



FAQ for the OAH Participant Portal

The Participant Portal allows electronic access to your case. You can view documents and the status of your case. You may also submit documents to OAH using the portal. The following FAQ was compiled from questions asked during training sessions held in May.

Please feel free to reach out to OAH with any questions (800) 583-8271.

Does OAH have a preference whether we file via the portals or via secure email?

- Yes, OAH would prefer to receive documents via the portal.

Should we upload exhibits in one big packet, or break them up?

- We prefer exhibits in one big packet, but we can accept them either way. The portal does not have the same size restrictions that secure email has. The portal can take an upload up to 1 gigabyte.
- Other documents like pleadings, motions or memos may be uploaded as individual documents or grouped together.

Do we still have to send hard copies to OAH, if we upload to the portals?

- No, uploading the documents in the portal is sufficient.

Do we still have to send hard copies to OAH, if we send via secure email?

- No, emailing the documents is sufficient.

Do we still need to send documents to the other parties?

- Yes. You must still send documents to all other parties listed in the case. Uploading in the portal only counts as service to OAH.

Is the audio accessible through the portal?

- Yes. The audio file from the hearing is accessible in the documents for the case.

Can parties print a document from the portal or just view them?

- Yes, you open the document, save it to a different location, and print it out.

How long will case documents stay in the portal?

- You are able to access the documents for up to 4 years.

Once we upload a document, how long does it take for OAH to accept the document?

- OAH will look at the document within 24 hours (business days).
- You will get credit for filing on the date you upload the document even if OAH does not take action until the next day.



If I'm filing a motion on the day it is due, will it be "filed" that day?

- You will get credit for filing on the date you upload the document through the portal.

Who at OAH rejects or accepts an uploaded document?

- OAH staff will accept or reject a document. However, no document will be rejected without the judge's permission.

If something is uploaded by mistake, is there a way to remove the document before it is seen?

- No. You would need to call OAH at (800) 583-8271 to remove the document.

Will the all parties in a case see everything that is uploaded?

- Once a document is approved by OAH, all parties can view the document in the portal. If a document has not yet been approved or has been rejected, other parties may not open or view that document.

Can a reconsideration be uploaded to the portal?

- No. As soon as a case is closed, documents cannot be uploaded.

Can an appeal be uploaded to the portal?

- No. OAH must have created the case and assigned a docket number in order for documents to be uploaded.

Can the portal be accessed using Internet Explorer or only Google Chrome?

- The portal will work using Internet Explorer.

Does uploading a document send any kind of notice to the opposing party for the purposes of service?

- There are no notifications at this time. Parties must still use other methods to serve each other. Uploading in the portal only counts as service to OAH.

When something is rejected, how is the user who uploaded it informed?

- There are no notifications in the portals right now. The user must log back in and manually check to see the status of their documents.

Is there a record of who may have accessed a case, at any given time?

- Not right now.

I have a paralegal that helps with filing documents. Will they be able to see all of my cases?

- Yes, in the Participant Portal. They will create their own SAW account and simply use your participant identifier and one of your docket numbers. Then all of your cases (open and closed) will display on the dashboard.



- Users can create multiple SAW accounts. The only requirement is the user needs to register with an alternate email address.

Is the participant identifier the same as the client ID?

- No. The participant identifier is a unique number assigned by OAH.

As more cases are added to the portal, is there the ability to sort and hide them?

- No. OAH is working on an enhancement for the Participant Portal to allow users to filter and sort the dashboard.

Will cases automatically be added to the dashboard once we put in a Notice of Appearance?

- Yes. All cases for a specific Participant Identifier automatically populate on the dashboard in the Participant Portal.

Is there a way to see associated cases in the Participant Portal?

- Not right now.