User Guide for Access to the Electronic Folder

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Appointed Representative Access to the Electronic Folder

Overview

This guide provides Social Security Administration (SSA) claimants’ appointed representatives with detailed instructions for viewing and downloading documents, as well as downloading multimedia files, in their claimant’s electronic folder. It also provides guidance on submitting evidence in electronic format (e.g., briefs and additional disability-related evidence) using the upload feature inside the claimant’s electronic file. The goal is to provide cost effective eGovernment services to appointed representatives that will give them the ability to transact securely and easily most of their business with SSA electronically.

Appointed Representatives Requirements for Access to the Electronic Folder

- You must have a User ID, a Rep ID and a self-selected password;
- The claimant’s file must be electronic at the Hearing or Appeals Council level; and
- The link Access Claimant’s Electronic Folder must be displayed on the Electronic Records Express Home page under the Appointed Representative Services heading.

Logging into the Appointed Representative Services:

Log into Business Services Online at www.socialsecurity.gov/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.
Appointed Representative Services – Main Menu

The Main Menu page (Figure 1) displays the following application links:

- **Electronic Records Express (ERE)** - Provides access to eFolder services.

- **Automated Scheduling** - SSA is currently piloting the Automated Scheduling Application (ASA). The pilot is limited to invited participants only. Representatives enrolled with ARS will be notified when the ASA application is available for all representatives for use.

Select **Enter ERE** button.

![Figure 1](image-url)

NOTE: The names and other identifying information contained in this document were created for test scenarios and do not represent actual individuals.
Instructions for Accessing the Electronic Folder

Electronic Records Express Home Page

- To access the folder, select the Access Claimant’s Electronic Folder (Figure 2) application link on the Electronic Records Express Home page.

- After selecting the Access Claimant’s Electronic Folder link, you will receive a one-time password (SMS text message) at the text-enabled cell phone number you provided.
- Enter the one-time password (Figure 3). It is a temporary, single-use code that is only valid for 10 minutes.

NOTE: Delete the text message after it is used. Undeleted text messages may be repeated in a future text message.
Read the **Acknowledgement for Online Services** page (Figure 4) **before** entering the claimant’s social security number.

- Scroll to the bottom and enter the claimant’s social security number; and
- Select **I agree** button.
Access to Electronic Folder Pages

The Access to Electronic Folder page is comprised of a Header Section and up to three tabs: the Case Documents Tabs, the Exhibit List Tab (Figure 5a) and the Multimedia Files Tab (Figure 5b). If the case has not been exhibited, the default is the Case Documents tab. If the case is exhibited, the default is the Exhibit List tab. If there is no audio hearing record, then the Multimedia File Tab will not be displayed (Figure 5a). The folder displays initially with all the sections collapsed. Individual documents Names within the sections display after the sections are expanded (Figure 6).

Figure 5a

<table>
<thead>
<tr>
<th>Case Documents</th>
<th>Exhibit List</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Payment Documents/Decisions</td>
<td>Items: 3  Page Count: 0</td>
</tr>
<tr>
<td>B. Jurisdictional Documents/Notices</td>
<td>Items: 2  Page Count: 0</td>
</tr>
<tr>
<td>D. Non-Disability Development</td>
<td>Items: 3  Page Count: 0</td>
</tr>
<tr>
<td>E. Disability Related Development</td>
<td>Items: 4  Page Count: 0</td>
</tr>
<tr>
<td>F. Medical Records</td>
<td>Items: 66  Page Count: 0</td>
</tr>
</tbody>
</table>

Figure 5b

The folder displays initially with all the sections collapsed. Individual documents Names within the sections display after the sections are expanded (Figure 6).

Header Information

- Claimant (name)
- Claimant SSN (social security number)
- Claim Type (Indicates T2 for Title 2 or T16 for Title 16)
- Level (Hearing or Appeals Council)
- Last Change (date the record was last changed or new evidence added)
- Last Insured (date)
- Alleged Onset (date)
- Application date (protective filing date)
**Case Documents Tab**

**Case Documents tab** (Figure 6) provides the ability to view all documents in the case. These sections are available:

- Section A - Payment Documents/Decisions (Yellow)
- Section B - Jurisdictional Documents and Notices (Red)
- Section D - Non-Disability Development (Orange)
- Section E - Disability Related Development (Blue)
- Section F - Medical Records (Yellow)

![Figure 6](image-url)
**Exhibit List Tab**

The **Exhibit List** tab (Figure 7a) provides the ability to view all the exhibited documents. The sections are the same as those in the **Case Documents** tab above but all sections have a gray background.

![Figure 7a](image)

**Multimedia Files Tab**

The **Multimedia Files** tab (Figure 7b) provides the ability to view all the multimedia files. This tab only displays when a claimant’s eFolder contains multimedia content. One section displays (Multimedia Files) with a gray background.

![Figure 7b](image)
Display Options

Expand/Collapse All (Figure 8) - Select the Expand All link, all sections are opened and expanded to show all documents in the file. Select the Collapse All link and all sections are closed.

Expand/Collapse by Section (Figure 8) – On the far left of each section header is an arrow. Selecting an arrow causes that section to open or expand and displays the list of documents in the section. Select the arrow again to collapse the list of documents in each displayed section.
### Selecting Documents

**Select All** (Figure 9) - Selecting this link marks all documents for downloading. The checkmark next to the document indicates a selected document. The documents are now ready to download.

**Select individual documents** (Figure 9) – Select an individual document by checking the box next to the document description.

![Figure 9](image_url)

<table>
<thead>
<tr>
<th>Case Documents</th>
<th>Exhibit List</th>
<th>Select All</th>
<th>Deselect All</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A. Payment Documents/Notices</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No.</td>
<td>Description</td>
<td>Decision Date</td>
<td>Received</td>
</tr>
<tr>
<td>1A</td>
<td>Disability Determination Transmittal</td>
<td>Prior to Hearing</td>
<td>No</td>
</tr>
<tr>
<td>2A</td>
<td>Disability Determination Transmittal</td>
<td>Prior to Hearing</td>
<td>No</td>
</tr>
</tbody>
</table>

| **B. Jurisdictional Documents/Notices** |   |   |   |
| No. | Description | Document Date | Received | Marked | Pg |
| 1D | Authorization For SSA To Obtain Account Records From A Financial Institution And Request For Records | Prior to Hearing | No | 0 |

| **C. Disability Related Development** |   |   |   |
| No. | Description | Source | Date From | Date To | Received | Marked | Pg |
| 1E | Disability Report - Field Office | Source of PI | Prior to Hearing | No | 0 |
| 2E | Disability Report - Adult | Source of PI | Prior to Hearing | No | 0 |
| 3E | Disability Report - Field Office | Source of PI | Prior to Hearing | No | 0 |
| 4E | Disability Report - Appeals | Source of PI | Prior to Hearing | No | 0 |
| 5E | Authorization for SSA to Obtain Personal Information | Source of PI | Prior to Hearing | No | 0 |

| **D. Medical Records** |   |   |   |
| No. | Description | Source | Date From | Date To | Received | Marked | Pg |
| 1F | Copy of Evidence Request | Source of ER | Prior to Hearing | No | 0 |
Deselect All (Figure 10) - Selecting this link un-checks all documents at one time.

Deselect individual documents (Figure 10) – “uncheck” the box next to the document description.
Downloading or Uploading Documents while in the Electronic Folder

Access to the Electronic Folder application provides the ability to download information from the folder as well as upload new documents to the folder using the following links:

- **Download Selected to Zip** link (Figures 11 and 12)
- **Download Selected to PDF** link (Figures 11 and 12)
- **Upload New File** link (Figures 11 and 12)

**Downloading Documents**

Documents can be opened immediately or selected for download. The first option is to select a document link from the **Case Documents** or **Exhibit List** tabs (Figure 11). The document is immediately provided and can be saved or closed.

---

**Download Documents to Zip or PDF**

- You can choose to download documents to either a Zip or PDF file.
- First, select the document(s) you want to download by using the selection methods noted above.
- Then choose either **Download Selected to Zip** or **Download Selected to PDF** (Figure 12).

**NOTES:**

- If a single document size is more than 400 pages, **Download Selected as Zip** should be used.
- PDF download requests may be converted to a Zip download if any requested documents are corrupted. The Zip download allows all uncorrupted documents to be opened. The email notification for the download will indicate that a Zip download was provided even though a PDF was requested.

![Image of case documents and exhibits list]

**Figure 12**
Downloading Multimedia File(s) while in the Electronic Folder

Access to the Electronic Folder application provides the ability to download multimedia file(s) from the folder using the following process:

**Download Selected Multimedia**

- Select the file(s) you want to download by checking the box next to the File Name.
- Then choose **Download Selected Multimedia** (Figure 12a).

![Figure 12a](image-url)

- After you have invoked the download, you will see this page (Figure 13). Select the **Close** button.
Pickup Files

- Within approximately 48 hours, the files are available for pickup. An e-mail will be sent to you when the files requested are ready to pick up.
  - The email message displayed below (Figure 14a) is sent when “Download Selected to Zip” or “Download Selected in to PDF” is selected from the Case Documents tab or the Exhibit List tab.
  - The email message displayed on the next page (Figure 14b) is sent when “Download Selected Multimedia” is selected from the Multimedia Files tab.
- The link in the email will take you to the login page.
- Follow the instructions on the page to login then enter the one time password that is generated to your cell phone.

---

**Figure 13**

**Files Download**

The files you have selected are being processed.

You will receive an email when they are available.

---

**Figure 14a**

```
From: [SA Notice] [name]
To: [name]
Cc: 
Subject: Your requested e-folder files are ready for pickup on 06/23/2008 11:50:50 AM

Dear User,

Your requested e-folder files are ready for pickup.

Click on the link below to be directed to the e-Folder Pickup File page.

These files will be available for initial download for 7 days from 06/23/2008 11:50:50 AM

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

https://securereg.ssa.gov/apps2/BBREXPDF/PD/start.do

(if you can’t click on the link above, copy and paste the URL into your browser)

Thank you for using Electronic Records Express.

Electronic Records Express
SSA – Baltimore, MD
EKTechSupport@ssa.gov

------------------------------------------------------------

This is a system-generated email. Please do not respond to this message.
If you have questions, please send mail to EKTechSupport@ssa.gov.
```
• This notice (Figure 14c) will be sent when an unsuccessful attempt to download a multimedia file occurs.
To retrieve documents for download, select the folder name (Figure 15).

Helpful hint when opening a Zip file:

1. Save the Zip file you requested from the Pickup Files (Figure 15) page.
2. Go to the location where you saved the Zip file and open it by double-clicking.

   NOTE: If you have difficulty opening the file you may not have associated Zip software to open the files. Some operating systems, such as Mac OS X, Windows XP and Vista, come with Zip capability. Other systems may have add-on software. If you have difficulty opening the Zip file, you may need to add Zip software to your system, or you may re-download the file to PDF.

3. Extract all the files/folders in the Zip file package into one folder to the desired location
4. Go to the location where you extracted the files.
5. To view the documents, select the index.html file which will open to the Case Documents Index or Exhibit List Index page.
6. To play a multimedia file, see instructions below.

Helpful hints when using the PDF download:

1. Save the document(s) first before opening.
2. Adobe 8 or higher may be useful if manipulating documents.

Helpful hints when opening and playing a Multimedia file:

1. **Extracting Zip File Contents:**
   1. Save the Multimedia file you requested from the Pickup Files (Figure 15) page.
   2. Go to “Helpful hint when opening a Zip file” above and follow instructions from step 2 to 4 to extract (unzip) the file.
2. **Setup “TheRecord Player” Search Folders:**
   Once you extracted the Zip file, follow instructions below to specify locations on your computer for “TheRecord Player” to search for audio.

   1. Click **Start**, point to **All Programs**, then **ForTheRecord** and click **TheRecord Player**.
   2. When **TheRecord Player License Agreement** appears, select “Don’t show this screen again” checkbox on the bottom left, and then click “I Agree” button.
   3. From **TheRecord Player**, click **Open** icon (first icon on the bottom).
   4. From the Open dialog box, click **Manage Search Folders** icon (second icon in the top left).
   5. From the **Manage Search Folders** dialog box, click **Add Search Folder** (first icon on the right).
   6. In the **New Search Folder** dialog box, click **Browse**.
   7. In the **Browse For Folder** dialog box, go to the folder that contains the audio file, and then select the audio file (which contains .trm file extension) you wish to add and click **OK**.
   8. Click **Next**.
   9. In the **Search Folder Name** dialog box, enter a user friendly name (ex. Archive Recordings).
   10. Click **Next**.
   11. In the **Search Priority** dialog box, set the priority by clicking **Priority Up** and **Priority Down**.
   12. Click **Finish**.
   13. If a **Manage Search Folder** dialog box appears, click **Close**.

   **Note:** Having multiple search folders can be helpful when attempting to download and play previously downloaded audio. Adding the same audio file, that has been previously downloaded to the same folder, could potentially compromise audio quality.

3. **Playing Audio Files:**
   Once you extracted the Zip file and setup the Search Folders, follow instructions below to play the audio file:

   1. Click **Start**, point to **All Programs**, **ForTheRecord** and click **TheRecord Player**.
   2. From **TheRecord Player**, click **Open** icon (first icon on the bottom).
   3. From the Open dialog box, expand the desired Search Folder, date folder and label folder by clicking the plus sign.
   4. Once the multimedia file is revealed (where media type contains .trm file), select it and click **Open** button.
   5. Click **Play** on “TheRecord Player”.

   For more information, please visit [FTR “TheRecord Player”](#).
# Uploading Documents

Once inside the electronic file, upload new documents by selecting the **Upload New File** (Figure 16) button.

![Figure 16](image-url)
• The **Upload New File** button transfers you to the **Send Response for Individual Case** page (Figure 17).

**Send Response for Individual Case**

![Send Response for Individual Case](image)

- From the barcode provided by ODAR, (Figure 18) enter the Request ID information.
- **Be sure to enter the Request ID (RQID) beginning with the first non-zero number.** For example, if the request letter shows RQID as 000000013385, enter 13385.
- After entering the RQID, select **Continue**.

![Barcode](image)
## Attach and Upload Files

**Electronic Records Express**

### Attach and Upload Files (Step 2 of 3)

- **Destination and request summary:**
  - Destination: MD - Baltimore ODAR [T21]
  - SSN: 078-06-1201
  - RGID: 13385
  - RF: D
  - CS:

### Attach and upload files to this response:

- **File 1:**
  - Document Type: [Select Document Type]
  - Document Date: mm/dd/yyyy
  - Notes:

- **Add Another File** button

### NOTES:

- **File types accepted:** .wpd, .doc, .docx, .jpg, .bmp, .mdi, .txt, .rtf, .xls, .xlsx, .pdf, .tif, .tiff.
- Please refer to the section entitled “Reminders and Helpful Tips” on page 25 for more information on acceptable file names.
- ONLY upload non-password protected documents.
- Do not upload documents containing macros (i.e., a set of instructions or scripts that automates tasks). They may cause system problems, which will require you to resubmit your documents without macros.

- You can send up to eight files for one claimant using ERE. To add additional files, select the **Add Another File** button and repeat the previous steps.

- When finished, select the **Submit** button. You will receive a tracking number when your documents are sent.

**NOTE:** If you select Prior Page, you will return to the previous page and all information previously entered will be lost.
If an invalid document was attached an alert message (Figure 20) similar to the message shown below is displayed. Select OK to re-enter the correct information.

**Figure 20**

![Alert Message]

File #1 is not a correct type or its name has invalid characters. Please only upload files that end in types: wpd, jpg, doc, docx, bmp, ndl, txt, rtf, xls, xlsx, pdf, tif, tif. Also use only the following characters in the file name: 0-9 a-z A-Z _ . - and space.

![OK Button]

**Tracking Information Page**

**Figure 21**

This **Tracking Information** page (Figure 21) acknowledges that SSA has received the uploaded document(s). This page indicates the specific filename and document type of each uploaded file.

The **Tracking Information** page only acknowledges that the transmission has been sent. A notification will be sent by email if there are any errors or problems that prevent SSA from processing the submission.

**NOTE:**
- You cannot “bookmark” this page.
- You cannot retrieve tracking information after exiting the page so you need to print or save this vital information.
Uploaded Document is Not in eFolder

Documents are added to the eFolder **Case Documents** tab automatically. Once added to the **Case Documents** section, the Hearing or Appeals Council Office must take a manual action to copy a document from the **Case Documents** tab into the **Exhibit List** tab.

Steps to verify document has been added to eFolder

1. Check the **Case Documents** tab (Figure 21) to see if the document has been added.

![Figure 21](image-url)
2. The user that uploaded the document can check on the status of documents he or she submitted using the Upload New File or Send Response for Individual Case function by selecting the Track Status of Submissions link on the Electronic Records Express Home page (Figure 22). (More information on using this function is available in the User Instructions for Track Status of Submissions.)

If the document is not added within 48 hours, the document should be resubmitted. Verify that the RQID submitted is the exact duplicate of the RQID displayed in the barcode.

**Reminders and Helpful Tips:**

- **Naming Your Electronic Claimant Records**
  The ERE website will accept electronic filenames that contain the following characters:
  
  ✓ Numbers
  ✓ Letters (uppercase and lowercase)
  ✓ Backslashes “\”
  ✓ Underscores “_”
  ✓ Hyphens or Dashes “-”

  The following characters will make your electronic file name **invalid**:
  
  × Punctuation Marks (commas, semicolons, parentheses, etc.)
  × Symbols (*, %, <, >, |, etc.)

**IMPORTANT NOTE:** ONLY upload non-password protected documents.

- **The wrong RQID was used while submitting a document.** The document goes to a queue that requires manual intervention by Social Security Administration staff. If the document is not added to the electronic folder within 48 hours, resubmit the document using the correct RQID.

- **The wrong document was submitted.** Immediately contact the office that is working on the file. Social Security Administration staff will remove the incorrect document.
Receive SSA Communications about ERE outages. SSA’s Office of Systems uses the Bulletin Board section of the ERE website to alert registered users of new information, such as any scheduled maintenance or new functionality. You can also be notified by email prior to any scheduled maintenance by selecting the red envelope link, Get important information about Electronic Records Express availability (Figure 23). Select the link and follow the instructions.
**New Case Search**

To search for a new case, select the **New Case Search** button (Figure 24).

![Figure 24](image)

This will bring you back to the **Acknowledgement for Online Services** (Figure 25) page and you may enter a client’s Social Security number.

![Figure 25](image)
To return to the **Electronic Records Express Home** page select the **Cancel** button (Figure 26) or use the **Electronic Records Express Home** link in the header section.

**Figure 26**

<table>
<thead>
<tr>
<th>Case Documents</th>
<th>Exhibit List</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expand All</td>
<td>Collapse All</td>
</tr>
<tr>
<td>Select All</td>
<td>Deselect All</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Section</th>
<th>Items</th>
<th>Page Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Payment Documents/Decisions</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>B. Jurisdictional Documents/Notices</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>C. Non-Disability Development</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td>D. Disability Related Development</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>E. Medical Records</td>
<td>56</td>
<td>0</td>
</tr>
</tbody>
</table>

[![Image of the Electronic Records Express Home page](image-url)](image-url)
Unable to Access an Electronic Folder

Overview
There may be occasions when you request access to an Electronic Folder and the request cannot be processed. If your request cannot be processed, you will be presented with the Access Denied page (Figures 27 and 28) or Unable to Process Your Request (Figure 29).

Access Denied

This message may be received for a number of reasons:

- You may have entered the wrong social security number. Double check the number before you request access a second time.
- The case may not be at the Hearing or Appeals Council Level (you can only view cases at the Hearing or Appeals Council Level).
- The case may have closed at the Hearing or Appeals Council Level. Access is only available for a limited time (90 days) after a decision is issued.
- You may not be shown as the appointed representative for that person.

If you have entered the correct social security number, please contact the Social Security office working on this case to determine why you cannot access it from the website.
Ability to Access Claimant’s Electronic Folder Service Suspended

You will receive the page above (Figure 28) if you attempted to view 10 social security numbers that were denied access within a 24-hour period. Once you receive this message, if you wish to continue accessing social security numbers, you must call 1-866-691-3061 and ask to be reactivated.

Unable to Process Your Request

You may receive this page for the following reasons:

- The case may not be electronic,
- The case may have closed at the Hearing or Appeals Council Level. Access is only available for a limited time (90 days) after a decision is issued.
- The case may have been remanded, or
- There are multiple cases pending or closed within the past 90 days at SSA and the system cannot determine which one to display.

You must contact the Social Security office handling the case for additional help.
Logout

To end your session and logout of Appointed Representative Services, select the Logout button. This button is located on the upper left side of most pages (Figure 30). On the Case Documents or Exhibit List page, this button is located at the bottom of the page (Figure 31).
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:

<table>
<thead>
<tr>
<th>Button</th>
<th>Access Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancel</td>
<td>n</td>
</tr>
<tr>
<td>Download Selected to PDF</td>
<td>p</td>
</tr>
<tr>
<td>Download Selected to Zip</td>
<td>z</td>
</tr>
<tr>
<td>ERE Print</td>
<td>p</td>
</tr>
<tr>
<td>ERE Home</td>
<td>h</td>
</tr>
<tr>
<td>I Agree</td>
<td>i</td>
</tr>
<tr>
<td>Log Out</td>
<td>l</td>
</tr>
<tr>
<td>New Case Search</td>
<td>s</td>
</tr>
<tr>
<td>Upload New File</td>
<td>u</td>
</tr>
</tbody>
</table>

Other keyboard commands, hotkeys or access keys will vary based upon the browser and the version of the browser that you are using. A list of these commands can be found in the Help section of your browser. The Help feature can be located on the Menu bar of your browser. Any assistive devices that you may be using will also have a list of these shortcut keys in their Help section.

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.
Glossary

Acceptable File Type
Types of files that are compatible with a given computer program or website. The ERE website currently supports the following type of files:

Barcode
Data is coded in a series of bars and spaces of varying width. This symbol can be read with hand held moving beam scanners by sweeping a horizontal beam down the symbol. To date, industry has utilized a “3 of 9” barcode with varying width vertical bars. Technology is now shifting to a more stable and versatile barcode (2-Dimensional or 2-D), where a checkerboard pattern varies in both width and height.

A 2-D barcode determines the ultimate destination (paper folder and/or electronic folder) for the evidence submitted (uploaded). The 2-D barcode acts as a portable database to store the following information: Social Security Number, request ID number, site number (Disability Determination Service or ODAR), and document type (e.g., Medical Evidence of Record, Activities of Daily Living). The request ID number (also known as the turnaround document number or contract number) is SSA's/ODAR's unique transaction tracking number, and when received, can be used to generate a tickle in the case processing system. If a Representative fails to submit the bar-coded information, the document must be manually indexed at the ODAR.

.bmp
The filename extension for a bitmap file. Bitmap is a common graphic format used by computers. A graphic or picture is made up of a number of individual dots (bits) to form an image. A bitmap is essentially a map of bits (hence the name). Bitmap files can get very large and if storage space is a factor then it is best to convert the image into a more compressed format such as .jpg.

.doc or .docx
The filename extension for a Microsoft Word document file. “.Docx” is the extension of files created in Microsoft Word 2007 or higher.

Download
The process of transferring a file from a remote computer, server, or webpage to your own computer. Download is the opposite of upload.

ERE
Electronic Records Express. SSA’s secure website used primarily for uploading (sending) electronic medical and other evidence considered in determining disability eligibility.
**e-folder**
The electronic disability folder (e-folder or EF) is SSA’s electronic disability repository of data that is accessible by all components involved in the processing of disability claims. Data housed in the e-folder comes from many different SSA and ODAR systems as well as from external sources (e.g., medical Representatives). The e-folder is not a case processing system. The e-folder allows components to share disability case information without having to move a paper folder between components.

**Extract**
To obtain selected information from a source; an excerpt of a record.

**.jpg**
.jpg or .jpeg (pronounced “jay-peg”) is a standardized image compression format named after its developers (the Joint Photographic Experts Group) that can compress images to very small file sizes, commonly used on the Internet due to faster image transfer rates. JPEG images can contain thousands of colors that make the format ideal for compressing images such as photographs. The JPEG format can compress images up to around 10% of their original file size without losing too much quality (depending on the image used) although the image will lose its sharpness. JPEG files use both the .jpg and .jpeg file extensions and can be created in most popular graphics applications.

**MER**
Medical evidence of record (MER) is collected from sources identified by the claimant.

**.pdf**
The filename extension for a Portable Document Format (PDF) file. PDF is a universal file format developed by Adobe® that preserves all the fonts, formatting, graphics, and color of any source document, regardless of the application and platform used to create it. PDF is a reliable format for electronic document exchange. To view PDF files you need Adobe Reader® that you can download free at [http://www.adobe.com/products/acrobat/readstep2.html](http://www.adobe.com/products/acrobat/readstep2.html).

**Secure Website**
A website that uses encryption and access controls so that personal information sent via the website is not susceptible to interception, loss, or alteration.

**.rtf**
“Rich Text Format” is a text format developed by Microsoft.

**.tif or .tiff**
TIF or TIFF is short for “Tagged Image File Format” and refers to a type of image format developed by Aldus and Microsoft that is commonly used within computing. It was designed primarily for faster data interchange. TIFF files are basically Bitmap images; they are not restricted in resolution and can be black and white, grey scale or full color. Most (if not all) image editing software can support the TIFF format and TIFF files typically have the .tif or .tiff file extension.
<table>
<thead>
<tr>
<th>Extension</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>.txt</td>
<td>The filename extension for a text file.</td>
</tr>
<tr>
<td>Upload</td>
<td>The process of transferring a file from a personal computer to a server. This process makes the file available to others. Upload is the opposite of download.</td>
</tr>
<tr>
<td>.wpd</td>
<td>The filename extension for a Word Perfect Document.</td>
</tr>
<tr>
<td>.xls or .xlsx</td>
<td>The filename extension for a Microsoft Excel file. Microsoft Excel 2007 or later use the extension of “.xlsx.”</td>
</tr>
<tr>
<td>.zip</td>
<td>A zipped file is a file that has been compressed making it a smaller file. Compressed files travel faster, therefore taking less time to download to your hard drive or upload to another computer. To return the file to its original size, decompression software is used so that you can view the file. Compression/decompression software is common and may be downloaded from the Internet if it is not already available on your computer.</td>
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