

Electronic Records Express (ERE)

User Guide for

Send Individual Responses



August 2018

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Overview

This guide provides Social Security Administration (SSA) claimants' appointed representatives with detailed instructions for viewing and downloading documents in their claimant's electronic folder.

Requirements for Access to the Electronic Folder

- You must have a User ID and a self-selected password;
- The claimant's file must be electronic at the Hearing or Appeals Council level; and
- The link **Send Individual Response** must be displayed on the **Electronic Records Express Home** page under the **Evidence Functions** heading.

Logging into the Appointed Representative Services

Log into Business Services Online at
<https://secure.ssa.gov/acu/LoginWeb/loginHandler.do?SUITE=AR>

NOTE: You must open a *single* browser session to log into the Appointed Representative Services to access electronic folders. After login, do not open multiple browser sessions to open electronic folders and review or download files.

The User ID and password for the Appointed Representative Services cannot be used on other Social Security Administration website login pages. The login will fail and be considered an invalid attempt. After a certain number of invalid login attempts, your User ID may be suspended.

Social Security Online | **Business Services Online**
www.socialsecurity.gov | BSO Welcome | BSO Information | Keyboard Navigation | HELP

Log In to Online Services

Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

New User?
You must create an account to use this website. Once you do, you will be provided a User ID to log in to our online services.

To create new account you will need to:

- Provide personal information
- Provide contact information
- Create your password and security questions

[Create Log In Account](#)

Existing User?
Please log in below:

User ID:

Password:

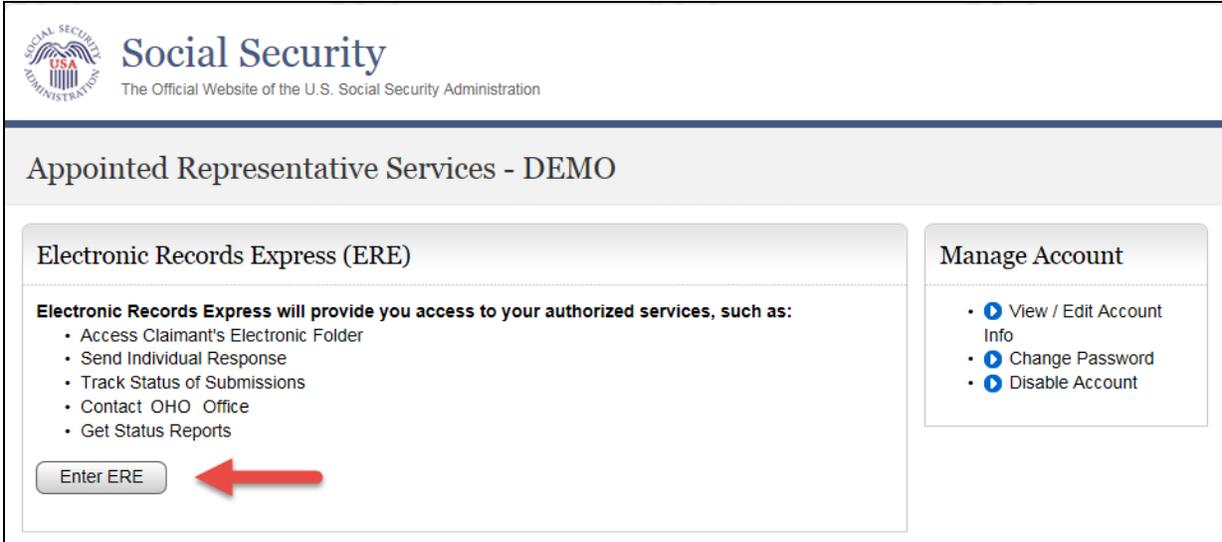
[Forgot user ID?](#)
[Forgot your password?](#)

User Certification:
I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files
 I have read & agree to these terms.

Appointed Representative Services Main Menu

The main menu displays information about ERE authorized services, Appointed Representative registration, and account management.

Select **Enter ERE**.



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Appointed Representative Services - DEMO

Electronic Records Express (ERE)

Electronic Records Express will provide you access to your authorized services, such as:

- Access Claimant's Electronic Folder
- Send Individual Response
- Track Status of Submissions
- Contact OHO Office
- Get Status Reports

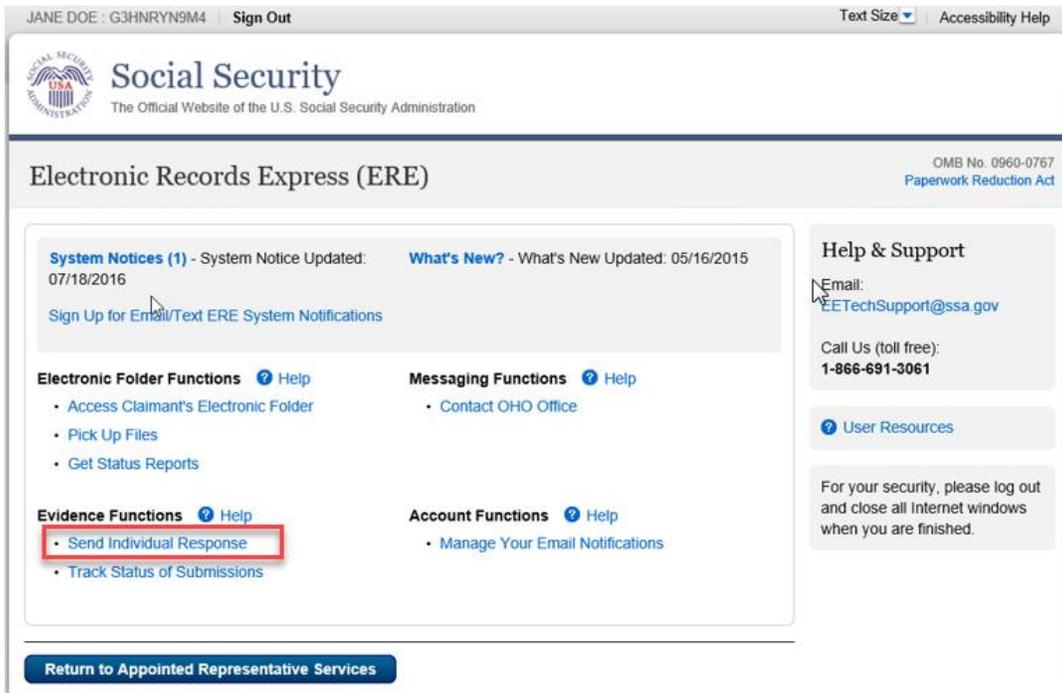
[Enter ERE](#)

Manage Account

- [View / Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

How to Use Send Individual Response

On the **ERE** home page under **Evidence Functions**, select **Send Individual Response**.



JANE DOE · G3HNRYN9M4 [Sign Out](#) [Text Size](#) [Accessibility Help](#)

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Electronic Records Express (ERE)

OMB No. 0960-0767
Paperwork Reduction Act

System Notices (1) - System Notice Updated: 07/18/2016 [What's New?](#) - What's New Updated: 05/16/2015
[Sign Up for Email/Text ERE System Notifications](#)

Electronic Folder Functions [Help](#)

- Access Claimant's Electronic Folder
- Pick Up Files
- Get Status Reports

Messaging Functions [Help](#)

- Contact OHO Office

Evidence Functions [Help](#)

- [Send Individual Response](#)
- Track Status of Submissions

Account Functions [Help](#)

- Manage Your Email Notifications

Help & Support

Email: ETechSupport@ssa.gov

Call Us (toll free):
1-866-691-3061

[User Resources](#)

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

[Return to Appointed Representative Services](#)

Step 1: Destination and Request Information

- Enter the OHO site code in the **Site Code** field in the **Destination and Request Information** section.

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ERE: Send Individual Response

1 Destination Information 2 Review & Add Information 3 Confirmation

Destination and Request Information

Please refer to your request letter or barcode to complete this information.

Select destination by: [More Info](#)

Site Code State

Site Code:

[User Resources](#)

Select **Enter**

Step 2: Barcode Information



From the barcode provided by OHO, enter the following information in the appropriate fields.

- Claimant's SSN
- RQID (Request ID): Enter the RQID beginning with the first non-zero number. For example, if the barcode shows RQID as 00000001102400, enter 1102400.
- RF (Routing Field)
- DR code
- DO NOT enter the CS code.

- Select the **Browse** button; this will launch the **Choose File to Upload** window.
- Using the **Choose File to Upload** window, select the file you wish to send to the electronic folder. The document's file name will insert into the **File name** field at the bottom of the window.
- Next, select the **Open** button.
- The **Choose File** window closes and the file name displays in the field to the left of the **Browse** button. You have successfully attached the file.
- **Document Type:** Select from the drop down list a document type for the document you are sending.
- Depending on the document type you select, additional fields may appear which require completion.
- Select **Submit** or add additional files by selecting **Add Another File**.

Sign Out Text Size Accessibility Help



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ERE: Send Individual Response

1 ✓ Destination Information
2 Review & Add Files
3 Confirmation

Review

Edit
Destination and Request Information

Destination: MD - Baltimore OHO [T21]	RF: D or Blank
SSN:	DR: F
RQID: 111111111	CS:

Attach and Upload Files

- A maximum of 10 files can be added and all files must total less than 50MB.
- File types accepted: .wpd, .doc, .docx, .jpg, .bmp, .txt, .xls, .xlsx, .pdf, .rtf, .tiff, .tif.
- Please do not upload password-protected files because they cannot be processed.

File 1: Q:\ERETESTDOC.doc Browse...

Document Type: --

Notes:

Remove File

Add Another File

Submit
Previous
Cancel

User Resources

Step 4: Tracking Information

You should receive a **Confirmation** screen acknowledging that SSA has received your transmission. The transmission must still go through an SSA systems check before being sent to the electronic folder. You will be notified by email if there are any errors or problems that prevent SSA from processing your submission. **NOTE:** We recommend that you print this page for documentation. You will not be able to retrieve this information from SSA (including OHO) after you exit this page.

Sign Out Text Size Accessibility Help

 **Social Security**
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ERE: Send Individual Response

1 ✓ Destination Information 2 ✓ Review & Add Files 3 Confirmation

[User Resources](#)

✓ Thank you for your submission

Individual Response Submission - Tracking Information

Tracking Number: **164F74F071744254N**

Submitted on: **08/01/2018 at 05:05 PM EDT**

Please retain your tracking number in case there are errors or problems that prevent us from processing your submission.

[Print this page](#)

Submission Summary

Tracking Information

Destination and Request Information

Destination: **MD - Baltimore OHO [T21]**
SSN:
RQID: **111111111**
RF: **D or Blank**
DR: **F**
CS:

Uploaded File(s)

File Information	File Size
File Name: ERETESTDOC.doc	26 KB
Document Type: Activities of Daily Living (ADL) - 0050	
Document Date: 01/01/2018	
Notes: No notes added	
Total File Size	26 KB

[Send Another Response](#) [ERE Home](#)

If you have evidence to send for another claimant, select the **Send Another Response** button.

Logging Out of ERE

When you have completed your file uploads, select **Sign Out** on the top left of the page. Logging out ensures that others may not access the ERE website through your Username and Password.

Sign Out Text Size Accessibility Help

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ERE: Send Individual Response

1 ✓ Destination Information 2 ✓ Review & Add Files 3 Confirmation [User Resources](#)

Thank you for your submission
Individual Response Submission - Tracking Information
Tracking Number: **164F74F071744254N**
Submitted on: **08/01/2018 at 05:05 PM EDT**
Please retain your tracking number in case there are errors or problems that prevent us from processing your submission.
[Print this page](#)

Submission Summary

Tracking Information

Destination and Request Information

Destination: **MD - Baltimore OHO [T21]**
SSN:
RQID: **111111111**
RF: **D or Blank**
DR: **F**
CS:

Uploaded File(s)

File Information	File Size
File Name: ERETESTDOC.doc	26 KB
Document Type: Activities of Daily Living (ADL) - 0050	
Document Date: 01/01/2018	
Notes: No notes added	
Total File Size	26 KB

[Send Another Response](#) [ERE Home](#)

Timing Out

The website will time out after 30 minutes of inactivity. After 2 hours, the website will log you out and you must re-enter your User ID and Password to continue.

Avoiding User Errors

Errors can occur for many reasons. The following list briefly explains some common ERE website user errors:

- Bookmarking the **Confirmation** page – **Never** bookmark pages within the ERE website.
- Once you have submitted documents by selecting the **Submit** button, you should NOT use the **Back** button or close your Internet browser file until you receive the **Confirmation** page.

ERE Electronic File Format Options:

The ERE website currently supports the following file formats:

.wpd	.doc	.txt
.pdf	.xls	.jpg
.bmp	.tiff	.tif
.docx	.rtf	.mdi
	.xlsx	

Access Keys

ERE contains access keys to improve navigation and provide information. You will find a list of these keys in the table below:

Button/Link	Access Key
Next	n
Submit	P
User Resources	u

NOTE:

1. To use these keys on Windows-based browsers select the **Alt** button on your keyboard and the access key simultaneously. On the Mac, use the **Ctrl** key.
2. **Internet Explorer Browser Users Only:** In order to trigger the **Browse** button you will need to use the space bar if you are using keyboard access.