Electronic Records Express (ERE)

User Guide for

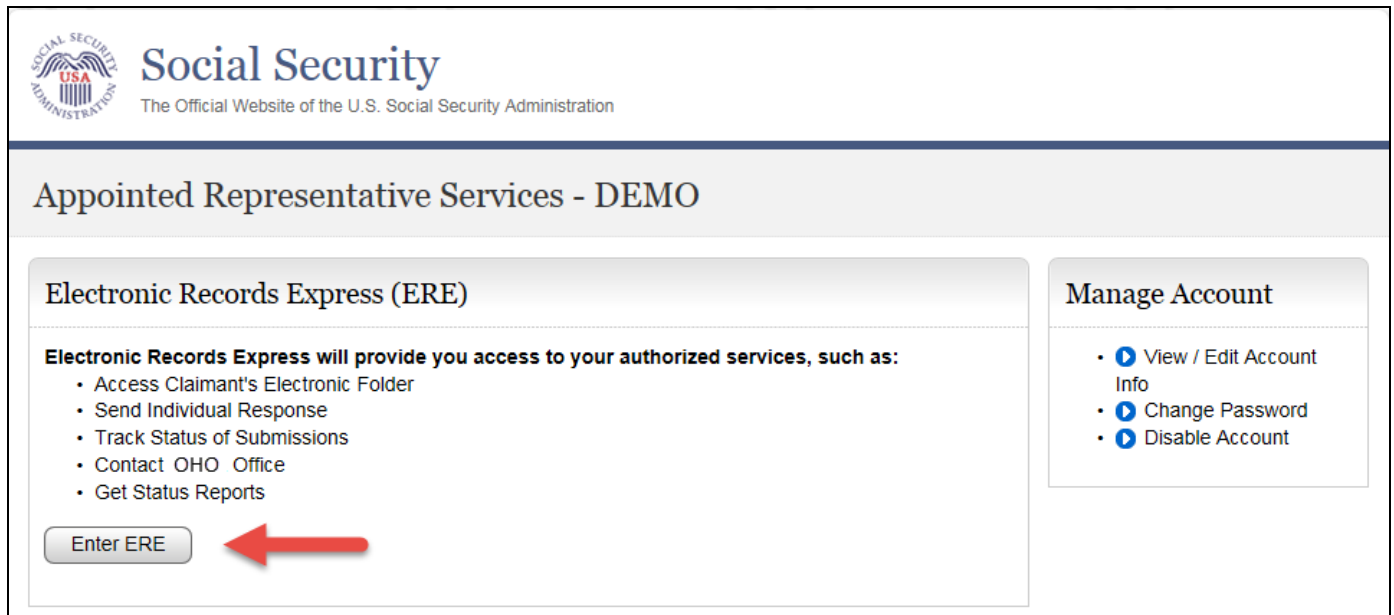# Contact OHO Office

May 2020

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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 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**.

ERE Home Page

Select the **Contact OHO Office** link in 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 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.

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

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