

Electronic Records Express (ERE)

User Guide for

Contact OHO Office



May 2020

Table of Contents

Contact OHO Office Overview	2
Appointed Representative Services Main Menu	2
ERE Home Page.....	3
Destination & Message Information	3
Attach & Upload Files.....	5
Tracking Information	6

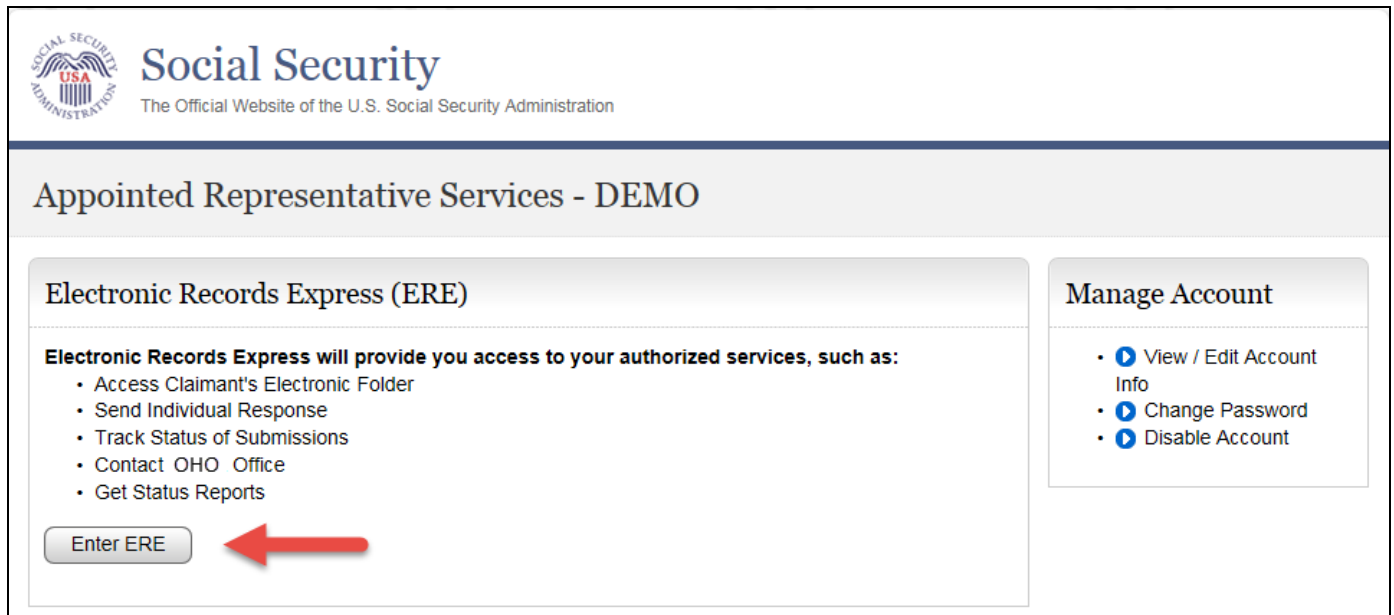
Contact OHO Office Overview


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 limited use by representatives who have access to Appointed Representative Services (ARS). Representatives may use this function in ARS to submit SSA-1696 forms, or other valid appointment documentation, when newly appointed to a case (i.e. no bar code available). Representatives may also use this function to submit fee petitions and supporting documentation after their representation ends. No evidence (e.g. medical or school records) is to be submitted via the **Contact OHO Office** function. Representatives with eFolder access in a specific case should use the "Upload New File" function to upload evidence without a barcode. Evidence can also be uploaded with bar code information via the "Send Individual Response" feature in Electronic Records Express (ERE) and ARS.

Appointed Representative Services Main Menu

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




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

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.

JANE DOE : G3HNRYN9M4 Sign Out Text Size Accessibility Help

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

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.

JANE DOE : G3HNRYN9M4 Sign Out Text Size Accessibility Help

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

ERE: Contact OHO Office

Destination & Message Information [User Resources](#)


Select destination by: ? More Info
 Site Code State

Enter

Cancel

- 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

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

ERE: Contact OHO Office


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

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

Site Code **State**

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

Sign Out Text Size ▾ | Accessibility Help

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

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]

Subject:


Attach & Upload Files

You may use Contact OHO Office to send non-case related documents, Form SSA-1696, or any other valid written notice of appointment.

- 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: **Browse...** 

Delete

Add File

Your Message:
(16,000 characters maximum)

Characters remaining: 16000

Submit **Cancel**

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 tracking a submission. 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.

A "Print this page" link is located below the confirmation box. 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.