

Medical and Vocational Expert User Guide

ERE for Experts: Registration Guide for Company Experts



September 2021

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 a ME or VE working for a company that provides expert services to OHO. Individual Blanket Purchase Agreement (BPA) holders should refer to the "Registration Guide for Individual BPA Holders".

Registration

Experts that work for a company with an active contract or BPA to perform medical or vocational expert services for OHO are 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

Each expert must create an individual Login.gov account with extra security.

Getting Help

If you are having issues creating a *my Social Security* account, or adding the extra security to your *MySocialSecurity* 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](#).

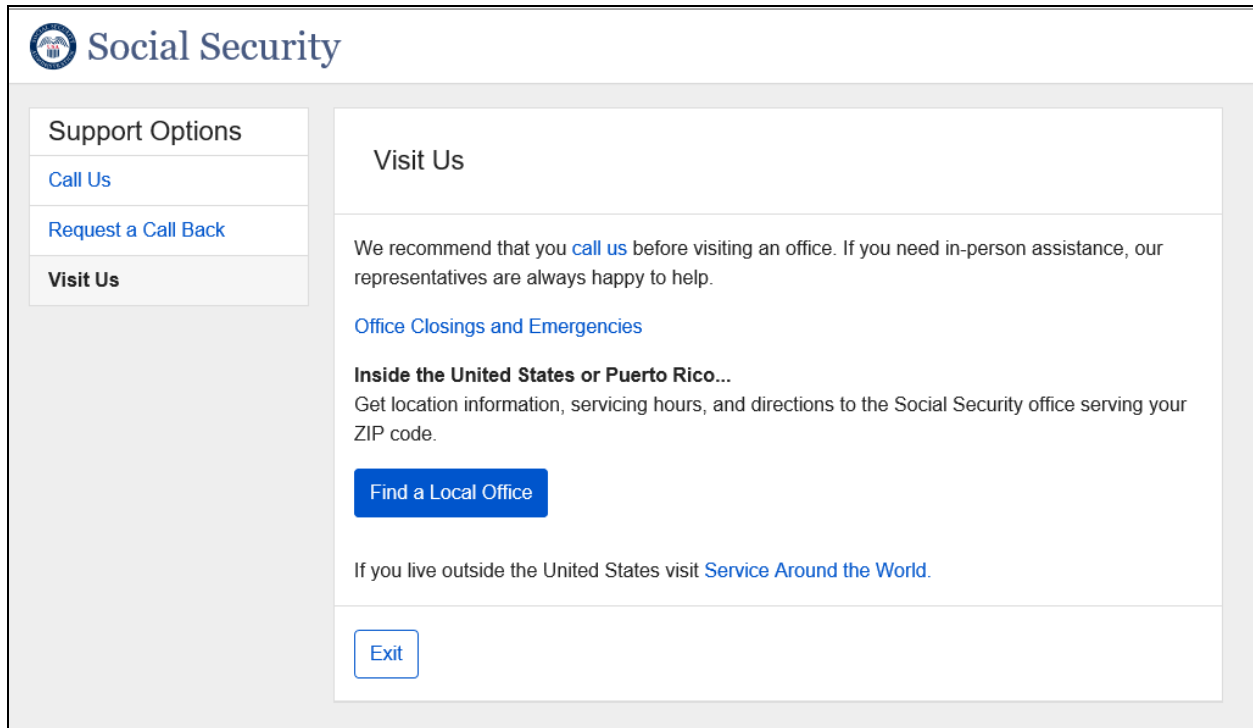
[Exit](#)

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.

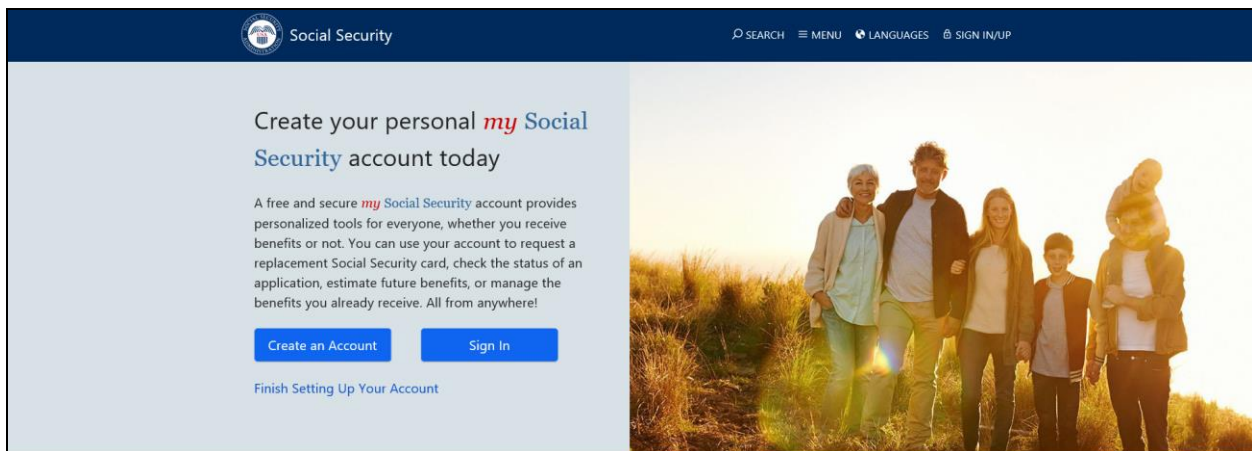
Create a “*my* Social Security” account

If you already have a “*my* Social Security” account, go page 26.

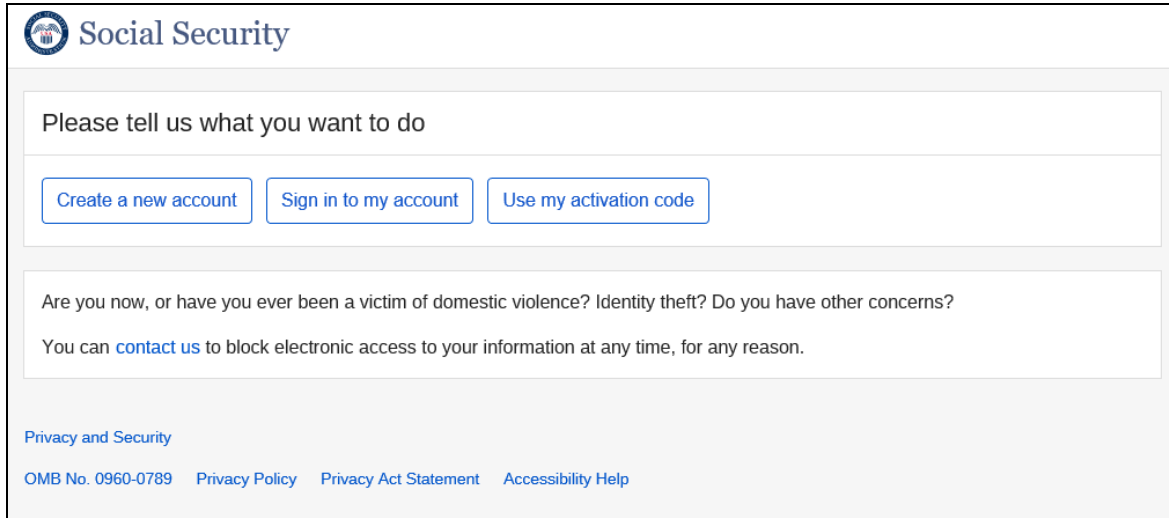
If you already have a “Login.gov” account, go to page, go to page 31.

If you already have a “*my* Social Security” account with extra security, go to page 35.

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

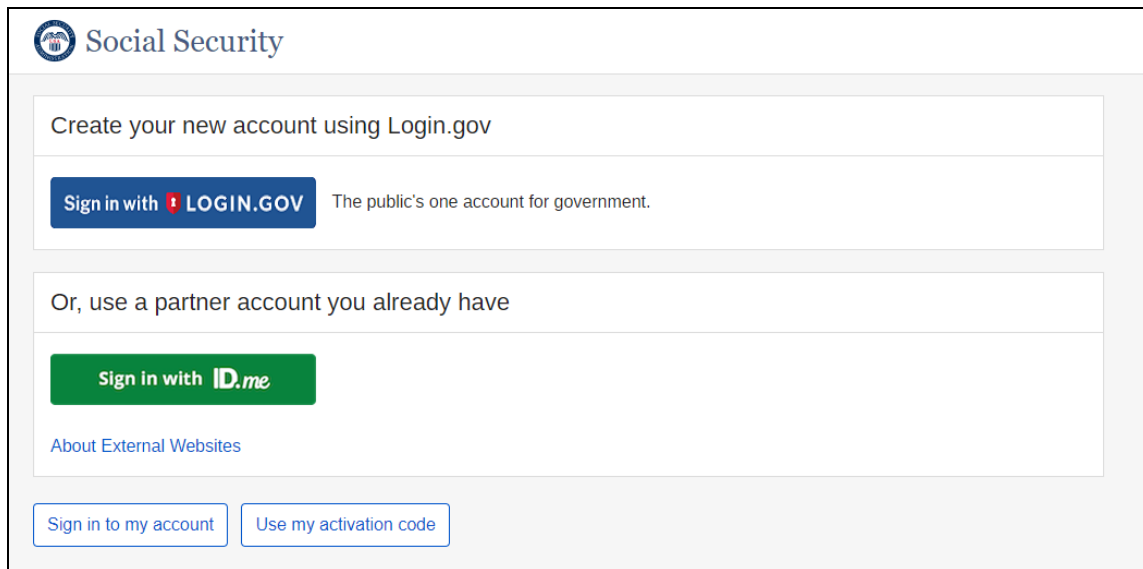


2. Click "Create a new account"




The screenshot shows the Social Security website's registration page. At the top left is the Social Security logo. Below it, the text "Please tell us what you want to do" is displayed. Underneath this text are three buttons: "Create a new account", "Sign in to my account", and "Use my activation code". Below the 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 of the page, 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 "Create your new account using Login.gov" is displayed. Underneath this text 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 of the page 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](#)

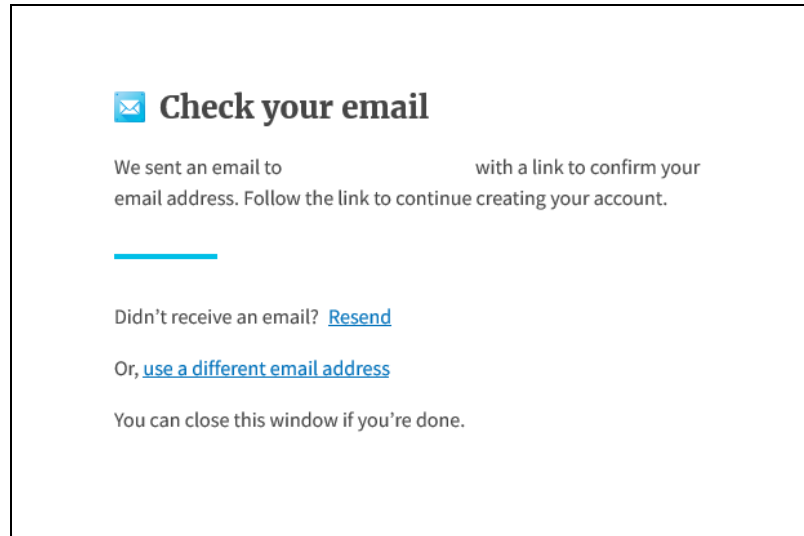
[Security Practices and Privacy Act Statement](#)

[Privacy Act Statement](#)

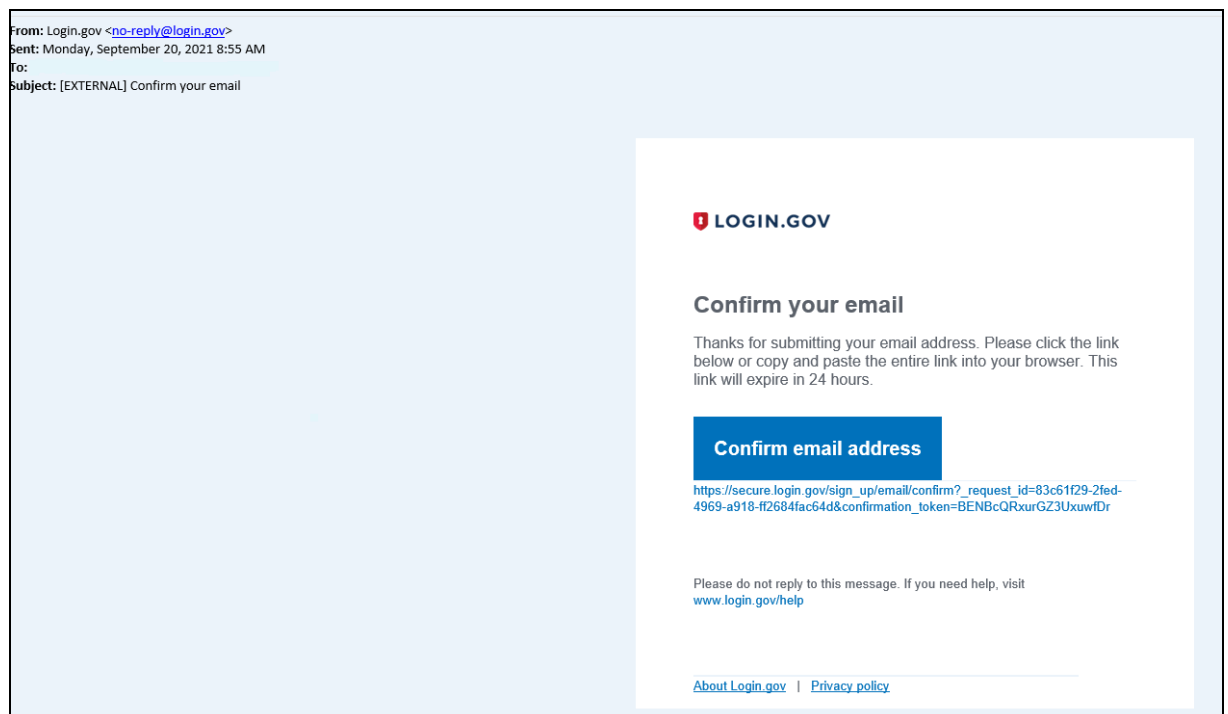
The screenshot shows a registration form titled "Create your account". It includes a text input field for an email address, a section for selecting an email language preference (English, Spanish, or French), a checkbox for accepting the "Rules of Use", and a "Submit" button. Red arrows point to the "English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

6. 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.



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



- 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" label above a text input field. To the right of the input field is a "Show password" checkbox. The input field contains 12 dots and a toggle icon. Below the input field is a green progress bar that is almost full. Underneath the progress bar, it says "Password strength: Great!". A blue "Continue" button is centered below the progress bar. At the bottom of the form, there is a "Password safety tips" link with a plus icon to its right. At the very bottom, there is a blue link that says "< Cancel account creation".

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:

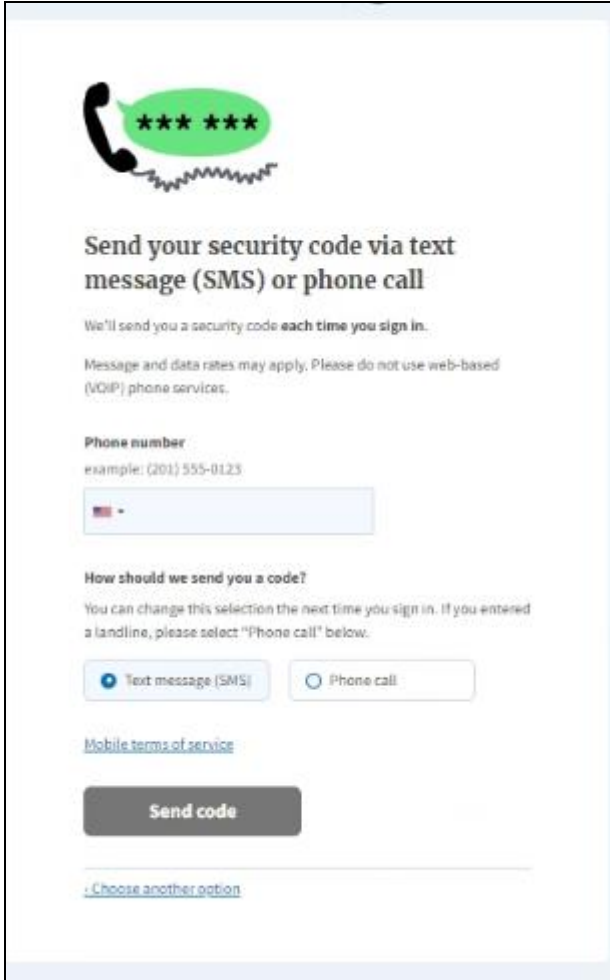
- Security key**
Use a security key that you have. It's a physical device that you plug in or that is built in to your computer or phone (it often looks like a USB flash drive). Recommended because it is more phishing resistant. **MORE SECURE**
- Government employee ID**
Insert your government or military 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](#)

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 registration screen with a light blue border. At the top left is a green speech bubble containing a black telephone handset icon and five black stars. Below this is the heading "Send your security code via text message (SMS) or phone call". Underneath is the text "We'll send you a security code each time you sign in." followed by "Message and data rates may apply. Please do not use web-based (VOIP) phone services." A "Phone number" section includes an example "(201) 555-0123" and a dropdown menu showing a US flag. Below that is the question "How should we send you a code?" with a sub-note: "You can change this selection the next time you sign in. If you entered a landline, please select 'Phone call' below." Two radio buttons are present: "Text message (SMS)" (selected) and "Phone call". A blue link "Mobile terms of service" is below the buttons. A dark grey "Send code" button is at the bottom, with a blue link "Choose another option" underneath 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:

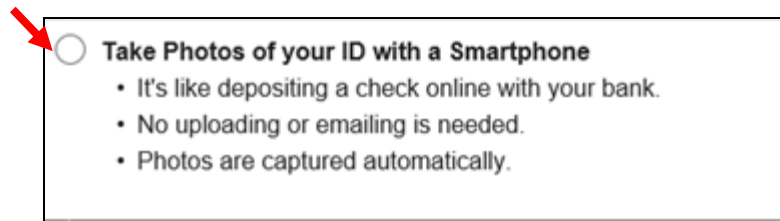
 - Credit card (last 8 digits) - Visa, Mastercard, or Discover;
 - Social Security benefits amount;
 - W-2 tax form; or
 - 1040 Schedule SE tax form.

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

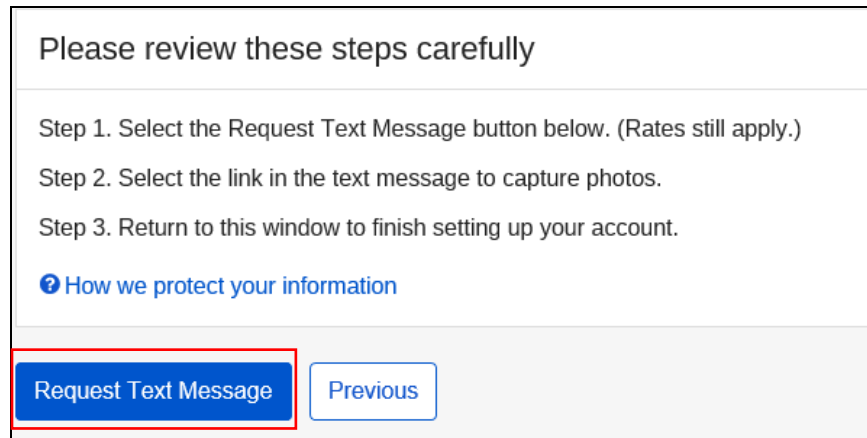
[How does this help Social Security verify my identity?](#)

Option 1: Take Photos of your ID with a Smartphone

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

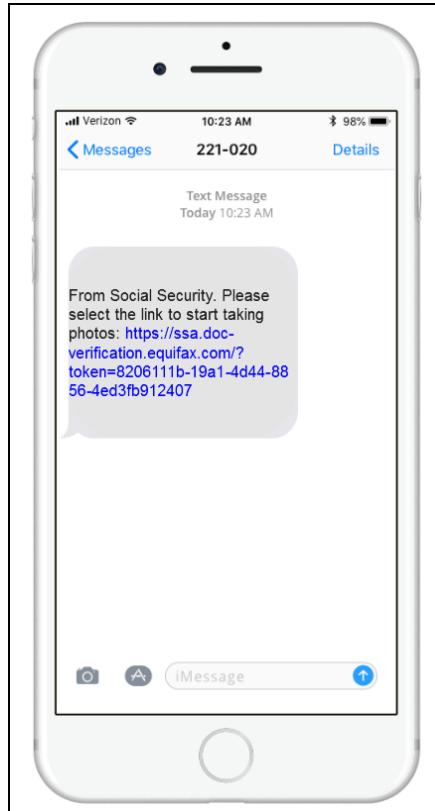


2. Please review steps, then select "Requesting Text Message".

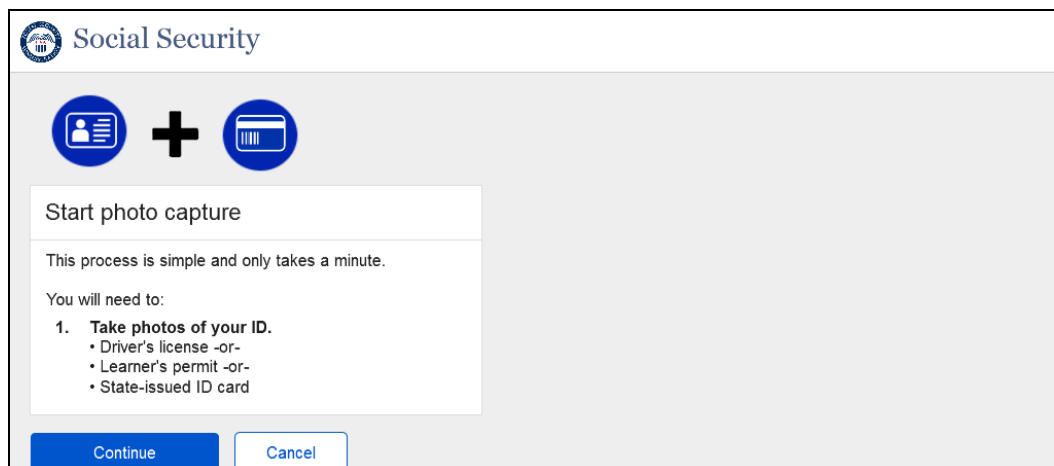


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3. You will receive a text message, the next few steps will be using your cell phone.



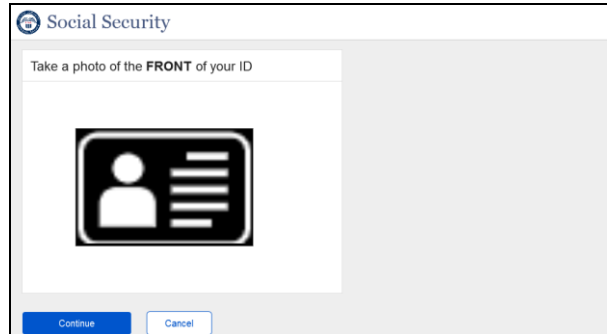
4. You will now need your photo ID, click on "Continue."



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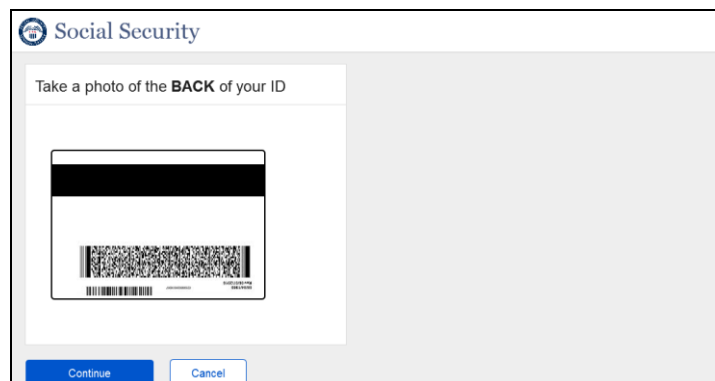
5. Capture Front of the ID, then select “Continue”. NOTE: Must be a clear picture captured for a successful scanning process.



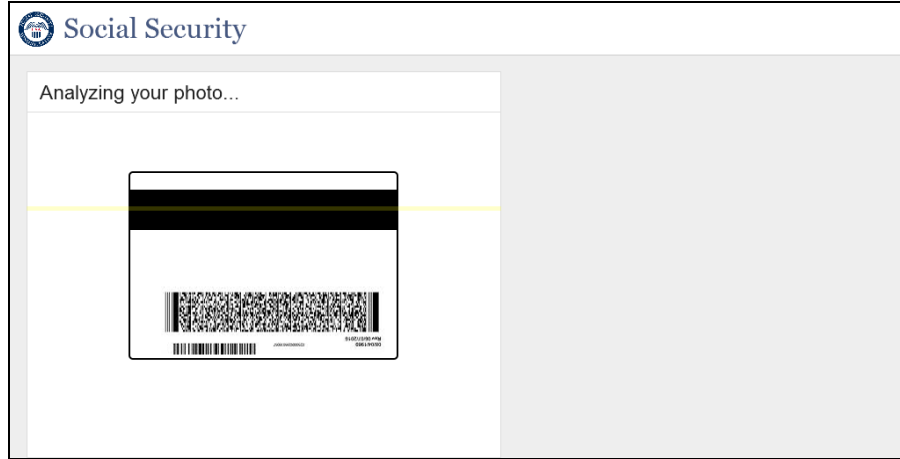
6. System analyzes picture, if the picture passes the analyzation it will continue to the next step. If the picture was not accepted, you will be directed to take another picture.



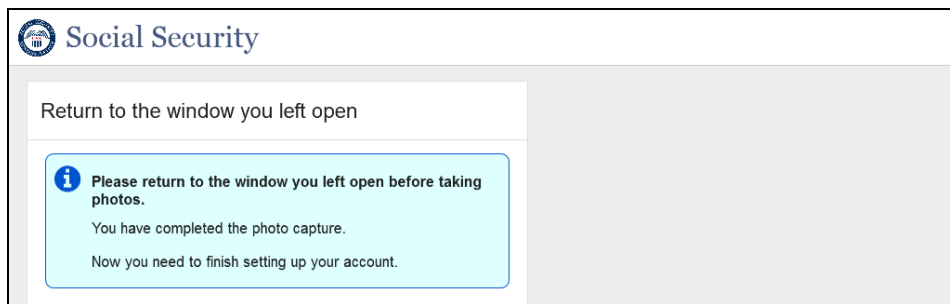
7. Take a photo of the BACK of your ID, then select “Continue”.



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.

The screenshot shows a registration window with a yellow warning banner at the top: "Please do not close this window. You need to finish setting up your account after taking photos." Below this is a light blue information banner: "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." The main content area is titled "Please tell us when you have finished taking photos" and contains a dropdown menu with "Having trouble?". Below that is a section titled "Have you taken photos of your ID?" with two radio button options: "Yes, I finished taking photos." and "No, I need to type my information instead." A red arrow points to the "Yes" option. At the bottom left, a blue "Continue" button is highlighted with a red box.

Option 2: Input your ID & Financial Information

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

The screenshot shows a security selection screen titled "You can add an Extra Level of Security". The text reads: "To add Extra Security, we need to confirm your Identity using a valid ID. Please choose one of the following:". There are three radio button options: "No, thanks. I don't want to add Extra Security at this time.", "Take Photos of your ID with a Smartphone" (with sub-points: "It's like depositing a check online with your bank.", "No uploading or emailing is needed.", "Photos are captured automatically."), and "Input your ID & Financial Information" (with sub-points: "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."). The "Input your ID & Financial Information" option is highlighted with a red box. Below the options is a link: "Don't have a valid ID? Answer credit history questions instead." and another link: "How does this help Social Security verify my identity?". At the bottom left, a blue "Next" button is highlighted with a red box, and a white "Exit" button is next to it.

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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

I

[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

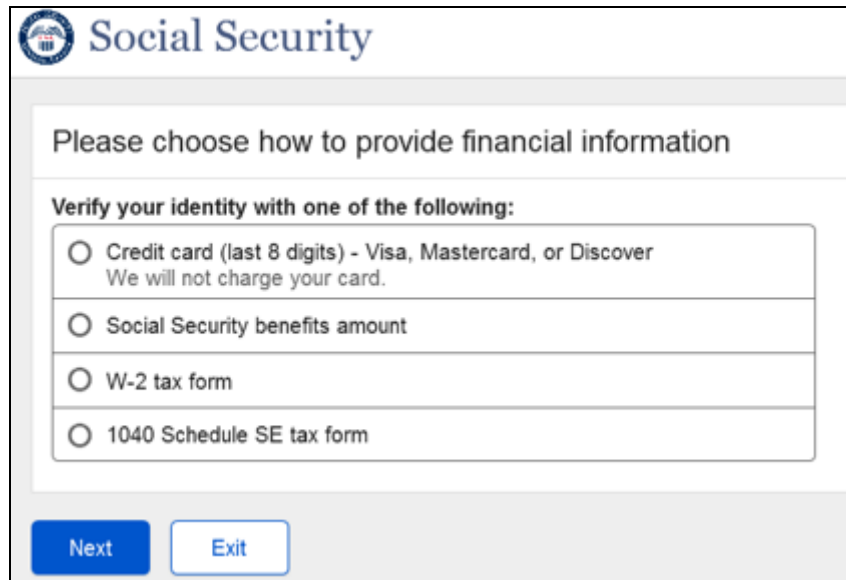
240-782-6489

301-782-9710

NONE OF THE ABOVE

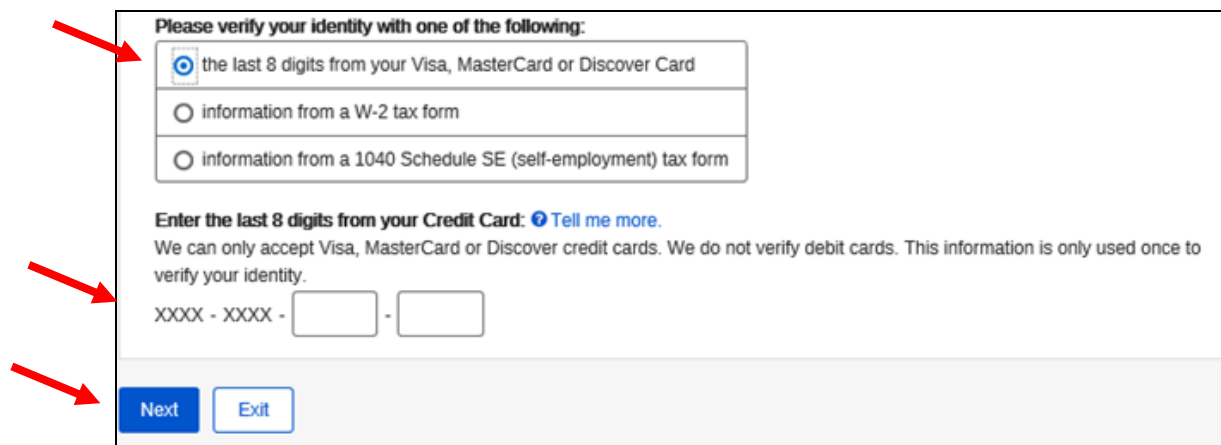
[Next](#) [Exit](#)

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



The screenshot shows the Social Security website interface. At the top left is the Social Security logo. Below it, the heading 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" (with a sub-note "We will not charge your card."), "Social Security benefits amount", "W-2 tax form", and "1040 Schedule SE tax form". At the bottom of the form are two buttons: "Next" and "Exit".

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



This screenshot shows the next step in the verification process. The heading is "Please verify your identity with one of the following:". The first radio button option, "the last 8 digits from your Visa, MasterCard or Discover Card", is selected and highlighted with a red arrow. Below it are two unselected options: "information from a W-2 tax form" and "information from a 1040 Schedule SE (self-employment) tax form". Below the options, the text reads "Enter the last 8 digits from your Credit Card: [Tell me more.](#)" followed by "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." Below this text is the input format "XXXX - XXXX - [] - []", where the two empty boxes are pointed to by red arrows. At the bottom, the "Next" button is highlighted with a red arrow, and the "Exit" button is also visible.

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

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

Enter the amount of your last Social Security direct deposit. [Tell me more.](#)
We only need the whole dollar amount.

\$

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”.

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 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.

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 form titled "Please enter your activation code" with a dropdown menu for "Having trouble?". Underneath is a text input field with the prompt "Enter the activation code you just received." and a "Feedback" button to its right. 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 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 text box containing the message: "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 32 to add the extra security and try a different method to upgrade your account.

The screenshot shows the Social Security Administration's registration interface. At the top left is the SSA logo, and to its right is the text "Social Security". Below this is a yellow error message box with a red border, containing an exclamation mark icon and the text: "We could not add Extra Security to your account at this time. Please continue creating your account." Below the error message is a section titled "Get your activation code". It states: "We will send an activation code to (123) 456 - 7890 to verify your identity. Text message and call rates still apply." Below this is the question "How do you want to receive your activation code?" with two radio button options: "Text Message" and "Phone Call". A blue "Feedback" button is located to the right of these options. Below the radio buttons is a link: "Mail my activation code." At the bottom of the activation code section are two buttons: "Next" 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. Agree to the terms of service by checking the box, then select “Next”.

Social Security is Going “Green”

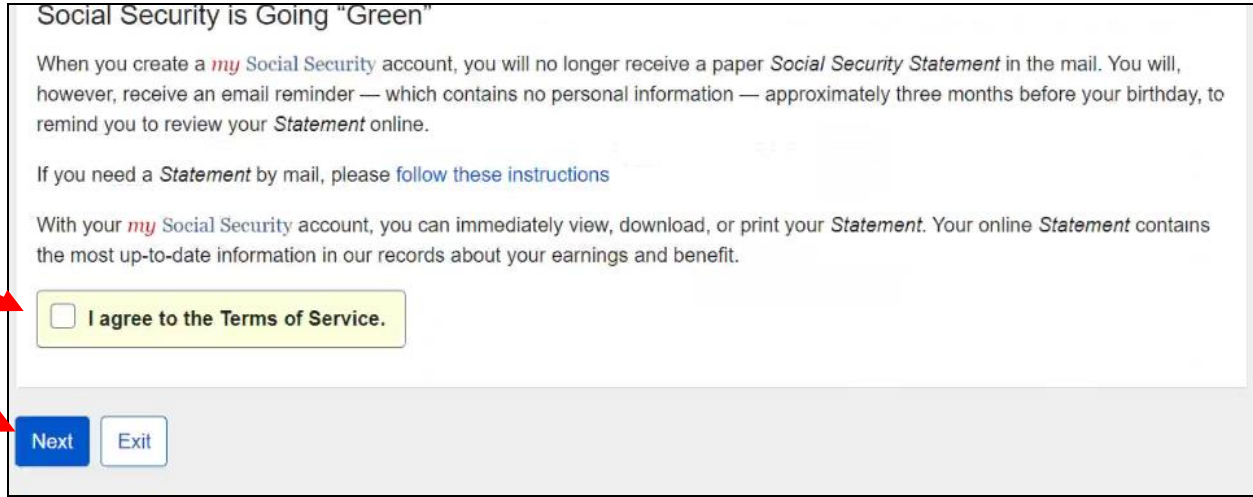
When you create a *my* Social Security account, you will no longer receive a paper *Social Security Statement* in the mail. You will, however, receive an email reminder — which contains no personal information — approximately three months before your birthday, to remind you to review your *Statement*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

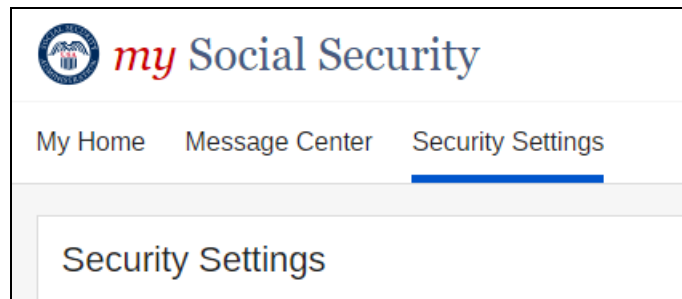
I agree to the Terms of Service.

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

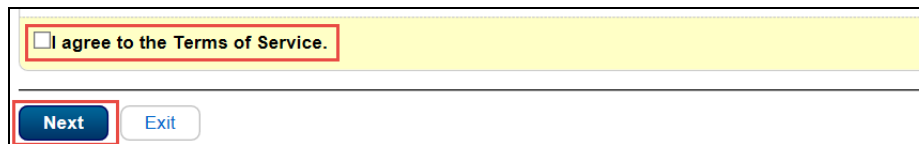
A screenshot of a registration screen titled "Social Security is Going 'Green'". The screen contains several paragraphs of text explaining the transition from paper to digital statements. Below the text is a checkbox labeled "I agree to the Terms of Service." and two buttons: "Next" and "Exit". Two red arrows point to the checkbox and the "Next" button respectively.

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

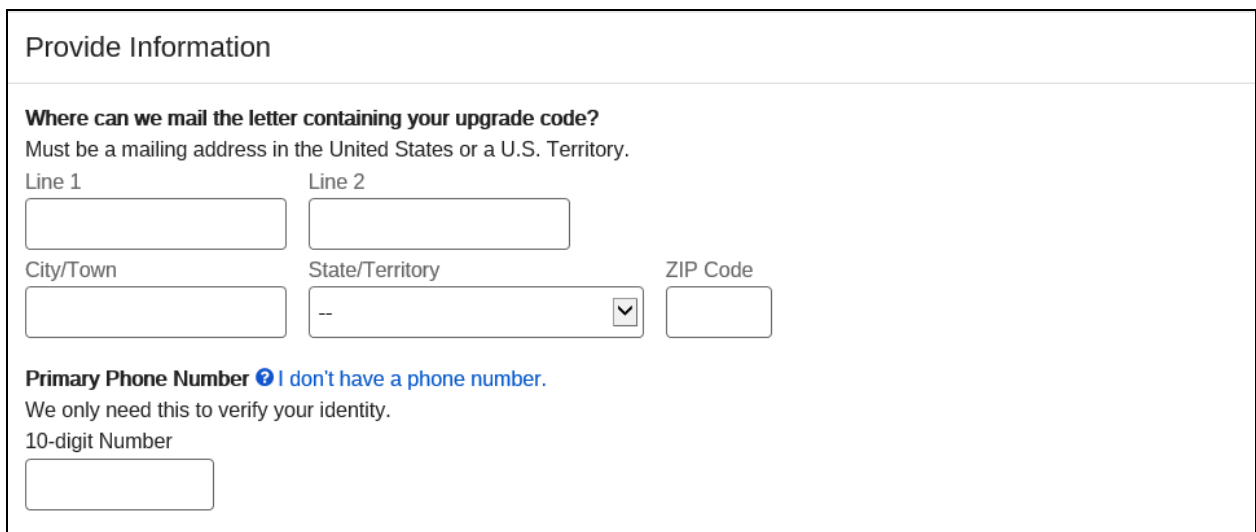
1. Log into <https://www.ssa.gov/myaccount/> account.
2. Click on the Security Settings tab, then click “Add Extra Security”



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

A screenshot of a form with a yellow background. At the top, there is a checkbox labeled "I agree to the Terms of Service." Below this, there 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 form titled "Provide Information". The first section is "Where can we mail the letter containing your upgrade code?" with a note: "Must be a mailing address in the United States or a U.S. Territory." It contains two input fields for "Line 1" and "Line 2", a "City/Town" input field, a "State/Territory" dropdown menu, and a "ZIP Code" input field. The second section is "Primary Phone Number" with a link "I don't have a phone number." and a note: "We only need this to verify your identity." It contains 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:

- 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](#)

Option 2: Information from a W-2 tax form

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 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](#) [Exit](#)

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.

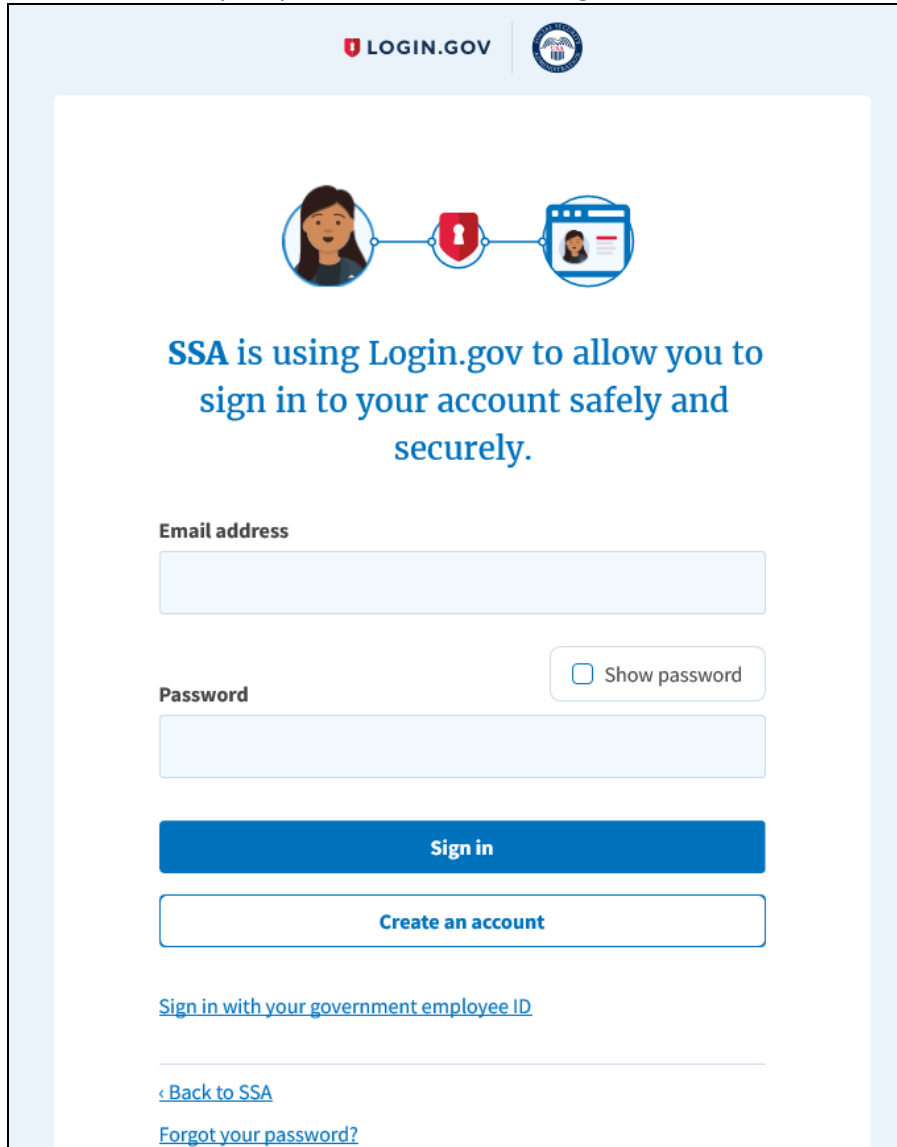
 **Enter the Upgrade Code:**

You have successfully added extra security to your account. Notify SSA, go to page 35 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”.



The screenshot shows the SSA Login.gov sign-in interface. At the top, there is a header with the "LOGIN.GOV" logo and the SSA seal. Below the header is a central graphic featuring a woman's profile, a red shield with a white keyhole, and a computer monitor displaying a login page, all connected by a blue line. The main heading reads: "SSA is using Login.gov to allow you to sign in to your account safely and securely." Below this heading are two input fields: "Email address" and "Password". To the right of the password field is a "Show password" checkbox. Below the input fields are two buttons: a solid blue "Sign in" button and a white "Create an account" button with a blue border. At the bottom of the form, there are three links: "Sign in with your government employee ID", "Back to SSA", and "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](#)." A section titled "Please choose one of the following:" contains 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." Below this, it says: "If you need a *Statement* by mail, please [follow these instructions](#)". Further down, 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." Below the checkbox are "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.

Access ERE for Experts

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.

If you are unable to access files, please contact your company. Your company must provide SSA with your full name and SSN. SSA will associate you to the company in our case processing system. You will not have access to any eFolder documents until this action has been taken.