

Medical and Vocational Expert User Guide

Registration Guide for Individual BPA- Holders



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Background

The Office of Hearings Operations (OHO) contracts with Medical Experts (MEs) and Vocational Experts (VEs) to perform services such as providing testimony at ALJ hearings and responding to interrogatories. These services require reviewing case documentation stored in the electronic folder (eFolder).

ERE (Electronics Records Express) for Experts is a secure web service that provides registered experts with electronic access to the exhibited documents in eFolder sections A, E, and F of cases they are assigned in CPMS (OHO's Case Processing and Management System).

This registration guide is for an individual Blanket Purchase Agreement (BPA) holder providing expert services to OHO. Experts working for a company should refer to the "Registration Guide for Company Experts".

Registration

An individual expert with an active BPA to provide medical or vocational expert services for OHO is eligible to obtain an ERE for Experts account. Registration consists of:

- Creating a "my Social Security" account using LOGIN.GOV
- Adding extra security to your "my Social Security" account
- Adding extra security to your LOGIN.gov account
- Notifying SSA that your registration is complete

Getting Help

If you are having issues creating a my Social Security account, or adding the extra security to your my Social Security account, contact the helpdesk for assistance. The Helpdesk can provide assistance with issues that occur while trying register. Use this link to access the helpdesk information webpage: <https://www.ssa.gov/myaccount/help/>.

There are three options available when requesting assistance on the *Need Help with my Social Security* webpage:

Call Us

- The helpdesk hours of operations is 7:00am to 12:00am Eastern Time, Monday through Friday.

Social Security

Support Options

- Call Us
- Request a Call Back
- Visit Us

Call Us

You can speak to a Social Security representative for help with a *my Social Security* account Monday through Friday.

Toll-free:
1-800-772-1213
8:00 a.m. - 7:00 p.m. local time.

After you hear "**Briefly tell me why you are calling,**" please say "**Help Desk**" for help with a *my Social Security* account.

TTY (for deaf or hard of hearing)
1-800-325-0778
8:00 a.m. - 7:00 p.m. local time.

We are not open on federal holidays.

You can also use our automated telephone services to get recorded information and conduct some business 24 hours a day.

If you would like to receive your Social Security Statement by mail please [follow these instructions](#).

If you live outside the United States visit [Service Around the World](#).

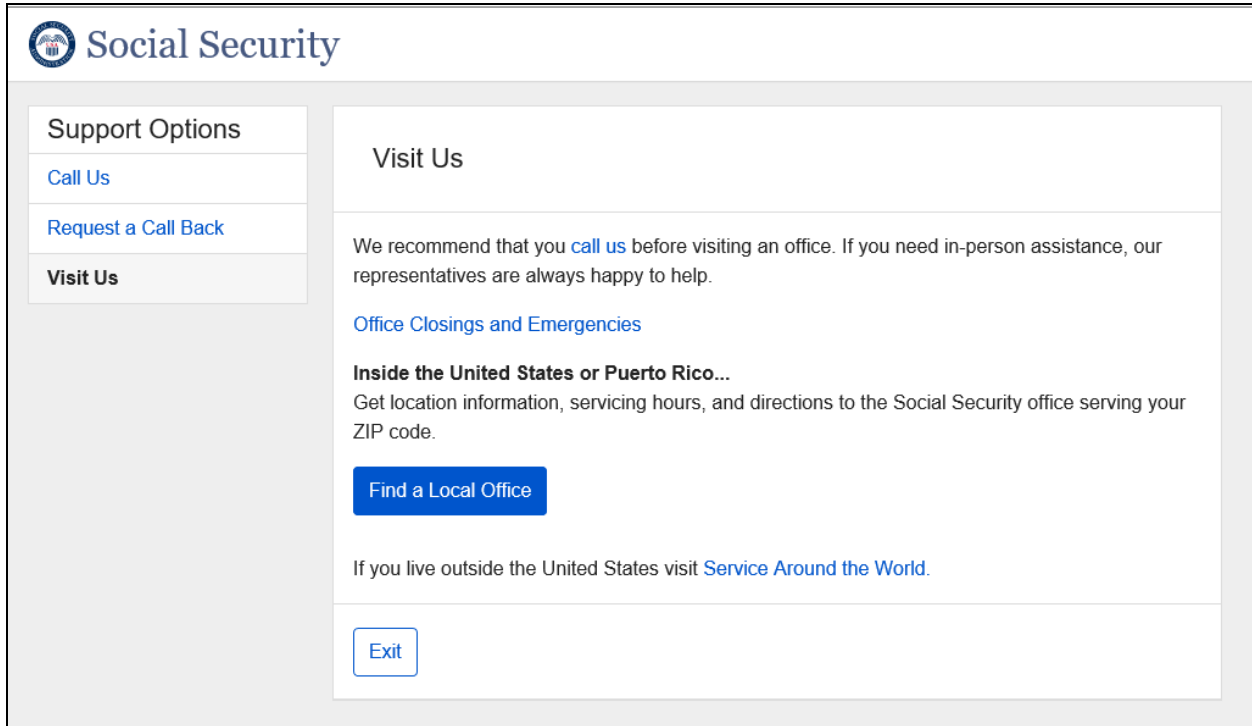
[Exit](#)

Request a Call Back – currently out of service

- This option will send a message to the helpdesk and you will not have to place a phone call. Keep in mind, this option is only available during hours of operations, 7:00am to 12:00am Eastern Time, Monday through Friday.

Visit Us

- This option allows you to locate the closest social security field office in accordance to your zip code.



If the helpdesk is unable assist with the particular issue, they will direct you to visit your local Social Security field office. By using the *Visit Us* in the 3rd option above, you can locate the closest office nearest to your location. It is recommended to first call the field office to make an appointment.

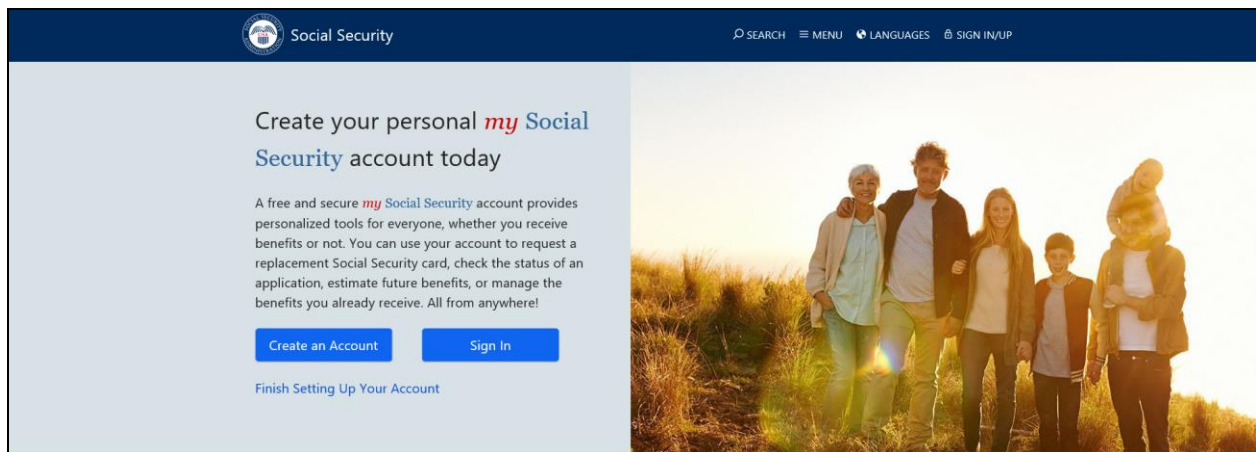
Create a “*my* Social Security” account

If you already have a “*my* Social Security” account, go page 28.

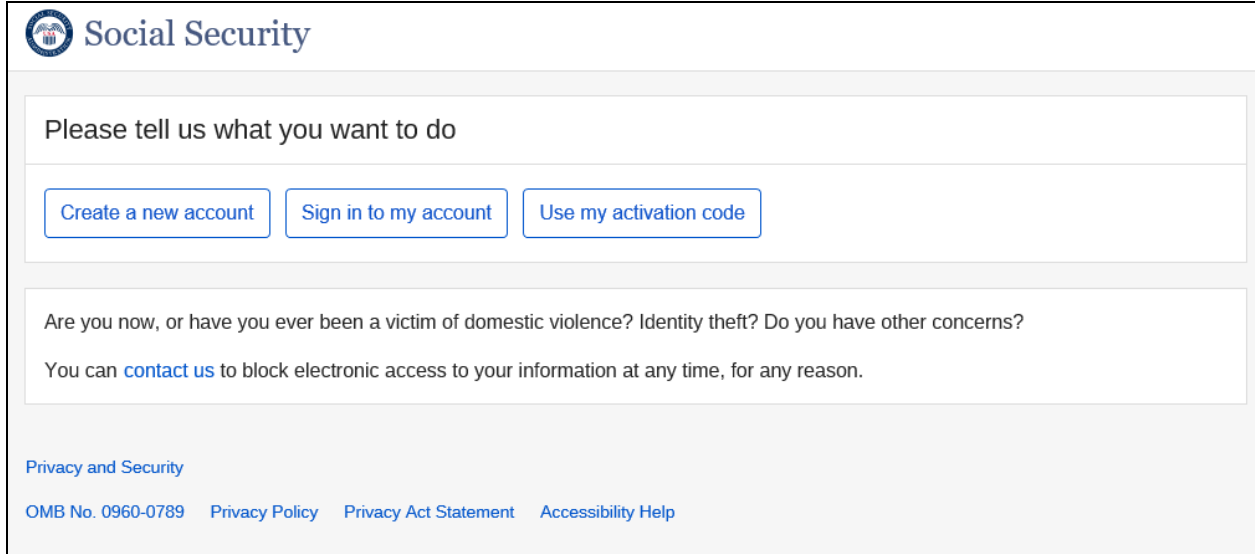
If you already have a “Login.gov” account, go to page, go to page 33.

If you already have a “*my* Social Security” account with extra security, go to page 36.

1. Go to <https://www.ssa.gov/myaccount/> and click “Create an Account”

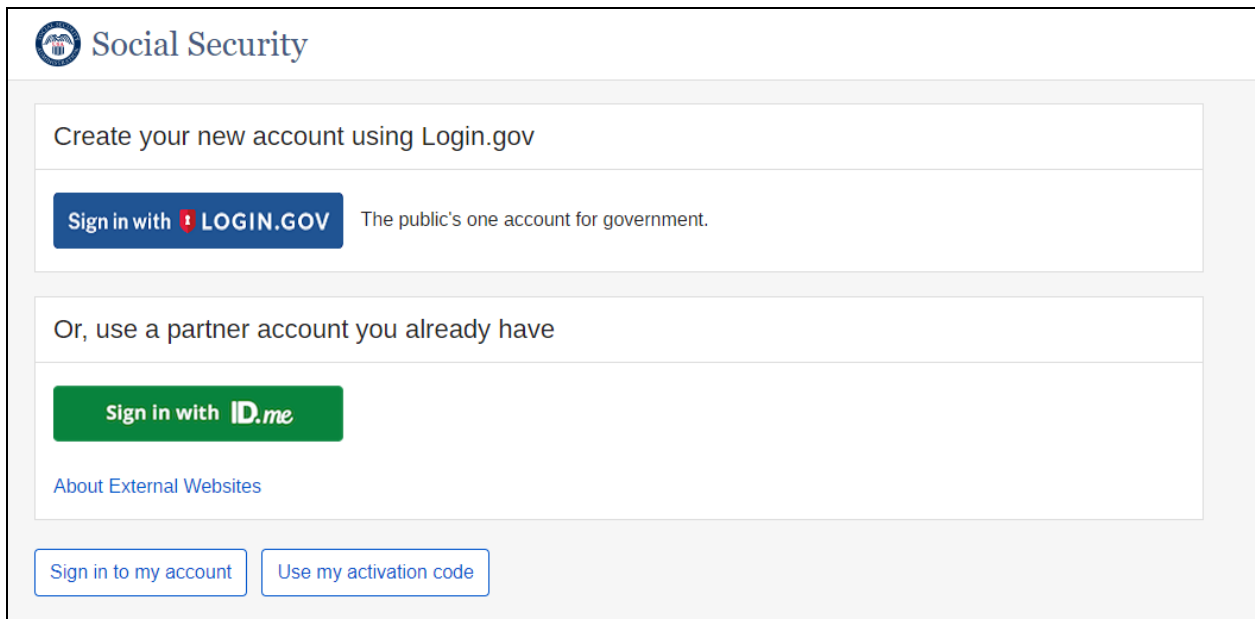


2. Click “Create a new account”




The screenshot shows the Social Security website's registration page. At the top left is the Social Security logo. Below it, the text reads "Please tell us what you want to do". There are three buttons: "Create a new account", "Sign in to my account", and "Use my activation code". Below these buttons is a section with the text: "Are you now, or have you ever been a victim of domestic violence? Identity theft? Do you have other concerns? You can [contact us](#) to block electronic access to your information at any time, for any reason." At the bottom, there are links for "Privacy and Security", "OMB No. 0960-0789", "Privacy Policy", "Privacy Act Statement", and "Accessibility Help".


3. Click “Sign in with LOGIN.GOV”



The screenshot shows the Social Security website's registration page, specifically the section for creating a new account using Login.gov. At the top left is the Social Security logo. Below it, the text reads "Create your new account using Login.gov". There is a blue button that says "Sign in with LOGIN.GOV" followed by the text "The public's one account for government." Below this is a section with the text "Or, use a partner account you already have" and a green button that says "Sign in with ID.me". Below the ID.me button is a link for "About External Websites". At the bottom, there are two buttons: "Sign in to my account" and "Use my activation code".

4. Click on “Create an account”

LOGIN.GOV 



SSA is using Login.gov to allow you to sign in to your account safely and securely.

Email address

Password Show password

Sign in

Create an account

[Sign in with your government employee ID](#)

[Back to SSA](#)

[Forgot your password?](#)

5. Enter email address and select your email language preference, then check box to accept login.gov "Rules of Use" and submit.

Create your account

Enter your email address

Select your email language preference

Login.gov allows you to receive your email communication in English, Spanish or French.

English (default)

Español

Français

Check this box to accept the Login.gov [Rules of Use](#)

[Cancel](#)

[Security Practices and Privacy Act Statement](#)

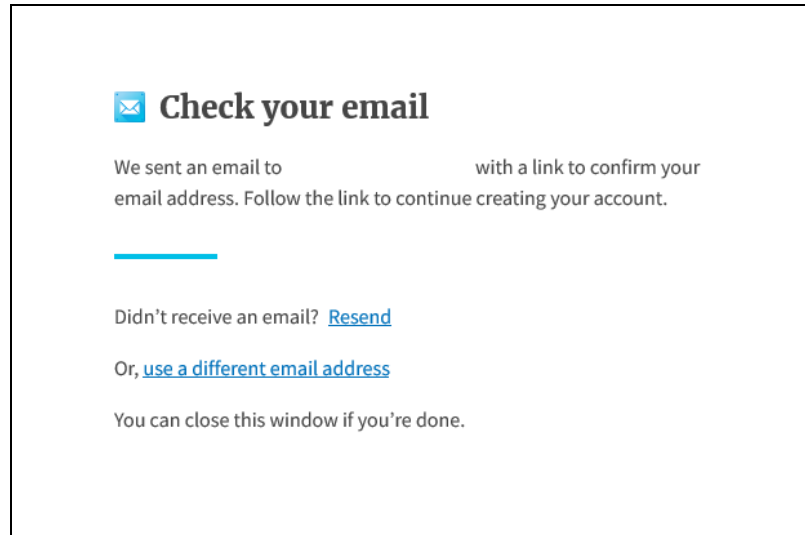
[Privacy Act Statement](#)

The screenshot shows a registration form titled "Create your account". It includes a text input field for an email address, a section for selecting an email language preference (English, Spanish, or French), a checkbox for accepting the "Rules of Use", and a "Submit" button. Red arrows point to the "English (default)" radio button and the "Submit" button. Red boxes highlight the email input field and the "Rules of Use" checkbox.

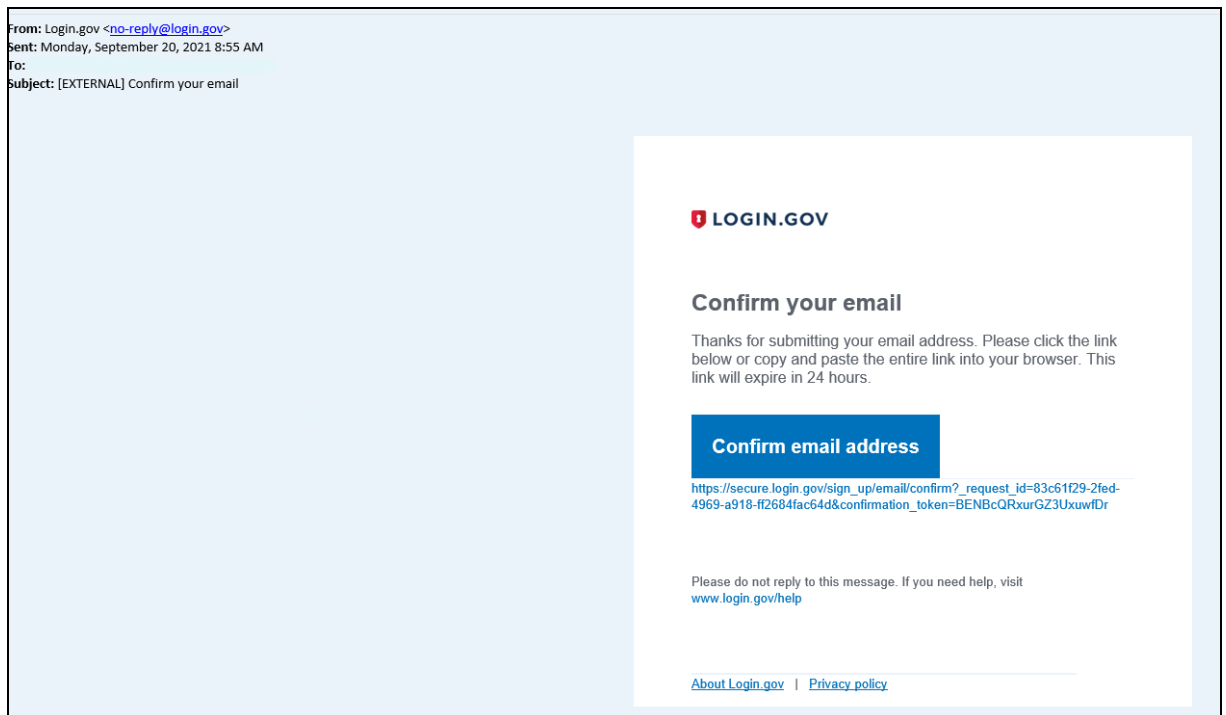
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- An email will be sent to your account for verification.

Note: If you already have a *my Social Security* account, the email will state “This email address is already associated with an Account”, so continue to page 28 on how to add the extra security.



- Receive email to confirm email address, select “Confirm email address”.



8. Once you confirmed email address, you will be asked to Create strong password, then select “Continue”.

NOTE: PLEASE REMEMBER this password it will be critical for access to case information.

The screenshot shows a registration interface. At the top, a green banner with a checkmark icon says "You have confirmed your email address". Below this is the heading "Create a strong password" in bold. Underneath, a message reads: "It must be at least 12 characters long and not be a commonly used password. That's it!". There is a "Password" input field with a "Show password" checkbox to its right. The password field contains 12 dots and a toggle icon. Below the input field is a green progress bar and the text "Password strength: Great!". A blue "Continue" button is positioned below the progress bar. At the bottom of the form, there is a "Password safety tips" link with a plus icon, and a "[Cancel account creation](#)" link.

9. Now you will be required to select “Authentication method setup”, then select continue.

Authentication method setup
Add a second layer of security so only you can sign in to your account.

ⓘ Keep this information safe. You will be locked out and have to create a new account if you lose your authentication method.

Select an option to secure your account:

- Security key**
Use a security key that you have. It's a physical device that you plug in or that is built in to your computer or phone (it often looks like a USB flash drive). Recommended because it is more phishing resistant. **MORE SECURE**
- Government employee ID**
Insert your government or military PIV or CAC card and enter your PIN. **MORE SECURE**
- Authentication application**
Get codes from an app on your phone, computer, or tablet. Recommended because it is harder to intercept than texts or phone calls. **SECURE**
- Phone**
Get security codes by text message (SMS) or phone call. Please do not use web-based (VOIP) phone services. **LESS SECURE**
- Backup codes**
We'll give you 10 codes. You can use backup codes as your only authentication method, but it is the least recommended method since notes can get lost. Keep them in a safe place. **LEAST SECURE**

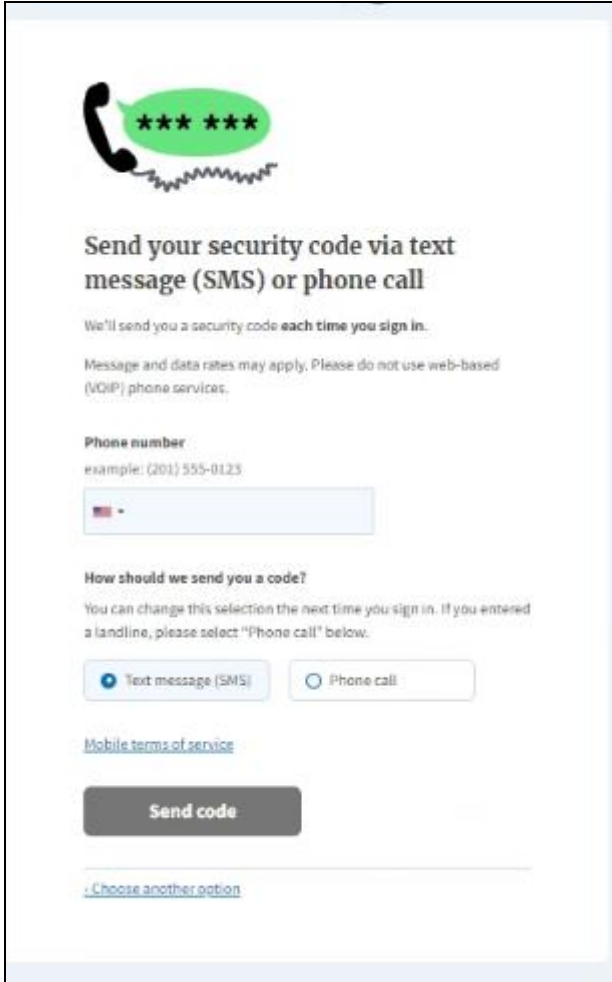
Continue

[Cancel account creation](#)

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10. Whichever method you have chosen will reflect on this screen.

Example of phone method: Enter the cell phone number, then select text message or phone call, then send code.



The screenshot shows a mobile interface for selecting a security code delivery method. At the top, there is a green speech bubble icon containing a black telephone handset and six asterisks. Below this, the heading reads "Send your security code via text message (SMS) or phone call". A sub-heading states, "We'll send you a security code each time you sign in." A note below that says, "Message and data rates may apply. Please do not use web-based (VOIP) phone services." The "Phone number" section includes an example "(201) 555-0123" and a dropdown menu currently showing a US flag. The "How should we send you a code?" section has explanatory text and two radio button options: "Text message (SMS)" (which is selected) and "Phone call". A link for "Mobile terms of service" is provided. A prominent "Send code" button is at the bottom, with a "Choose another option" link below it.

11. Enter the security code that was provided by the method you selected.

Enter your security code
We sent a security code to +1 301-455-7829. This code will expire in 10 minutes.

One-time security code

Submit

Get another code Remember this browser

Entered the wrong phone number? [Use another phone number](#)

[Choose another option](#)

12. Confirm your email address, then select “Agree and continue”.

A phone was added to your account.

You are now signing in for the first time

We'll share this information with SSA:

- Email address**
- Updated on**
Not yet verified

SSA will only use this information to connect to your account

Agree and continue

13. Agree to the terms of by checking the box, then select “Next”.

Social Security is Going "Green"

When you create a *my Social Security* account, you will no longer receive a paper *Social Security Statement* in the mail. You will, however, receive an email reminder — which contains no personal information — approximately three months before your birthday, to remind you to review your *Statement* online.

If you need a *Statement* by mail, please [follow these instructions](#)

With your *my Social Security* account, you can immediately view, download, or print your *Statement*. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefit.

I agree to the Terms of Service.

Next Exit

14. Enter the requested information, then select “ Next”.

Next, we need to verify your identity to give you access to online services.

Please tell us who you are

Your Name
As shown on your Social Security card.

First M.I. Last Suffix

____ [] _____ []

Social Security Number (SSN)

____ []

Example: 000-00-0000

Date of Birth

Month Day Year

-- [] [] []

Home Address
We cannot accept a business address unless it is also the place where you live. The information you provide here will not update any information we have on file.

Street Address Apartment, Suite, Building, Etc.

____ [] _____

City/Town State/Territory ZIP Code

____ [] -- [] []

Phone Number [Tell me more.](#)
10-digit Number

Next Exit

15. Select from one of the two verification methods, enter the requested information, and click “Next”.

You can add an Extra Level of Security

To add Extra Security, we need to confirm your Identity using a [valid ID](#).

Please choose one of the following:

- No, thanks. I don't want to add Extra Security at this time.**
- Take Photos of your ID with a Smartphone**
 - It's like depositing a check online with your bank.
 - No uploading or emailing is needed.
 - Photos are captured automatically.
- Input your ID & Financial Information**

You'll need one of the following:

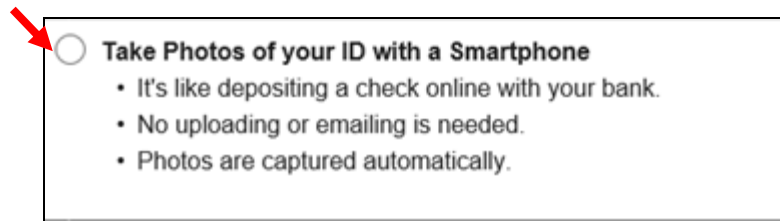
 - Credit card (last 8 digits) - Visa, Mastercard, or Discover;
 - Social Security benefits amount;
 - W-2 tax form; or
 - 1040 Schedule SE tax form.

Don't have a valid ID? [Answer credit history questions instead.](#)

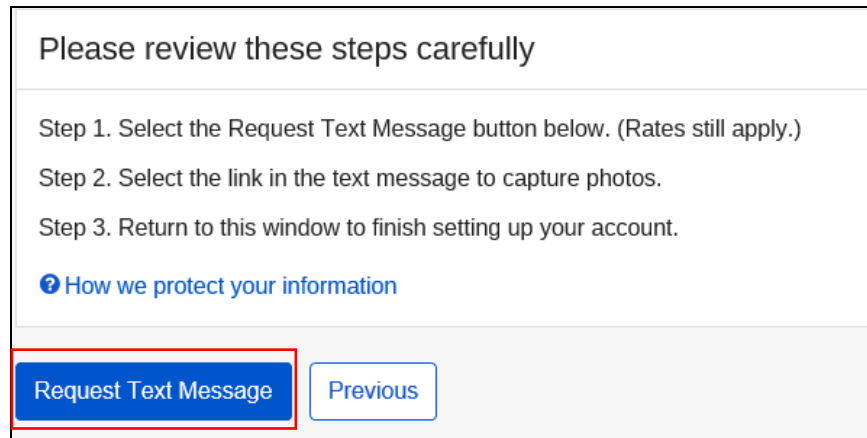
[How does this help Social Security verify my identity?](#)

Option 1: Take Photos of your ID with a Smartphone

1. Select Take Photos of your ID with a Smartphone.

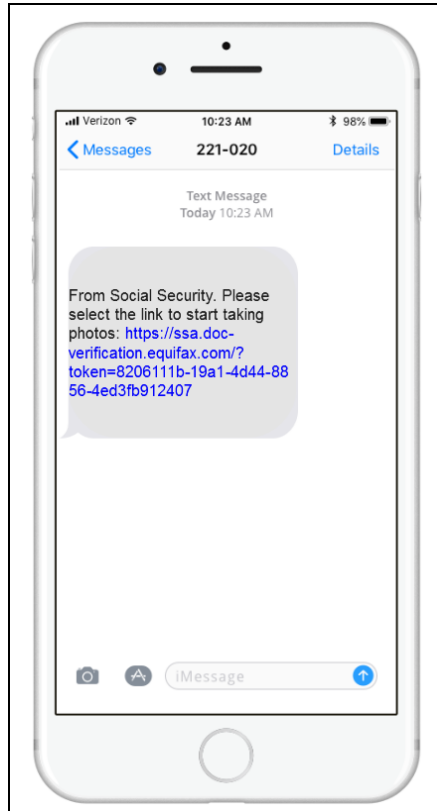


2. Please review steps, then select "Requesting Text Message".

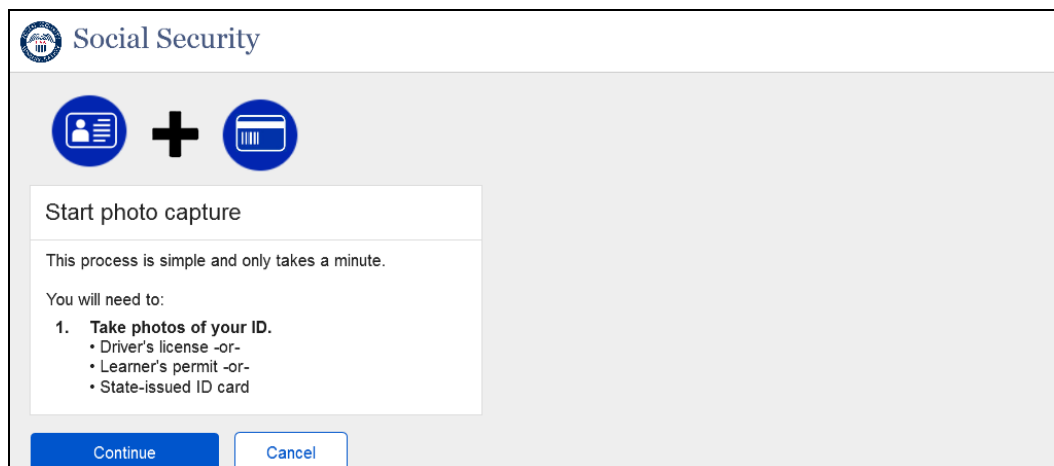


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3. You will receive a text message, the next few steps will be using your cell phone.



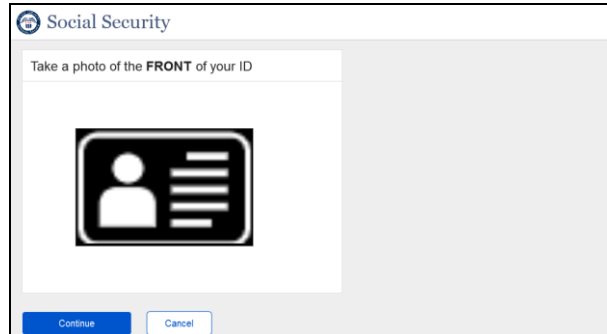
4. You will now need your photo ID, click on "Continue."



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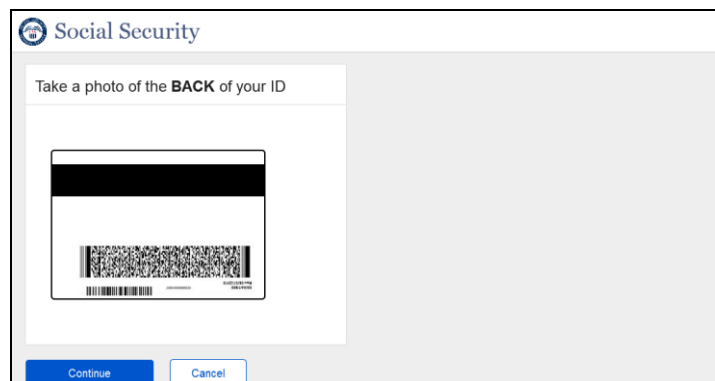
5. Capture Front of the ID, then select “Continue”. NOTE: Must be a clear picture captured for a successful scanning process.



6. System analyzes picture, if the picture passes the analyzation it will continue to the next step. If the picture was not accepted, you will be directed to take another picture.



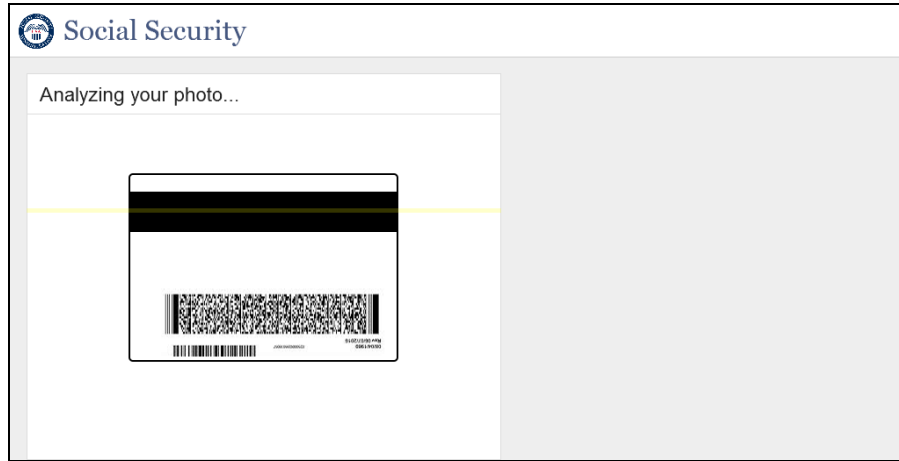
7. Take a photo of the BACK of your ID, then select “Continue”.



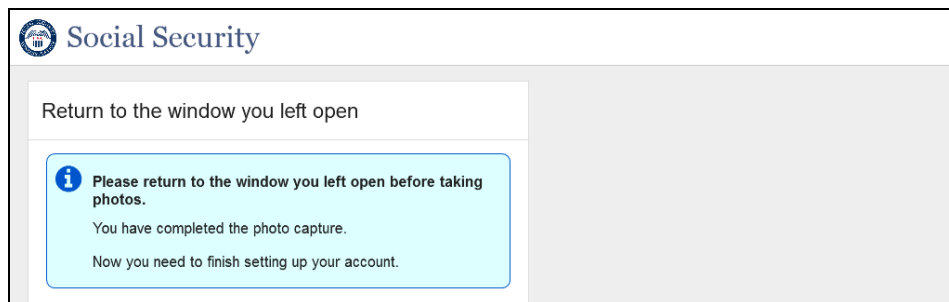
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8. System analyzes picture of the back of the ID, if the picture passes the analyzation it will continue to the next step. If the picture was not excepted, you will be directed to take another picture.



9. If successful, you will receive the message below and you are now finished with your cell phone, return to your computer to complete the process.



10. Select “Yes, I finished taking photos” and click “Continue”. If the photo was not accepted, select “No, I need to type my information instead”, continue to Option 2 to input your financial information to complete the process.

Please do not close this window.
You need to finish setting up your account after taking photos.

We sent a text message to () - .
Please allow up to 2 minutes for the text to arrive.
The link in the text message will **expire** after 15 minutes from the time of your request.

Please tell us when you have finished taking photos

Having trouble?

Have you taken photos of your ID?

Yes, I finished taking photos.

No, I need to type my information instead.

Continue

Option 2: Input your ID & Financial Information

1. Select Input your ID & Financial Information, select “Next”.

You can add an Extra Level of Security

To add Extra Security, we need to confirm your Identity using a [valid ID](#).

Please choose one of the following:

No, thanks. I don't want to add Extra Security at this time.

Take Photos of your ID with a Smartphone

- It's like depositing a check online with your bank.
- No uploading or emailing is needed.
- Photos are captured automatically.

Input your ID & Financial Information

You'll need one of the following:

- Credit card (last 8 digits) - Visa, Mastercard, or Discover;
- Social Security benefits amount;
- W-2 tax form, or
- 1040 Schedule SE tax form.

Don't have a valid ID? [Answer credit history questions instead.](#)

[How does this help Social Security verify my identity?](#)

Next Exit

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2. Select the type of ID you have, enter the "State/Territory, the ID number then, "Next".

Please enter ID information

What type of ID do you have?

- Drivers License
- Learners Permit
- State-Issued ID Card
- I do not have any of these.
I need to answer credit history questions.

State/Territory
Where your driver's license was issued, even if you don't live there now.

Maryland

Driver's License Number

[Input field]

Next Previous Skip Extra Security

Note: You can see credit history questions at any point in the process of creating your account. You will need answer the questions in order to continue, see example below.

Why are these questions important?

Your credit file indicates you may have had a mortgage loan, closed on or around May 2018. Who was the credit provider for this account?

- ELITE PROPERTIES, INC OF USA
- PHH US MORTGAGE
- TRANS FINANCIAL MTG
- WELLS FARGO & COMPANY
- NONE OF THE ABOVE

Your credit file indicates you may have had an auto loan/lease, closed on or around July 2020. Who was the credit provider for this account?

- HEW FEDERAL CREDIT UNION
- KOREAN CATHOLIC FCUT UNION
- UNITED NATIONS CU
- VISIONS FEDERAL CU
- NONE OF THE ABOVE

Which of the following is either your current or your previous telephone number?

- 202-889-8805
- 240-770-6867
- 240-782-6489
- 301-782-9710
- NONE OF THE ABOVE

Next **Exit**

3. Choose one of the following financial options to verify your Identity.

Social Security

Please choose how to provide financial information

Verify your identity with one of the following:

- Credit card (last 8 digits) - Visa, Mastercard, or Discover
We will not charge your card.
- Social Security benefits amount
- W-2 tax form
- 1040 Schedule SE tax form

Next **Exit**

- 3.1. Verifying with Credit card, enter the last 4 numbers on the credit card, then click “Next”.

Please verify your identity with one of the following:

- the last 8 digits from your Visa, MasterCard or Discover Card
- information from a W-2 tax form
- information from a 1040 Schedule SE (self-employment) tax form

Enter the last 8 digits from your Credit Card: [Tell me more.](#)
We can only accept Visa, MasterCard or Discover credit cards. We do not verify debit cards. This information is only used once to verify your identity.

XXXX - XXXX - [] - []

Next **Exit**

3.2. Verifying with Social Security benefits Amount, Enter the amount of your last Social Security direct deposit, then click “Next”.

The screenshot shows the Social Security verification interface. At the top left is the Social Security logo. Below it, the text reads "Please choose how to provide financial information". Underneath, a section titled "Verify your identity with one of the following:" contains four radio button options: "Credit card (last 8 digits) - Visa, Mastercard, or Discover We will not charge your card.", "Social Security benefits amount", "W-2 tax form", and "1040 Schedule SE tax form". A red arrow points to the "Social Security benefits amount" option. Below this, the instruction "Enter the amount of your last Social Security direct deposit. Tell me more." is followed by "We only need the whole dollar amount." and a text input field with a dollar sign (\$) on the left. A red arrow points to this input field. At the bottom, there are two buttons: "Next" (highlighted in blue) and "Exit". A red arrow points to the "Next" button.

3.3. Verifying with W-2 tax form, enter the amount in Box 5 from your W-2 form and Employer Identification (EIN), then click “Next”.

The screenshot shows the Social Security verification interface for W-2 tax form. The title is "Please verify your identity with one of the following:". There are three radio button options: "the last 8 digits from your Visa, MasterCard or Discover Card", "information from a W-2 tax form" (which is selected), and "information from a 1040 Schedule SE (self-employment) tax form". A red arrow points to the "information from a W-2 tax form" option. Below this, the instruction "Enter the amount in Box 5 from your W-2: Tell me more." is followed by "We can better verify your identity if you use an older W-2 (within the last 5 years, excluding last year)." and a text input field with a dollar sign (\$) on the left. A red arrow points to this input field. Below that, the instruction "Enter the Employer Identification Number (EIN) from your W-2: You can find the EIN in Box B on your W-2." is followed by an empty text input field. A red arrow points to this input field. At the bottom, there are two buttons: "Next" (highlighted in blue) and "Exit". A red arrow points to the "Next" button.

3.4. Enter the amount in Box 4 from Section A or Box 6 from Section B, then click on “Next”.

Please choose how to provide financial information

Verify your identity with one of the following:

- Credit card (last 8 digits) - Visa, Mastercard, or Discover
We will not charge your card.
- Social Security benefits amount
- W-2 tax form
- 1040 Schedule SE tax form

Enter the amount in Box 4 from Section A or Box 6 from Section B. [Tell me more.](#)
If possible, use a form from the last 5 years.

\$

4. Choose how you wish to receive your activation code, below is an example of using an SMS cell phone. Once you request the code a box will become available to input the code, then select “Next”.

Social Security

Even if you already received a code by phone, please do this again for your security. [Why another code?](#)

Get your activation code

We will send an activation code to _____ to verify your identity.
Text message and call rates still apply.

How do you want to receive your activation code?

- Text Message
- Phone Call

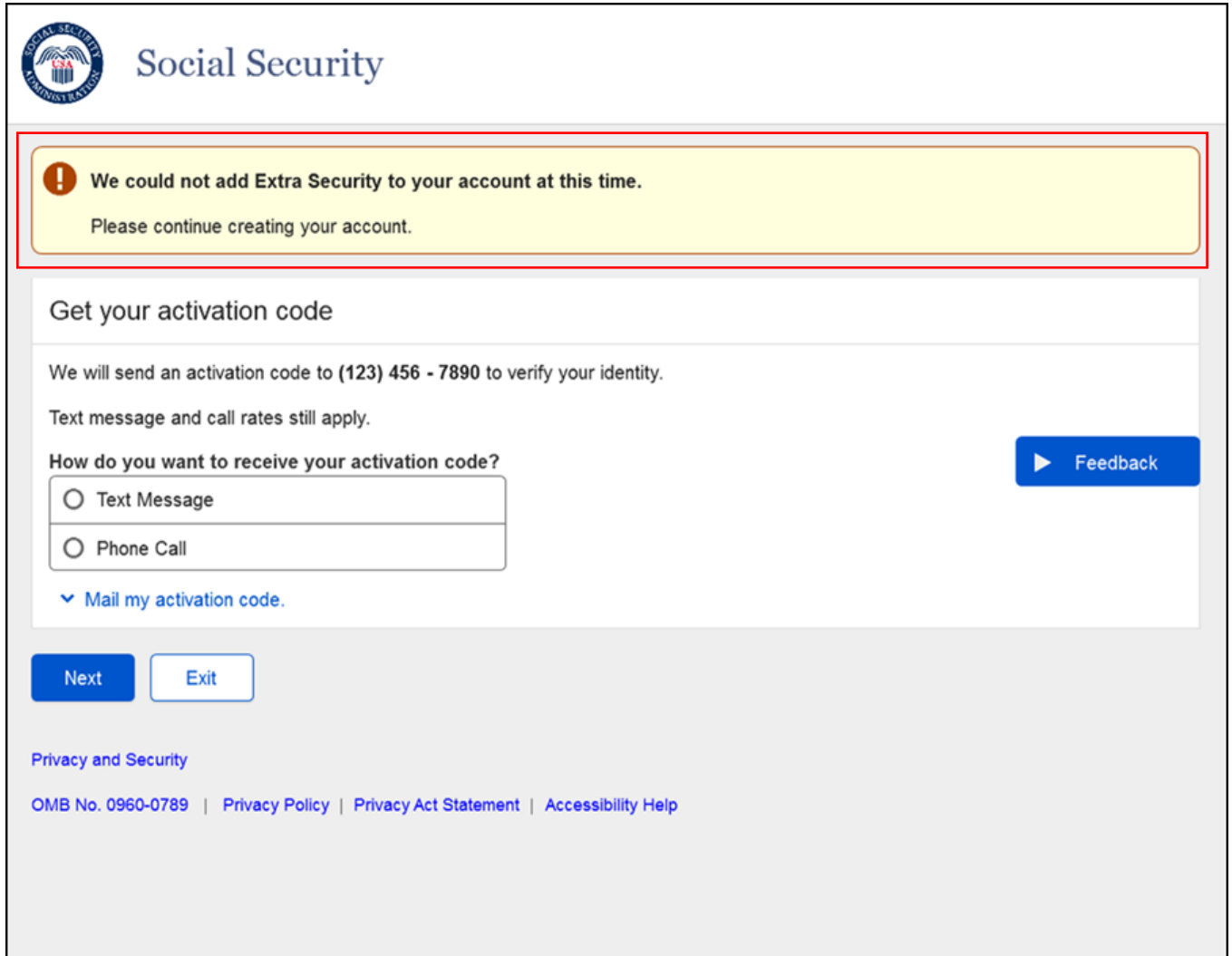
5. Enter the Activation Code SMS, then click “Submit Activation Code”.

The screenshot shows the Social Security website's activation code entry page. At the top left is the Social Security logo. Below it is a light blue information box with an 'i' icon, stating: "We sent a text message to (111) 111 - 1111. Please allow up to 2 minutes for the activation code to arrive. The activation code will expire after 10 minutes from the time of your request." Below this is a section titled "Please enter your activation code" with a "Having trouble?" dropdown menu. Underneath is the instruction "Enter the activation code you just received." followed by an empty input field. To the right of the input field is a blue "Feedback" button. At the bottom of the form are three buttons: "Submit Activation Code" (highlighted with a red box and a red arrow), "Previous", and "Exit". At the very bottom of the page are links for "Privacy and Security", "OMB No. 0960-0789", "Privacy Policy", "Privacy Act Statement", and "Accessibility Help".

6. Now you have completed the process of creating an account with extra security, click “Next”.

The screenshot shows the Social Security website's account creation completion page. At the top left is the Social Security logo. Below it is a green success message box with a checkmark icon, stating: "Congratulations! You now have access to secure online services." Below this is a section titled "How can I protect my information?" with a sub-section "Please keep your information safe. Do not share your password with anyone." and a link for "Tips for protecting your identity". At the bottom of the page are two buttons: "Next" (highlighted with a red box and a red arrow) and "Exit".

NOTE: if you see the message below, that means that you were unable to get extra security at this time. Proceed with the process to create a standard account. Upon completion of creating the standard account, go to page 33 to add the extra security and try a different method to upgrade your account.



The screenshot displays the Social Security Administration's registration interface. At the top left is the SSA logo, and to its right is the text "Social Security". A prominent yellow error message box with a red border and an exclamation mark icon contains the text: "We could not add Extra Security to your account at this time. Please continue creating your account." Below this, the section "Get your activation code" is visible. It states, "We will send an activation code to (123) 456 - 7890 to verify your identity. Text message and call rates still apply." The question "How do you want to receive your activation code?" is followed by two radio button options: "Text Message" and "Phone Call". A blue "Feedback" button is located to the right. At the bottom of the selection area, there is a link "Mail my activation code." Below the main content area are two buttons: "Next" and "Exit". At the very bottom, there is a "Privacy and Security" section with links for "OMB No. 0960-0789", "Privacy Policy", "Privacy Act Statement", and "Accessibility Help".

6. Agree to the terms of service by checking the box, then select “Next”.

Social Security is Going “Green”

When you create a *my* Social Security account, you will no longer receive a paper *Social Security Statement* in the mail. You will, however, receive an email reminder — which contains no personal information — approximately three months before your birthday, to remind you to review your *Statement* online.

If you need a *Statement* by mail, please [follow these instructions](#)

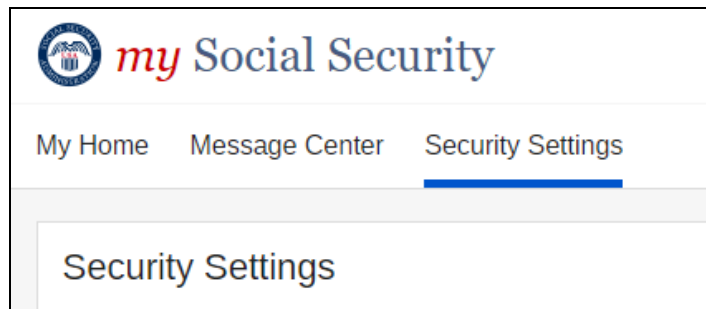
With your *my* Social Security account, you can immediately view, download, or print your *Statement*. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefit.

I agree to the Terms of Service.

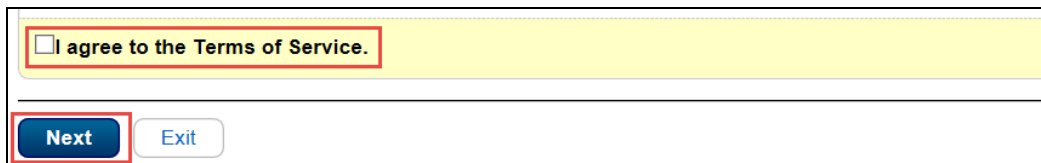
[Next](#) [Exit](#)

If you already have a **my Social Security** account, you need to request extra security:

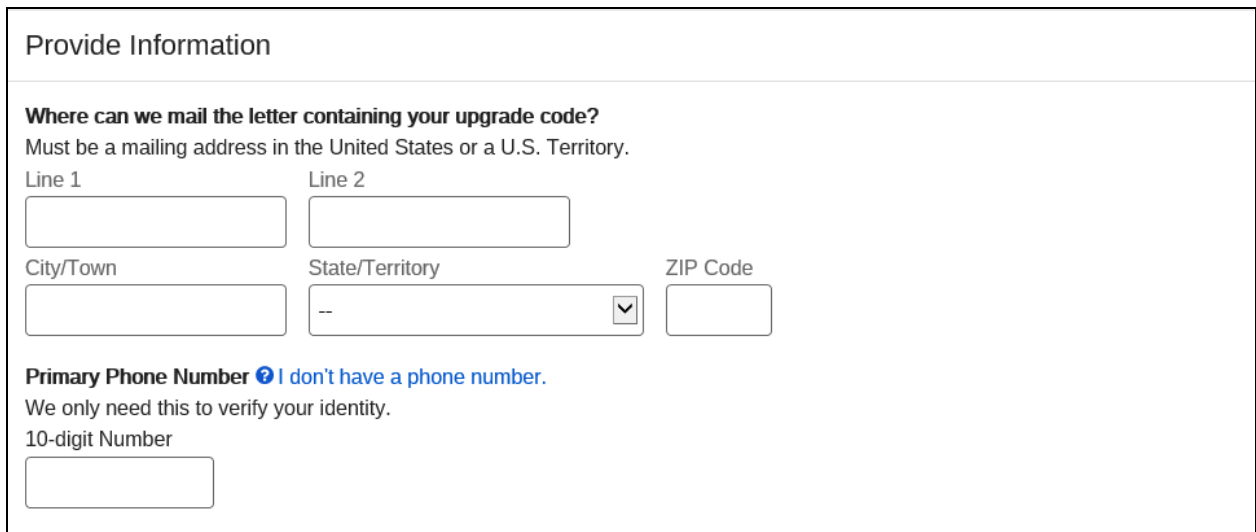
1. Log into <https://www.ssa.gov/myaccount/> account.
2. Click on the Security Settings tab, then click “Add Extra Security”



3. Read and agree to the Terms of Service and click “Next”

A screenshot of a Terms of Service agreement screen. At the top, there is a yellow highlighted box containing the text "I agree to the Terms of Service." with an unchecked checkbox. Below this box are two buttons: "Next" and "Exit". The "Next" button is highlighted with a red border.

4. Enter the requested information and click “Add Extra Security”.

A screenshot of a "Provide Information" form. The form is titled "Provide Information" and contains two sections. The first section is titled "Where can we mail the letter containing your upgrade code?" and includes the instruction "Must be a mailing address in the United States or a U.S. Territory." Below this are input fields for "Line 1", "Line 2", "City/Town", "State/Territory" (a dropdown menu), and "ZIP Code". The second section is titled "Primary Phone Number" and includes a link "I don't have a phone number." and the instruction "We only need this to verify your identity." Below this is a "10-digit Number" input field.

Option 1: The last 8 digits of a credit card

Please verify your identity with one of the following:

<input checked="" type="radio"/> the last 8 digits from your Visa, MasterCard or Discover Card
<input type="radio"/> information from a W-2 tax form
<input type="radio"/> information from a 1040 Schedule SE (self-employment) tax form

Enter the last 8 digits from your Credit Card: [Tell me more.](#)
We can only accept Visa, MasterCard or Discover credit cards. We do not verify debit cards. This information is only used once to verify your identity.

XXXX - XXXX - -

Next

Option 2: Information from a W-2 tax form

Please verify your identity with one of the following:

<input type="radio"/> the last 8 digits from your Visa, MasterCard or Discover Card
<input checked="" type="radio"/> information from a W-2 tax form
<input type="radio"/> information from a 1040 Schedule SE (self-employment) tax form

Enter the amount in Box 5 from your W-2: [Tell me more.](#)
We can better verify your identity if you use an older W-2 (within the last 5 years, excluding last year).

\$

Enter the Employer Identification Number (EIN) from your W-2:
You can find the EIN in Box B on your W-2.

Next

Option 3: Information from a 1040 Schedule SE

Please verify your identity with one of the following:

<input type="radio"/> the last 8 digits from your Visa, MasterCard or Discover Card
<input type="radio"/> information from a W-2 tax form
<input checked="" type="radio"/> information from a 1040 Schedule SE (self-employment) tax form

Enter the amount in Box 4 (or Box 6 on the long form) 1040 Schedule SE: [Tell me more.](#)
We can better verify your identity if you use an older 1040 Schedule SE from the last 5 years.

\$

You have successfully requested extra security. You will receive a letter in the mail with an upgrade code, which can take up to 10 business days to arrive. When you receive the mailing, you are ready for Step 2.

Complete the security upgrade to your *my* Social Security

Once you have received a letter in the mail with an upgrade code, you are ready to complete the security upgrade.

1. Log into your *my* Social Security account: <https://www.ssa.gov/myaccount/>
2. Select the option “Yes, enable my extra security” and click “Next”

Do you have your extra security letter and your phone?

Do you have:

- the letter containing your step-by-step instructions, and
- a cell phone with text messaging?

Yes, enable my extra security.

No, skip this for now.


I changed my mind, cancel my request for extra security.

Next Exit

3. Enter your cell phone number and click “Get Text Message”

Please add your cell phone

To enable your extra security features, you need a cell phone that is able to receive text messages.

 **Enter your Cell Phone Number:** [? What if I lose or change my phone number?](#)

We'll send a text message to this phone each time you sign in. (Your text message rates still apply.)


10-digit Number

Get Text Message Previous Exit

4. Enter the security code sent to your phone via text and select “Submit Security Code”

Enable your Extra Security - Enter Text Code

Please enter your security code

 We sent a text message to: **(123) 456-7890**
Please allow up to 2 minutes for the text message to arrive. The security code will expire 10 minutes from the time of your request.

Enter the security code you just received:

Having trouble?

Make sure that your cell phone number is correct.
If not, please go back and [correct your number](#).


Check your reception and text messaging (SMS)
You may need to move to a location where your phone can receive a text message. Please check that your phone can receive text messages.

Still having trouble?
We can [send a new text message](#).

5. Enter the upgrade code found on the letter mailed to you and select “Submit Upgrade Code”

Thank you for your security code!

Please enter the upgrade code from your letter to enable your account's extra security features.


 **Enter the Upgrade Code:**




You have successfully added extra security to your account. Notify SSA, go to page 36 for instructions.

Adding extra security to a “login.gov” account using the link below:

(<https://secure.ssa.gov/acu/FIS/ap?idp=logingov&app=riradvanced&target=/ERECA/MEVE01View>)

1. Enter your email address and your password, then select “sign in”.

LOGIN.GOV 

SSA is using Login.gov to allow you to sign in to your account safely and securely.

Email address

Password Show password

Sign in

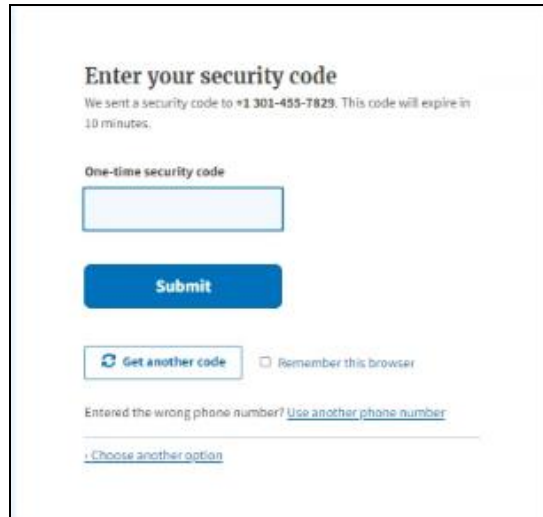
Create an account

[Sign in with your government employee ID](#)

[Back to SSA](#)

[Forgot your password?](#)

16. Enter the one time passcode that was sent your SMS cell phone.



Enter your security code

We sent a security code to +1 301-455-7829. This code will expire in 10 minutes.

One-time security code

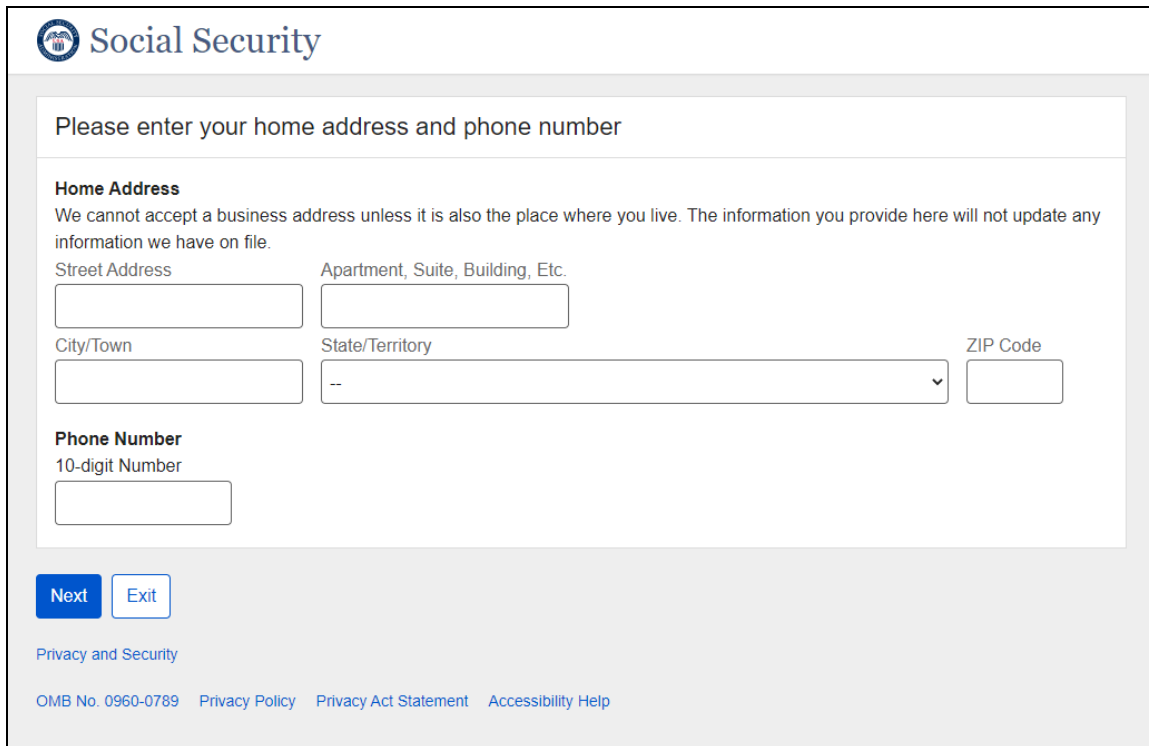
Submit

[Get another code](#) Remember this browser

Entered the wrong phone number? [Use another phone number](#)

[Choose another option](#)

17. Enter address and 10-digit phone number, then select “Next”.



Social Security

Please enter your home address and phone number

Home Address

We cannot accept a business address unless it is also the place where you live. The information you provide here will not update any information we have on file.

Street Address Apartment, Suite, Building, Etc.

City/Town State/Territory ZIP Code

Phone Number

10-digit Number

Next

[Privacy and Security](#)

[OMB No. 0960-0789](#) [Privacy Policy](#) [Privacy Act Statement](#) [Accessibility Help](#)

18. You can add an extra level of security by choosing one of the options below. For step by step instructions go to page 16.

The screenshot shows the Social Security website interface. At the top left is the Social Security logo. The main heading is "You can add an Extra Level of Security". Below this, it states: "To add Extra Security, we need to confirm your Identity using a [valid ID](#)." It then asks the user to "Please choose one of the following:" and provides two radio button options:

- Take Photos of your ID with a Smartphone**
 - It's like depositing a check online with your bank.
 - No uploading or emailing is needed.
 - Photos are captured automatically.
- Input your ID & Financial Information**

You'll need one of the following:

 - Credit card (last 8 digits) - Visa, Mastercard, or Discover;
 - Social Security benefits amount;
 - W-2 tax form; or
 - 1040 Schedule SE tax form.

Below the options, there is a link: "Don't have a valid ID? [Answer credit history questions instead.](#)" and a dropdown menu: "How does this help Social Security verify my identity?". At the bottom left are "Next" and "Exit" buttons. At the bottom right are links for "Privacy and Security", "OMB No. 0960-0789", "Privacy Policy", "Privacy Act Statement", and "Accessibility Help".

19. Agree to the terms of by checking the box, then select "Next".

The screenshot shows a message titled "Social Security is Going 'Green'". The text reads: "When you create a *my* Social Security account, you will no longer receive a paper *Social Security Statement* in the mail. You will, however, receive an email reminder — which contains no personal information — approximately three months before your birthday, to remind you to review your *Statement* online." It then says: "If you need a *Statement* by mail, please [follow these instructions](#)". Below this, it states: "With your *my* Social Security account, you can immediately view, download, or print your *Statement*. Your online *Statement* contains the most up-to-date information in our records about your earnings and benefit." At the bottom, there is a checkbox with the text "I agree to the Terms of Service." and "Next" and "Exit" buttons.

Now you are on the ERE for Experts home page, sign out and follow the instructions to notify SSA you have completed the process of adding extra security, see page 36.

September 2021

Final Step – Contact SSA

1. Send an e-mail to OHO.ERE.Expert.Support@ssa.gov. Please include the following information:
 - Your full name
 - Your BPA number
 - A phone number where you can be reached
 - Your e-mail address

SSA will confirm that extra security has been added to your account, and that we have your Social Security Number in our case processing system. If we do not have your SSN, we will call you at the phone number you provide and request that information. **You must notify SSA prior to accessing eFolders.**

This is the URL you will use to access ERE for Experts: <https://secure.ssa.gov/ERECA/MEVE01View>

You will only use this link to access claimant eFolder documents. You will continue to use *my Social Security* to access your personal information. **You cannot access eFolder documents using any URL except for the one listed above.**

NOTE: Do not auto save your password or bookmark the link or save the link as a favorite.