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**.

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**.

- Enter the temporary password given to you by OHO in the Current Password field.
- Enter a New Password that is <u>at least 8 characters long and includes letters, numbers, and a symbol</u>. 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.
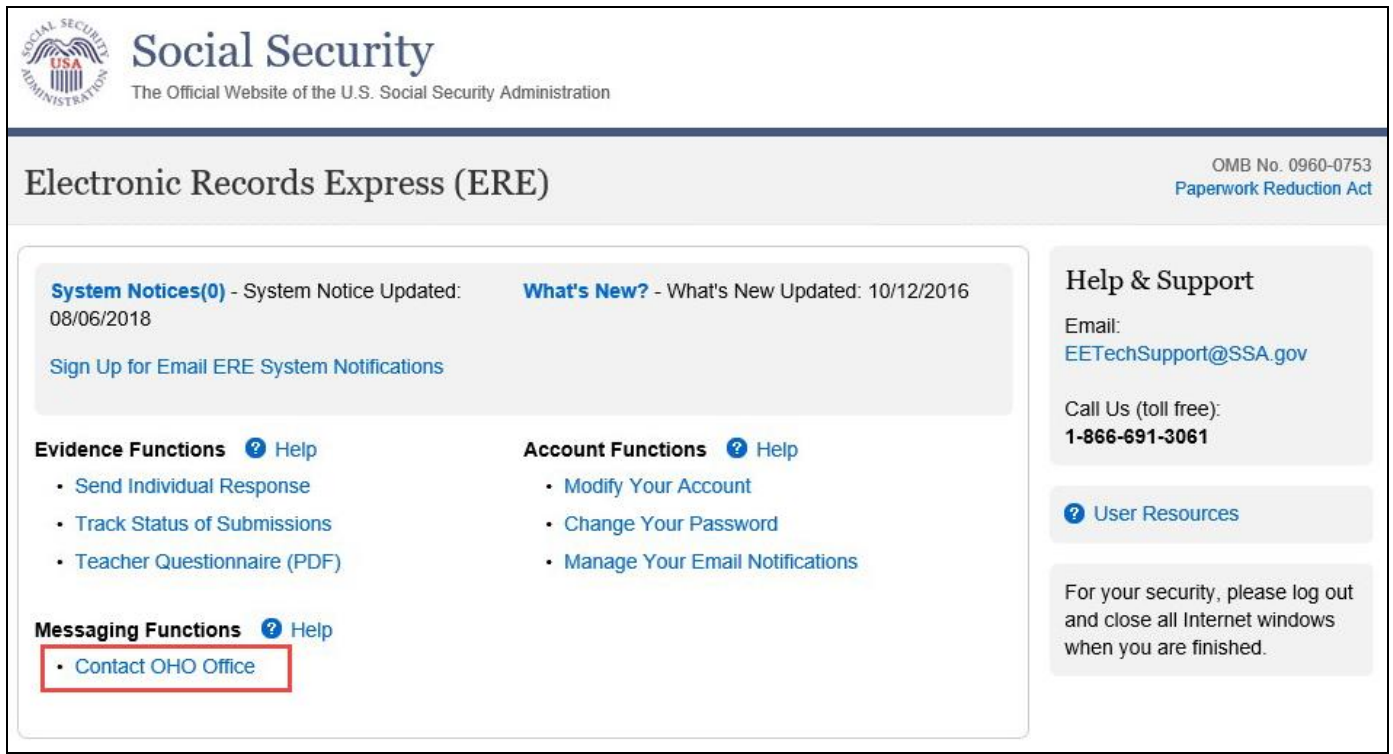
NOTE: Your password will expire every 90 days and you will be prompted to change it.

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.

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.

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

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

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: [Browse...]

[Remove File]

[Add Another 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.

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.