

Appointed Representative

User Guide

for

Get Status Reports



June 2024

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1.0 Overview

This guide provides Social Security Administration (SSA) claimants' appointed representatives (ARs) with detailed instructions for viewing and downloading status reports for their cases pending at the Hearings and Appeals levels. It also provides instructions for accessing a list of cases pending at the Initial and Reconsideration levels.

2.0 Navigating to Get Status Reports

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

Business Services Online

BSO Welcome | BSO Information | Keyboard Navigation HELP

 **Log In to Online Services**

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

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](#)

Did you register with SSA by [phone or paper form](#) and need to create a password?

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.

NOTE: You must open a *single* browser session. After login, DO NOT open multiple browser sessions to open electronic folders and review or download files.

2.2. Select **Enter ERE**.



Social Security
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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:

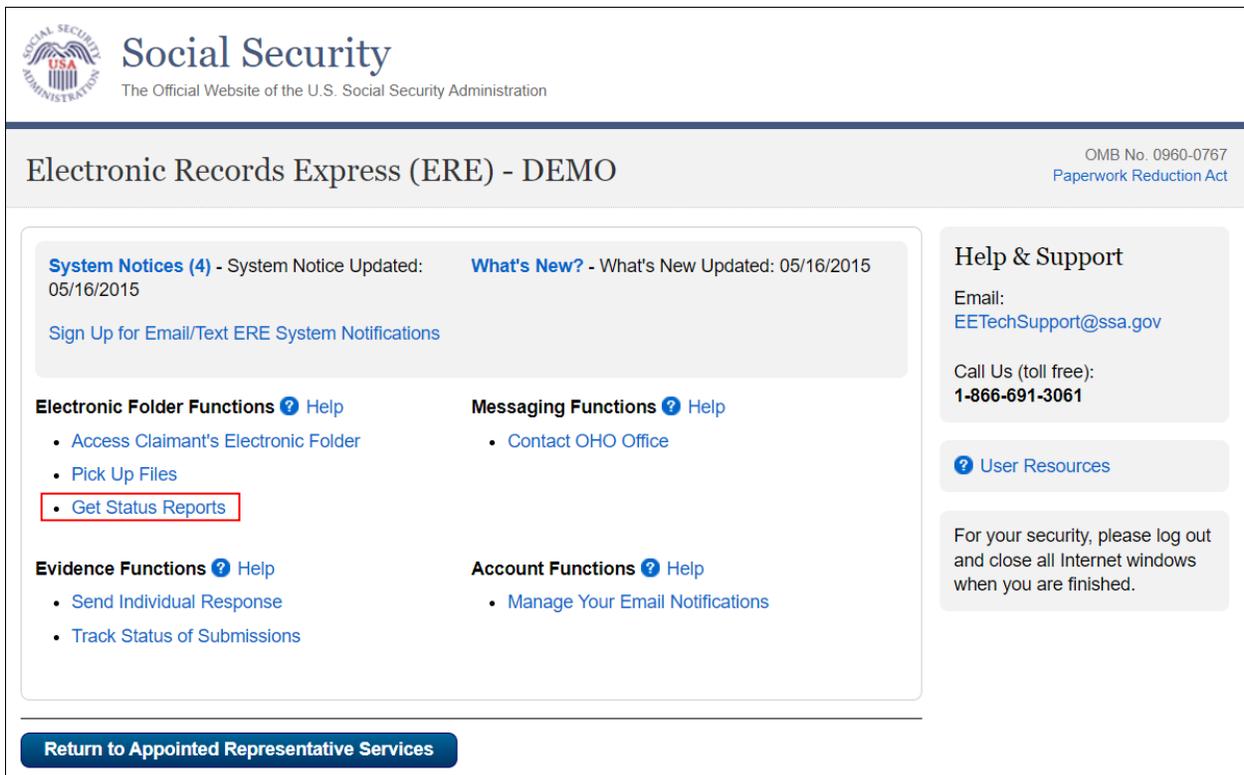
- Access Claimant's Electronic Folder
- Send Individual Response
- Track Status of Submissions
- Contact OHO Office
- Get Status Reports

[Enter ERE](#)

Manage Account

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

2.3. Select the **Get Status Reports** link in the Electronic Folder Functions section.



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Electronic Records Express (ERE) - DEMO

OMB No. 0960-0767
Paperwork Reduction Act

System Notices (4) - System Notice Updated: 05/16/2015
[What's New?](#) - What's New Updated: 05/16/2015
[Sign Up for Email/Text ERE System Notifications](#)

Help & Support
Email: EETechSupport@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.

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](#)

[Return to Appointed Representative Services](#)

3.0 **Hearing Office Status Report**

3.1. Select **Get Hearing Office Status Report** and select **Submit**.



The screenshot shows the Social Security Administration's website. At the top left is the SSA logo. To its right, the text reads "Social Security" in a large blue font, followed by "The Official Website of the U.S. Social Security Administration" in a smaller black font. Below this is a horizontal line. Underneath the line, the heading "ERE: Status Reports" is displayed. A light gray box contains the heading "Get Status Report". Below this heading, the instruction "Please select a status report type:" is followed by three radio button options: "Get Hearing Office Status Report" (which is selected and highlighted with a red box), "Get Appeals Council Status Report", and "Get List of Initial and Reconsideration Cases". At the bottom of the form are two buttons: a dark blue "Submit" button and a light blue "ERE Home" button.

Option 1: View limited status information for a single SSN

3.2. Select **Search for individual case** and select **Submit**.



The screenshot shows the Social Security Administration's website. At the top left is the SSA logo. To its right, the text reads "Social Security" in a large blue font, followed by "The Official Website of the U.S. Social Security Administration" in a smaller black font. Below this is a horizontal line. Underneath the line, the heading "Hearing Office Status Report" is displayed. Below the heading is a breadcrumb trail: "Appointed Representative Home > ERE Home > Status Report Home". A light gray box contains the heading "View Status Report". Below this heading, the instruction "Please select one:" is followed by three radio button options: "Search for individual case." (which is selected and highlighted with a red box), "View your list of cases for all hearing offices. (Only your oldest 100 cases by Hearing Request Date will be shown in this quick view. This quick view contains limited data.)", and "Download all your cases for all hearing offices in a spreadsheet file including additional data." Below the third option is a blue question mark icon followed by the text "How do I use this spreadsheet file?". At the bottom of the form is a dark blue "Submit" button.

3.3. Enter the **Claimant's SSN** and select **Submit**.

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Hearing Office Status Report

[Appointed Representative Home](#) > [ERE Home](#) > [Status Report Home](#)

View Status Report

Please select one:

- Search for individual case.
Claimant's Social Security Number (SSN):
- View your list of cases for all hearing offices. (Only your oldest 100 cases by Hearing Request Date will be shown in this quick view. This quick view contains limited data.)
- Download all your cases for all hearing offices in a spreadsheet file including additional data.
[? How do I use this spreadsheet file?](#)

Submit

3.4. View the limited status information for the claimant.

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Hearing Office Status Report

[Appointed Representative Home](#) > [ERE Home](#) > [Status Report Home](#) > [Status Report Search](#) [User Resources](#)

Representative Status Report for JOHN DOE

Below is a quick view of all your cases pending at Hearing Offices in order of Hearing Request Date.

To see additional information about these cases, download the spreadsheet file from the [Status Report Search](#) page.

Claimant Name Last, First	Last 4 of SSN	Hearing Office with Jurisdiction	Case Status / Status Date	Hearing Request Date	Expedited	Hearing Date	ALJ Name
Doe, Jane	1300	BALTIMORE MD	MASTER DOCKET 05/07/2013	05/01/2009	Yes		

NOTE: If no results display for the SSN you entered, then the Hearing Office likely does not show that you are the appointed representative for the SSN you entered. Please contact the Hearing Office with jurisdiction of the case.

Option 2: View limited status information for up to 100 cases.

3.5. Select **View your list of cases for all hearing offices** and select **Submit**.

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Hearing Office Status Report

[Appointed Representative Home](#) > [ERE Home](#) > [Status Report Home](#)

View Status Report

Please select one:

- Search for individual case.
- View your list of cases for all hearing offices. (Only your oldest 100 cases by Hearing Request Date will be shown in this quick view. This quick view contains limited data.)
- Download all your cases for all hearing offices in a spreadsheet file including additional data.
 - [? How do I use this spreadsheet file?](#)

Submit

3.6. View the limited status information for up to 100 cases.

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Hearing Office Status Report

[Appointed Representative Home](#) > [ERE Home](#) > [Status Report Home](#) > [Status Report Search](#)

[User Resources](#)

Representative Status Report for JOHN DOE

Below is a quick view of all your cases pending at Hearing Offices in order of Hearing Request Date.

To see additional information about these cases, download the spreadsheet file from the [Status Report Search](#) page.

Claimant Name Last, First	Last 4 of SSN	Hearing Office with Jurisdiction	Case Status / Status Date	Hearing Request Date	Expedited	Hearing Date	ALJ Name
Doe, Jane	0404	BALTIMORE MD	MASTER DOCKET 05/05/2010	10/06/2008	No		
Doe, John	1300	BALTIMORE MD	MASTER DOCKET 05/07/2013	05/01/2009	Yes		
Smith, Tom	2010	BALTIMORE MD	READY TO SCHEDULE 06/13/2013	01/01/2010	Yes		

Option 3: Download a .csv file with all status information for all cases pending at the Hearings level

3.7. Select **Download all your cases...** and select **Submit**.

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

Hearing Office Status Report

[Appointed Representative Home](#) > [ERE Home](#) > [Status Report Home](#)

View Status Report

Please select one:

- Search for individual case.
- View your list of cases for all hearing offices. (Only your oldest 100 cases by Hearing Request Date will be shown in this quick view. This quick view contains limited data.)
- Download all your cases for all hearing offices in a spreadsheet file including additional data.

[? How do I use this spreadsheet file?](#)

Submit

3.8. From the Downloads popup box, select **Open File** to open the file in Excel or another spreadsheet application.

 **Social Security**
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Hearing Office Status Report

[Appointed Representative Home](#) > [ERE Home](#) > [Status Report Home](#)

View Status Report

Please select one:

- Search for individual case.
- View your list of cases for all hearing offices. (Only your oldest 100 cases by Hearing Request Date will be shown in this quick view. This quick view contains limited data.)
- Download all your cases for all hearing offices in a spreadsheet file including additional data.

[? How do I use this spreadsheet file?](#)

Submit

Downloads

 HearingsStatusReport (14).csv

Open file

4.0 Appeals Council Status Report

4.1. Select **Get Appeals Council Status Report** and select **Submit**.



The screenshot shows the Social Security Administration's website. At the top left is the SSA logo. To its right is the text "Social Security" and "The Official Website of the U.S. Social Security Administration". Below this is a header "ERE: Status Reports". The main content area is titled "Get Status Report" and contains a section "Please select a status report type:" with three radio button options: "Get Hearing Office Status Report", "Get Appeals Council Status Report" (which is selected and highlighted with a red box), and "Get List of Initial and Reconsideration Cases". At the bottom of this section are two buttons: "Submit" and "ERE Home".

Option 1: View limited status information for a single SSN

4.2. Select **Search for individual case** and select **Submit**.



The screenshot shows the Social Security Administration's website. At the top left is the SSA logo. To its right is the text "Social Security" and "The Official Website of the U.S. Social Security Administration". Below this is a header "Appeals Council Status Report". Underneath the header is a breadcrumb trail: "Appointed Representative Home > ERE Home > Status Report Home". The main content area is titled "View Status Report" and contains a section "Please select one:" with two radio button options: "Search for individual case." (which is selected and highlighted with a red box) and "View your list of cases for all appeals offices. (Only your oldest 100 cases by Appeals Request Date will be shown in this quick view. This quick view contains limited data.)". Below the second option is a link: "Download all your cases for all appeals offices in a spreadsheet file including additional data." with a sub-link "? How do I use this spreadsheet file?". At the bottom of the form is a "Submit" button.

4.3. Enter the **claimant's SSN** and select **Submit**.

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Appeals Council Status Report

[Appointed Representative Home](#) > [ERE Home](#) > [Status Report Home](#)

View Status Report

Please select one:

- Search for individual case.
Claimant's Social Security Number (SSN):
- View your list of cases for all appeals offices. (Only your oldest 100 cases by Appeals Request Date will be shown in this quick view. This quick view contains limited data.)
- Download all your cases for all appeals offices in a spreadsheet file including additional data.
[? How do I use this spreadsheet file?](#)

Submit

4.4. View the limited status information for the SSN.

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Appeals Council Status Report

[Appointed Representative Home](#) > [ERE Home](#) > [Status Report Home](#) > [Status Report Search](#)

[User Resources](#)

Representative Status Report for JOHN DOE

Below is a quick view of all your cases pending at Appeals Offices in order of Appeals Request Date.

To see additional information about these cases, download the spreadsheet file from the [Status Report Search](#) page.

Claimant Name Last, First	Last 4 of SSN	Appeals Office with Jurisdiction	Case Status / Status Date	Transfer Information	Electronic Case	Request Date	Expedited
Doe, Jane	1800	FALLS CHURCH VA	NEW CASE 09/20/2012		Yes	09/19/2012	No

NOTE: If no results display for the SSN you entered, then the Appeals Council likely does not show that you are the appointed representative for the SSN you entered, or the case remains pending with the Federal Courts. Please contact the Appeals Council with jurisdiction of the case.

Option 2: View limited status information for up to 100 cases.

4.5. Select **View your list of cases for all appeals offices** and select **Submit**.

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Appeals Council Status Report

[Appointed Representative Home](#) > [ERE Home](#) > [Status Report Home](#)

View Status Report

Please select one:

- [Search for individual case.](#)
- View your list of cases for all appeals offices. (Only your oldest 100 cases by Appeals Request Date will be shown in this quick view. This quick view contains limited data.)
- Download all your cases for all appeals offices in a spreadsheet file including additional data.
 - [? How do I use this spreadsheet file?](#)

Submit

4.6. View the limited status information for up to 100 cases.

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Appeals Council Status Report

[Appointed Representative Home](#) > [ERE Home](#) > [Status Report Home](#) > [Status Report Search](#)

[User Resources](#)

Representative Status Report for JOHN DOE

Below is a quick view of all your cases pending at Appeals Offices in order of Appeals Request Date.

To see additional information about these cases, download the spreadsheet file from the [Status Report Search](#) page.

Claimant Name Last, First	Last 4 of SSN	Appeals Office with Jurisdiction	Case Status / Status Date	Transfer Information	Electronic Case	Request Date	Expedited
Doe, Jane	1527	FALLS CHURCH VA	ASSIGNED TO ANALYST 04/16/2013		Yes	06/16/2010	No
Doe, John	1800	FALLS CHURCH VA	NEW CASE 09/20/2012		Yes	09/19/2012	No
Smith, Tom	5305	FALLS CHURCH VA	NEW CASE 02/12/2013		Yes	02/12/2013	No

Option 3: Download a .csv file with all status information for all cases pending at the Appeals level.

4.7. Select **Download all your cases...** and select **Submit**.

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Appeals Council Status Report

[Appointed Representative Home](#) > [ERE Home](#) > [Status Report Home](#)

View Status Report

Please select one:

- Search for individual case.
- View your list of cases for all appeals offices. (Only your oldest 100 cases by Appeals Request Date will be shown in this quick view. This quick view contains limited data.)
- Download all your cases for all appeals offices in a spreadsheet file including additional data.**

[? How do I use this spreadsheet file?](#)

Submit

4.8. From the Downloads popup box, select **Open File** to open the file in Excel or another spreadsheet application.

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

Appeals Council Status Report

[Appointed Representative Home](#) > [ERE Home](#) > [Status Report Home](#)

View Status Report

Please select one:

- Search for individual case.
- View your list of cases for all appeals offices. (Only your oldest 100 cases by Appeals Request Date will be shown in this quick view. This quick view contains limited data.)
- Download all your cases for all appeals offices in a spreadsheet file including additional data.

[? How do I use this spreadsheet file?](#)

Submit

Downloads    

 AppealsStatusReport (1).csv

[Open file](#)

5.0 List of Initial and Reconsideration Cases

5.1. Select **Get List of Initial and Reconsideration Cases** and select **Submit**.



 **Social Security**
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ERE: Status Reports

Get Status Report

Please select a status report type:

- Get Hearing Office Status Report
- Get Appeals Council Status Report
- Get List of Initial and Reconsideration Cases

[Submit](#) [ERE Home](#)

5.2. A list of up to 100 cases will be displayed. These are cases pending or recently closed at the initial and reconsideration levels where your 1696 has been processed.



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ERE: Initial and Reconsiderations Status Report

Appointed Representative Status Report for JANE DOE

Below is a quick view of up to 100 of your cases pending at the Initial and Reconsideration levels. To see a list of all your cases pending at the Initial and Reconsideration levels, please select the download button below.

Claimant Name Last, First	Last 4 of SSN
Doe, Jane	0000
Doe, John	0001

[Download Spreadsheet](#) [ERE Home](#) [Previous](#)

5.3. Select the **Download Spreadsheet** button to get a complete list of all cases at the initial and reconsideration levels where your 1696 has been processed. The spreadsheet will list the following fields:

Column Name	Data Elements	Example(s)
Case Level	Case Level	Initial Reconsideration
Receipt Date	Receipt Date	6/6/2024
First Date Assigned	First Date Assigned	6/6/2024
Closure Date	Closure Date	6/6/2024
Date FQR Starts	Date FQR Starts	6/6/2024
First Name	Claimant First Name	Joe
Last Name	Claimant Last Name	Doe
Middle Name	Claimant Middle Name	R
Last 4 SSN	Last 4 of the Claimant's SSN	XXX-XX-1234
Claim #1 (separate column for each claim)	Claim Type	Title 2 - Disability Title 16 - Disabled Individual
	Office with Jurisdiction	S36
	Claim Status	Assigned Staging Closed
	Status Date	6/6/2024
Claimant Information Request #1 (separate column for each request)	Letter Name	Introduction Letter Appointed Representative Barcode Evidence Followup Third party
	Date Sent	6/6/2024
	Date Received	6/6/2024 (doesn't display if not yet received)
	Claimant Name (or Contact Name) (may also include Contact Organization and Contact Agency Name)	Jane A Doe
	Last 4 of Claimant SSN	xxx-xxx-1234
	Address 1 (separate column for multiple addresses)	Type: Domestic, Address: 123 BIG ST, BALTIMORE, MD 00000 USA
Medical Evidence Request #1 (separate column for each request)	Letter Name	Hospital Evidence Request Doctor Evidence Request
	Date Sent	6/6/2024
	Date Received	6/6/2024 (doesn't display if not yet received)
	Facility	Organization Name: PRO HEALTH
	Facility Address	123 BIG ST, BALTIMORE, MD 00000 USA
CE Appointment #1 (separate column for each appointment)	Appointment Date	6/6/2024
	Appointment Start Time	11:00 AM EDT
	Appointment End Time	3:00 PM EDT
	Status	Scheduled Cancelled Kept (appointment held) Not Kept (appointment not held)
	Attendance Confirmed	No
	Facility	Organization Name: PRO CONSULTING
	Facility Address	123 BIG ST, BALTIMORE, MD 00000 USA

Troubleshooting List of Initial and Reconsideration Cases

Case is Missing from the List

The most likely reason is that your 1696 has not yet been processed by the Field Office. Please follow the guidance found in the [Tips and Best Practices for Appointed Representatives](#).

- Wait 30 days before inquiring about the status of a 1696. (Reminder: You will receive a notification via mail to confirm that your SSA-1696 was processed.)
- To inquire about the status of a 1696, contact your client's servicing SSA field office or workload support unit (WSU). You can find the servicing field office's telephone number using the [Social Security Office Locator](#).
- If it has been over 30 days and you experience difficulty with contacting the servicing office or have not received any response, please contact the respective [Regional Communications Director](#).

If a case is missing from your report and you have confirmed with the Field Office that an electronic folder exists, your 1696 has been processed and you are listed as the Appointed Representative in eView, please send the following information to the [Regional Communications Director](#):

- Representative name and RepID
- Claimant name and the last 4 digits of the claimant's SSN

Cannot Access the eFolder of a Case on the List

If a new initial claim is on your case listing but you cannot access the electronic folder, the Field Office may not have transferred the case to the DDS yet to create the electronic folder. If it has been more than 30 days and you received the confirmation notice that your SSA-1696 was processed, contact the Field Office to determine what information is still needed to successfully transfer the initial claim to DDS.

Case Information is Incorrect

To inquire about any information found on the report, contact your client's servicing SSA field office or workload support unit (WSU). You can find the servicing field office's telephone number using the [Social Security Office Locator](#).

If it has been over 30 days and you experience difficulty with contacting the servicing office or have not received any response, please contact the respective [Regional Communications Director](#) and provide them with the following information:

- Representative name and RepID
- Claimant name and the last 4 digits of the claimant's SSN
- Description of the issue