

---

# REPRESENTATIVE AVAILABILITY PORTAL

---


User Guide

## Table of Contents

Accessing the Portal .....	3
Initial Landing Page .....	5
Inputting Detailed Daily Availability Data .....	7
<b><i>Detailed Daily Availability Page</i></b> .....	7
<b><i>Detailed Daily Inputs</i></b> .....	8
Submitting Availability .....	14

## Accessing the Portal

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

 Social Security

Sign In

Accounts created **before** September 18, 2021 should enter a Username and Password.

**Username**

[Forgot Username?](#)

**Password**

[Forgot Password?](#)

[Sign in](#)

[Sign in with !\[\]\(49e79cfa277e9d7e6c79d1153273bbd2\_img.jpg\) LOGIN.GOV](#)

[Sign in with !\[\]\(fdd549a2919745576ff381e2403a7d57\_img.jpg\) ID.me](#)

[Learn more](#)

[Create an account](#)

Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns?

You can [contact us](#) to block electronic access to your information at any time, for any reason.

[Privacy and Security](#)

[OMB No. 0960-0789](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

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

**Representative Availability Portal**

Group: --  
Region: --  
Availability Period: --

Monthly Case Cap (optional) [ ] x  
\* Max Reps Per Day [ ] x

Next

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

**Representative Availability Portal**

Group: SoloTestGroup, ConTestGroup, HarriettesGroup, GeoTestGroup, HybridTestGroup  
Region: --  
Availability Period: --

Monthly Case Cap (optional) [ ] x  
\* Max Reps Per Day [ ] x

Next

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

**Representative Availability Portal**

Group: SoloTestGroup  
Region: Region 1, Region 2, Region 3, Region 4, Region 5, Region 6, Region 7, Region 8, Region 9, Region 10  
Availability Period: --

Monthly Case Cap (optional) [ ] x  
\* Max Reps Per Day [ ] x

Next

- 1. Availability Period:** Select the Target Scheduling Month (TSM), including the month and year for which availability is being submitted, from the dropdown list.
- 2. 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.

The screenshot shows the 'Representative Availability Portal' header. Below it, there are three dropdown menus: 'Group' (set to 'SoloTestGroup'), 'Region' (set to 'Region 1'), and 'Availability Period' (set to '11/2023'). A blue box highlights the 'Availability Period' dropdown menu, which is open to show a list of months from 8/2023 to 5/2024. To the right, there are two input fields: 'Monthly Case Cap (optional)' with a value of 0 and 'Max Reps Per Day' with a value of 1. A blue 'Next' button is located at the bottom right of the form.

- 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.

The screenshot shows the 'Availability Calendar' for the group 'Taylor & Assoc.', region 'Region 1', and availability period '11/2023'. The calendar is a grid with columns for Monday through Friday and rows for days 1 through 30. Each day has a checkbox and a label: 'Available' if checked, 'Unavailable' if not. A blue box highlights the checkboxes for Wednesday (11/2023) and Thursday (12/2023), which are checked. To the right of the calendar, there are two input fields: 'Monthly Case Cap (optional)' with a value of 0 and 'Max Reps Per Day' with a value of 1. A blue 'Next' button is located at the bottom right of the form.

Monday	Tuesday	Wednesday	Thursday	Friday
		1 <input checked="" type="checkbox"/> Available	2 <input checked="" type="checkbox"/> Available	3 <input type="checkbox"/> Unavailable
6 <input type="checkbox"/> Unavailable	7 <input checked="" type="checkbox"/> Available	8 <input type="checkbox"/> Unavailable	9 <input checked="" type="checkbox"/> Available	10 <input type="checkbox"/> Unavailable
13 <input type="checkbox"/> Unavailable	14 <input checked="" type="checkbox"/> Available	15 <input type="checkbox"/> Unavailable	16 <input checked="" type="checkbox"/> Available	17 <input type="checkbox"/> Unavailable
20 <input type="checkbox"/> Unavailable	21 <input type="checkbox"/> Unavailable	22 <input checked="" type="checkbox"/> Available	23 <input type="checkbox"/> Unavailable	24 <input type="checkbox"/> Unavailable
27 <input type="checkbox"/> Unavailable	28 <input checked="" type="checkbox"/> Available	29 <input type="checkbox"/> Unavailable	30 <input checked="" type="checkbox"/> Available	

**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.

The screenshot shows the top of the Representative Availability Portal. It features a dark blue header with the SSA logo and the text "Representative Availability Portal". Below the header, there are four columns of information: "Group" (SoloTestGroup), "Region" (Region 1), "Availability Period" (1/2024), and "Monthly Case Cap (optional)" (60). A small "x" icon is next to the case cap input field. Below this, there is a reminder: "\* Reminder: Submitted available hours must be for the time zone of the regional office of the region for which availability is provided." Underneath is a "Monthly Remarks" section with a text area and a character count of "(500 characters maximum)". At the bottom of the text area, it says "Characters remaining: 500".

**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.

3 - Friday (copy)		+ Add Rep		
Rep	Full	Time Range	Cap	Remarks
1 <input checked="" type="checkbox"/>	<input type="checkbox"/>	9-12; 2-3	3	
2 <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
3 <input checked="" type="checkbox"/>	<input type="checkbox"/>	10am-2pm	3	

- 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.



1 - Wednesday (copy)		+ Add Rep		
Rep	Full	Time Range	Cap	Remarks
1 <input checked="" type="checkbox"/>	<input type="checkbox"/>	0900 - 1200, 14	3	
2 <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
3 <input type="checkbox"/>	<input type="checkbox"/>			

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 - Friday (copy)		+ Add Rep		
Rep	Full	Time Range	Cap	Remarks
1 <input checked="" type="checkbox"/>	<input type="checkbox"/>	0900 - 1200, 14	3	
2 <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			
3 <input checked="" type="checkbox"/>	<input type="checkbox"/>	1000 - 1400	3	
4 <input checked="" type="checkbox"/>	<input type="checkbox"/>	0900 - 1700	4	

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.

Rep	Full	Time Range
1 <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
2 <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>
3 <input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="text"/>

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).

Rep	Full	Time Range	Cap
1 <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="9am-12pm"/>	<input type="text" value="3"/>

**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.

Rep	Full	Time Range	Cap
1 <input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="9am-12pm"/>	<input type="text" value="3"/>

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.

1 - Wednesday (copy) + Add Rep

Rep	Full	Time Range	Cap	Remarks
1	<input type="checkbox"/>	0900 - 1200	3	
<input checked="" type="checkbox"/>				
2	<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>				
3	<input type="checkbox"/>			
<input type="checkbox"/>				

2 - Thursday (paste) + Add Rep

Rep	Full	Time Range	Cap	Remarks
1	<input type="checkbox"/>	0900 - 1200	3	
<input checked="" type="checkbox"/>				
2	<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>				
3	<input type="checkbox"/>			
<input type="checkbox"/>				

1 - Wednesday (done) + Add Rep

Rep	Full	Time Range	Cap	Remarks
1	<input type="checkbox"/>	0900 - 1200, 14	3	
<input checked="" type="checkbox"/>				
2	<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>				
3	<input type="checkbox"/>			
<input type="checkbox"/>				

## 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 - Wednesday (copy)						+ Add Rep
Rep	Full	Time Range	Cap	Locations	Remarks	
1	<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text"/>	-- v -- v	<input type="text"/>	
2	<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text"/>	-- v -- v	<input type="text"/>	
3	<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text"/>	-- v -- v	<input type="text"/>	

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.

1 - Wednesday (copy) + Add Rep

Rep	Full	Time Range	Cap	Locations	Remarks
1 <input checked="" type="checkbox"/>	<input type="checkbox"/>	9-3	3	CT ▾ HARTFORD ▾ -- ▾ -- ▾	
2 <input checked="" type="checkbox"/>	<input type="checkbox"/>	9am-3pm		-- ▾ -- ▾	
3 <input checked="" type="checkbox"/>	<input type="checkbox"/>	0900-1500	3	-- ▾ -- ▾	

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.

1 - Wednesday (copy) + Add Rep

Rep	Full	Time Range	Cap	Locations	Remarks
1 <input checked="" type="checkbox"/>	<input type="checkbox"/>	9-3	3	CT ▾ HARTFORD ▾ -- ▾ -- ▾	
2 <input checked="" type="checkbox"/>	<input type="checkbox"/>	9am-3pm		MA ▾ LAWRENCE MA ▾ MA ▾ SPRINGFIELD ▾ CT ▾ -- ▾ -- ▾ -- ▾	
3 <input checked="" type="checkbox"/>	<input type="checkbox"/>	0900-1500	3	-- ▾ -- ▾	

## 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.

2 - Tuesday (copy)						+ Add Rep
Rep	Full	Time Range	Cap	Name	Remarks	
1	<input checked="" type="checkbox"/>		4	Rep 1		
2	<input type="checkbox"/>	09:00-14:00	5	Rep 2		
3	<input checked="" type="checkbox"/>		4	Rep3		

## 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.

The screenshot shows the bottom of the availability page with two buttons: "Save" and "Submit". The "Save" button is highlighted with a blue box and labeled with the number "1". The "Submit" button is highlighted with a blue box and labeled with the number "2". Above the buttons, there are input fields for representatives, with the "Submit" button being active (checked).

1. **“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.

**Confirmation** ✕

Choosing “Submit” will lock the availability submission for the month selected and you will be unable to make changes to your monthly availability selections. If you require modifications after submitting your response, please contact SSA’s External Liaison Unit at 866-964-1714.

Are you sure you want to submit your response?

---

**Summary of Availability**

**11/1/2023**  
 Rep 1 - Available 9-12; 2-3 (cap: 3)  
 Rep 2 - Available full day  
 Rep 3 - Available 10am-2pm (cap: 3)  
 Rep 4 - Available full day

**11/3/2023**  
 Rep 1 - Available 9-12; 2-3 (cap: 3)  
 Rep 2 - Available full day  
 Rep 3 - Available 10am-2pm (cap: 3)  
 Rep 4 - Available 9am-5pm

**11/7/2023**  
 Rep 1 - Available full day  
 Rep 2 - Available full day  
 Rep 3 - Available full day

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](mailto:OHO.NSD.NSS.ELU.General.Inquiries@ssa.gov)