responsible for all actions taken with my Username.
- I am aware that any person who knowingly and willfully makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business under this Username.

By entering your Username, Password and clicking on the "Sign In" button, you certify that you have read, understand and agree to the above statements.

*Username :

*Password :

Help & Support

If you need assistance with the Electronic Records Express Website, please contact us.

Email:
EETechSupport@ssa.gov

Call Us (toll free):
1-866-691-3061

Your privacy is important.
For details about our use of your information, we encourage you to read our [Privacy Act Statement](#).

6. If this is the first time you are logging into ERE, you will be required to change your password (this is a security feature).
- The **Change Your Password** screen should appear. You can also access the **Change Your Password** option from the ERE home page under **Account Functions**.

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ERE: Change Your Password

[User Resources](#)

Enter Password Information

Current Password:

New Password:
 Password Strength

Must be 8-20 characters and contain at least:

- one uppercase letter (A-Z)
- one lowercase letter (a-z)
- one number (0-9)
- one symbol (For example: ! @ # \$ % ^ & *)

Re-Enter New Password:

Submit **Cancel**

- Enter the temporary password given to you by OHO in the Current Password field.
- Enter a New Password that is at least 8 characters long and includes letters, numbers, and a symbol. Confirm your new password by entering it in the **Re-Enter New Password** box. Remember that your Username and password are **case sensitive**.
- Select the **Submit** button.

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ERE: Change Your Password

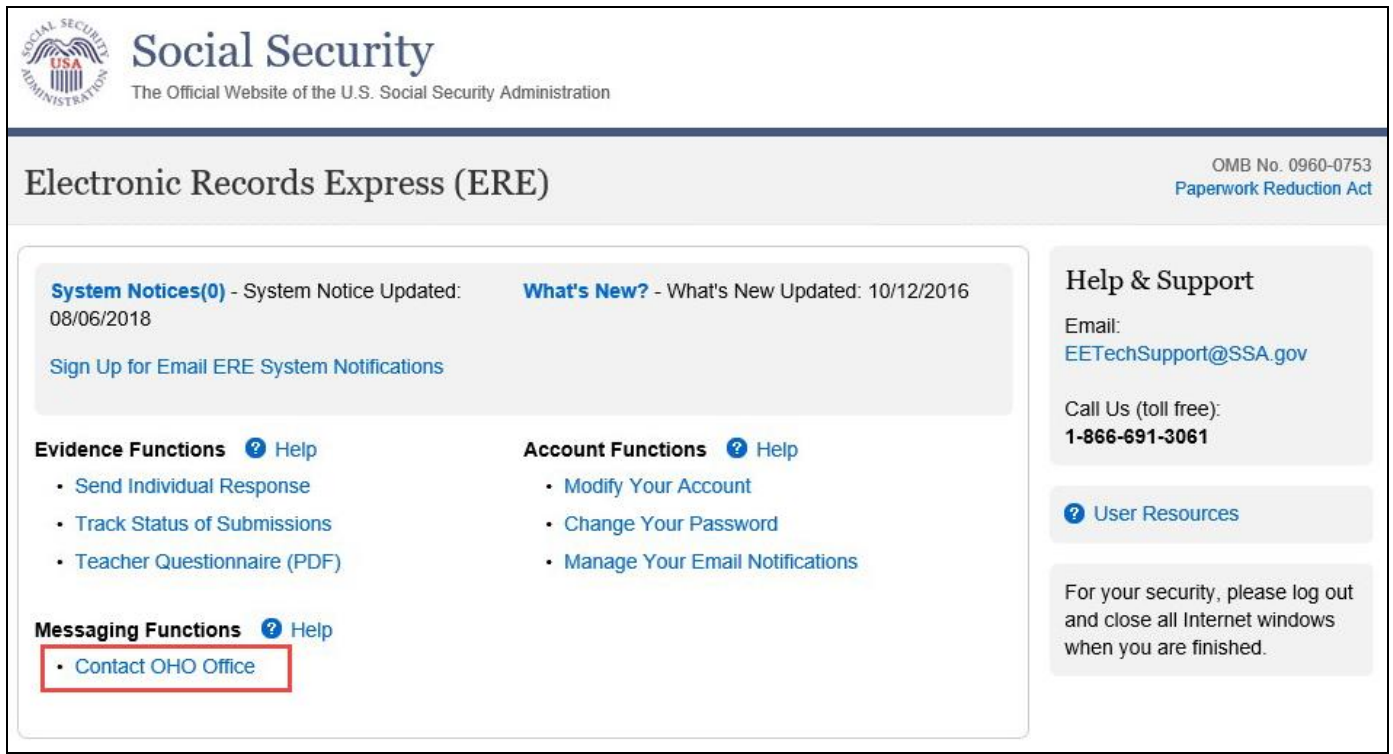
You successfully changed your password and a confirmation email has been sent to you.

[User Resources](#)

ERE Home

NOTE: Your password will expire every 90 days and you will be prompted to change it.

7. Entering a correct Username and Password will bring you to the Electronic Records Express Home (ERE) page. Select the **Contact OHO Office** link under the **Messaging Functions** section.

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Electronic Records Express (ERE) OMB No. 0960-0753
Paperwork Reduction Act

System Notices(0) - System Notice Updated: 08/06/2018
[Sign Up for Email ERE System Notifications](#)

What's New? - What's New Updated: 10/12/2016

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

Evidence Functions [Help](#)

- [Send Individual Response](#)
- [Track Status of Submissions](#)
- [Teacher Questionnaire \(PDF\)](#)

Account Functions [Help](#)

- [Modify Your Account](#)
- [Change Your Password](#)
- [Manage Your Email Notifications](#)

Messaging Functions [Help](#)


- [Contact OHO Office](#)

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

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.

Sign Out Text Size Accessibility Help

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ERE: Contact OHO Office

Destination & Message Information

Select destination by: [More Info](#)

Site Code State

Site Code: X88

State: AZ-Arizona

Destination: AZ - Tucson OHO [X88]

Subject:

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, .txt, .rtf, .xls, .xlsx, .pdf, .tiff, .tif, .zip

File 1:

Your Message:
(16,000 characters maximum)

Characters remaining: 16000

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

JANE DOE : G3HNRYN9M4 Sign Out Text Size Accessibility Help

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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.

Sign Out Text Size Accessibility Help

Social Security
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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 Another 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, .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 website interface. 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".

The main content area is titled "ERE: Contact OHO Office". Below this, there is a green confirmation box with a checkmark icon and the text: "Thank you for your submission. Contact OHO Office - Tracking Information". The tracking number is displayed as "164FAF6299896CECN". The submission date is "Thu Aug 02 10:06:34 EDT 2018". A note states: "Please retain your tracking number in case there are errors or problems that prevent us from processing your submission." A "Print this page" button is located below the confirmation box.

To the right of the confirmation box is a "User Resources" button. Below the confirmation box is a "Submission Summary" section with the following details:

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

Below the submission summary is an "Uploaded File(s)" section with a table:

File Name	File Size
freeFormText.bt	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

This application 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

Other keyboard commands, hotkeys or access keys will vary based upon browser and the version of the browser that you are using. A list of these commands can be found in the Help section of your browser. The Help feature can be located on the Menu bar of your browser or by using the F1 function key on the keyboard. Any assistive devices that you may be using will also have a list of these shortcut keys in their Help section.

Note: To use these keys select the “Alt” or “Ctrl” button on your keyboard and the access key simultaneously.