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## Using the Participant Portal (Detailed Guide)

**IMPORTANT!** This guide assumes you have logged into SAW and opened the Participant Portal.

If you have not created a Secure Access Washington (SAW) account and added the Office of Administrative Hearings (OAH) Participant Portal then please follow one of these guides:

- Creating a SAW account and adding the Participant Portal (English) – [Quick Guide](#) or [Full Guide](#).
- Creating a SAW account and adding the Participant Portal (Español) – [Quick Guide](#) or [Full Guide](#).

For help, please call **+1-800-583-8271** between 7am and 5pm Monday to Friday, except holidays.

**NOTE:** You do not attend your hearing on the Participant Portal.

Most hearings are held over the phone. Check your Notice of Hearing – you will either have to confirm your phone number (referred to as a “check-in”) and the judge will call you or be required to dial-in to a conference call for your hearing.

[Quick User Guide](#) – Click this link to open the simplified guide.

### 1. Participant Portal Home Page

Once you have opened the Participant Portal and added your first docket, you will land at the home page.

This page is broken down into three sections:

- **Your Information**  
Summary of your SAW account details.
- **OAH Participant Details**  
Summary of your Participant Details, this is the contact information that OAH has on file for you.  
**NOTE:** It may be different from the information you have already provided to other agencies.
- **Your Cases (# Items)**  
Key details for each appeal that is on file for you with OAH, if you have more than one appeal on file, the “# Items” will show the number of appeals, for example “Your Cases (3 Items)”.

#### 1.1 Add Case

Your Participant Portal will show all dockets where you are a party. (This works by linking your Participant ID to Dockets.)

Occasionally you may need to add another docket (either for a different PID or if you have removed all dockets from your Portal).

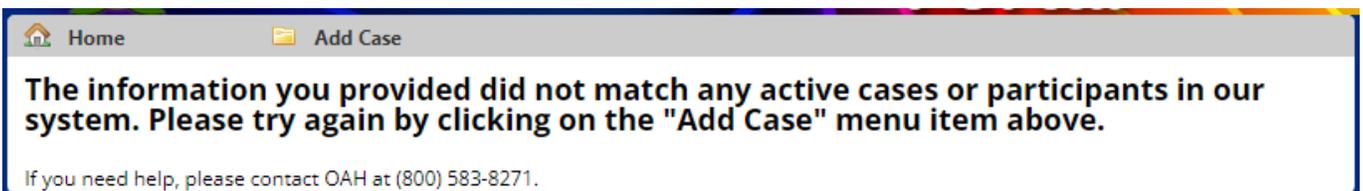
**1.1.1** Click the Add Case button at the top left of your Portal home page.



1.1.2 Enter the Docket and Participant ID (PID) that you wish to add, then click the **Continue** button:

This screenshot shows the "Add Your Case" form on the PRISM Participant Portal. The form has a blue header with a dropdown arrow and the text "Add Your Case". Below the header, it says "Enter the following to access your case information:". There are two input fields: "Docket Number" and "Participant Identifier". Both fields are currently empty. A "Continue" button is located at the bottom right of the form.This screenshot shows the "Add Your Case" form with the input fields filled. The "Docket Number" field contains the text "286962" and the "Participant Identifier" field contains the text "534966". The "Continue" button is still visible at the bottom right.

**NOTE:** If the docket and PID are already listed on your Portal, you will see an error message when you click **Continue**. If you see this error message, either click **Home** or **Add Case** (to try again).



## 1.2 Your Information Section

1.2.1 This section includes information associated with your SAW account.

Your Information		
Secure Access Washington Account Information		
Name	User Name	Email Address
Audrey Hepburn	Audre30	Audrey.Hepburn@oah.wa.gov

## 1.3 OAH Participant Details Section

This section contains the details OAH has on file for you, including your mailing address and contact details.

You can also add new phone numbers or email addresses.

OAH Participant Details				
Participant Identifier	Participant Name			
534966	Audrey Hepburn			
Address				
12345 Sunshine Dr , Tacoma, WA 98404				
Contact Information			Primary Contact	Hearing Reminder Opt-In
<a href="#">Delete</a>	Email Address	audrey.hepburn@oah.wa.gov	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<a href="#">Delete</a>	Mobile Phone	(360) 555-1234	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<a href="#">Add Contact Information</a>				

1.3.1 There are 4 areas in the Participant Details section:

- (1) **Participant Identifier** – Unique number that identifies your participant record.
- (2) **Participant Name** – Your name.
- (3) **Address** – Your mailing address. OAH will send all documents including the judge’s order to this address.

**NOTE:** If the address needs to be updated call **+1-800-583-8271**.

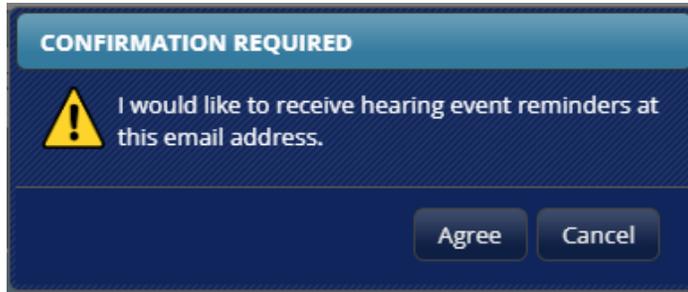
- (4) **Contact Information** – A list of all your telephone numbers and email addresses on file.

If any of the details listed are no longer valid, click the [Delete](#) link to remove them.

If any details are incorrect, delete them, then add the correct details – see 3.2 below.

- **Primary Contact** – If checked this will be your primary contact number.
- **Hearing Reminder Opt-in** – If checked a reminder will be sent 72 hours before your hearing (to the phone number or email address listed).

If you check the box you will be asked to confirm that you want to received the Alert Reminder, click Agree to be sent the reminder:



### 1.3.2 Add Contact Information

You can provide additional contact information.

*Please ensure there is a primary phone number and email address on file.*

Optional Hearing Reminders are sent to you by text or email –these may help ensure you do not miss your hearing. Reminders are sent 72 hours before the hearing starts.

**1.3.3** To add personal information, click the **Add Contact Information** button, this will open another window, Add Contact Item.

OAH Participant Details				
Participant Identifier	Participant Name			
534966	Audrey Hepburn			
Address				
12345 Sunshine Dr., Tacoma, WA 98404				
Contact Information				
Delete	Email Address		Primary Contact	Hearing Reminder Opt-In
	audrey.hepburn@oah.wa.gov		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Delete	Mobile Phone			
	(360) 555-1234		<input checked="" type="checkbox"/>	<input type="checkbox"/>
Add Contact Information				

**Add Contact Item** [X]

Contact Type:

Contact Value:

Save Cancel

**1.3.4** In the **Contact Type** field, you may select:

- **Home Phone**
- **Mobile Phone**
- **Fax Number**

- **Business Phone**
- **Email Address**

Select the Contact Type, then enter the corresponding value (phone number or email address).

**1.3.5** Check **Primary Contact** information as your preferred primary contact information.

**1.3.6** For email addresses and mobile phone numbers, you can also click **Hearing Reminder Opt-In**. Checking this box will send a reminder 72 hours before your hearing.

Finally click the **Save** button (or **Cancel** if you do not wish to save the changes).

## 2. Your Cases (view appeal details including documents on file)

There are ten columns in the Your Cases section:

Your Cases (1 Items)									
Action	Office	CaseLoad	Docket #	Case Name	Program	Docket Name	Appeal Filed Date	OAH Received Date	Case Status
<a href="#">View Details</a>	Spokane OAH	ESD	286962	Audrey Hepburn	Unemployment Insurance	ESD Docket	12/1/2023	12/12/2023	Active

- (1) Action – This column will always show “View Details” and is a link to the details for that docket.
- (2) Office – This indicates the OAH office that is managing your appeal.
- (3) Caseload – Indicates the referring agency for your appeal (this will be the acronym for that agency).
- (4) Docket # - The docket number assigned to this appeal.
- (5) Case Name – The individual who is affected by the decision, even if they are not the person who filed the appeal.
- (6) Program – the referring agency program that the decision (and appeal) fall under.
- (7) Docket Name – the OAH docket name.
- (8) Appeal Filed Date – The date that the appeal was filed.
- (9) OAH Received Date – the date OAH received the file, this will be different from the Appeal Filed Date if the appeal was not filed directly with OAH.
- (10) Case Status – If “Active” your appeal is still open, pending the hearing taking place.

To view the details for any docket, click the **View Details** link. See Section 5 for a breakdown of the View Details screen.

### 3. View Details

Click the View Details link for any docket to see more details for that docket. This screen is split into three sections:

- **Case Details for Docket #**  
Summary information about this docket. This section will include the referring agency’s reference number (if applicable).
- **Case Participants, Scheduled Events and Case Orders**  
This section lists all the *Case Participants* to the hearing; it can be just the appellant but sometimes includes a respondent and/or an agency representative. *Scheduled Events* will list the date and time of any hearing. Some events do not require participants to attend (such as document reviews by the judge). If the judge has issued their decision (an order), summary details will be listed in the *Case Orders* section. To see the order in full, use the Electronic Documents section.
- **Electronic Documents**  
This is an important section! It allows you to view any existing documents, including audio recordings of hearings. You can also upload additional files for your judge to consider. **NOTE:** If you upload documents to the OAH Participant Portal you still need to serve them on any other party to the hearing (other party’s contact details are listed in the Notice of Hearing).

### 3.1 Case Details

Here is a brief explanation about each field in the Case Details section.

Case Details for Docket 286962				
Caseload	Case Name	Assigned Judge	Identifier Type	Identifier Value
ESD	Audrey Hepburn			
Program	Office	Docket Name	Status	
Unemployment Insurance	Spokane OAH	ESD Docket	Active	
Appeal Filed Date	OAH Received Date	Office Received Date	Disposition	
12/1/2023	12/12/2023	12/12/2023	Not Available	

- **Caseload** – An abbreviation for the type of hearing (i.e. ESD is Employment Security Department).
- **Case Name** – The name of the person who is the subject of the decision being appealed. This means the person who applied to an agency and who was denied and appealed the denial OR was approved but another party has challenged the decision.
- **Assigned Judge** – The name of the Administrative Law Judge assigned to the case.
- **Identifier Type** – This field will describe the Identifier Value – usually a reference from the source agency that helps them to identify the case details on their system.
- **Identifier Value** – The identifying number described above.
- **Program** – This is the program under the caseload. For example, Unemployment Insurance is a program in the Employment Security Department.
- **Office** – This is the OAH office handling your appeal.
- **Docket Name** – Helps OAH categorize the case and process according to the rules for that caseload.
- **Status** – A case may be active or closed. Closed means the appeal has been concluded with the judge’s order to follow.
- **Appeal Filed Date** – The date the appeal was first filed (whether with OAH or the referring agency).
- **OAH Received Date** – The date OAH received your appeal. (Often it takes the referring agency a little time to process the appeal and send it to OAH.)
- **Disposition** – Indicator of the appeal outcome, such as Affirmed, Denied, Dismissed, etc.



Remember the Office of Administrative Hearings (OAH) is independent from the agency who made the initial decision. While our judges apply the appropriate laws for each agency, caseload or program, we remain impartial during your hearing and strive to be fair to all parties.

### 3.2. Case Participants, Scheduled Events and Case Orders

Here is a brief explanation about each field in the Case Participants, Scheduled Events and Case Orders sections.

▼ Case Participants										
Name	Type	Language	Business Name							
Audrey Hepburn	Appellant - Claimant	English								

▼ Scheduled Events										
Event Type	Docket Name	Participation	Event Start Date	Judge	In-Person Location	Event Outcome	Continuance Req Date	Continuance Req By	Continuance Req Reason	Interpreter Scheduled
Hearing	ESD Docket	WebEx	12/14/2023 1:30 PM			Complete				

▼ Case Orders		
Order	Disposition / Reason	Mail Date
ESD Initial Order	Affirmed	12/15/2023

### 3.2.1 Case Participants

This section provides summary details of each person or business involved in the appeal. It often includes a representative for the decision making agency.

▼ Case Participants			
Name	Type	Language	Business Name
Audrey Hepburn	Appellant - Claimant	English	

- **Name** – First and Last name of each participant.  
If the party is a business, this field may be empty, unless OAH has been provided with a specific contact for the business.
- **Type** – The role of each participant, usually one of these:
  - **Appellant** – person who filed the appeal.
  - **Respondent** – person responding (opposing) the appeal.
  - **Agency Representative** – person who will represent the originating agency at the hearing.
  - **Interpreter** – if a party’s first language is not English, an interpreter can be provided free of charge.
- **Language** – The first language spoken by each participant.  
**NOTE:** If your first language is not English, please call on +1-800-583-8271.
- **Business Name** – The name of the business involved with the appeal (if applicable).

### 3.2.2 Scheduled Events

This section lists all hearings and similar events scheduled with OAH. Most hearings require the participants to attend, but some events only require the judge to take action (such as a review of documents).

- **Event Type** – The type of event (for example Hearing or Prehearing).
- **Docket Name** – An abbreviated name to help OAH identify the case type.

- **Participation** – The method used for participating in the hearing. Check your Notice of Hearing for details.

Examples:

- WebEx - A telephone conference call, you must dial-in.
- Teams – Also a telephone conference call for which you dial-in.
- By Phone – You will receive a call but prior to the hearing must confirm which number to use.

**NOTE:** *If you are not connected with the judge within 15 minutes of the start time, you may be defaulted (which can mean the hearing does not take place).*

- **Event Start Date** – The date and time of your event (such as your prehearing or hearing).
- **Judge** - The name of the Administrative Law Judge assigned to the case.
- **In-Person Location** – If hearing is in person the physical location will be displayed.
- **Event Outcome** – If the appeal has been concluded, the outcome will be listed.
- **Continuance Req Date** – The date a continuance was requested (if applicable).
- **Continuance Req By** – The person who requested the continuance (if applicable).
- **Continuance Req Reason** – The reason a continuance was requested (if applicable).
- **Interpreter Scheduled** – Displays if an interpreter was scheduled (if your first language is not English, call **+1-800-583-8271** to schedule an interpreter, free of charge).

Scheduled Events										
Event Type	Docket Name	Participation	Event Start Date	Judge	In-Person Location	Event Outcome	Continuance Req Date	Continuance Req By	Continuance Req Reason	Interpreter Scheduled
Hearing	ESD Docket	WebEx	12/14/2023 1:30 PM			Complete				

### 3.2.3 Case Orders

After a hearing has been processed (for example, concluded, continued or withdrawn) the judge will issue an order. This section lists all published orders for this appeal.

Case Orders		
Order	Disposition / Reason	Mail Date
ESD Initial Order	Affirmed	12/15/2023

- **Order** – Description of the order type.
- **Disposition / Reason** – Indicator of the case outcome (such as Affirmed, Denied, Dismissed, etc).
- **Mail Date** – The date the order was mailed.

**NOTE:** Documents are available on the Participant Portal from the mailing date.

### 3.3. Electronic Documents

This section is where you view the documents – including audio recordings from any hearings – for this appeal. You may also upload documents that you would like the judge to consider – but you must also serve them to any other party (see Notice of Hearing for their mailing address).

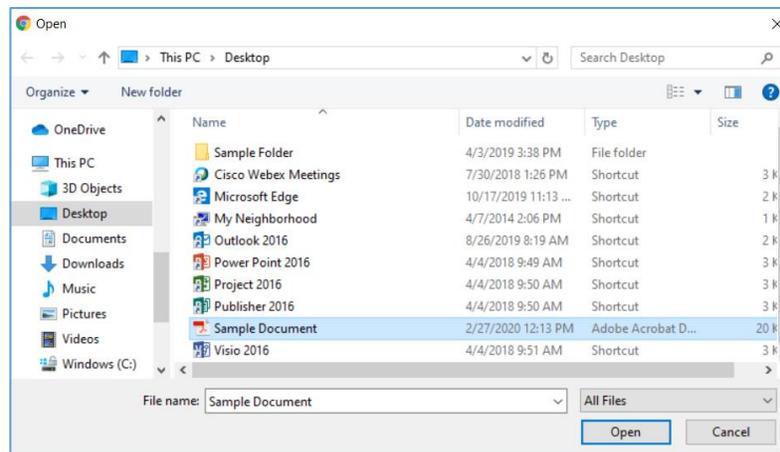
### 3.3.1 Upload Files

To upload files, click on the **Choose File** button and browse to the file on your computer.



**NOTE:** The steps to locate your files may vary according to the device you are using. The example below is using a laptop computer.

#### 3.3.1.1 Navigate to the file location on your device and select the file – click the “Open” button.



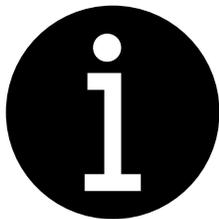
#### 3.3.1.2 Add a descriptive title for the document in the Title field.



#### 3.3.1.3 Check the details and when you are sure that they are correct, click the **Upload** button.

The document will now appear in the “Uploaded Documents waiting for OAH review” section. If approved, it will move to the “Case Documents” section (see below for more details).

Uploaded Documents waiting for OAH review		
Title	Filename	Date Uploaded
Sample Document	286962.165958827.docx	12/13/2023 4:59:58 PM



It is your responsibility to redact (black out) confidential information before you upload documents. Once a document is added to the record (that is, approved by OAH) then every who is a part of the appeal can see it. For example, you may not want everyone to see your bank account information or your social security number. *We want to protect your information.*

Certain appeals also require a signed [Disclaimer form](#) (Español [Disclaimer form](#)) to be filed with your documents. Please call OAH at **+1-800-583-8271** for further information.

### 3.3.2 Case Documents

This section displays all of the documents in your case including the Notice of Hearing, exhibits (evidence) and audio recordings from any hearings.

**NOTE:** Clicking on a file will download it to your device.

- **Filename** – the OAH name for each document (it will always start with the docket number).
- **Document Type** – A description of the document type.
- **Document Date** – the date the document was approved or added to Case Documents.
- **Uploaded Date** – the date the document was uploaded.

Case Documents			
Filename	Document Type	Document Date	Uploaded Date
<a href="#">032020DCS30599.112521875.pdf</a>	Request for Hearing/Appeal	3/24/2020	3/27/2020 11:25 AM
<a href="#">032020DCS30599.112549462.pdf</a>	Notice of Hearing	3/25/2020	3/27/2020 11:25 AM
<a href="#">032020DCS30599.135012171.pdf</a>	Exhibits	3/31/2020	3/31/2020 9:12 AM

### 3.3.3 Uploaded Documents waiting for OAH review

This section shows documents that you have uploaded.

OAH must review and approve each document as being relevant to the matters under appeal. Approved documents become part of the record.

**NOTE:** Certain documents, while received and processed, are not added to the record; this could be linked to a request to expedite (schedule sooner) the hearing.

Uploaded Documents waiting for OAH review			
Title	Filename	Date Uploaded	Uploaded By
Sample Document #1	085637.104250196.pdf	3/30/2020 10:42:50 AM	Tarisse Injerd

### 3.3.4 Rejected Documents

If OAH rejects a document that you uploaded, it will display here.

It will also show the reason the file was rejected and the date it was rejected.

This section can include documents not relevant to the appeal itself, such as documents relating to a request to expedite the hearing. Any such documents have still been processed, but do not become part of the appeal record.

**NOTE:** Not all appeal types have a process to expedite (schedule sooner) a hearing.

Rejected Documents				
Title	Filename	Reason Rejected	Date Uploaded	Date Rejected
Sample Document	286962.165958827.docx	Sample rejected document	12/13/2023 4:59:58 PM	12/14/2023 10:31:07 AM

## 4. Remove Account

**NOTE:** This function only removes all dockets that you have added to your Participant Portal account, it does not delete your Participant Portal account, nor does it remove the service from your SAW account.

**4.1** If you wish to clear all dockets associated to your account, click the **Remove Account** button.

**4.2** Click **Confirm**.

If you change your mind and want to add dockets after you've removed them, you will need to follow the **Add Case** steps in these instructions again.

The screenshot shows the PRISM Participant Portal interface. At the top, there is a navigation bar with 'Home' and 'Add Case' buttons. Below this is a section titled 'Your Information' containing two tables: 'Secure Access Washington Account Information' and 'OAH Participant Details'. A red arrow points to the 'Remove Account' button in the top right corner of the 'Your Information' section. A confirmation dialog box is overlaid on the bottom right, titled 'CONFIRMATION REQUIRED', with a yellow warning icon and the text: 'I do not want to use the OAH Participant Portal. Remove my account.' The dialog box has 'Confirm' and 'Cancel' buttons at the bottom, with a red arrow pointing to the 'Confirm' button.

## Still need help?



Call OAH at **+1-800-583-8271** or,



Visit [www.oah.wa.gov](http://www.oah.wa.gov).