

Representative Guide for Electronic Records Express

Sending Individual Case Responses by Secure Website



Office of Disability Adjudication and Review

February 2007

Representative Guide for Electronic Records Express Records

Table of Contents

The Social Security Administration’s Electronic Disability System	1
Submitting Electronic Evidence Using the Electronic Records Express Website.....	2
New User Instructions for ERE – Logging In	3
Instructions for Sending Response for Individual Case Using the ERE Website	7
Logging Out of the ERE Website	15
Special Considerations When Using the ERE Website.....	16
Registration Process	16
Logging Into the ERE Website	16
Updating Your Email Address	16
Changing Your Password.....	19
Naming Your Electronic Claimant Records.....	19
Getting Started -- Reminder	19
Timing Out	19
Avoiding User Errors	20
Bookmarking the ERE Website	20
Saving ERE Confirmation Pages	21
How SSA Communicates Information to ERE Users	23
Contacts for Additional Assistance	24
Glossary	24

The Social Security Administration's Electronic Disability System

Each year SSA and the state disability determination services (DDSs) request about 15 million medical and other records on behalf of claimants pursuing Social Security disability benefits. SSA is probably the largest single third party requester of protected health information and has begun several initiatives to improve the timeliness and efficiency of its disability programs, including development of a paperless case processing and adjudication system, or eDib. The goal is to provide cost-effective e-Government services to citizens, business and other government agencies that will give them the ability to easily and securely transact most of their business with SSA electronically. Providers of disability evidence at all levels of administrative review, including representatives of claims pending at the Office of Disability Adjudication and Review (ODAR) level, will play a key role in determining the efficiency, effectiveness and, ultimately, the success of SSA's efforts.

This guide provides claimants' representatives with detailed instructions for submitting ODAR level appeals materials in electronic format, e.g., briefs and additional disability-related evidence, using the upload feature of SSA's secure website. SSA, including ODAR, is striving to obtain disability records in electronic format whenever feasible. However, in recognizing that providers and representatives have a wide range of capabilities and business needs, electronic submission of claims materials is to be considered an alternative as documents in paper format will continue to be accepted.

If you have questions regarding these instructions or the process for submitting electronic evidence, please email: odar.hq.rep.mail@ssa.gov

Submitting Electronic Evidence Using the Electronic Records Express Website

The Social Security Administration (SSA) has developed a free, easy-to-use website called Electronic Records Express (ERE) for representatives who can create an electronic record (either by scanning paper records or receiving electronic claimant records from medical providers). Representatives can use the ERE website to securely send evidence direct to their client's electronic folder. Representatives will receive a confirmation page acknowledging that SSA received their transmission.

To use the ERE website, Representatives need:

- ✓ Internet access
- ✓ A Web browser
- ✓ A computer that supports an encryption level of 128 bits (most computers purchased in the last five years support 128 bit encryption)
- ✓ A Username and Password to access the ERE website (the Office of Disability Adjudication and Review will assist you with the registration process)

No special software is required to use the ERE website.

How Do I Get Started?

When an electronic claim file meets all the technical prerequisites for receiving electronic evidence submissions, ODAR will forward to the representative a bar code. You will need to have the ODAR barcode when you log onto the ERE website because you will need to enter information such as the claimant's social security number and the Request ID. This information ensures that the claimant's records are properly transmitted to the appropriate electronic disability claim file.

Before using the ERE website, you should have existing electronic records and you should know where they are stored on your computer system (i.e., which drive, which folders, etc.). The ERE website accepts the following types of electronic files: .doc, .wpd, .zip, .jpg, .bmp, .txt, .xls, .pdf, .tiff, and .tif. **Please use only the following types of characters when naming your electronic claimant files: numbers, letters, hyphens/dashes, underscores, backslashes, and spaces.** Please refer to the section "Special Considerations" beginning on page 16 for additional information.

The following pages contain instructions and screenshots to illustrate the user-friendly design and functionality of the ERE website. To use ERE, simply follow the instructions on the next page to get started.

New User Instructions for ERE – Logging In

1. Open an Internet browser (such as Internet Explorer or Netscape)
2. In the address window type in: <http://eme.ssa.gov> (do not type the “www.”)
3. Once you have this page up, click on “Favorites”
 - Click “Add to Favorites”
 - Where it says name, type in “Electronic Records Express” and click the **OK** button.
 - Refer to page 20 for more detailed information on bookmarking.
4. Enter your **case-sensitive** Username and Password
NOTE: The Office of Disability Adjudication and Review will assist you in obtaining a Username and Password.
5. Click the **LOGIN** button.
NOTE: Users should be aware that after 3 failed attempts to sign in, their account will be locked. If this occurs, additional assistance may be obtained online by reporting problems to EEAccountInfo@ssa.gov or calling 1-866-691-3061. You may also report problems to the Office of Disability Adjudication and Review at odar.hq.rep.mail@ssa.gov.



Electronic Records Express Login

Authentication failed. You have used an invalid User ID or invalid Password

Acknowledgement for Website Access

I understand that the Social Security Administration will validate the information I provide against the information in Social Security Administration's systems.

I certify that:

- I understand that I may be subject to penalties if I submit fraudulent information.
- I agree that I am responsible for all actions taken with my User ID.
- I am aware that any person who knowingly and willfully makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business under this User ID.

By entering your User ID, Password and clicking on the "Login" button, you certify that you have read, understand and agree to the above statements.

User ID

Password

Note: -Password is case sensitive
-System will time-out after a half-hour of inactivity

If you need assistance with the Electronic Records Express Website, please contact us via email at EEAccountInfo@ssa.gov or you can call us at 1-866-691-3061.

Information about SSA's Online Policies

The privacy of our customers has always been of utmost importance to the Social Security Administration. Our first regulation, published in 1937, was written and published to ensure your privacy. Our concern for your privacy is no different in the electronic age.

- [Details of SSA's Online Privacy Policy](#)
- [Details of SSA's Online Security Policy](#)
- [The Privacy Act and The Freedom of Information Act](#)
- [Paperwork Reduction Statement](#)

6. Entering a correct Username and Password will bring you to the ERE Home Page.

The screenshot shows the Electronic Records Express Home page. At the top, there is a red banner with 'Social Security Online' on the left and 'Electronic Records Express' in the center. Below the banner, the URL 'www.socialsecurity.gov' is visible on the left, and 'User Instructions' is on the right. The main content area is titled 'Electronic Records Express Home' and 'Welcome to Electronic Records Express'. On the left side, the user 'John Doe' is logged in with the email 'odar.hq.rep.mail@ssa.gov' and ID '7037037033'. There is a 'Log Out' button. Below this, a section titled 'From here you can also:' contains links for 'Modify your account information' and 'Change your password'. At the bottom left, a security notice reads: 'For your security, please log out and close all Internet windows'. The main content area is divided into two columns. The left column has two sections: 'Evidence Submission Services' with a link to 'Send Response for Individual Case', and 'Communication Services' with a link to 'Communication Utility'. A 'What's New?' link is also present. The right column has a 'Bulletin Board' section with an update from 02/05/2007. The bulletin board text states: 'The Electronic Records Express application has been updated. For a description of changes to the application, please click on the What's New? link displayed on this page. Email for more information or call toll free: 1-866-691-3061'. Below this, it mentions 'Ongoing website maintenance' and provides a contact number: 'Email for more information or call toll free: 1-866-691-3861'. Two red arrows point to the 'Send Response for Individual Case' and 'Communication Utility' links.

Note: Although the ERE Home Page lists a number of electronic transmission features, at this time the only features available to ODAR users are “**Send Responses for Individual Case**” listed under the “Evidence Submission Services” box and “**Communication Utility**” listed under the “Communication Services” box, above. Guidance for using the Communication Utility is provided in separate ODAR instructions.

7. If this is the first time you are logging into ERE, you will be required to change your password (this is a security feature).
 - The Change Password page should automatically appear. You can also access the “Change Password” option from the ERE Home Page (scroll down and the “Change Password” option is on the left side of your screen).



- Enter the password you were given by ODAR in the old password window.
 - Enter a new password that is at least 7 characters long and includes both letters and numbers. Confirm your new password by entering it again in the last box. Remember that your Username and Password are **case sensitive**.
 - Your password will expire every 90 days and you will be prompted to change your password (the screen above will appear after you login).
- NOTE: You are given three attempts to enter your password. After the third attempt you will be locked out. If you are locked out of the website, you will need to send an email to EEAaccountInfo@ssa.gov or call 866-691-3061.**

8. When you have changed your password after your first login, you may proceed with sending evidence to ODAR.

Social Security Online **Electronic Records Express** 

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

John Doe

 **Send Response for Individual Case**
Destination and Request Information (Step 1 of 3)

Enter 3 character site code or select state and destination:

Site code: OR State: 

Destination: 

Enter the following information from the request letter or barcode:

SSN:

RQID (Request ID):

RF (Routing Field): P D or blank No RF or No Barcode

DR: F S No DR or No Barcode

CS:
(enter only if applicable)

Step 2: From the barcode provided by ODAR, enter the following information in the appropriate fields. (See the figure shown below)

- Enter the claimant's Social Security Number
- Enter the Request ID information. The Request ID is the document number or serial number which is usually located on the barcode. Be sure to enter the Request ID beginning with the first non-zero number. For example, if the request letter shows RQID as 00000001102400, enter 1102400.
- Enter the RF (Routing Field) information shown on the barcode.
- Enter the DR code information shown on the barcode
- Do NOT enter the CS code
- Click "Continue" to go to the next screen

Step 3: Send Files from your computer

If you have records for the requested claimant in an electronic format, you can send existing files from your computer to ODAR.

NOTE: File types accepted are: .wpd, .doc, .jpg, .bmp, .txt, .xls, .pdf, .tiff, and .tif. Please refer to the section entitled “Naming Your Electronic Claimant Records, on page 19, for more information on acceptable file names.

Attach and upload files to this response:

A maximum of 8 files can be added and all files must total less than 50MB.
File types accepted: .wpd, .doc, .jpg, .bmp, .txt, .xls, .pdf, .tiff, .tif

File 1:

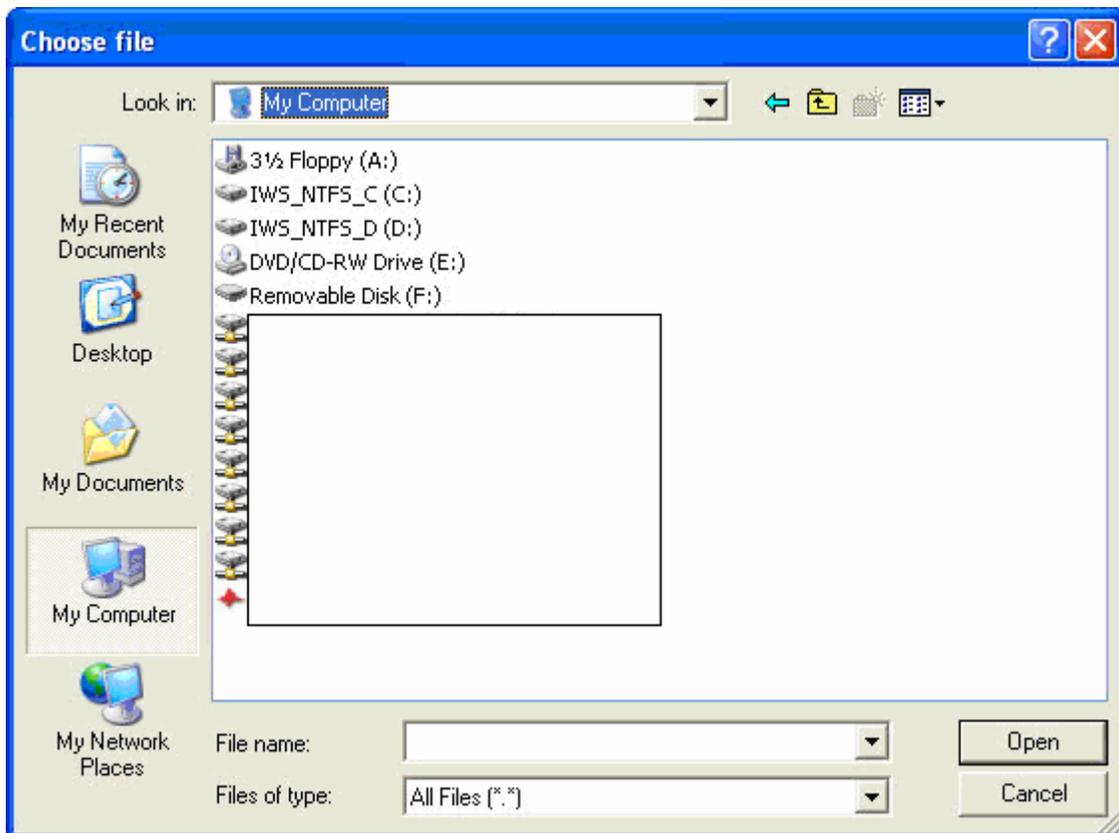
Document Type: [Select Document Type]

Document Date: mm/dd/yyyy

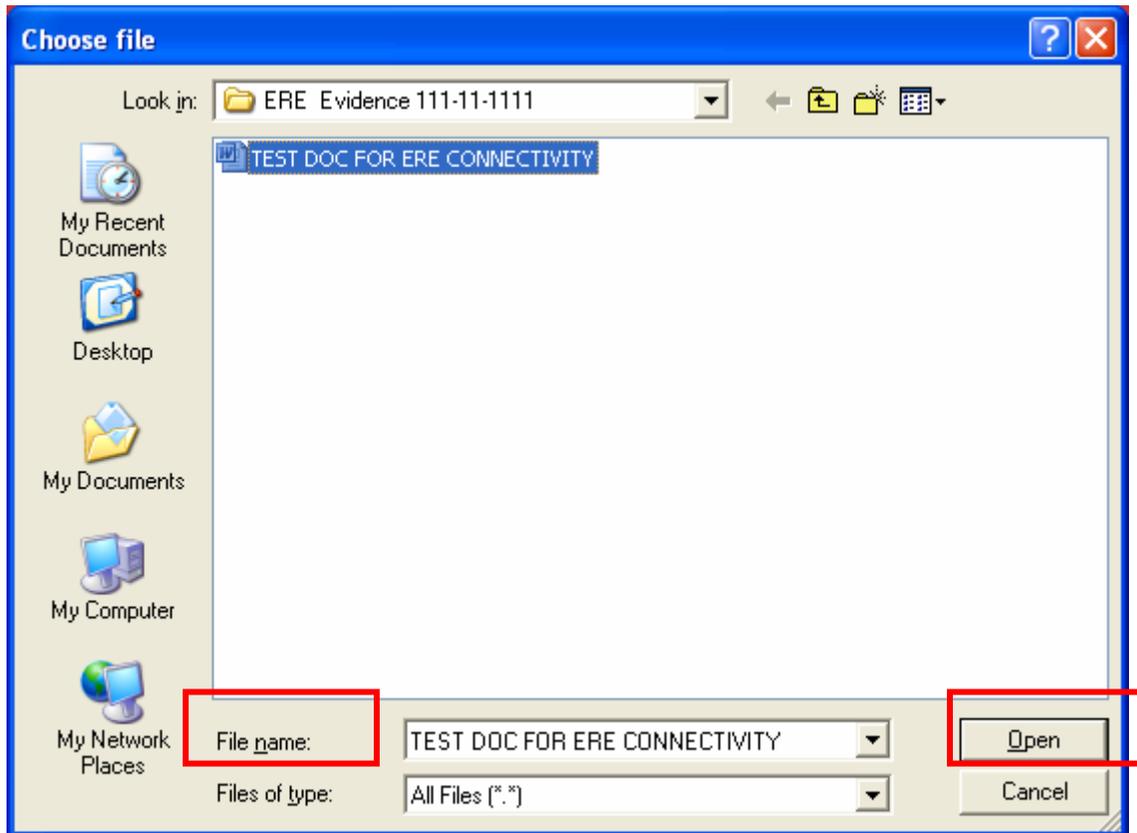
Notes:

(40 characters)

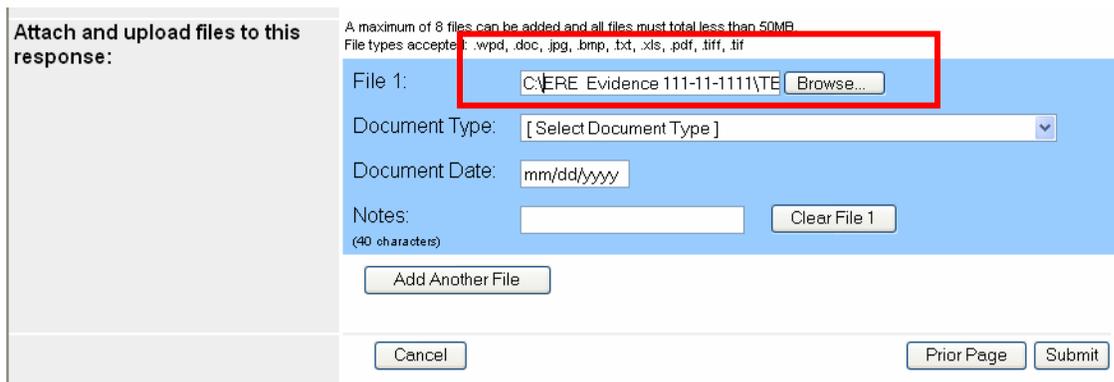
- Click on the **BROWSE** button to find the file you wish to send to the electronic folder
- The “Choose file” window appears



- Locate the file you wish to send and click the file name with your mouse to highlight the file name. This inserts the document's file name into the "File name" box at the bottom of the "Choose file" window.



- Next, click the **Open** button. The "Choose File" window will close and the ERE website will show the file name displayed in the box to the left of the **Browse** button. You have successfully attached the named file to the website.



- **Document Type:** Select from the drop down list a document type for the document you are sending.

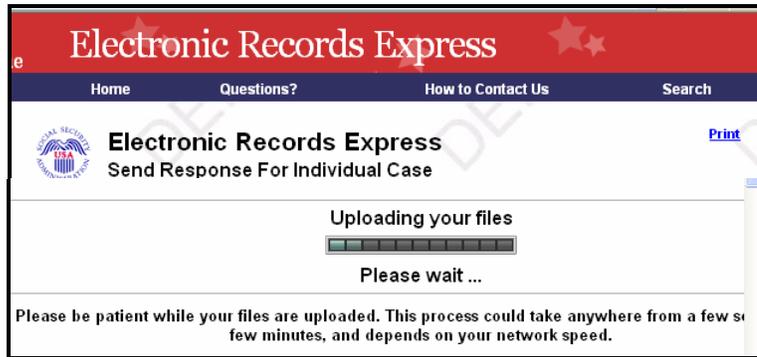
- Depending on the document type you select, additional fields may appear which require completion.

- You may send additional files (maximum of 8 files for one claimant) by clicking the **“Add Another File”** button and repeating the previous steps.
- If you select **Prior Page**, you will return to the Destination screen page.
NOTE: You will lose all information entered on the screen and any file selected.

Step 4: Verify the Destination and information.
 Compare the information in the Destination and request summary box to the ODAR barcode before submitting a response. If the information does not match, then re-enter the correct information at Step 1. If the information matches, click the **Submit** button.

If an invalid document was attached you will receive an alert message similar to the message shown below. Click “Try Again” to re-enter the correct information.

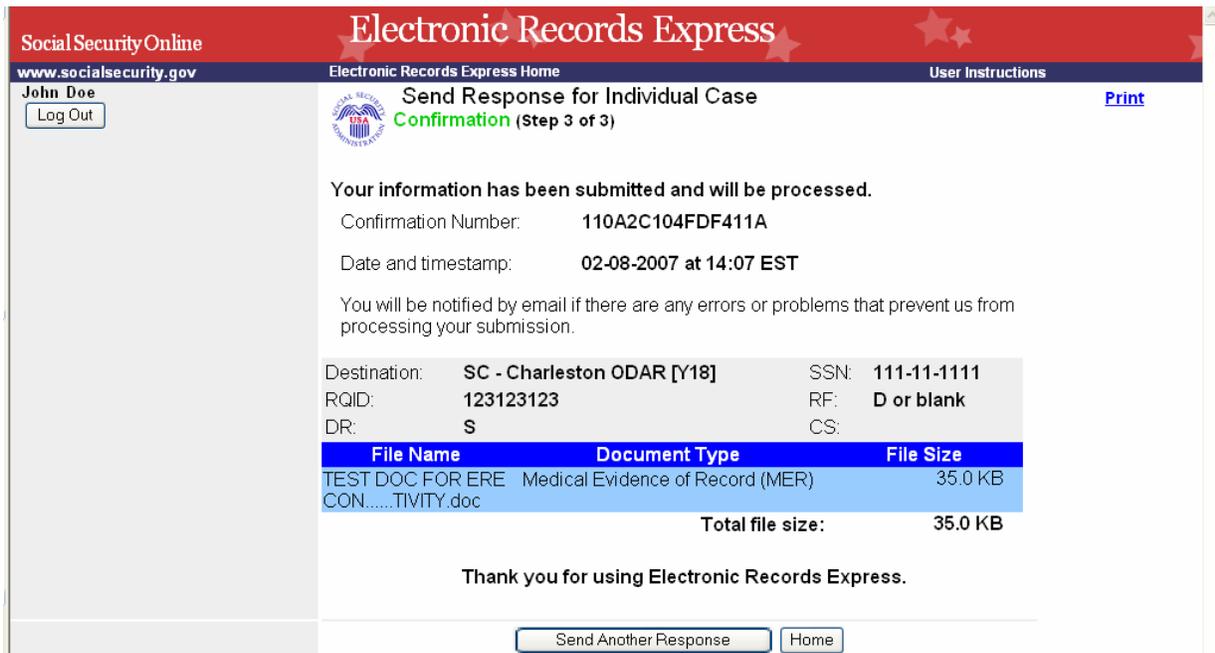
File Name	Document Type	File Size
TEST DOC FOR ERE CON.....TIVITY.doc	Medical Evidence of Record (MER)	0.0 KB
Total file size:		0.0 KB



You should receive a “Confirmation” page acknowledging that SSA has received your transmission. The confirmation page indicates the specific filename and document type of each file that was transmitted.

The confirmation page only acknowledges that the transmission has been received. The transmission must still go through a SSA security check before being sent to the electronic folder. You will be notified by email if there are any errors or problems that prevent SSA from processing your submission.

NOTE: In the unlikely event that you do not receive the “Confirmation” page, you should resubmit the materials.

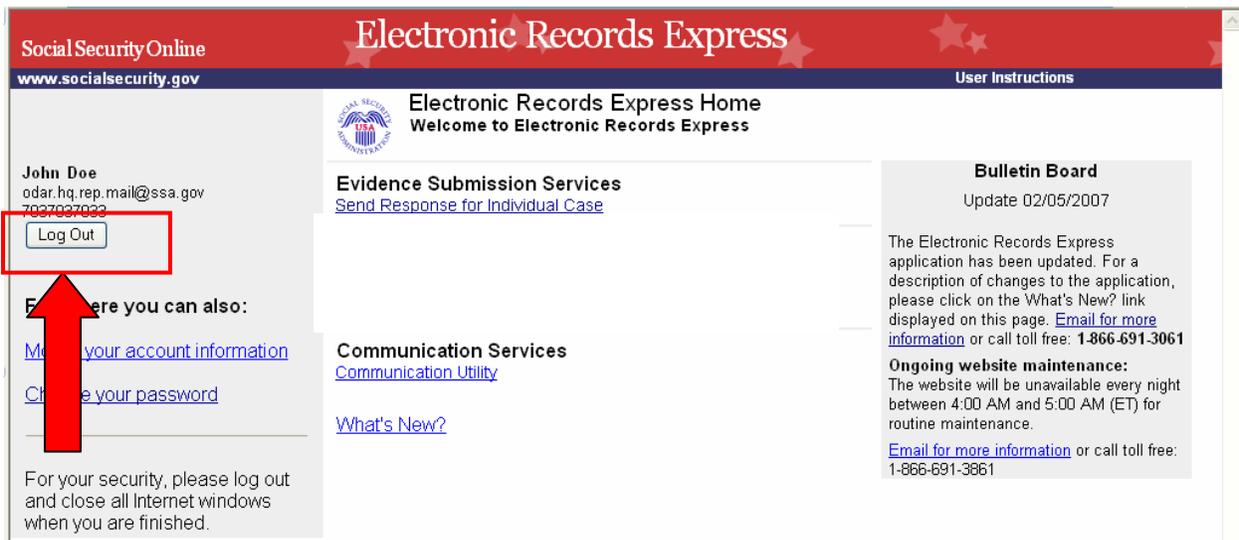


NOTE: It is **recommended** that you print or take a screenshot of the Confirmation page for documentation. To create a screenshot, simultaneously press the **Alt** and **Print Screen** keys on your keyboard, then paste the captured image into an electronic file. You can also email this page to yourself. You cannot bookmark and save a confirmation page. (Please see “Saving ERE Confirmation Pages” section on page 21 for more detailed instructions). You will not be able to retrieve this information from SSA (including ODAR) after you exit this page.

If you have evidence to send for another individual, you can select the “Send More” link on the left or click on the link toward the bottom of the Confirmation. This will bring you to the webpage to enter information to send medical records for another claimant. Please be sure to have the ODAR request letter available.

Logging Out of the ERE Website

When you have completed your file uploads, click “logout” on the left navigation bar of the ERE website. Logging out ensures that others may not access the ERE website through your Username and Password.



Social Security Online
www.socialsecurity.gov

Electronic Records Express

User Instructions

Electronic Records Express Home
Welcome to Electronic Records Express

John Doe
odan.hq.rep.mail@ssa.gov
7037037033

[Log Out](#)

Evidence Submission Services
[Send Response for Individual Case](#)

Communication Services
[Communication Utility](#)
[What's New?](#)

Bulletin Board
Update 02/05/2007

The Electronic Records Express application has been updated. For a description of changes to the application, please click on the 'What's New?' link displayed on this page. [Email for more information](#) or call toll free: **1-866-691-3061**

Ongoing website maintenance:
The website will be unavailable every night between 4:00 AM and 5:00 AM (ET) for routine maintenance.
[Email for more information](#) or call toll free: 1-866-691-3061

For your security, please log out and close all Internet windows when you are finished.



Social Security Online
www.socialsecurity.gov

Social Security Online Services

You Are Logged Out

For your security, please close all Internet windows before leaving your computer.

[Return to Online Services](#)

Special Considerations When Using the ERE Website

Registration Process

Since registering to use the ERE website requires some manual intervention by you, ODAR, and the SSA Office of Systems, this option will be most practical if you receive relatively frequent requests for claimant records from SSA/ODAR (e.g., at least 3 – 4 requests each month).

Logging Into the ERE Website

The Username and Password are case sensitive.

NOTE: Your ODAR contact will assist you in obtaining a Username and Password.

Be aware that after 3 failed attempts to sign in, your account will be locked. If this occurs, you may obtain additional online assistance by clicking the ERE Admin email address link. You may also report problems to your ODAR contact.

Updating Your Email Address

Your email address currently on file with SSA will be displayed on the Home Page in the top left corner.

The screenshot shows the Electronic Records Express Home page. The top navigation bar includes 'Social Security Online' and 'www.socialsecurity.gov'. The main header reads 'Electronic Records Express Home' and 'Welcome to Electronic Records Express'. On the left, a user profile for 'John Doe' is displayed with the email 'odar.hq.rep.mail@ssa.gov' and phone number '7037037033', along with a 'Log Out' button. Below this, a section titled 'From here you can also:' contains links for 'Modify your account information' and 'Change your password'. The right side of the page features a 'Bulletin Board' with an update from 02/05/2007, a 'What's New?' link, and 'Ongoing website maintenance' information.

If the email address or phone number shown is incorrect, you may change your email address by performing the following steps:

1. Select the “Modify your account information” link.
2. Enter your new or correct information in the appropriate field.
3. Select the “Modify” button.

Social Security Online **Electronic Records Express**
www.socialsecurity.gov Home Questions? How to Contact Us Search

[Electronic Records Express Home](#)
[Change Password](#)
[Logout](#)

 **Electronic Records Express**
Modify My Account

An asterisk (*) indicates a mandatory field.

User Id: **johndoe**

Role: **Individual End-User**
Status: **Active**

First Name: *
Middle Name:
Last Name: *

Organization Name:
Department:
Position:

Primary Phone: Ext: WORK
Alternate Phone: Ext: [Select Type]
Alternate Phone: Ext: [Select Type]
Alternate Phone: Ext: [Select Type]

Primary Email: *
Alternate Email:

Address Line 1:
Address Line 2:
Address Line 3:

City: * State: Province:

Zip: *
Country: *

Your browser will be re-directed to a change summary screen. Select “Submit” to forward your changes to SSA, “Edit” to return to the previous screen and make additional changes, or “Cancel” to exit.

[Electronic Records Express Home](#)

[Change Password](#)

[Logout](#)



Electronic Records Express Modify My Account

User Id: **johndoe**

Role: **Individual End-User**

Status: **Active**

First Name: **John**

Middle Name:

Last Name: **Doe**

Organization Name:

Department:

Position:

Primary Phone: **410-555-1212**

Alternate Phone:

Alternate Phone:

Alternate Phone:

Primary Email: **john.doe@ssa.gov**

Alternate Email:

Address Line 1: **100 Demo Road**

Address Line 2: **Suite 100**

Address Line 3:

City: **Some City** State: **MD** Province: Zip: **21207**

Country: **United States**

In addition to a confirmation screen, ERE will send a confirmation email to your email address once your change(s) are processed.



Changing Your Password

Users are required to change their password upon their very first login to the ERE website. Afterward, users will be prompted to change their password every 90 days.

Naming Your Electronic Claimant Records

The ERE website will accept electronic filenames that contain the following characters:

- ⇒ Numbers
- ⇒ Letters (uppercase and lowercase)
- ⇒ Backslashes “\”
- ⇒ Underscores “_”
- ⇒ Hyphens or Dashes “-”
- ⇒ Spaces

Other special characters may make your electronic filename invalid, such as:

- ⇒ Certain Punctuation Marks (commas, semicolons, parentheses, etc.)
- ⇒ Symbols (*, %, <, >, |, etc.)

Please be sure that your electronic records include the acceptable character types shown above.

NOTE: Please be sure to upload **only** non-password protected documents.

Getting Started -- Reminder

Be sure to have the ODAR barcode with you as you will need to enter information such as the claimant’s Social Security Number and the Request ID. Please be sure to input the request ID number as it is shown on the ODAR barcode (excluding lead zeros). This information ensures that your claimant’s records are properly transmitted to their electronic disability claims file.

Timing Out

The website will time out 30 minutes after you begin, so you should be ready to enter information from the records request letter and have files ready to upload. Your password will expire every 90 days and you will be prompted to change your password.

Avoiding User Errors

SSA's Office of Systems tracks every error generated on the ERE website. Errors can occur for many reasons. The following list briefly explains some common ERE website user "errors":

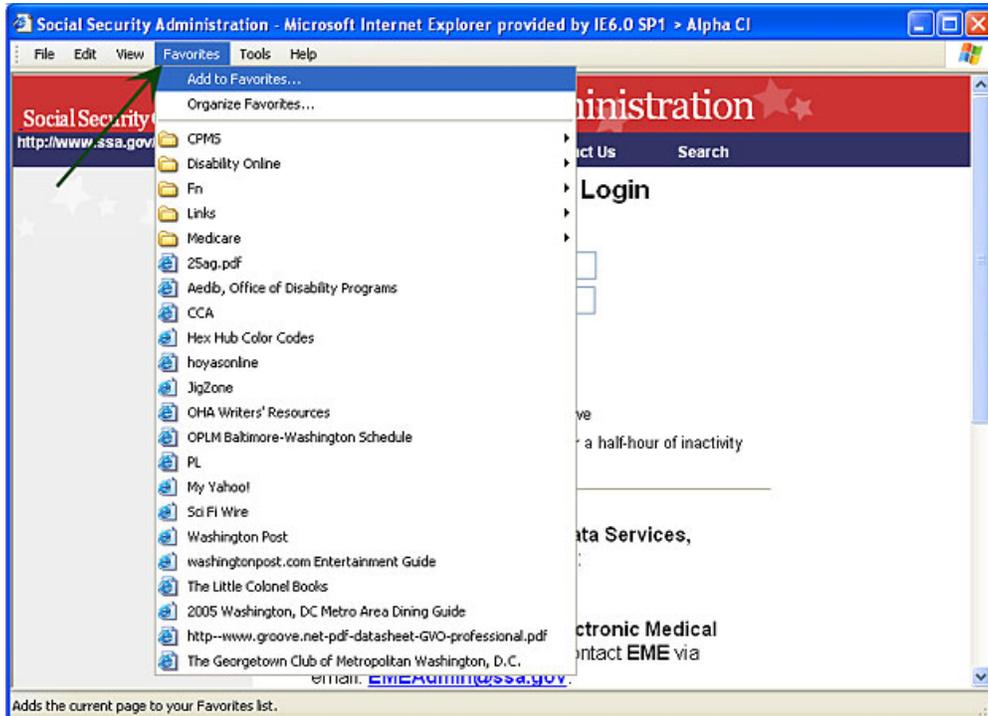
- ⇒ Bookmarking the confirmation page – **Never** bookmark pages within the ERE website. The **only** bookmark you should use for the ERE website is the Homepage at <http://eme.ssa.gov>. If you bookmark any other pages within the ERE website then the website treats this as if you are submitting something related to an earlier submission which becomes problematic as the website tries to link your current transmission of files to an earlier transmission of uploaded files. Please note you cannot bookmark and save a confirmation page.
- ⇒ Leaving the ERE session unattended for 30 minutes will cause a session timeout. If you need to do something else please log out and exit your ERE session. When a session timeout occurs, SSA's Office of Systems will contact you to determine what happened (e.g., you lost your connection to the Internet Service Representative or ISP, etc.).
- ⇒ Clicking the **Back** button, **Stop** button, or closing your Internet browser after you have clicked the **Send** button to upload a file. This triggers a partial upload and generates an error. SSA's Office of Systems will contact you to determine what caused the problem.
- ⇒ Typing in an incorrect file path for a file saved on your local system. This can occur if you type in a file name rather than using the **Browse** button to navigate to where files are stored on your system and then clicking the files you wish to attach. You may not receive notification if this type of error occurs. The best way to avoid this type of error is to use the **Browse** button to attach your files and then wait for the Confirmation Page to appear after you have successfully transmitted your electronic files.

Bookmarking the ERE Website

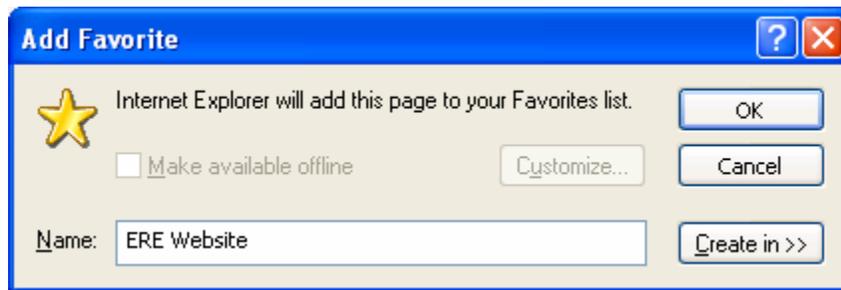
Please be sure to bookmark the ERE Home Page only. You should never bookmark intermediate webpages within the ERE website. Doing so can cause problems the next time you try to send files, which may necessitate that SSA contact you to determine whether an actual problem occurred while you were on the ERE website trying to send your electronic files.

To create a bookmark:

1. Click the **Favorites** button on the top toolbar of your Internet Browser screen
2. Scroll down and select **Add to Favorites...**



3. In the **Name:** box, type in the name you wish to give this particular website



4. Click the **OK** button and you have created your bookmark for the ERE website.

NOTE: You may also choose a folder to save this bookmarked webpage in by selecting the **Create in >>** button.

Now you can click on the **Favorites** button on the top toolbar of your Internet Browser screen and you should see your bookmark appear in the resultant dropdown list.

Saving ERE Confirmation Pages

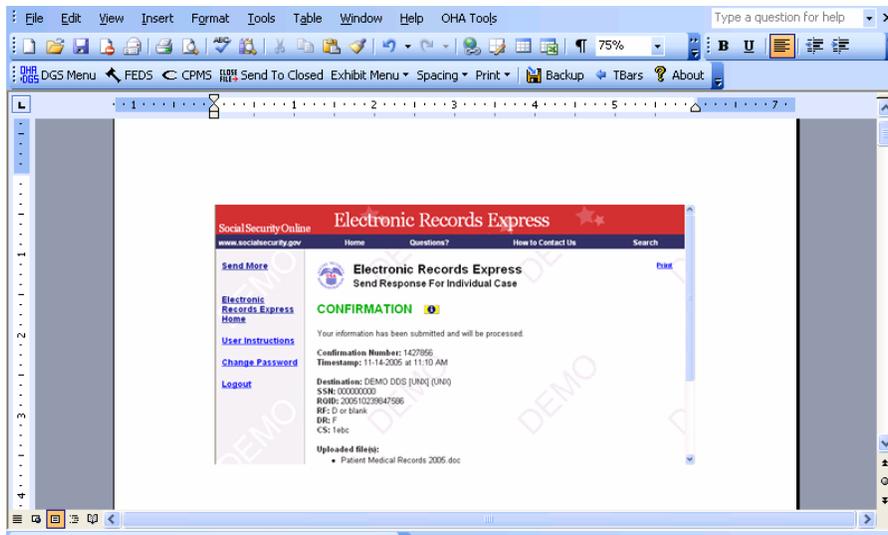
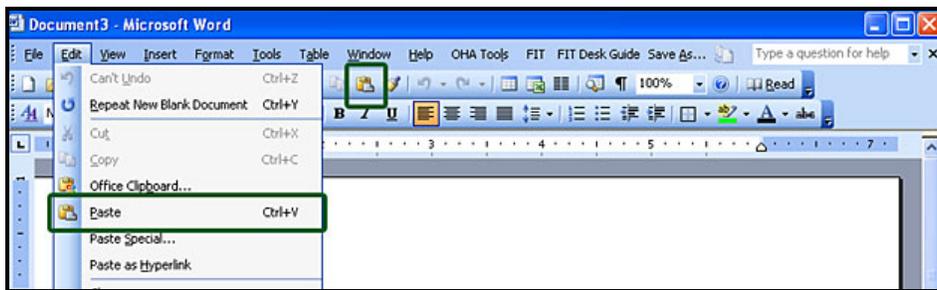
You cannot bookmark and save a confirmation page. You cannot retrieve a confirmation after exiting the screen. If you wish to have a record of the ERE transaction, we suggest you save your confirmation pages in one of two ways:

- ⇒ Print out the confirmation page you receive and store the paper copy of the confirmation
- ⇒ Save your confirmation electronically and store it on your local computer system
- ⇒ Send the confirmation page to your email

To save an electronic copy of an ERE confirmation page, you'll need to capture a "screenshot", paste the screenshot into an electronic file, and save the file locally to your system. The instructions below will walk you through one method of saving an electronic copy of your ERE confirmation.

NOTE: The particular method you use may vary depending on the type of software available on your computer system.

1. Create a screenshot. To do this, simultaneously press the **Ctrl, Alt, and Print Screen** keys on your keyboard. Doing this will capture the image of whatever is *currently displayed* as the active window on your computer monitor.
2. Open a software program that will allow you to "paste" your screenshot. When you have opened your program, right-click your mouse and select **Paste** or click the **Paste** button on your standard toolbar. The images below show a screenshot being pasted into a Microsoft Word document.



3. Save your new file with the screenshot of your ERE confirmation page to your local system.

How SSA Communicates Information to ERE Users

SSA’s Office of Systems will use the “Bulletin Board” section of the ERE website to alert registered users of new information, such as any scheduled maintenance or new functionality. The following illustration shows such an alert in the Bulletin Board section. You’ll also notice that there is an email link within the “Bulletin Board” section so that users can send an email to obtain additional information from SSA.



In addition to posting a message in the Bulletin Board section, SSA will send an email to all registered ERE users to inform them of scheduled maintenance or enhancements to the website. In general, you should receive an email notification at least one week in advance of any scheduled changes.

ERE Electronic File Format Options:

SSA’s ERE website currently supports the following file formats:

.wpd	.doc	.txt
.pdf	.xls	.jpg
.bmp	.tiff	.tif
	.zip	

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
Add Another File	2 – 8 (number corresponds to the file to be added)
Cancel	n
Continue	c
Edit	w
Home	m

Prior	p
Send Another Report	r
Send Another Response	r
Submit	b
Try Again	g

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 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:

1. To use these keys select the “Alt” button on your keyboard and the access key simultaneously.
2. **Internet Explorer 6 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.

Contacts for Additional Assistance

If you need additional assistance, you should contact:

Email: **odar.hq.rep.mail@ssa.gov**

Glossary

Acceptable File Type Types of files that are compatible with a given computer program or website. The ERE website currently supports the following type of files:
.bmp, .doc, .jpg, .pdf, .tif, .tiff, .txt, .wpd, and .xls, and .zip.

Barcode Data is coded in a series of bars and spaces of varying width. This symbol can be read with hand held moving beam scanners by sweeping a horizontal beam down the symbol. To date, industry has utilized a “3 of 9” barcode with varying width vertical bars. Technology is now shifting to a more stable and versatile barcode (2-Dimensional or 2-D), where a checkerboard pattern varies in both width and height.

A 2-D barcode located on the request letter determines the ultimate destination (paper folder and/or electronic folder) for the evidence submitted (uploaded). The 2-D barcode acts as a

portable database to store the following information: SSN, request ID number, site number (Disability Determination Service or ODAR), and document type (e.g., MER, CE). The request ID number (also known as the turnaround document number or contract number) is SSA's/ODAR's unique transaction tracking number, and when received, can be used to generate a tickle in the case processing system. If a Representative fails to submit the bar-coded information, the document must be manually indexed at the ODAR.

.bmp	The filename extension for a bitmap file. Bitmap is a common graphic format used by computers. A graphic or picture is made up of a number of individual dots (bits) to form an image. A bitmap is essentially a map of bits (hence the name). Bitmap files can get very large in size and if storage space is a factor then it is best to convert the image into a more compressed format such as .jpg.
.doc	The filename extension for a Microsoft Word document file.
Download	The process of transferring a file from a remote computer, server, or webpage to your own computer. Download is the opposite of upload.
ERE	Electronic Records Express, SSA's secure website to be used primarily for uploading (sending) electronic medical and other evidence to be considered in determining disability eligibility.
eDib	Electronic Disability (eDib) is SSA's endeavor for enhancing the disability claims process. It is a major Agency initiative comprised of interdependent projects that are designed to move all components involved in claims adjudication/review to an electronic business process through the use of an electronic disability folder. It expands Internet use, it automates disability intake, provides electronic access to disability-related information, and will improve overall efficiency of the disability claims process.
e-folder	The electronic disability folder (e-folder or EF) is SSA's electronic disability repository of data that will, when eDib is fully implemented, be accessible by all components involved in the processing of disability claims. Data that is housed in the e-folder will come from many different SSA and ODAR systems as well as from external sources (e.g., medical Representatives). The e-folder is not a case processing system. The e-folder will allow components to share disability case information without having to move a paper folder between components.
Extract	To obtain selected information from a source; an excerpt of a

record.

.jpg	.jpg or .jpeg (pronounced “jay-peg”) is a standardized image compression format named after its developers (the Joint Photographic Experts Group) that can compress images to very small file sizes, commonly used on the Internet due to faster image transfer rates. JPEG images can contain thousands of colors which make for the format ideal for compressing images such as photographs. The JPEG format can compress images up to around 10% of their original file size without losing too much quality (depending on the image used) although the image will lose its sharpness. JPEG files use both the .jpg and .jpeg file extensions and can be created in most popular graphics applications.
MER	Medical evidence of record (MER) is collected from sources identified by the claimant.
.pdf	The filename extension for a Portable Document Format (PDF) file. PDF is a universal file format developed by Adobe® that preserves all the fonts, formatting, graphics, and color of any source document, regardless of the application and platform used to create it. PDF is a reliable format for electronic document exchange. To view PDF files you need Adobe Reader® which you can download free at http://www.adobe.com/products/acrobat/readstep2.html .
Secure Website	A website that uses encryption and access controls so that personal information sent via the website is not susceptible to interception, loss, or alteration.
.tif or .tiff	TIF or TIFF is short for “Tagged Image File Format” and refers to a type of image format developed by Aldus and Microsoft that is commonly used within computing. It was designed primarily for faster data interchange. TIFF files are basically Bitmap images; they are not restricted in resolution and can be black and white, grey scale or full color. Most (if not all) image editing software can support the TIFF format and TIFF files typically have the .tif or .tiff file extension.
.txt	The filename extension for a text file.
Upload	The process of transferring a file from a personal computer to a server. This process makes the file available to others. Upload is the opposite of download.
.wpd	The filename extension for a Word Perfect Document.

.xls

The filename extension for a Microsoft Excel file.

.zip

A zipped file is a file that has been compressed making it a smaller file. Compressed files travel faster, therefore taking less time to download to your hard drive or upload to another computer. To return the file to its original size, decompression software is used so that you can view the file. Compression/decompression software is pretty common and may be downloaded from the Internet if it isn't already available on your computer.