

Electronic Records Express User Guide for Track Status of Submissions



June 2008

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Electronic Records Express

Track Status of Submissions

Overview

The ERE Track Status of Submissions application allows ERE users to view the status of submissions. ERE Users have the capability of searching only submissions for their User ID. Users have the ability to select from multiple search criteria: **Confirmation Number, Request ID (RQID), 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

The user may submit a search request after one or more of the following criteria have been entered on the **Search** screen:

- **Confirmation Number**—The Confirmation Number is a unique number assigned to a submission. When tracking a submission by Confirmation 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.
- **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 of Submission
 - Start Time (Eastern Time)
 - End Time (Eastern Time)
 - Date Range
 - From Date (Eastern Time)—The start date when a search within a certain time period is to be performed
 - To Date (Eastern Time)—The end date when a search within a certain time period is to be performed.

- **Submission Status**—Search All submissions or choose one of the following statuses:
 - Sent—Tracks submissions successfully sent by the user.
 - Error—Tracks submissions that have failed.
 - Contacted—Tracks submissions when a problem occurs with the original submission and the user has been contacted by ERE Tech Support to make a new submission.

Results Screen

The **Results** screen displays the following information about the submissions:

- **Confirmation Number**—A unique number generated by ERE to identify the submission.
- **Date**—The date (Eastern Time) the submission was downloaded to the ERE website.
- **Status**—The status displayed in this column will be one of the following:
 - Sent—The submission was successfully sent.
 - Error—The submission failed.
 - Contacted—A problem occurred with the original submission and the user has been contacted by ERE Tech Support to make a new submission.
 - Processing—The submission is being processed.

Details Screen

The **Details** screen displays details of the submission from the Confirmation Number selected from the Results screen.

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

- **Confirmation Number**
- **Submission Date and Eastern Time**
- **Submission Status**
- **Number of Files Uploaded**
- **RQID (Request ID)**
- **Filename**—The name of the originally uploaded file, including its extension.
- **File Status**—The status displayed will be one of the following:
 - Sent—The submission was successfully sent by the user.
 - Error—The submission failed.

- **Contacted**—A problem occurred with the original submission and the user has been contacted by ERE Tech Support to make a new submission.
 - **Processing**—The submission is being processed.
- **File Size**—The size of the file in bytes.

Track Status of Submission Instructions

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

Electronic Records Express Homepage

Social Security Online
www.socialsecurity.gov

Electronic Records Express

Frequently Asked Questions User Instructions

Electronic Records Express Home
Welcome to Electronic Records Express

John Doe
odar.hq.rep.mail@ssa.gov
7037037033
[Log Out](#)

From here you can also:
[Modify your account information](#)
[Change your password](#)

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

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

Document Exchange Services
[Teacher Questionnaire](#)
[Track Status of Submissions](#)

Communication Services
Communication Utility: [Send E-Mail](#)

Bulletin Board
Updated 06/03/2008
[What's New?](#)

Recent Changes:
The Electronic Records Express website has recently been updated. For a description of changes to the website, please select the What's New? link.

Scheduled 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**

You may also search by entering the Confirmation Number, Request ID, other date choices or submission status. When tracking a submission by Confirmation Number or Request ID all other fields are disabled.

Search by Confirmation Number

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

Step 2—Select the Search button.

Search by Confirmation Number—Steps 1 and 2

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

1. Search for a specific submissions by entering the Confirmation Number:

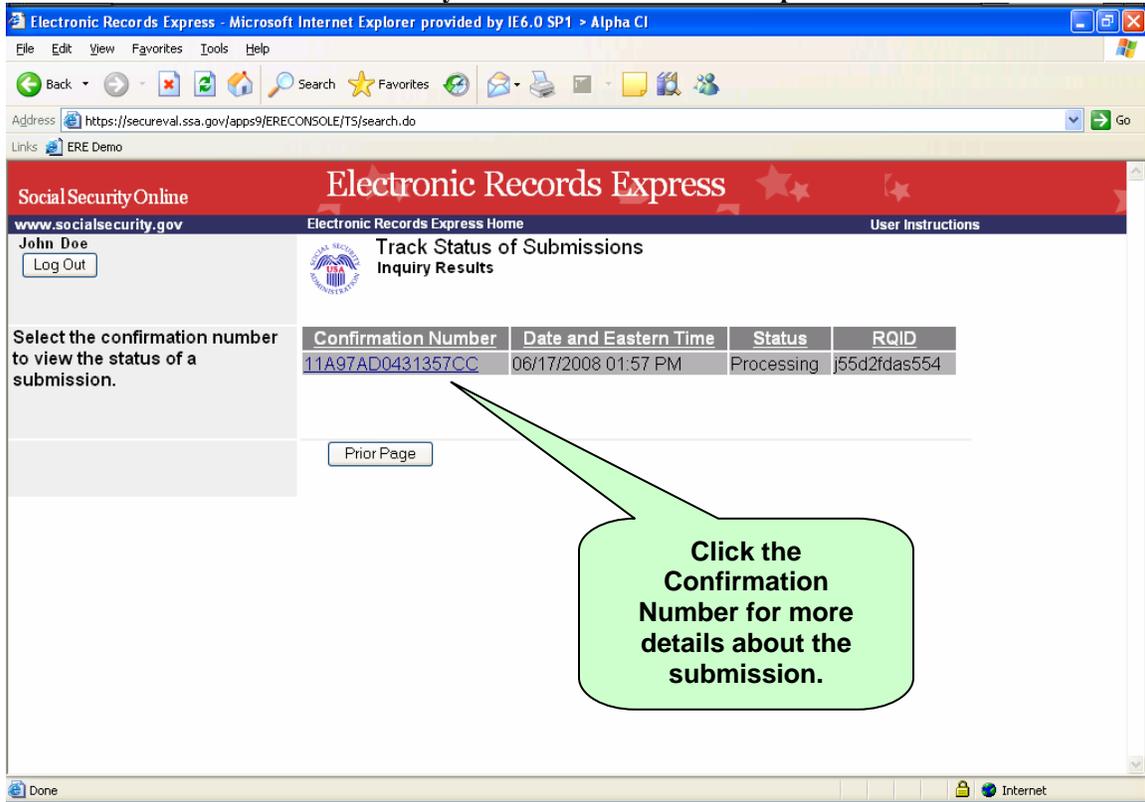
2. Search submissions by entering the RQID (Request ID) found on the request letter or barcode:

3. Search submissions by date by selecting the preferred search method: Last 45 Days Single Day Date Range

Search submission status by selecting the status: All Sent Error Contacted

Step 3—View the inquiry results on the Results Screen. Click on the confirmation number to go to the Details Screen.

Search by Confirmation Number—Step 3



The screenshot shows a web browser window titled "Electronic Records Express - Microsoft Internet Explorer provided by IE6.0 SP1 > Alpha CI". The address bar shows "https://secureval.ssa.gov/apps9/ERECONSOLE/TS/search.do". The page header includes "Social Security Online" and "Electronic Records Express". The main content area is titled "Track Status of Submissions Inquiry Results" and features a table with the following data:

Confirmation Number	Date and Eastern Time	Status	RQID
11A97AD0431357CC	06/17/2008 01:57 PM	Processing	j55d2fdas554

A callout box with a green background and black border points to the confirmation number in the table, containing the text: "Click the Confirmation Number for more details about the submission." The page also includes a "Log Out" button for "John Doe" and a "Prior Page" button.

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

Search by Confirmation Number—Step 4

The screenshot shows the 'Electronic Records Express' interface. At the top, it says 'Social Security Online' and 'www.socialsecurity.gov'. The user is logged in as 'John Doe' with a 'Log Out' button. The main heading is 'View Status of Submissions Inquiry Results - Detail'. Below this is a table with the following data:

Confirmation Number	11A97B7C4A5CD94B
Submission Date and Eastern Time	06/17/2008 02:09 PM
Submission Status	Processing
Number of Files Uploaded	3
RQID(Request ID)	abc123rrisld99

Below the first table is a second table listing the uploaded files:

Filename	File Status	File Size
SSA.doc	Processing	24 KB
eSignature.bt	Processing	1 KB
CE.doc	Processing	24 KB

At the bottom of the page, there are two buttons: 'Prior Page' and 'Start New Search'. A green callout box with a pointer to the 'Start New Search' button contains the text: 'Select Start New Search to return to the Search Screen'.

Search by Request ID

Step 1—Enter the Request ID (RQID) found on the request letter or barcode in the second block.

Step 2—Select the Search button.

Search by Request ID—Steps 1 and 2

The screenshot shows a web browser window titled "Electronic Records Express - Microsoft Internet Explorer provided by IE6.0 SP1 > Alpha CI". The address bar shows the URL "https://secureval.ssa.gov/apps9/ERECONSOLE/TS/prior.do". The page content includes a header with "www.socialsecurity.gov", "Electronic Records Express Home", and "User Instructions". A user profile for "John Doe" is visible with a "Log Out" button. The main heading is "Track Status of Submissions" with a sub-heading "Search Submissions". A sidebar on the left contains the text: "To view your submissions enter search criteria into one of the three sections." The main content area has three search options:

1. Search for a specific submissions by entering the Confirmation Number: [Empty input field]
2. Search submissions by entering the RQID(Request ID) found on the request letter or barcode: [Input field containing "abc123rrisId99"]
3. Search submissions by date by selecting the preferred search method: [Radio buttons for "Last 45 Days" and "Other"]

Below these options, there is a section for "Search submission status by selecting the status:" with radio buttons for "All", "Sent", "Error", and "Contacted". At the bottom, there are buttons for "Cancel", "Reset to Default", and "Search". Two green callout bubbles are overlaid on the page: 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."

Step 3—Click on the confirmation number to obtain details about the submission.

Search by Request ID—Step 3

Electronic Records Express

Social SecurityOnline
www.socialsecurity.gov

Electronic Records Express Home
User Instructions

John Doe
Log Out

Track Status of Submissions
Inquiry Results

Confirmation Number	Date and Eastern Time	Status	RQID
11A97B7C4A5CD94E	06/17/2008 02:09 PM	Processing	abc123riisd99

Prior Page

Click on the confirmation number 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

The screenshot shows a Microsoft Internet Explorer browser window displaying the Electronic Records Express application. The browser's address bar shows the URL: <https://secureval.ssa.gov/apps9/ERECONSOLE/TS/view.do?confirmationNo=11A97B7C4A5CD94B>. The page title is "Electronic Records Express" and the main heading is "View Status of Submissions Inquiry Results - Detail".

The page includes a user profile for "John Doe" with a "Log Out" button. The submission details are as follows:

Confirmation Number	11A97B7C4A5CD94B
Submission Date and Eastern Time	06/17/2008 02:09 PM
Submission Status	Processing
Number of Files Uploaded	3
RQID(Request ID)	abc123riid99

Below the submission details is a table listing the files:

Filename	File Status	File Size
SSA.doc	Processing	24 KB
eSignature.bt	Processing	1 KB
CE.doc	Processing	24 KB

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

Search by Submission Date or Status

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

Search Submissions

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

1. Search for a specific submissions by entering the Confirmation Number:

2. Search submissions by entering the RQID(Request ID) found on the request letter or barcode:

3. Search submissions by date by selecting the preferred search method: Last 45 Days Single Day Date Range

Search submission status by selecting the status: All Sent Error Contacted

Buttons: Log Out, Cancel, Reset to Default, Search

Last 45 Days and All are the Default settings.

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

Default Search—Step 2

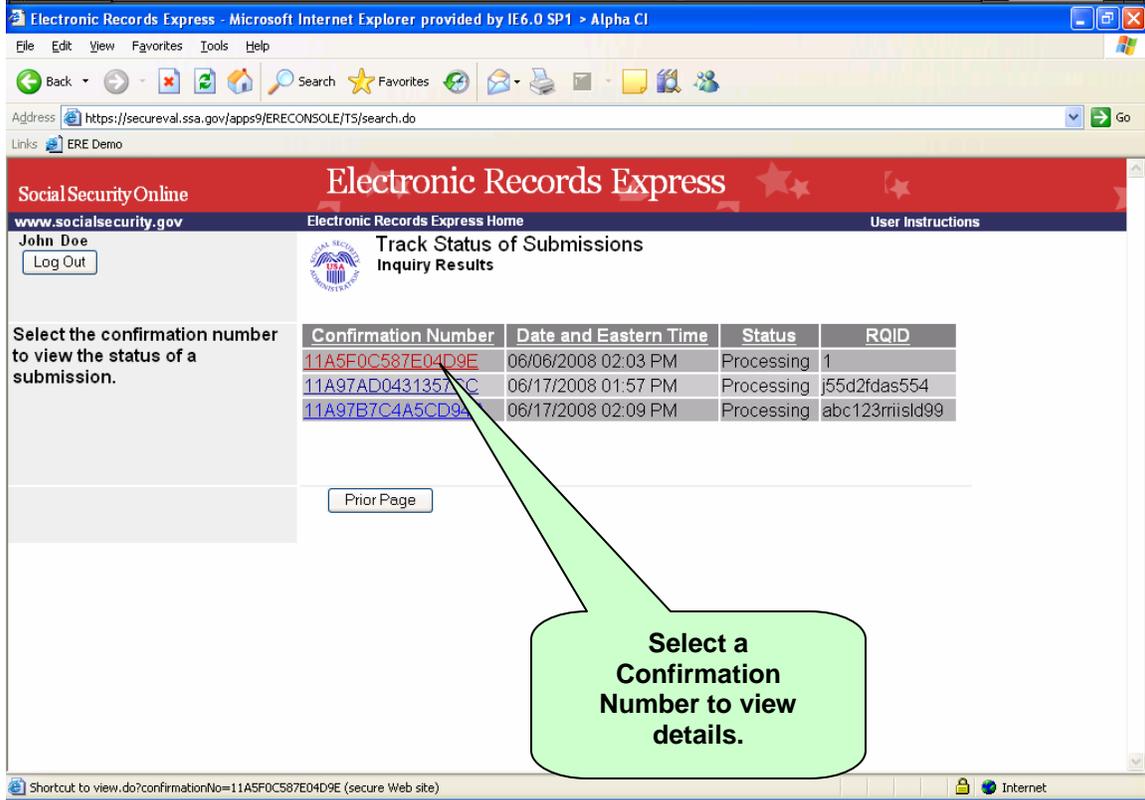
The screenshot shows a web browser window titled "Electronic Records Express - Microsoft Internet Explorer provided by IE6.0 SP1 > Alpha CI". The address bar shows the URL "https://secureval.ssa.gov/apps9/ERECONSOLE/TS/search.do". The page header includes "Social Security Online" and "Electronic Records Express". The main content area is titled "Track Status of Submissions Inquiry Results" and features a table with the following data:

<u>Confirmation Number</u>	<u>Date and Eastern Time</u>	<u>Status</u>	<u>RQID</u>
11A5F0C587E04D9E	06/06/2008 02:03 PM	Processing	1
11A97AD0431357CC	06/17/2008 01:57 PM	Processing	j55d2fda...64
11A97B7C4A5CD94B	06/17/2008 02:09 PM	Processing	abc123...99

A green callout box with a pointer to the underlined headers contains the text: "Click an underlined heading to sort." Below the table is a "Prior Page" button. The left sidebar shows a user profile for "John Doe" with a "Log Out" button and a prompt to "Select the confirmation number to view the status of a submission."

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

Default Search—Step 3



The screenshot shows the Electronic Records Express interface. The page title is "Track Status of Submissions Inquiry Results". On the left, there is a sidebar with the user name "John Doe" and a "Log Out" button. Below the sidebar, there is a text prompt: "Select the confirmation number to view the status of a submission." The main content area contains a table with the following data:

Confirmation Number	Date and Eastern Time	Status	RQID
11A5F0C587E04D9E	06/06/2008 02:03 PM	Processing	1
11A97AD0431357AC	06/17/2008 01:57 PM	Processing	j55d2fdas554
11A97B7C4A5CD9	06/17/2008 02:09 PM	Processing	abc123rrisd99

Below the table is a "Prior Page" button. A green callout box with a pointer to the first row of the table contains the text: "Select a Confirmation Number to view details." The browser's address bar shows the URL: <https://secureval.ssa.gov/apps9/ERECONSOLE/TS/search.do>. The status bar at the bottom indicates a shortcut to view details for the first submission.

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 clicking one of the underlined headings (Filename, File Status or File Size).

Default Search—Step 4

The screenshot shows a web browser window titled "Electronic Records Express - Microsoft Internet Explorer provided by IE6.0 SP1 > Alpha CI". The address bar shows the URL: <https://secureval.ssa.gov/apps9/ERECONSOLE/TS/view.do?confirmationNo=11A5F0C587E04D9E>. The page content includes a header for "Electronic Records Express" and a user profile for "John Doe" with a "Log Out" button. The main heading is "View Status of Submissions Inquiry Results - Detail".

Confirmation Number	11A5F0C587E04D9E
Submission Date and Eastern Time	06/06/2008 02:03 PM
Submission Status	Processing
Number of Files Uploaded	2
RQID(Request ID)	1

<u>Filename</u>	<u>File Status</u>	<u>File Size</u>
eSignature.bt	Processing	1 KB
help desk.doc	Processing	34 KB

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

Search by Submission Date or Status

Single Day Search

Note: When searching by date, you may also choose one of the following options:

- **All**—Searches all submissions made by day or date range.
- **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.

Step 1—Select the Single Day button.

Step 2—Complete the Date of Submission box (MM/DD/YYYY). You may narrow your search by choosing a Start Time and the End Time in the dropdowns. The default times are 12:00AM and 11:59 PM. All times are Eastern Time.

Step 3—Select the Search button.

Single Day Search—Steps 1-3

The screenshot shows a web browser window titled "Electronic Records Express - Microsoft Internet Explorer provided by IE6.0 SP1 > Alpha CI". The address bar shows "https://secureval.ssa.gov/apps9/ERECONSOLE/TS/prior.do". The page content includes a search form with the following sections:

- To view your submissions enter search criteria into one of the three sections.**
- 1. Search for a specific submissions by entering the Confirmation Number:** [Text input field]
- 2. Search submissions by entering the RQID(Request ID) found on the request letter or barcode:** [Text input field]
- 3. Search submissions by date by selecting the preferred search method:** Last 45 Days Single Day Date Range
- *All times are Eastern** **Date Of Submission:** [06/06/2008] **Start Time(*):** [01:00 PM] **End Time(*):** [03:00 PM]
- Search submission status by selecting the status:** All Sent Error Contacted
- Buttons:** Cancel, Reset to Default, Search

A green callout box with the text "Enter the Date of Submission" points to the "Date Of Submission" input field.

Step 4—Click on the confirmation number to obtain details about the submission.

Single Day Search—Step 4

The screenshot shows a web browser window titled "Electronic Records Express - Microsoft Internet Explorer provided by IE6.0 SP1 > Alpha CI". The address bar shows the URL: <https://secureval.ssa.gov/apps9/ERECONSOLE/T5/search.do>. The page content includes the "Social Security Online" logo and the "Electronic Records Express" header. Below the header, there is 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. The main content area is titled "Track Status of Submissions Inquiry Results" and features a table with the following data:

Confirmation Number	Date and Eastern Time	Status	RQID
11A5F0C587E04D9E	06/06/2008 02:03 PM	Processing	1

To the left of the table, there is a text box that says: "Select the confirmation number to view the status of a submission." Below the table, there is a "Prior Page" button. A green callout box with a black border points to the confirmation number in the table, containing the text: "Select a Confirmation Number to view details."

Step 5—View submission details. You may select Prior Page to return to the Results Screen or Start New Search to return to the Search Screen.

Single Day Search—Step 5

The screenshot shows a web browser window titled "Electronic Records Express - Microsoft Internet Explorer provided by IE6.0 SP1 > Alpha CI". The address bar shows the URL: <https://secureval.ssa.gov/apps9/ERECONSOLE/TS/view.do?confirmationNo=11A5F0C587E04D9E>. The page content includes:

- Header:** "Social Security Online" and "Electronic Records Express".
- Navigation:** "www.socialsecurity.gov", "Electronic Records Express Home", and "User Instructions".
- User Profile:** "John Doe" with a "Log Out" button.
- Main Content:** "View Status of Submissions Inquiry Results - Detail".
- Submission Details Table:**

Confirmation Number	11A5F0C587E04D9E
Submission Date and Eastern Time	06/06/2008 02:03 PM
Submission Status	Processing
Number of Files Uploaded	2
RQID(Request ID)	1
- Files Table:**

Filename	File Status	File Size
help desk.doc	Processing	34 KB
eSignature.bt	Processing	1 KB
- Navigation Buttons:** "Prior Page" and "Start New Search".

Search by Submission Date or Status

Date Range Search

Step 1—Select the Date Range button.

Step 2—Complete the From Date (MM/DD/YYYY) and To Date (MM/DD/YYYY) fields.

Step 3—Select the Search button.

Search by Date Range—Steps 1-3

The screenshot shows a web browser window titled "Electronic Records Express - Microsoft Internet Explorer provided by IE6.0 SP1 > Alpha CI". The address bar shows "https://secureval.ssa.gov/apps9/ERECONSOLE/TS/prior.do". The page content includes a "Search Submissions" section with three search methods:

1. Search for a specific submissions by entering the Confirmation Number.
2. Search submissions by entering the RQID(Request ID) found on the request letter or barcode:
3. Search submissions by date by selecting the preferred search method:
 - Last 45 Days
 - Single Day
 - Date Range

Under method 3, there are two date input fields: "From Date" with the value "06/05/2008" and "To Date" with the value "06/07/2008". Below these are radio buttons for "Search submission status by selecting the status:" with options: All, Sent, Error, Contacted.

At the bottom of the form are buttons for "Cancel", "Reset to Default", and "Search".

A green callout box with a black border points to the "From Date" and "To Date" fields, containing the text: "Enter a Date Range in the From Date and To Date fields."

Step 4—Click on the confirmation number to obtain details about the submission.

Search by Date Range—Step 4

The screenshot shows a web browser window titled "Electronic Records Express - Microsoft Internet Explorer provided by IE6.0 SP1 > Alpha CI". The address bar shows the URL "https://secureval.ssa.gov/apps9/ERECONSOLE/TS/search.do". The page header includes "Social SecurityOnline" and "Electronic Records Express". The user is logged in as "John Doe" with a "Log Out" button. The main content area is titled "Track Status of Submissions Inquiry Results" and contains a table with the following data:

Confirmation Number	Date and Eastern Time	Status	RQID
11A5F0C587E04D9E	06/06/2008 02:03 PM	Processing	1

A callout box with a green background and black border points to the confirmation number in the table. The text inside the callout box reads: "Select a Confirmation Number to view details." Below the table is a "Prior Page" button.

Step 5—View submission details. You may select Prior Page to return to the Inquiry Results or Start New Search to return to the Search Screen.

Date Range Search—Step 5

The screenshot shows a Microsoft Internet Explorer browser window displaying the Electronic Records Express application. The browser's address bar shows the URL: `https://secureval.ssa.gov/apps9/ERECONSOLE/TS/view.do?confirmationNo=11A5F0C587E04D9E`. The application header includes "Social Security Online" and "Electronic Records Express". The user is logged in as "John Doe" and has a "Log Out" button. The main content area is titled "View Status of Submissions Inquiry Results - Detail".

Confirmation Number	11A5F0C587E04D9E
Submission Date and Eastern Time	06/06/2008 02:03 PM
Submission Status	Processing
Number of Files Uploaded	2
RQID(Request ID)	1

Filename	File Status	File Size
help desk.doc	Processing	34 KB
eSignature.txt	Processing	1 KB

At the bottom of the main content area, there are two buttons: "Prior Page" and "Start New Search".

Search by Submission Date or Status

Status Search

Note: When searching by status, you may also choose one of the following date options:

- Last 45 days
- Single Day
- Date Range

Step 1—Select one of the following options:

- **All**—Searches all submissions made by day or date range.
- **Sent**—Searches submissions successfully sent by the user.
- **Error**—Searches submissions that have failed.
- **Contacted**—Searches submissions that have required the user to be contacted by ERE Tech Support.

Step 2—Select the Search button.

Status Search—Steps 1 and 2

www.socialsecurity.gov Electronic Records Express Home User Instructions

John Doe
[Log Out](#)

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

1. Search for a specific submissions by entering the Confirmation Number:

2. Search submissions by entering the RQID(Request ID) found on the request letter or barcode:

3. Search submissions by date by selecting the preferred search: Last 45 Days Single Day Date Range

Search submission status by selecting the status: All Sent Error Contacted

[Cancel](#) [Reset to Default](#) [Search](#)

Step 3—Click on the confirmation number to obtain details about the submission. You may sort the results in ascending or descending order by clicking one of the underlined headings (Confirmation Number, Date and Eastern Time, Status or RQID).

Status Search—Step 3

Social Security Online
Electronic Records Express

www.socialsecurity.gov
Electronic Records Express Home
User Instructions

Mohammad QamarUnique

[Log Out](#)

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



Track Status of Submissions
Inquiry Results

<u>Confirmation Number</u>	<u>Date and Eastern Time</u>	<u>Status</u>	<u>RQID</u>
117772727337474747	09/14/2007 09:55 AM	SENT	33455WW345323455WW345

[Prior Page](#)

Results for the Status option you selected are displayed.

Step 4—View submission details. You may select [Prior Page](#) to return to the Inquiry Results or [Start New Search](#) to return to the Search Screen.