REPRESENTATIVE AVAILABILITY PORTAL

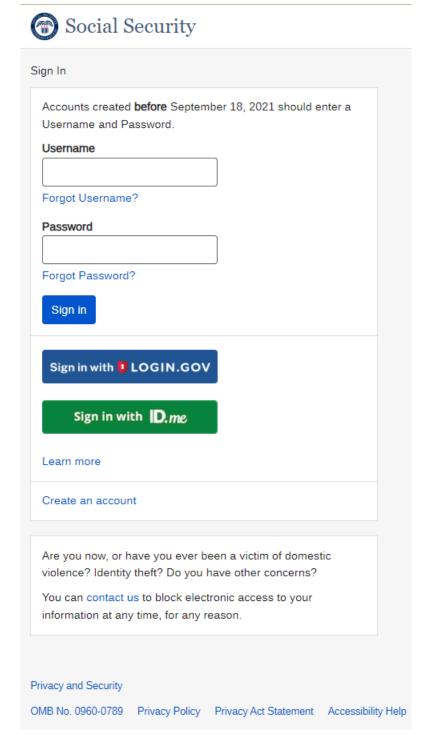
User Guide

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Accessing the Portal

1. Navigate to https://secure.ssa.gov/dcps/internet-scheduling/



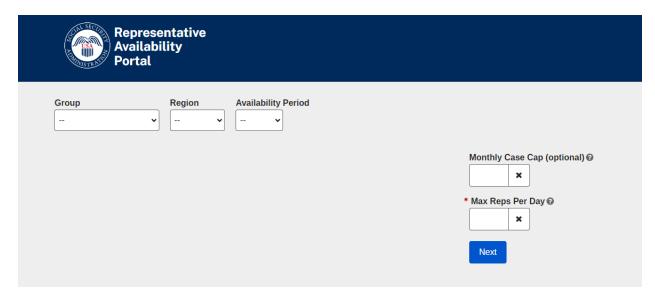
2. If the user was not previously logged in on the browser, this URL will redirect the user to the login page for mySSA, Login.gov, or ID.me.

NOTE: In order to access the Representative Availability Portal, a user must have a mySSA account. Although users are required to have a mySSA account to access the representative availability portal, the user's mySSA account is only required to authenticate the user in the portal as part of the log-in process. Portal use does not impact or involve a user's personal mySSA account other than log-in authentication purposes. All mySSA login methods require two factor authentication sign-in.

Once the sign-in and authentication process is completed, the user will be directed back to the portal. In the event the user is not redirected to the portal, but is instead directed to mySSA, re-enter the original URL

https://secure.ssa.gov/dcps/internet-scheduling/

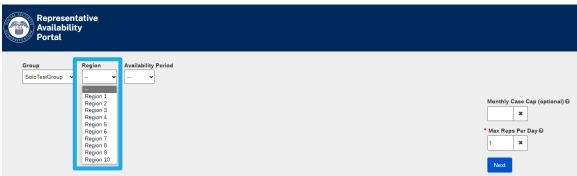
Initial Landing Page



1. Group: Select the appropriate Designated Scheduling Group (DSG) from the dropdown list. The list will only display the user's authorized DSG(s).



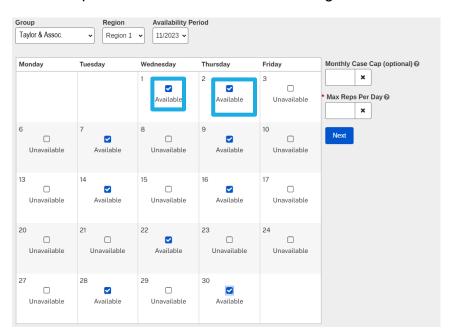
2. Region: Select the region for which the DSG is submitting availability from the dropdown list.



- Availability Period: Select the Target Scheduling Month (TSM), including the month and year for which availability is being submitted, from the dropdown list.
- Monthly Case Cap: Input the requested maximum number of hearings to be scheduled for the DSG per Region per TSM. This is an optional selection.
- **3. Max Reps Per Day:** Input the maximum number of representatives for the DSG per day requested to be scheduled for hearings. Users will have the ability to add or subtract the number of available representatives on specific days on the next page. Completing this field is mandatory.



4. Availability Calendar: Once a group, region, and availability period have been selected, an Availability Calendar will display on the screen. Each day defaults to "Unavailable." Clicking the checkbox on a given day will show the day as "Available." Click the checkbox for all days of the TSM in which at least one available representative is available for hearings.



NOTE: Make sure to select *all* days that are available before proceeding to the next page.

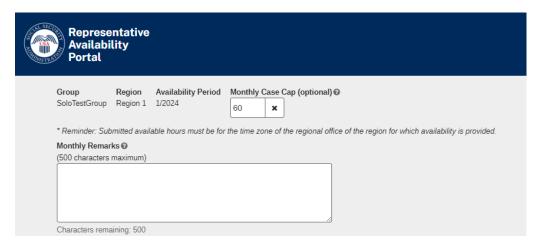
5. Select the "Next" button once all fields on the initial landing page have been completed. Users will be taken to the detailed daily availability page.

Inputting Detailed Daily Availability Data

Detailed Daily Availability Page

On this page, users can specify a time range, and daily case cap

Top of Page: Displays selected Group / Region / Availability Period. The Monthly Case Cap will also display and can be modified.



Monthly Remarks: Allows users to add notes specific to the current month's availability.

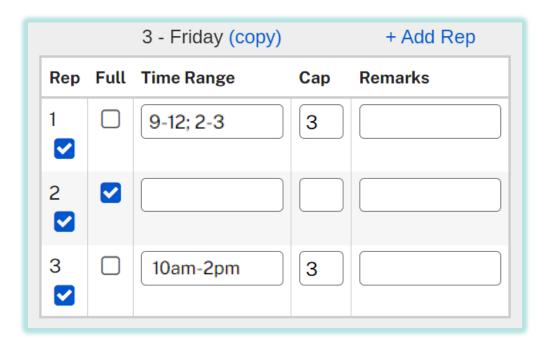
NOTE: Do not use remarks to make scheduling requests that are not compliant with Enhanced Representative Availability Process (ERAP) guidelines. Additionally, do not add remarks about information that will be entered in its own field (*e.g.*, daily caps). See the ERAP website, Hearings and Appeals Enhanced Representative Availability Process (ERAP), for more information regarding scheduling guidelines.

Daily Input boxes: Users can drill down to an individual day to add additional information specific to that day. Days that are grayed out reflect days that were not selected as available on the "Availability Calendar." If a day was marked unavailable in error, click on the SSA seal at the top of the page to return to the previous page and make corrections.

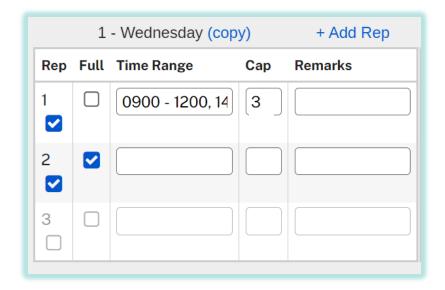


Detailed Daily Inputs

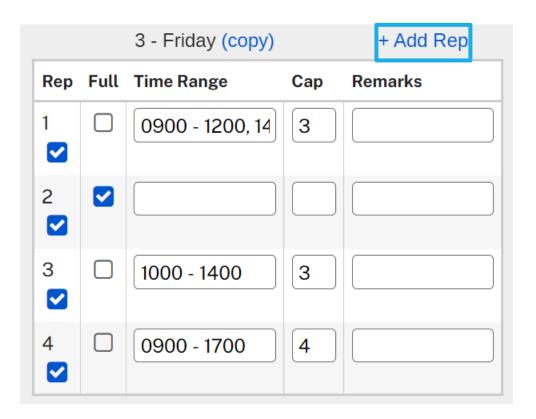
Set the availability for individual available representatives.



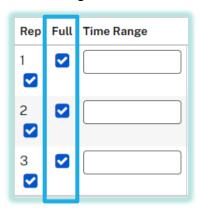
1. Rep: Users may remove an available representative by unchecking a box in this column. Users should ensure that the number of "checked" boxes reflects the correct number of available representatives for the DSG for the day. In the example below, Rep Box #3 is grayed out to show that the representative should not be scheduled for that day. Prior to submitting availability, a user may check or uncheck boxes as necessary to add or remove a representative's availability for that day.



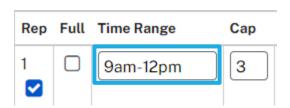
2. Add Rep: Users may click the "+Add Rep" button to add an available representative(s) beyond the "Max Reps Per Day" number previously indicated. In the example below, the user has clicked the "+Add Rep" button to add a fourth available representative.



3. Full: If the "Full" box is checked, this indicates that an available representative is available for the entire day. This box is checked by default. Entering text into the "Time Range" field will automatically uncheck this box.



4. Time Range: Users can input specific times representatives are available by entering time ranges into this text box. Entries should be input in a time-range format (e.g., 9:00am-3:00pm, 9-3, or 0900-1500). If there are multiple time ranges, please separate them by a semicolon (e.g., 9:00am-11:00am; 2:00pm-5:00pm).

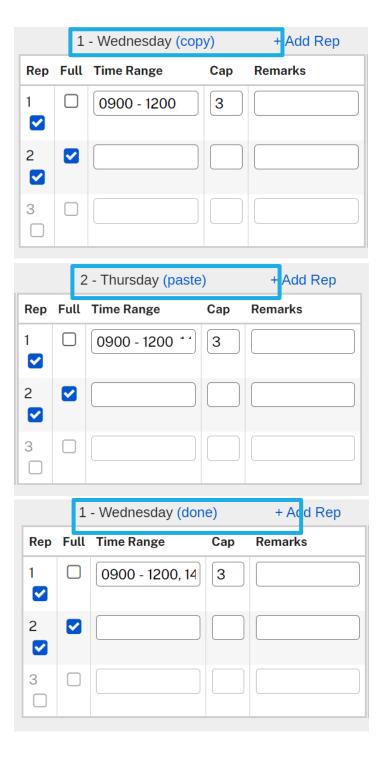


NOTE: Time ranges show the first hearing start time and the last hearing start time. For example, providing a time range of 9am-12pm indicates that the earliest hearing start time is 9am and the latest hearing start time is 12pm.

5. Cap: By adding a number to this data field, users may request a cap on the number of hearings for which the available representative may be scheduled for the day.



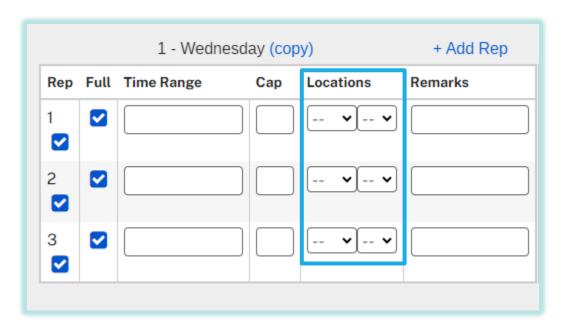
6. Copy: If there are days with identical availability information, use the copy/paste feature to complete multiple days with the same information. Click "copy" on the day to be duplicated and click "paste" on all days with the same schedule. Clicking "done" on the first day will allow a new day's availability information to be copy/pasted.



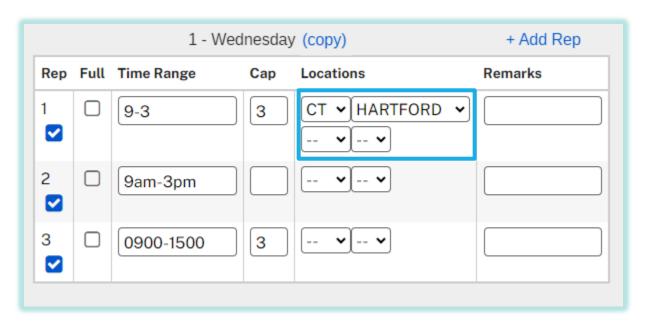
Inputs for Geographic Modification

Locations: DSGs with a geographic modification will have an additional "Locations" field to indicate what hearing office(s) and/or state(s) a representative is available to appear for **in-person or VTC** hearings on that day. If the Location field is left blank, this indicates that a representative is available to appear for in-person or VTC hearings in all HOs in the selected region.

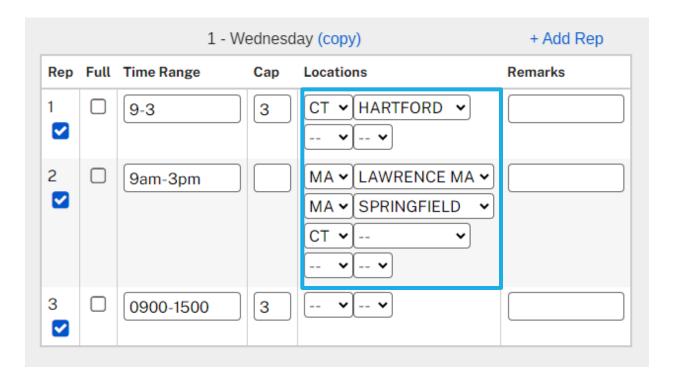
NOTE: The "Location" field only applies to in-person or VTC hearings. Schedulers may use representative availability for telephone and online video hearings anywhere in the selected region without limitation.



- 1. Select the state in which a representative is available to appear for in-person or VTC hearings. A new dropdown box will appear to the right to select a hearing office. Leave this box blank if the representative is available to appear at any hearing office in the selected state.
- **2.** A new dropdown box will also appear below the first box to add another state or hearing office.

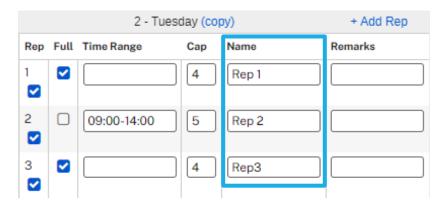


3. Continue using the dropdown boxes to add state(s) and hearing office(s) as needed. In the example below, Rep 1 can only appear for in-person or VTC hearings at the Hartford hearing office. Rep 2 can appear at the Lawrence and Springfield hearing offices and at all hearing offices in Connecticut. Rep 3 can appear anywhere in the selected region.



Inputs for Hybrid Modification

Names: DSGs with a hybrid modification will have an additional "Name" field to identify a specific representative's availability for the purposes of scheduling hearings for cases on remands, supplemental hearings, and continuances. Completing the Name field is optional.



Submitting Availability

At the bottom of the detailed daily availability page, users have the option to either "Save" or "Submit" availability.

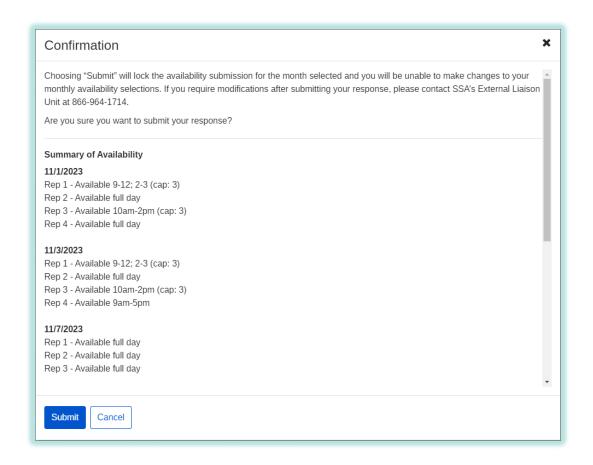
If a user selects "Save," inputs made in the portal will be retained. Users returning to the portal will be able to see their saved inputs and complete their entries before submission.

If a user selects "Submit," a popup screen will appear with a Summary of Availability to review before submission of the availability information to OHO.



"Save" button: Selecting this button will save data input by the user. The user
may leave the portal and return any time prior to submission to make additions
and changes.

2. "Submit" button: Once the detailed daily availability page has been completed, select the "Submit" button. A popup will appear with a "Summary of Availability" to review before submission of the availability information to OHO. Changes may be made to the availability information by clicking "Cancel" and going back to the detailed daily availability page.



3. Once the availability information has been confirmed, click "Submit" on the popup screen. Selecting this button will finalize the monthly availability submission for the DSG, region, and TSM, and send the information to OHO. Once selected, the user will no longer be able to modify availability information through the portal. The user will be able to view the data in a read-only mode. If changes to the monthly availability submission are required, users should contact SSA's External Liaison Unit at 866-964-1714 or by email at:

OHO.NSD.NSS.ELU.General.Inquiries@ssa.gov