

# **Electronic Records Express (ERE)**

## **User Guide for**

## **Track Status of Submissions**



**August 2018**

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## Overview

The Electronic Records Express (ERE) **Track Status of Submissions** feature allows you to view the status of the files you uploaded. ERE can only supply information about uploads within the past 180 days.

## ERE Home Page

From the **Electronic Records Express (ERE)** home page, select **Track Status of Submissions** in the **Evidence Functions** section.

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](mailto: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](#)

You can select from multiple search criteria: **Tracking Number, Claimant's SSN, RQID (Request ID), Date/Site/Status.**

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ERE: Track Status of Submissions

Provide Search Criteria  
sent within the past 180 days are available.

Search by: ?  
Tracking Number  
RQID (Request ID)  
Claimant's SSN  
Date/Status/Site

[Search](#) [Reset](#) [Cancel](#)

### **Search by Tracking Number**

You can search your uploads by the **Tracking Number**. This is a unique number assigned to an upload. When tracking an upload by a **Tracking Number**, all other fields are disabled.

**Step 1** – Enter the **Tracking Number**.

**Step 2** – Select the **Search** button.

### ERE: Track Status of Submissions

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#### Provide Search Criteria

Only Submissions sent within the past 180 days are available. [Customer Status Inquiry](#)

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**Search by:**

Tracking Number ▼

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**Tracking Number:**

Search for a specific submission by entering the Tracking Number

**Step 3** - Select the **Tracking Number** link for more details about the submission.

### ERE: Track Status of Submissions

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#### Search Results

[User Resources](#)

Display submissions from the past 180 days. Select the Tracking Number to view status.

| Tracking Number                  | Date       | Time(ET) | Status     | Site Code | SSN(Last 4) | RQID                             |
|----------------------------------|------------|----------|------------|-----------|-------------|----------------------------------|
| <a href="#">1435D1569274C5E2</a> | 01/04/2014 | 08:52 AM | Processing | S99       | 1111        | 11111111111111111111111111111111 |

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**Step 4** – Submission details will display. You may select **Back to Search Results** to return to the **Search Results** screen, or select **New Search** to track other uploads.

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ERE: Track Status of Submissions

Tracking Number: **1435D1569274C5E2**      RQID (Request ID): **11111111111111111111111111111111**      [? User Resources](#)

Submission Status: **Processing**      Site Code: **S99**

SSN (Last 4): **1111**      Number of User Uploaded Files: **2**

Submitted On: **01/04/2014 08:52 AM**

| File Name        | File Status | File Size |
|------------------|-------------|-----------|
| freeFormText.txt | Processing  | 220 bytes |
| test.wpd         | Processing  | 7 KB      |

[ERE Home](#)    [Back to Search Results](#)    [New Search](#)

**Search by RQID (Request ID)**

You can search your submissions by the **RQID (Request ID)** number. This is a unique number found on the request letter or barcode and is case sensitive. When tracking a submission by a **RQID (Request ID)**, all other fields are disabled.

**Step 1-** Enter the **RQID** beginning with the **first non-zero number**. For example, if the request letter shows **RQID** as 000000013385, enter 13385.

**Step 2** – Select the **Search** button

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ERE: Track Status of Submissions

[? User Resources](#)

Provide Search Criteria

Search by:

**RQID (Request ID):**  
 Search for a specific submission by entering the RQID (Request ID) found on the request letter or barcode (case sensitive).

[Search](#)    [Reset](#)    [Cancel](#)

**Step 3** – Select the **Tracking Number** link to obtain details about the submission.



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ERE: Track Status of Submissions

**Search Results** [? User Resources](#)

Display submissions from the past 180 days. Select the Tracking Number to view status.

| Tracking Number                  | Date       | Time(ET) | Status     | Site Code | SSN(Last 4) | RQID                             |
|----------------------------------|------------|----------|------------|-----------|-------------|----------------------------------|
| <a href="#">1435D1569274C5E2</a> | 01/04/2014 | 08:52 AM | Processing | S99       | 1111        | 11111111111111111111111111111111 |

[Edit Search](#) [New Search](#) [ERE Home](#)

**Step 4** – Submission details will display. You may select **Back to Search Results** to return to the **Search Results** screen, or select **New Search** to begin a new search for submissions.



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ERE: Track Status of Submissions

Tracking Number: **1435D1569274C5E2** RQID (Request ID): **11111111111111111111111111111111** [? User Resources](#)

Submission Status: **Processing** Site Code: **S99**

SSN (Last 4): **1111** Number of User Uploaded Files: **2**

Submitted On: **01/04/2014 08:52 AM**

| File Name        | File Status | File Size |
|------------------|-------------|-----------|
| freeFormText.txt | Processing  | 220 bytes |
| test.wpd         | Processing  | 7 KB      |

[ERE Home](#) [Back to Search Results](#) [New Search](#)

## Search by Claimant's SSN

You can search your submissions by the **Claimant's SSN**. When tracking a submission by a **Claimant's SSN** all other fields are disabled.

**Step 1** – Enter the **Claimant SSN** found on the request letter or barcode.

**Step 2** – Select the **Search** button.

The screenshot shows the 'ERE: Track Status of Submissions' page. At the top left is the Social Security Administration logo and the text 'Social Security The Official Website of the U.S. Social Security Administration'. Below this is a header 'ERE: Track Status of Submissions'. The main content area is titled 'Provide Search Criteria' and includes a note: 'Only Submissions sent within the past 180 days are available. [Customer Status Inquiry](#)'. There is a 'User Resources' link with a question mark icon. The search criteria section has a 'Search by:' dropdown menu set to 'Claimant's SSN'. Below it is the 'Claimant SSN:' label and a text input field with the instruction: 'Search for a specific submission by entering the Claimants SSN found on the request letter or barcode.' At the bottom of the form are three buttons: 'Search', 'Reset', and 'Cancel'.

**Step 3** – Select the **Tracking Number** link to obtain details about the submission.

The screenshot shows the 'ERE: Track Status of Submissions' page with search results. At the top left is the Social Security Administration logo and the text 'Social Security The Official Website of the U.S. Social Security Administration'. Below this is a header 'ERE: Track Status of Submissions'. The main content area is titled 'Search Results' and includes a note: 'Display submissions from the past 180 days. Select the Tracking Number to view status.' There is a 'User Resources' link with a question mark icon. Below the note is a table with the following data:

| Tracking Number                  | Date       | Time(ET) | Status     | Site Code | SSN(Last 4) | RQID                             |
|----------------------------------|------------|----------|------------|-----------|-------------|----------------------------------|
| <a href="#">1435D1569274C5E2</a> | 01/04/2014 | 08:52 AM | Processing | S99       | 1111        | 11111111111111111111111111111111 |

At the bottom of the page are three buttons: 'Edit Search', 'New Search', and 'ERE Home'.

**Step 4** – Submission details will display. You may select **Back to Search Results** to return to the **Search Results** screen, or select **New Search** to begin a new search for submissions.

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### ERE: Track Status of Submissions

Tracking Number: **1435D1569274C5E2**      RQID (Request ID): **11111111111111111111111111111111**      [User Resources](#)

Submission Status: **Processing**      Site Code: **S99**

SSN (Last 4): **1111**      Number of User Uploaded Files: **2**

Submitted On: **01/04/2014 08:52 AM**

| File Name        | File Status | File Size |
|------------------|-------------|-----------|
| freeFormText.txt | Processing  | 220 bytes |
| test.wpd         | Processing  | 7 KB      |

[ERE Home](#)      [Back to Search Results](#)      [New Search](#)



**Step 4** – Submission details will display. You may select **Back to Search Results** to return to the **Search Results** screen, or select **New Search** to begin a new search for submissions.

The screenshot shows the Social Security Administration's website interface for tracking submission status. At the top left is the SSA logo and the text "Social Security The Official Website of the U.S. Social Security Administration". The main heading is "ERE: Track Status of Submissions". Below this, a grey box contains submission details: Tracking Number: 14AAB9876A0F8E41N, RQID (Request ID): 111111111, Submission Status: Sent, Site Code: T21, SSN (Last 4): 6106, Number of User Uploaded Files: 1, and Submitted On: 01/02/2015 12:01. A "User Resources" link is visible on the right. Below the details is a table with columns for File Name, File Status, and File Size, containing one entry: 80-20 Rule.doc, Sent, 24 KB. At the bottom are three buttons: "ERE Home", "Back to Search Results", and "New Search".

### **Search by Date/Site/Status - Custom**

When searching by submission date, status, and site, you may choose any combination of searches by selecting a button next to each option.

#### **Search by Date:**

- **Last 45 Days** – Searches all submissions made in the last 45 days.
- **Single Day** – If you choose **Single Day**, you must enter the **Date of Submission** (mm/dd/yyyy). It must be within the past 180 calendar days.
- **Date Range** - If you choose the **Date Range** button, you must enter the **Start** date (mm/dd/yyyy) and **End** date (mm/dd/yyyy). Both dates must be within the past 180 calendar days.

#### **Search by Site:**

- **All** – Searches all submissions at all sites within the past 180 days.
- **State** – Searches all submissions for a specific State within the past 180 days.
- **Site Code** – Searches all submissions for a specific Site Code within the past 180 days.

#### **Search by Status:**

- **All** – Searches all status options within the past 180 days.
- **Sent** – Searches your successful submissions within the past 180 days.
- **Error** – Searches all your failed submissions within the past 180 days.
- **Contacted** – Searches all submissions that required ERE Tech Support contact within the past 180 days.

## Access Keys

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

| <b>Button</b>    | <b>Access Key</b> |
|------------------|-------------------|
| Cancel           | n                 |
| Log Out          | l                 |
| Prior Page       | p                 |
| Reset to Default | r                 |
| Search           | s                 |
| Start New Search | s                 |
| 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 on the Electronic Records Express Submission pages you will need to use the space bar if you are using keyboard access.