

Electronic Records Express User Guide for Track Status of Submissions



Office of Disability Determinations

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Electronic Records Express

Track Status of Submissions

Overview

The Electronic Records Express (ERE) **Track Status of Submissions** application allows you to track the status of your 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** Screen
- **Results** Screen
- **Details** Screen

Search Screen

You may search for information about files submitted within the past 180 calendar days after entering one or more of the following criteria on the **Search Submissions** page:

1. **Tracking Number** – The **Tracking Number** is a unique number assigned to a submission. When searching by a Tracking Number, all other fields are disabled.
2. **RQID (Request ID)** - The **RQID** is a unique identifier located on the request letter near or on the barcode. When searching by **RQID**, all other fields are disabled. The **RQID** is case sensitive.
3. **Claimant's SSN** - You can search using the individual's Social Security Number (**SSN**).
4. **Date, Status or Site.**
 - **Date** - use the **Date** search and choose one of the following **Date** options:
 - **Last 45 days** - Searches submissions within the last 45 days
 - **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** – The start date for your search
 - **To Date** – The end date for your search
 - **Status** - Search all your submissions within the past 180 calendar days or choose one of the following statuses:
 - **Sent** – Search your successful submissions within the past 180 days
 - **Error** – Search your failed submissions within the past 180 days

- **Contacted** – Search your submissions that required ERE Tech Support to contact you to resolve a problem with the original submission
- **Site** - Search all your submissions within the past 180 days by **Site** or narrow your search by choosing one of the following options:
 - **State** – searches your submissions for a specific State
 - **Site Code** – searches your submissions for a specific Site Code

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

Inquiry Results Page

The **Inquiry Results** page displays a list of your submissions from the past 180 calendar days that met the criteria you selected on the **Search Submissions** page. The list contains the following information about your submissions:

- **Tracking Number** – a unique number generated by ERE to identify your submission.
- **Date and Eastern Time** – The Date and Eastern Time your submission was uploaded to the website.
- **Status** – The status displayed in this column will be one of the following:
 - Sent – Your submission was successful
 - Error – Your submission failed
 - Contacted – A problem occurred with the original submission and ERE Tech Support contacted you to resolve the issue
 - Processing – Your submission is processing
- **Site Code** – The Site Code for your submission
- **Last 4 of SSN** – The last four digits of the individual’s Social Security Number (SSN)
- **RQID** - Request ID

Note: Each column may be sorted in ascended or descending order by selecting the column heading.

Inquiry Results - Detail Page

The **Inquiry Results - Detail** page displays details of your submission from the Tracking Number selected from the Results screen.

The **Inquiry Results - Detail** screen 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 the extension

- **File Status** - The status displayed in this column will be one of the following:
 - Sent – Your submission was successful
 - Error – Your submission failed
 - Contacted – You were contacted by ERE Tech Support to resolve a problem with the original submission
 - Processing – Your submission is processing

- **File Size** – The size of your file in bytes

Track Status of Submission Instructions

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

Electronic Records Express Homepage- CE provider view

The screenshot shows the Electronic Records Express homepage for a CE provider. The page has a red header with the Social Security Online logo and the title "Electronic Records Express". Below the header is a navigation bar with links for "www.socialsecurity.gov", "Frequently Asked Questions", and "User Instructions". The main content area is divided into several sections:

- Left Sidebar:** User information for "John Public" (John.Public@ssa.gov, 4433481733) with a "Log Out" button. Links for "FAQ's", "User Instructions", and "From here you can also:" (Modify your account information, Change your password).
- Center:** "Electronic Records Express Home" with a "Welcome to Electronic Records Express" message. It lists three main service categories:
 - Evidence Submission Services:** Send Response for Individual Case, Send Grouped Files.
 - Consultative Examination (CE) Services:** Review/Submit Prepared Requests, Send CE Report, Send CE No Show Response.
 - Document Exchange Services:** Access Electronic Requests, Pickup Transcription Reports, Teacher Questionnaire, Track Status of Submissions. A red arrow points to this link.
 - Communication Services:** Secure Messaging: Home Inbox, Communication Utility: Send E-Mail.
- Right Sidebar:** "Bulletin Board" updated 08/22/2010. It includes a "What's New?" section with a link to "Get important information about Electronic Records Express availability" and contact information: "Email for more information" or call toll free: 1-866-691-3061.

Shown below is the screen CE administrative users will see.

The screenshot shows the Electronic Records Express homepage for CE administrative users. The layout is similar to the provider view, but the service categories are different:

- Left Sidebar:** User information for "John Public" (John.Public@ssa.gov, (410)3456789) with a "Log Out" button. Links for "FAQ's", "User Instructions", and "From here you can also:" (Modify your account information, Change your password).
- Center:** "Electronic Records Express Home" with a "Welcome to Electronic Records Express" message. It lists three main service categories:
 - Consultative Examination (CE) Services:** Pickup Provider's Transcription Reports, Prepare CE Report for Provider, Send CE Report(s) with Scanned Signature, Send CE No Show Response.
 - Document Exchange Services:** Access Provider's Electronic Requests, Send Transcription Report To Provider, Pickup Transcription Reports, Teacher Questionnaire, Track Status of Submissions. A red arrow points to this link.
 - Communication Services:** Secure Messaging: Home Inbox.
- Right Sidebar:** "Bulletin Board" updated 07/07/2010. It includes a "What's New?" section with a link to "Get important information about Electronic Records Express availability" and contact information: "Email for more information" or call toll free: 1-866-691-3061.

You may search by entering the **Tracking Number**, **Request ID**, **Claimant's SSN**, other **date** choices, submission **status**, or **site**. When searching submissions by **Tracking Number** or **Request ID**, all other fields are disabled.

Note: You can only search for information about your submissions within the past 180 calendar days.

Search by Tracking Number

Note: If you search 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 Tracking Number - Steps 1 and 2

Social Security Online

www.socialsecurity.gov

John Doe
Log Out

Help Desk: 1-866-691-3061

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.

Electronic Records Express Home

User Instructions

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.

From Date To Date
MM/DD/YYYY MM/DD/YYYY

Search by status: All Sent Error Contacted

Search by site: All State Site Code

Cancel Reset to Default Search

Step 3 – View your search results on the **Inquiry Results** page. The search provides your submissions from the past 180 calendar days that match the **Tracking Number** you entered on the previous page. Select the **Tracking Number** hyperlink to go to the **Inquiry Results – Detail** page.

Search by Tracking Number – Step 3

The screenshot shows the 'Electronic Records Express' interface. At the top, it says 'Social Security Online' and 'Electronic Records Express'. Below the header, there's a navigation bar with 'www.socialsecurity.gov', 'Electronic Records Express Home', and 'User Instructions'. The user is logged in as 'John Doe' with a 'Log Out' button. A help desk number '1-866-691-3061' is also visible. The main content area is titled 'Track Status of Submissions Inquiry Results'. It features a table with columns for Tracking Number, Date and Eastern Time, Status, Site Code, Last 4 of SSN, and RQID. A callout box with a green background and black border points to the 'Tracking Number' column, containing the text: 'Select the Tracking Number for more details about the submission'. Below the table is a 'Prior Page' button.

Tracking Number	Date and Eastern Time	Status	Site Code	Last 4 of SSN	RQID
13148EB33623B0E7	07/20/2011 03:00 PM	Sent	T21	5454	11111111111111111111111111111111
13148130C7858FC6	07/20/2011 11:03 AM	Sent	T1G	4234	5467354534345345345
1313D5C4ACF1A501	07/18/2011 09:08 AM	Sent	S81	3453	567345345345
1313D4F289CB1634	07/18/2011 08:53 AM	Sent	S23		
1313D3B512D0E057	07/18/2011 08:32 AM	Sent	S08	3242	546234234234
1312F6D0CBC04DD4	07/15/2011 04:11 PM	Sent	S81		
1312F2E2B8A541AB	07/15/2011 03:03 PM	Sent	S81	2242	3452342324

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

Search by Tracking Number – Step 4

Social Security Online
www.socialsecurity.gov
John Doe
Log Out
Help Desk: 1-866-691-3061

Electronic Records Express Home
User Instructions

Track Status of Submissions
Inquiry Results - Detail

Tracking Number	1313D5C4ACF1A501
Submission Date and Eastern Time	07/18/2011 09:08 AM
Submission Status	Sent
Site Code	S81
Last 4 of SSN	3453
Number of User Uploaded Files	1
RQID(Request ID)	567345345345

Filename	File Status	File Size
ere_test_file.txt	SENT	1 KB

Prior Page Start New Search

Select Start New Search to return to the Search page

Search by Request ID

Note: When searching by **RQID** (Request ID), all other fields are disabled.

Step 1 – Enter the **RQID** found on the request letter or barcode in the second block. The **RQID** field is case sensitive.

Step 2 – Select the **Search** button. Any files you submitted in the past 180 days with that **RQID** display on the **Inquiry Results** page.

Search by Request ID - 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 'www.socialsecurity.gov', 'Electronic Records Express Home', and 'User Instructions'. The user is logged in as 'John Doe' with a 'Log Out' button. The page title is 'Track Status of Submissions' with a sub-heading 'Search Submissions'. A sidebar on the left contains a 'Help Desk' number and instructions: '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.' The main content area lists four search options, each with a text input field: 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. At the bottom are 'Cancel', 'Reset to Default', and 'Search' buttons. Two green callout boxes are present: one pointing to the RQID input field with the text 'Enter the RQID', and another pointing to the 'Search' button with the text 'Select the Search button'.

Social Security Online

Electronic Records Express

www.socialsecurity.gov Electronic Records Express Home User Instructions

John Doe Log Out

Help Desk: 1-866-691-3061

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 RQID

Select the Search button

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

Search by Request ID – Step 3

The screenshot shows the 'Track Status of Submissions' page. On the left, there is a sidebar with user information (John Doe, Log Out) and a help desk number (1-866-691-3061). The main content area features a table with the following data:

Tracking Number	Date and Eastern Time	Status	Site Code	Last 4 of SSN	RQID
1313D5C4ACF1A501	07/18/2011 09:08 AM	Sent	S81	3453	567345345345

Below the table is a 'Prior Page' button. A callout box with a green background and black text points to the tracking number, stating: 'Select the Tracking Number hyperlink for more details'.

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

Search by Request ID – Step 4

The screenshot shows the 'Inquiry Results - Detail' page for the submission with tracking number 1313D5C4ACF1A501. The details are as follows:

Tracking Number	1313D5C4ACF1A501
Submission Date and Eastern Time	07/18/2011 09:08 AM
Submission Status	Sent
Site Code	S81
Last 4 of SSN	3453
Number of User Uploaded Files	1
RQID(Request ID)	567345345345

Below the details is a table listing the uploaded files:

Filename	File Status	File Size
ere_test_file.txt	SENT	1 KB

At the bottom of the page, there are 'Prior Page' and 'Start New Search' buttons.

Search by Claimant's SSN

Note: When searching by **Claimant's SSN** (Social Security Number), 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. Any files you submitted in the past 180 days with that **SSN** display on the **Inquiry Results** page.

Search by Claimant SSN - Steps 1 and 2

Social Security Online
www.socialsecurity.gov

Electronic Records Express Home

John Doe
Log Out

Help Desk: 1-866-691-3061

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 Claimant's SSN

Select the Search button

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

Search by Claimant's SSN – Step 3

The screenshot shows the 'Electronic Records Express' interface. At the top, it says 'Social Security Online' and 'Electronic Records Express Home'. The user is logged in as 'John Doe' with a 'Log Out' button. The page title is 'Track Status of Submissions Inquiry Results'. A table displays submission details:

Tracking Number	Date and Eastern Time	Status	Site Code	Last 4 of SSN	ROID
1313D5C4ACF1A501	07/18/2011 09:08 AM	Sent	S81	3453	567345345345

Below the table is a 'Prior Page' button. A callout box with a green background and black border points to the tracking number hyperlink, containing the text: 'Select the Tracking Number hyperlink for more details'.

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

Search by Claimant's SSN – Step 4

Social Security Online **Electronic Records Express**

www.socialsecurity.gov [Electronic Records Express Home](#) [User Instructions](#)

John Doe [Log Out](#)

Help Desk: 1-866-691-3061

 **Track Status of Submissions**
Inquiry Results - Detail

Tracking Number	1313D5C4ACF1A501
Submission Date and Eastern Time	07/18/2011 09:08 AM
Submission Status	Sent
Site Code	S81
Last 4 of SSN	3453
Number of User Uploaded Files	1
RQID(Request ID)	567345345345

▼Filename	File Status	File Size
ere_test_file.txt	SENT	1 KB

[Prior Page](#) [Start New Search](#)

Search by Date, Status or Site

Default Search

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

Default Search - Steps 1

Social Security Online
www.socialsecurity.gov
John Doe
Log Out
Help Desk: 1-866-691-3061
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.

Electronic Records Express Home
User Instructions

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

Last 45 Days and All (status and site) are the Default settings

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. Note that your search results will only include your submissions from the past 180 calendar days.

Search by Date:

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

Search by Status:

- **All** – Searches all your submissions
- **Sent** – Searches your successful submissions
- **Error** – Searches your failed submissions
- **Contacted** – Searches all submissions that resulted in ERE Tech Support contacting you to resolve an issue

and

Search by Site:

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

Step 1 –

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

Step 2 – Select the **status** search option: **All, Sent, Error, or Contacted**. (The **All** option defaults for you.)

Step 3 –

- Select the **site** search option: **All, State, or Site Code**. (The **All** option defaults for you.)
- If you choose the **State** option, you must select a State from the dropdown box.

- If you choose the **Site Code** option, you must select a site from the destination dropdown box. You may also type the site code in the **Site Code** box (example: V59). You can first choose the state from the **State** dropdown box that narrows your choices in the **Destination** dropdown box.

Step 4 – Select the **Search** button. If you have any submissions from the past 180 days that match your search criteria, these results are provided on the **Inquiry Results** page.

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

The screenshot shows the 'Track Status of Submissions' page on the Social Security Online portal. The page title is 'Electronic Records Express' and the sub-header is 'Track Status of Submissions Search Submissions'. The user is logged in as 'John Doe' with a 'Log Out' button. The help desk number is 1-866-691-3061. The page contains four search options, each with a text input field:

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:

Below these options are search filters:

- Search by date: Last 45 Days Single Day Date Range
- Date must be within 180 calendar days from the current date.
- From Date: (MM/DD/YYYY) To Date: (MM/DD/YYYY)
- Search by status: All Sent Error Contacted
- Search by site: All State Site Code
- Site code: OR State: [Select]
- Destination: [Select Destination]

At the bottom are buttons for 'Cancel', 'Reset to Default', and 'Search'. The 'Search' button is highlighted with a callout. On the left side, three callouts point to the search options:

- 'Select date search option' points to the 'Date Range' radio button.
- 'Select status search option' points to the 'All' radio button under 'Search by status'.
- 'Select site search option' points to the 'Site Code' radio button under 'Search by site'.

Additional callouts include 'Key the Date Range' pointing to the 'From Date' and 'To Date' input fields, and 'Select the Search Button' pointing to the 'Search' button.

Step 5 – Select the **Tracking Number** to obtain the details of the submission

Search by Date, Status or Site – Steps 5

Social Security Online
www.socialsecurity.gov
John Doe
Log Out
Help Desk: 1-866-691-3061
Select the tracking number to view the status of a submission.
Electronic Records Express displays submissions from the past 180 days.

Electronic Records Express Home
Track Status of Submissions
Inquiry Results

Tracking Number	Date and Eastern Time	Status	Site Code	Last 4 of SSN	RQID
13148EB33623B0E7	07/20/2011 03:00 PM	Sent	T21	5454	1111111111111111111111111111111111
13148130C7858FC6	07/20/2011 11:03 AM	Sent	T1G	4234	5467354534345345345

Prior Page

Select a Tracking Number to view details

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 or Site – Steps 6

Social Security Online
www.socialsecurity.gov
John Doe
Log Out
Help Desk: 1-866-691-3061

Electronic Records Express Home
Track Status of Submissions
Inquiry Results - Detail

Tracking Number	1313D5C4ACF1A501
Submission Date and Eastern Time	07/18/2011 09:08 AM
Submission Status	Sent
Site Code	S81
Last 4 of SSN	3453
Number of User Uploaded Files	1
RQID(Request ID)	567345345345

Filename	File Status	File Size
ere_test_file.txt	SENT	1 KB

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 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 or by using the F1 function key on the keyboard. Any assistive devices that you may be using will also have a list of these shortcut keys in their Help section.

Note: To use these keys select the “Alt” button on your keyboard and the access key simultaneously.

How to Get Important Information about Electronic Records Express Website Availability

You may subscribe to receive ERE website availability notifications through the GovDelivery services on the Social Security Administration's Electronic Records Express internet website: [Social Security Online: Electronic Records Express](#). Please see the following website for *GovDelivery* FAQs:

<https://service.govdelivery.com/service/help.html#general1>

To subscribe to the ERE website availability notification, follow these instructions:

- Click  [Get important information about Electronic Records Express website availability](#).
- Type your email address and select **Go**
- Confirm your email address
- Select "Send updates immediately by e-mail."
- Choose an optional password
- Select **Save**
- Select **Next**
- Subscribe to additional topics by checking the boxes or unsubscribe by un-checking the boxes
- Select **Save**
- Subscribe to topics from other agencies by checking the boxes or unsubscribe by un-checking the boxes
- Select **Save**
****Once you have subscribed, you will receive a Subscription Acknowledgement e-mail with instructions on how to update your user profile****