

Medical and Vocational Expert User Guide

ERE for Experts: Pick Up Files



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Overview

This guide provides Medical and Vocational Experts (ME/VEs) with detailed instructions for retrieving downloads requested from claimant's electronic folders (eFolders).

When an expert requests files in ZIP or PDF format, the expert will receive an email when the files are ready for pickup (i.e. download to the expert's computer). The email will contain a link to the ERE for Experts login page.

Note: Most files are ready for pickup within an hour, however very large files may take up to 48 hours to be package for pickup.



Fri 10/21/2016 2:31 PM

SSA Email Notification <eme.uef.val.test@ssa.gov>

ERE: Your Requested eFolder Files are Ready for Pick Up [DO NOT REPLY] - test Monday

To

This is a system-generated email. Please do not respond to this message.
If you have questions, please send an email to EETechSupport@ssa.gov.

The eFolder files you requested are ready for Pick Up.

These files will be available for initial download for 7 days from Friday, October 21, 2016 2:30 PM

These files will remain available for 24 hours after they are downloaded.

Please click on the link below to be directed to the online Pick Up Files screen.

[<https://secureval.ssa.gov/ERCA/MEVE05View>](https://secureval.ssa.gov/ERCA/MEVE05View)

If you experience problems with the link, copy and paste the URL between the brackets into your browser.

Thank you for using the ERE eFolder Access website.

SSA - Baltimore, MD
EETechSupport@ssa.gov

Electronic Records Express (ERE) Home

If the expert is not already logged into ERE for Experts, sign in using the link <https://secure.ssa.gov/ERECA/MEVE01View>.

On the ERE home page, select the **Pick Up Files** link under **Electronic Folder Services**.

Pick Up Files

The table lists all claimant files requested for download. Files can be identified by the last four digits of the claimant's Social Security Number (SSN) and claimant's last name. The table provides information about file type, date and time of download request, and date and time the files will be deleted from the table.

The table also shows the **Status** of the file download. **Status** options are:

- **Ready for Download** – Files are ready for download to a personal/ work computer.
- **Downloaded** – Files have been downloaded to a computer.
- **Processing**- Files have been requested but are not yet ready for download. An email will be sent when the files are ready for download.
- **Failed**- The files were not successfully converted to ZIP or PDF. Please go back into the claimant eFolder and request the files again. If you are still unable to download the files, please contact OHO.ERE.Expert.Support@ssa.gov for assistance.



Social Security

The Official Website of the U.S. Social Security Administration

ERE: Pick Up Files

Downloading Your Files [? Help](#)

- Select the claimant's Social Security Number (SSN) to download the file.
- The status will change to Downloaded.

Files Will Automatically Be Deleted

- 7 days after they are ready for download, even if you have not downloaded them.
- 24 hours after you begin the download process.

[? User Resources](#)

SSN (Last 4)	Last Name	File Type	Date & Time (ET) Requested	Status	File Deletion Date & Time (ET)
2204	Polite	PDF	03/19/2016 18:30	Downloaded	03/20/2016 18:33
2204	Polite	ZIP	03/19/2016 18:29	Ready for Download	03/26/2016 18:30
2204	Polite	PDF	03/14/2016 11:09	Processing	

[ERE Home](#)

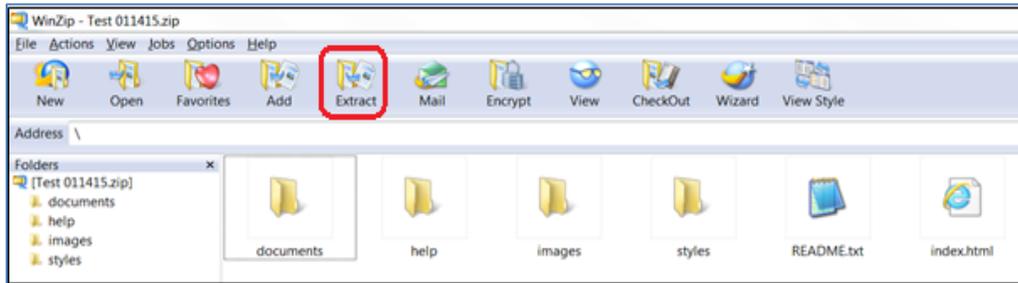
Ready for Download

Select the claimant's **SSN (Last 4)** link to download the file to a personal or work computer. A message box will display (appearance may vary depending on your browser). **Save** the document to the desired location on the computer.

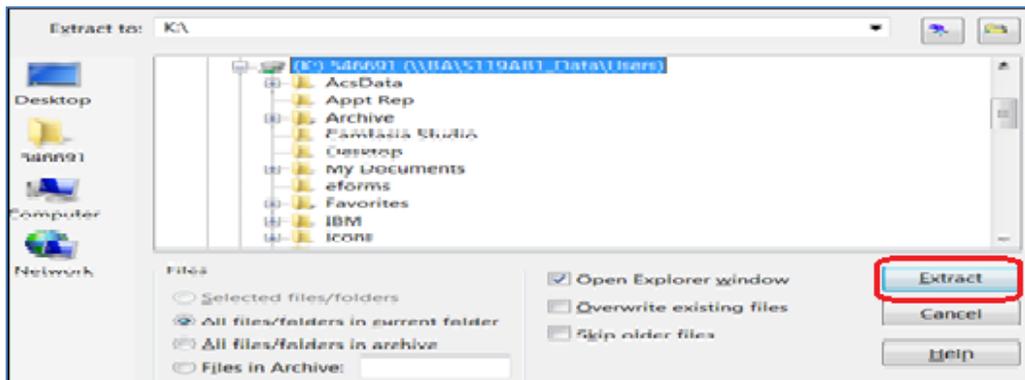


Opening ZIP Files

- 1) Go to the location of the saved ZIP file and double click on the file to open it.
- 2) On the WinZip toolbar, select **Extract**.



- 3) Save all the files/folders in the ZIP file package to the desired location on the computer.



- 4) To view the documents, go to the location of the extracted files and double click the **index.html** file to open it. A browser window will open with links to the downloaded documents. All documents will open as PDF.



Opening PDF Files

Go to the location of the saved PDF file and double click on the file to open it.

Timing Out

ERE for Experts will automatically log out:

- After 30 minutes of inactivity
- After two (2) hours of activity

If automatically logged out, go to <https://secure.ssa.gov/ERECA/MEVE01View> and sign in again to start a new session.

Common Errors

- Bookmarking– Never bookmark screens within ERE for Experts. The **only** bookmark that should be used is for the login page at <https://secure.ssa.gov/ERECA/MEVE01View>.
- Back Button - DO NOT use the **Back** button or “X” out of your Internet browser. Always use the **Sign Out** button at the top left of the ERE screen.
- Multiple windows/tabs – ERE for Experts should only be open in 1 browser window or tab. Never open ERE for Experts in multiple browser windows or tabs.