



FAQ for the OAH Referring Agency Portal

OAH has a portal for Referring Agencies. This allows electronic access to view and upload documents for their caseloads. 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 need to mark and number the exhibits anymore?

- Yes, please continue what you have been doing. Each agency is slightly different.

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

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

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

- No, emailing the documents is sufficient.

Do we still need to redact documents?

- Yes. Please continue what you have been doing.

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.

Can the reports in the portal be exported to Word or Excel?

- Not at this time.

What if the same appellant has cases with multiple agencies? Will the other agencies be able to see my case?

- No, other agencies cannot see your case unless you give them access through the Universal Group. (For example, giving the AAG access to your cases.)



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.

What if an AAG is assigned to more than one agency?

- Each agency would need to authorize the AAG to view their cases.

Can I see a coworker's cases?

- Yes. All active cases show on the dashboard. (As a note, in the participant portal, you cannot see your coworker's cases. You can only see the cases where you are a participant.)

Are we able to upload a document to a co-worker's docket?

- Yes. You are able to access any active case from your caseload/program from the dashboard.

Some exhibits and reports are several hundred pages long. What process should we use to add the exhibits directly to the portal to avoid the email attachment capacity issues?

- You are able to add documents up to 1 gig through the portal. However, OAH must have created the case in order to upload documents via the portal.

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 Appellant 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.

What if a "Protective Order" or an "Order Sealing" from the public is issued in the case?

Are documents uploaded via PRISM kept confidential from the public?

- For public disclosure requests, OAH applies exemptions when it is allowed. OAH redacts, when applicable, before releasing documents to the public.

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

- Not right now.

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