Representative Guide for Communication Utility

Sending Communication by Secure Website



Office of Disability Adjudication and Review

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ODAR COMMUNICATION UTILITY INSTRUCTIONS

The Communication Utility (CU) is a tool which allows external users to securely send a one-way communication to a specific Hearing Office (HO). All communications sent through the CU are sent to an administrative mailbox of the selected HO. The CU is intended for *non-case* related communications, such as a change of address for a representative or a representative's schedule.

The CU is not a utility to send the HO electronic evidence; as such evidence is not routed to the Electronic Folder. Any *case-related* documents MUST be submitted via the Electronic Records Express (ERE) website or another method such as fax.

User Instructions for the Communication Utility

The Communication Utility is available from the **Electronic Records Express Home** page.



Getting Started

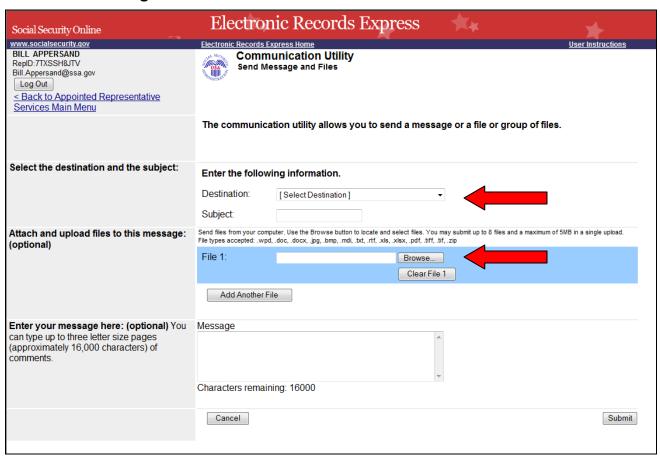
At the **Electronic Records Express Home** page, select the **Communication Utility** link.

The next page displayed is the Communication Utility page.

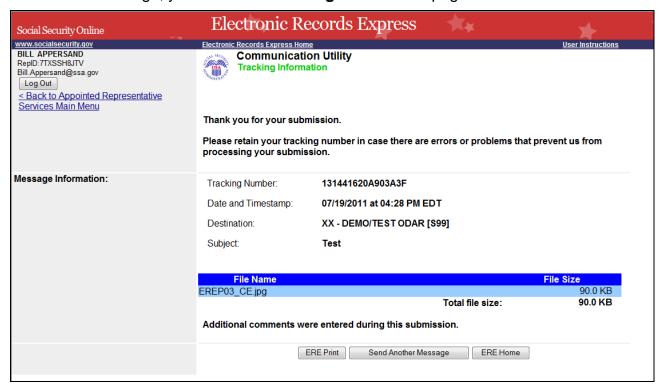
- **Step 1:** Select the HO **Destination** from the drop-down menu. Enter the subject of the communication in the **Subject** box.
- **Step 2:** To attach a document, use the **Browse** button to select the file to send. To send additional files, select **Add Another File**. The file(s) cannot exceed 5 megabytes in size.

NOTES:

- DO NOT SEND DOCUMENTS THAT ARE CASE RELATED. The Communication Utility is for general information purposes only.
- Do not upload documents containing macros (i.e., a set of instructions or scripts that automates tasks). They may cause system problems, which will require you to resubmit your documents without macros.
- **Step 3:** If a narrative is necessary, enter the text in the area marked **Enter your** message here.



Step 4: Select the **Submit** button to send the message. After you submit your message, you receive a **Tracking Information** page.



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	Access Key
Add Another File	2 – 8 (number corresponds to the
	file to be added)
Cancel	n
ERE Home	h
ERE Print	p
Log Out	
Send Another Message	r
Submit	S

Other keyboard commands, hotkeys or access keys will vary based upon the 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. Any assistive devices that you may be using will also have a list of these shortcut keys in their Help section.

Note:

- 1. To use these keys on Windows-based browsers select the **Alt** button on your keyboard and the access key simultaneously. On the Mac, use the **Ctrl** key.
- 2. **Internet Explorer Browser Users Only:** In order to trigger the **Browse** button on the Electronic Records Express Submission pages you will need to use the space bar if you are using keyboard access.