

Electronic Records Express User Guide for Track Status of Submissions



February 2012

Table of Contents

Table of Contents	2
Overview	3
Search Page	3
Inquiry Results Page	4
Details Page	5
Track Status of Submission Instructions.....	6
Search by Tracking Number	7
Search by Request ID.....	9
Search by Claimant's SSN.....	11
Search by Submission Date, Status, or Site	13
Search by Submission Date, Status, or Site	16
Access Keys	19

Electronic Records Express Track Status of Submissions

Overview

The Electronic Records Express (ERE) Track Status of Submissions application allows ERE users to view the status of submissions. You can search for information about your ERE submissions. You can select from multiple search criteria: **Tracking Number, Request ID (RQID), Claimant's SSN, Date of Submission** and **Status of Submission**.

The Track Status of Submissions application is comprised of the following pages:

- **Search** Page
- **Results** Page
- **Details** Page

Search Page

You can search for information about your submissions within the past 180 calendar days after entering one or more of the following criteria on the **Search** page:

- **Tracking Number**—The Tracking Number is a unique number assigned to a submission. When tracking a submission by **Tracking Number**, all other fields are disabled.
- **Request ID (RQID)**—The **RQID** is a unique identifier located on the request letter near or on the barcode. When tracking a submission by RQID, all other fields are disabled. The **RQID** is case sensitive.
- **Claimant's SSN**—You can search by entering your client's Social Security Number (**SSN**).
- **Date, Status or Site**
- **Date** - a search by Date may be made by choosing one of the following Date options:
 - **Last 45 days**—Tracks submissions made within the last 45 days of the search date.
 - **Single Day** (date must be within 180 calendar days from the current date)
 - **Date of Submission**
 - **Start Time** (Eastern Time)

- **End Time** (Eastern Time)
- **Date Range** (date must be within 180 calendar days from the current date)
 - **From Date** (Eastern Time)—The start date for your search. Note that this date must be within 180 calendar days from the current date
 - **To Date** (Eastern Time)—The end date when a search within a certain time period is to be performed.
- **Status**—Search All submissions within the past 180 calendar days or choose one of the following statuses:
 - Sent—your successful submissions within the past 180 days
 - Error—your failed submissions within the past 180 days
 - Contacted—your submissions within the past 180 days that required ERE Tech Support to contact you
- **Site** – Search All submissions within the past 180 days or choose of the following:
 - State—Tracks submissions for a specific State within the past 180 days
 - Site Code—Tracks submissions for a Site Code within the past 180 days

Note: The radio buttons for **Search by date**-Last 45 days, **Search by status**-All, and **Search by site**-All are automatically selected when you choose **Track Status of Submissions** from the **Electronic Records Express Home** page.

Inquiry Results Page

The Inquiry **Results** page displays the following information about your submissions from the past 180 calendar days:

- **Tracking Number**—A unique number generated by ERE to identify the submission.
- **Date and Eastern Time**—The date (Eastern Time) you submitted to the ERE website.
- **Status**—The status displayed in this column will be one of the following:
 - Sent—Your submission was successfully sent.
 - Error—Your submission failed.
 - Contacted—A problem occurred with your submission and you were contacted by ERE Tech Support
 - Processing—Your submission is being processed.
- **Site Code**—The Site Code where you sent your submission

- **Last 4 of SSN**—The last four digits of the Claimant’s Social Security Number.
- **RQID**—Request ID

Note: You can sort each column in ascending or descending order by selecting the column heading.

Details Page

The **Details** page displays details of your submission from the **Tracking Number** selected from the **Results** page.

The **Details** page displays the following submission information:

- **Tracking Number**
- **Submission Date and Eastern Time**
- **Submission Status**
- **Site Code**
- **Last 4 of SSN**
- **Number of Files Uploaded**
- **RQID (Request ID)**
- **Filename**—The name of your uploaded file, including its extension.
- **File Status**—The status displayed will be one of the following:
 - Sent—Your successfully submissions
 - Error—Your failed submissions
 - Contacted—Submissions that required ERE Tech Support contact you
 - Processing—Your submission is being processed.
- **File Size**—The size of the file in bytes.

Track Status of Submission Instructions

From the Electronic Records Express Home page, select **Track Status of Submissions** under the **Appointed Representative Services** heading.

Electronic Records Express Homepage

The screenshot displays the Electronic Records Express homepage. At the top, there is a red header with the text "Social Security Online" and "Electronic Records Express". Below the header, the main content area is divided into several sections. On the left, there is a user profile for "KENNETH MOORE" with a "Log Out" button and a link to "Back to Appointed Representative Services Main Menu". In the center, under the heading "Appointed Representative Services", there is a list of links: "Access Claimant's Electronic Folder" (with a sub-link "Pickup Files"), "Send Response for Individual Case", "Track Status of Submissions", "Communication Utility", and "Get Hearing Office Status Report". A large red arrow points to the "Track Status of Submissions" link. On the right, there is a "Bulletin Board" section with a "What's New?" link and contact information for more information.

You may search by entering the **Tracking Number**, **Request ID**, other **date** choices, **site** code, or submission **status**. When searching a submission by **Tracking Number** or **Request ID** all other fields are disabled.

Search by Tracking Number

Note: When tracking a submission by Tracking Number all other fields are disabled.

Step 1—Enter the **Tracking Number** in the first block. The **Tracking Number** is the unique number assigned to your original submission.

Step 2—Select the **Search** button.

Search by Confirmation Number—Steps 1 and 2

The screenshot shows the 'Track Status of Submissions' page on the Social Security Online Electronic Records Express. The page has a red header with the title and a blue navigation bar. On the left, there is a user profile for BILL APPERSAND with a 'Log Out' button and links to 'Back to Appointed Representative' and 'Services Main Menu'. The main content area is titled 'Track Status of Submissions' and 'Search Submissions'. It contains four numbered search options, each with a text input field. A green callout bubble points to the first input field with the text 'Enter the Tracking Number'. Below the search options are three radio button groups for 'Search by date', 'Search by status', and 'Search by site'. At the bottom, there are 'Cancel', 'Reset to Default', and 'Search' buttons.

Social Security Online
Electronic Records Express

www.socialsecurity.gov Electronic Records Express Home User Instructions

BILL APPERSAND
ReplD:7TXSSH8JTV
Bill.Appersand@ssa.gov
Log Out
< Back to Appointed Representative
Services Main Menu

To view your submissions enter search criteria into one of the four sections.
Please note that you can only search for submissions from the past 180 days.

Track Status of Submissions
Search Submissions

1. Search for a specific submission by entering the Tracking Number:
2. Search submissions by entering the RQID (Request ID) found on the request letter or barcode: (case sensitive)
3. Search submissions by entering the Claimant's SSN found on the request letter or barcode:
4. Search submissions by using the following options:

Search by date: Last 45 Days Single Day Date Range

Search by status: All Sent Error Contacted

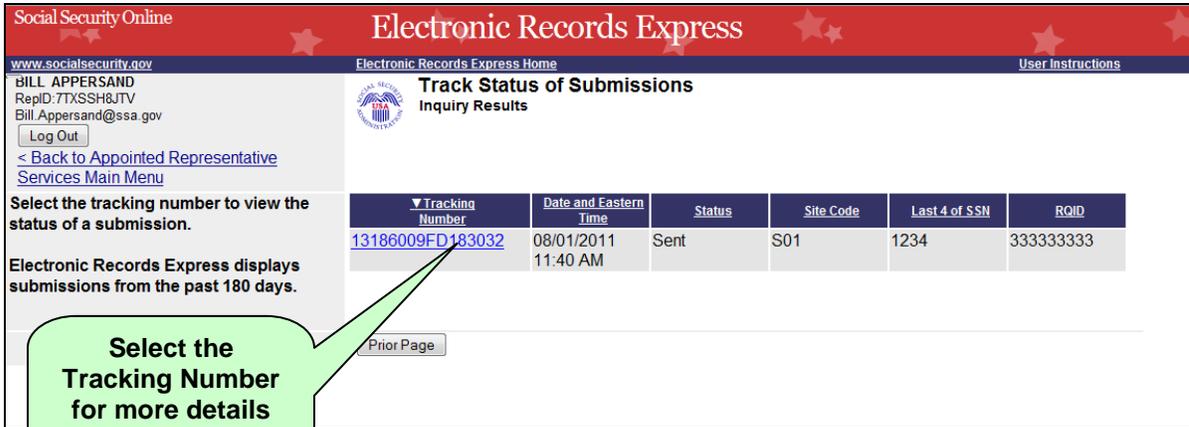
Search by site: All State Site Code

Cancel Reset to Default Search

Enter the Tracking Number

Step 3—View the inquiry results on the **Inquiry Results** page. Select the **Tracking Number** hyperlink to go to the **Inquiry Results Details** page.

Search by Tracking Number—Step 3



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Electronic Records Express Home
User Instructions

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RepID:7TXSSH&JTV
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Log Out
< Back to Appointed Representative
Services Main Menu

Select the tracking number to view the status of a submission.
Electronic Records Express displays submissions from the past 180 days.

Track Status of Submissions Inquiry Results

Tracking Number	Date and Eastern Time	Status	Site Code	Last 4 of SSN	RQID
13186009FD183032	08/01/2011 11:40 AM	Sent	S01	1234	33333333

Prior Page

Select the Tracking Number for more details about the submission.

Step 4—View submission details on the **Inquiry Results Details** page. You may select **Prior Page** to return to the **Inquiry Results** or **Start New Search** to begin a new search for submissions.

Search by Tracking Number—Step 4



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Services Main Menu

Track Status of Submissions Inquiry Results - Detail

Tracking Number	13186009FD183032
Submission Date and Eastern Time	08/01/2011 11:40 AM
Submission Status	Sent
Site Code	S01
Last 4 of SSN	1234
Number of User Uploaded Files	1
RQID(Request ID)	33333333

Filename	File Status	File Size
1 KB _bmp.bmp	SENT	1 KB

Prior Page Start New Search

Select Start New Search to return to the Search Page

Step 3—Select the **Tracking Number** hyperlink to obtain details about the submission.

Search by Request ID—Step 3

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 Log Out
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 Services Main Menu

Track Status of Submissions
 Inquiry Results

Select the tracking number to view the status of a submission.
 Electronic Records Express displays submissions from the past 180 days.

Tracking Number	Date and Eastern Time	Status	Site Code	Last 4 of SSN	RQID
1311EA5A606D05A0	07/12/2011 10:00 AM	Sent	T21	0404	888888888
1311A15EACE69BD9	07/11/2011 12:45 PM	Processing	T21	0404	888888888

Prior Page

Select the Tracking Number hyperlink for more details.

Step 4—View submission details. You may select **Prior Page** to return to the **Inquiry Results** or **Start New Search** to begin a new search for submissions.

Search by Request ID—Step 4

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 Services Main Menu

Track Status of Submissions
 Inquiry Results - Detail

Tracking Number	1311A15EACE69BD9
Submission Date and Eastern Time	07/11/2011 12:45 PM
Submission Status	Processing
Site Code	T21
Last 4 of SSN	0404
Number of User Uploaded Files	8
RQID(Request ID)	888888888

Filename	File Status	File Size
Test_wpd_x4.wpd	Processing	604 KB
PWATTORNEY.doc	Processing	24 KB
hills.bmp	Processing	75 KB
ERAE_test.txt	Processing	1 KB
ERAE_test.txt	Processing	1 KB
documentx.docx	Processing	10 KB
Blue hills.jpg	Processing	28 KB
Blue hills.jpg	Processing	28 KB

Prior Page Start New Search

Search by Claimant's SSN

Note: When searching a submission by Claimant SSN all other fields are disabled.

Step 1 – Enter the Claimant's SSN found on the request letter or barcode.

Step 2 – Select the **Search** button.

Search by Claimant SSN - Steps 1 and 2

The screenshot shows the 'Track Status of Submissions' page on the Social Security Online portal. The page has a red header with 'Electronic Records Express' and a blue navigation bar with 'Electronic Records Express Home' and 'User Instructions'. The user is logged in as BILL APPERSAND. The main content area is titled 'Track Status of Submissions' and 'Search Submissions'. It contains four search options, each with a text input field:

1. Search for a specific submission by entering the Tracking Number: [input field]
2. Search submissions by entering the RQID (Request ID) found on the request letter or barcode: (case sensitive) [input field]
3. Search submissions by entering the Claimant's SSN found on the request letter or barcode: [input field]
4. Search submissions by using the following options:

Below the search options are three sets of radio buttons for filtering:

- Search by date: Last 45 Days Single Day Date Range
- Search by status: All Sent Error Contacted
- Search by site: All State Site Code

At the bottom are buttons for 'Cancel', 'Reset to Default', and 'Search'. Two green callout boxes are present: one pointing to the third search option with the text 'Enter the Claimant's SSN', and another pointing to the 'Search' button with the text 'Select the Search button.'

Step 3 – Select the **Tracking Number** hyperlink to obtain details about the submission.

Search by Claimant's SSN – Step 3

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 Bill.Appersand@ssa.gov

[< Back to Appointed Representative Services Main Menu](#)

Track Status of Submissions
Inquiry Results

Select the tracking number to view the status of a submission.

Electronic Records Express displays submissions from the past 180 days.

Tracking Number	Date and Eastern Time	Status	Site Code	Last 4 of SSN	RQID
12FE074B85EF422D	05/11/2011 03:07 PM	Sent	S02	1111	111qqqq
12C0D468E201FAF6	11/02/2010 11:49 AM	Error	V76	1111	20101015TestMac
12C0D1B99831B085	11/02/2010 11:03 AM	Error	V76	1111	20101018TESTMAC
1290323DC4C53649	06/04/2010 09:26 AM	Processing	S01	1111	111111111111111

Select the Tracking Number hyperlink for more details.

Step 4 – View submission details. You may select **Prior Page** to return to the **Inquiry Results** or **Start New Search** to begin a new search for submissions.

Search by Claimant's SSN – Step 4

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 ReplID:7TXSSH8JTV
 Bill.Appersand@ssa.gov

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Track Status of Submissions
Inquiry Results - Detail

Tracking Number	12C0D468E201FAF6
Submission Date and Eastern Time	11/02/2010 11:49 AM
Submission Status	Error
Site Code	V76
Last 4 of SSN	1111
Number of User Uploaded Files	0
RQID(Request ID)	20101015TestMac

Filename	File Status	File Size
No files attached to this submission.		

Search by Submission Date, Status, or Site

Default Search

Step 1—The **Last 45 Days** and **All** buttons are automatically selected. To search all submissions in the last 45 days, simply select the **Search** button.

Default Search—Step 1

The screenshot shows the 'Track Status of Submissions' page on the Social Security Online Electronic Records Express. The page includes a user profile for BILL APPERSAND, a 'Log Out' button, and links to 'Back to Appointed Representative Services Main Menu' and 'User Instructions'. The main content area is titled 'Track Status of Submissions' and 'Search Submissions'. It contains four numbered search sections:

- Search for a specific submission by entering the Tracking Number: [input field]
- Search submissions by entering the RQID (Request ID) found on the request letter or barcode: (case sensitive) [input field]
- Search submissions by entering the Claimant's SSN found on the request letter or barcode: [input field]
- Search submissions by using the following options:
 - Search by date: Last 45 Days Single Day Date Range
 - Search by status: All Sent Error Contacted
 - Search by site: All State Site Code

At the bottom, there are 'Cancel', 'Reset to Default', and 'Search' buttons. A green callout box points to the 'Last 45 Days' and 'All' radio buttons with the text: "Last 45 Days" and "All" are Default selections.

Step 2—All submissions in the last 45 days are displayed. You may sort the results in ascending or descending order by selecting one of the underlined headings (**Tracking Number**, **Date and Eastern Time**, **Status**, **Site Code**, or **RQID**).

Step 3—Select the **Tracking Number** to view details of the submission. You may also select the **Prior Page** button to return to the **Search Submissions** page.

Default Search—Steps 2 and 3

BILL APPERSAND
RepID: 7TXSSH8JTV
Bill.Appersand@ssa.gov
[Log Out](#)



Track Status of Submissions Inquiry Results

Select the tracking number to view the status of a submission.

Electronic Records Express displays submissions from the past 180 days.

Select a Tracking Number to view details.

Select an underlined heading to sort.

<u>Tracking Number</u>	<u>Date and Eastern Time</u>	<u>Status</u>	<u>Site Code</u>	<u>Last 4 of SSN</u>	<u>RCID</u>
13186009FD183032	08/01/2011 11:40 AM	Sent	S01	1234	33333333
13185FF141FDE394	08/01/2011 11:38 AM	Sent	S01	1234	requestid33
13185FD7775C8B09	08/01/2011 11:36 AM	Sent	S01		
13185FB894EDBAD6	08/01/2011 11:34 AM	Sent			
13185F9984158A95	08/01/2011 11:32 AM	Sent	X77	4567	88888888
13185F77B86A4320	08/01/2011 11:30 AM	Sent	S01	1234	33333333
13185F56D43D3BCE	08/01/2011 11:28 AM	Sent	S01	3458	22222222
1311EA5A606D05A0	07/12/2011 10:00 AM	Sent	T21	0404	88888888
1311E99AC71C8453	07/12/2011 09:47 AM	Sent	S01	1234	33333333
1311E98F7890698E	07/12/2011 09:46 AM	Sent	S01	1234	requestid333333
1311E96DC9E63BDC	07/12/2011 09:44 AM	Sent	S01	1234	33333333
1311E95BC688234F	07/12/2011 09:43 AM	Sent	X77	4567	55555555
1311E952AF479421	07/12/2011 09:42 AM	Sent	S01	1234	33333333
1311E93158B91F9C	07/12/2011 09:40 AM	Sent	S01	3458	22222222
1311A15EACE69BD9	07/11/2011 12:45 PM	Processing	T21	0404	88888888
1311A08C87C488D8	07/11/2011 12:31 PM	Processing	S01	1234	33333333
1311A07523CF3012	07/11/2011 12:29 PM	Processing	S01	1234	requestid333333
1311A05EB730E24F	07/11/2011 12:27 PM	Processing	S01	1234	33333333
1311A04C2EFE95AB	07/11/2011 12:26 PM	Sent			
1311A0466DE0033F	07/11/2011 12:25 PM	Processing	X77	4567	55555555
1311A021DB1F5A35	07/11/2011 12:23 PM	Processing	S01	1234	33333333
1311A018A7668A7D	07/11/2011 12:22 PM	Processing	S01	3458	22222222

[Prior Page](#)

Step 4—View submission details. You may select **Prior Page** to return to the **Inquiry Results** or **Start New Search** to begin a new search for submissions. You may sort the results in ascending or descending order by selecting one of the underlined headings (**Filename**, **File Status** or **File Size**).

Default Search—Step 4

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 Bill.Appersand@ssa.gov

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[Services Main Menu](#)



Track Status of Submissions
 Inquiry Results - Detail

Tracking Number	13186009FD183032
Submission Date and Eastern Time	08/01/2011 11:40 AM
Submission Status	Sent
Site Code	S01
Last 4 of SSN	1234
Number of User Uploaded Files	1
RQID(Request ID)	333333333

▼ Filename	File Status	File Size
1 KB_bmp.bmp	SENT	1 KB

Search by Submission Date, Status, or Site

When searching by submission **date**, **status**, and **site**, you may choose any combination of date, status, and site searches by choosing a button next to each option (date, status, and site).

Search by Date:

- **Last 45 Days** – Searches all submissions made in the last 45 days.
- **Single Days** – Searches submissions made in a single day. (The date must be within 180 calendar days from the current date)
- **Date Range** – Searches submissions made in a date range. (The date must be within 180 calendar days from the current date)

Search by Status:

- **All**—Searches all statuses within .
- **Sent**—Searches submissions successfully sent by the user.
- **Error**—Searches submissions that failed.
- **Contacted**—Searches submissions that required the user to be contacted by ERE Tech Support.

and

Search by site:

- **State** – Searches submissions for a specific State.
- **Site Code** – Searches submissions for a Site Code

Step 1—

- Select the button for the date to search – **Last 45 Days**, **Single Day**, or **Date Range Button**
- If you choose the **Single Day button**, you must enter the **Date of Submission** (MM/DD/YYYY). The date must be within the past 180 calendar days.
- If you choose the **Date Range button**, you must enter the **From Date** (MM/DD/YYYY) and **To Date** (MM/DD/YYYY). Both dates must be within the past 180 calendar days.

Step 2—Select the button for a status to search – **All**, **Sent**, **Error**, or **Contacted**

Step 3—

- Select the button for a site to search – **All**, **State**, or **Site Code**
- If you choose the **State** button, you must select a State from the dropdown box.

- If you choose the **Site Code** button, you must select a site from the destination dropdown box. You may also type in the site code in the **Site Code** box (ex. V59) or you may choose the state from the **State** dropdown box, which narrows your choices in the **Destination** dropdown box.

Step 4 – Select the **Search** button.

Search by Date, Status, and Site – Steps 1-4

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Electronic Records Express

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 Bill.Appersand@ssa.gov

[< Back to Appointed Representative](#)
[Services Main Menu](#)

To view your submissions enter search criteria into one of the four sections.

Please note that you can only search for submissions from the past 180 days.

Enter 3 character site code or select state and destination:

Track Status of Submissions

Search Submissions

1. Search for a specific submission by entering the Tracking Number:
2. Search submissions by entering the RQID (Request ID) found on the request letter or barcode: (case sensitive)
3. Search submissions by entering the Claimant's SSN found on the request letter or barcode:
4. Search submissions by using the following options:

Search by date: Last 45 Days Single Day Date Range

Date must be within 180 calendar days from the current date.

All times are Eastern Date Of Submission Start Time() End Time(*)
 MM/DD/YYYY

Search by status: All Sent Error Contacted

Search by site: All State Site Code

Site code: **OR** State:

Destination:

Step 5—Select the **Tracking Number** to obtain details about the submission.

Search by Date, Status, and Site —Step 5

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Electronic Records Express Home
User Instructions

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Log Out
< Back to Appointed Representative Services Main Menu

Track Status of Submissions
Inquiry Results

Select the tracking number to view the status of a submission.
Electronic Records Express displays submissions from the past 180 days.

Select a Tracking Number to view details.

Tracking Number	Date and Eastern Time	Status	Site Code	Last 4 of SSN	RQID
12C0D468E201FAF6	11/02/2010 11:49 AM	Error	V76	1111	20101015TestMac
12C0D1B99831B085	11/02/2010 11:03 AM	Error	V76	1111	20101018TESTMAC
12903787CA157600	06/04/2010 10:58 AM	Sent	V76	5465	76567567

Prior Page

Step 6—View submission details. You may select **Prior Page** to return to the **Inquiry Results** page or **Start New Search** to return to the **Search Submissions** page.

Search by Date, Status, and Site —Step 6

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Electronic Records Express Home
User Instructions

BILL APPERSAND
RepID: 7TXSSH8JTV
Bill.Appersand@ssa.gov
Log Out
< Back to Appointed Representative Services Main Menu

Track Status of Submissions
Inquiry Results - Detail

Tracking Number	12C0D468E201FAF6
Submission Date and Eastern Time	11/02/2010 11:49 AM
Submission Status	Error
Site Code	V76
Last 4 of SSN	1111
Number of User Uploaded Files	0
RQID(Request ID)	20101015TestMac

Filename	File Status	File Size
No files attached to this submission.		

Prior Page Start New Search

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
Cancel	n
Log Out	l
Prior Page	p
Reset to Default	r
Search	s
Start New Search	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.