

Representative Guide for Electronic Records Express

Sending Individual Case Responses by Secure Website



Office of Disability Adjudication and Review

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Representative Guide for Electronic Records Express Records Table of Contents

The Social Security Administration’s Electronic Disability System	1
Submitting Electronic Evidence Using the Electronic Records Express Website	1
How Do I Get Started?	1
New User Instructions for ERE – Logging In	2
How to Use Send Response for Individual Case	6
Logging Out of the ERE Website	15
Special Considerations When Using the ERE Website	16
Logging Into the ERE Website	16
Updating Your Email Address	16
Changing Your Password	18
Naming Your Electronic Claimant Records	18
Timing Out	18
Avoiding User Errors	18
Bookmarking the ERE Website	19
Saving ERE Tracking Information Pages	19
How SSA Communicates Information to ERE Users	20
ERE Electronic File Format Options:	20
Access Keys:	21
Contacts for Additional Assistance	22
Glossary	22

The Social Security Administration's Electronic Disability System

This guide provides claimants' representatives with detailed instructions for submitting ODAR level appeals materials in electronic format, e.g., briefs and additional disability-related evidence, using the upload feature of SSA's secure website. SSA, including ODAR, is striving to obtain disability records in electronic format whenever feasible.

If you have questions regarding these instructions or the process for submitting electronic evidence, please email: odar.hq.rep.mail@ssa.gov

Submitting Electronic Evidence Using the Electronic Records Express Website

The Social Security Administration (SSA) has developed a free, easy-to-use website called Electronic Records Express (ERE) for representatives who can create an electronic record (either by scanning paper records or receiving electronic claimant records from medical providers). Representatives can use the ERE website to securely send evidence direct to their client's electronic folder. Representatives will receive a tracking information page acknowledging that SSA received their transmission.

To use the ERE website, you need:

- Internet access
- A Web browser
- A computer that supports an encryption level of 128 bits (most computers purchased in the last five years support 128 bit encryption)
- A Username and Password to access the ERE website (the Office of Disability Adjudication and Review will assist you with the registration process)

No special software is required to use the ERE website.

How Do I Get Started?

When an electronic claim file meets all the technical prerequisites for receiving electronic evidence submissions, ODAR will forward you a bar code. You will need to have the ODAR barcode when you log onto the ERE website because you will need to enter information such as the claimant's social security number and the Request ID. This information ensures that the claimant's records are properly transmitted to the appropriate electronic disability claim file.

Before using the ERE website, you should have existing electronic records and you should know where they are stored on your computer system (i.e., which drive, which folders, etc.). The ERE website accepts the following types of electronic files: .doc, .docx .wpd, .jpg, .bmp, .txt, .mdi, .rtf, .xls, .xlsx, .pdf, .tiff, and .tif. **Please use only the following types of characters when naming your electronic claimant files: numbers, letters, hyphens/dashes, underscores, backslashes, and spaces.** Please refer to the section **Special Considerations** beginning on page 17 for additional information.

The following pages contain instructions and screenshots to illustrate the user-friendly design and functionality of the ERE website. To use ERE, simply follow the instructions on the next page to get started.

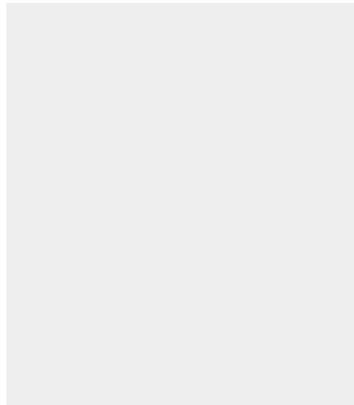
New User Instructions for ERE – Logging In

1. Open an Internet browser
2. In the address window type in: <http://eme.ssa.gov> (do not type the “www.”)
3. Once you have this page up, select “Favorites”
 - Select “Add to Favorites”
 - Where it says name, type in “Electronic Records Express” and select the **OK** button.
4. Enter your **case-sensitive** Username and Password

NOTE: The Office of Disability Adjudication and Review will assist you in obtaining a Username and Password.

5. Select the **LOGIN** button.

NOTE: You should be aware that after 3 failed attempts to sign in, your account will be locked. If this occurs, you may obtain additional assistance online by reporting problems to EEAccountInfo@ssa.gov or calling 1-866-691-3061. You may also report problems to the Office of Disability Adjudication and Review at odar.hq.rep.mail@ssa.gov.



By entering your User ID, Password and clicking on the "Login" button, you certify that you have read, understand and agree to the above statements.

User ID
Password

Note: -Password is case sensitive
-System will time-out after a half-hour of inactivity

If you need assistance with the Electronic Records Express Website, please contact us via email at EEAccountInfo@ssa.gov or you can call us at 1-866-691-3061.



Electronic Records Express Login

OMB No. 0960-0753
Expires 09/30/2012

Acknowledgement for Website Access

I understand that the Social Security Administration will validate the information I provide against the information in Social Security Administration's systems.

I certify that:

- I understand that I may be subject to penalties if I submit fraudulent information.
- I agree that I am responsible for all actions taken with my User ID.
- I am aware that any person who knowingly and willfully makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business under this User ID.

By entering your User ID, Password and clicking on the "Login" button, you certify that you have read, understand and agree to the above statements.

User ID

Password

Note: -Password is case sensitive
-System will time-out after a half-hour of inactivity

If you need assistance with the Electronic Records Express Website, please contact us via email at EEAccountInfo@ssa.gov or you can call us at 1-866-691-3061.

Information about Social Security's Online Policies

The privacy of our customers has always been of utmost importance to the Social Security Administration. Our first regulation, published in 1937, was written and published to ensure your privacy. Our concern for your privacy is no different in the electronic age.

- [Details of Social Security's Online Privacy Policy](#)
- [Details of Social Security's Online Security Policy](#)
- [The Privacy Act and The Freedom of Information Act](#)

Paperwork Reduction Act

This information collection meets the clearance requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. The OMB control number for Electronic Records Express is 0960-0753; expiration date 09/30/2012. We estimate that it will take about 5 minutes to read the instructions, gather the necessary facts, and answer the questions. You may send comments to our time estimate above to: SSA, 6401 Security Blvd, Baltimore, MD 21235-6401. **Send only comments on our time estimate to this address.**

6. Entering a correct Username and Password will bring you to the **Electronic Records Express Home** page.

Social Security Online
www.socialsecurity.gov

Electronic Records Express
Frequently Asked Questions
User Instructions

Electronic Records Express Home
Welcome to Electronic Records Express

Evidence Submission Services
[Send Response for Individual Case](#)

Document Exchange Services
[Teacher Questionnaire](#)
[Track Status of Submissions](#)

Communication Services
Communication Utility: [Send E-Mail](#)

Bulletin Board
Updated 01/23/2010
[What's New?](#)
 [Get important information about Electronic Records Express availability.](#)
[Email for more information](#) or call toll free: 1-866-691-3061

John Doe
John.Doe@ssa.gov
0000000000
[Log Out](#)

[FAQ's](#)
[User Instructions](#)

From here you can also:
[Modify your account information](#)
[Change your password](#)

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

Note: Although the **Electronic Records Express Home** page lists a number of electronic transmission features, at this time the only features available to ODAR users are **Send Responses for Individual Case** listed under the **Evidence Submission Services** box, **Track Status of Submissions** listed under the **Document Exchange Services**, and **Communication Utility** listed under the **Communication Services** box, above. Guidance for using the **Track Status of Submissions** and **Communication Utility** is provided in separate ODAR instructions available in the **User Instructions** link in the upper right corner of the screen.

If this is the first time you are logging into ERE, you will be required to change your password (this is a security feature).

- The **Change Password** page should automatically appear. You can also access the **Change Password** option from the ERE Home page (scroll down and the **Change Password** option is on the left side of your screen).

Social Security Online
www.socialsecurity.gov

Electronic Records Express

Electronic Records Express Home
Welcome to Electronic Records Express

John Doe
John.Doe@ssa.gov
0000000000
Log Out

FAQ's
User Instructions

From here you can also:
[Modify your account information](#)
[Change your password](#)

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

Evidence Submission Services
[Send Response for Individual Case](#)

Document Exchange Services
[Teacher Questionnaire](#)
[Track Status of Submissions](#)

Communication Services
Communication Utility: [Send E-Mail](#)

Bulletin Board
Updated 01/23/2010
[What's New?](#)
[Get important information about Electronic Records Express availability.](#)
[Email for more information](#) or call toll free: 1-866-691-3061

Social Security Online
www.socialsecurity.gov

Electronic Records Express

Change Password

An asterisk (*) indicates a mandatory field.

* Current Password:

* New Password:

* Confirm New Password:

Submit Cancel

To maintain a secure system, the account password needs to consist of the following requirements:

- SSA accounts must have a minimum password length of 7 characters.
- Passwords have to consist of both alpha and numeric/alpha-numeric characters. (Letters and numbers or special characters).
- Passwords are case sensitive.

USA.gov | Privacy Policy | Accessibility Policy | Linking Policy | Site Map | Contact Us | Benefits.gov

- Enter the password given you by ODAR in the old password window.
- Enter a new password that is at least 7 characters long and includes both letters and numbers. Confirm your new password by entering it again in the last box. Remember that your Username and Password are **case sensitive**.
- Your password will expire every 90 days and you will be prompted to change your password (the page above will appear after you login).
- **NOTE: You have three attempts to enter your password. After the third attempt you will be locked out. If you are locked out of the website, you will need to send an email to EEAccountInfo@ssa.gov or call 866-691-3061.**

Social Security Online
www.socialsecurity.gov
John Doe
Log Out
Help Desk: 1-866-691-3061
Enter 3 character site code or select state and destination:
Enter the following information from the request letter or barcode:

Electronic Records Express Home
User Instructions
Send Response for Individual Case
Destination and Request Information (Step 1 of 3)

Site code: OR State: [Select]
Destination: [Select Destination]

SSN:
RQID (Request ID):
RF (Routing Field): P D or blank No RF or No Barcode
DR: F S No DR or No Barcode
CS:
(enter only if applicable)

Cancel Continue

Step 2: From the barcode provided by ODAR, enter the following information in the appropriate fields. (See the figure shown below).

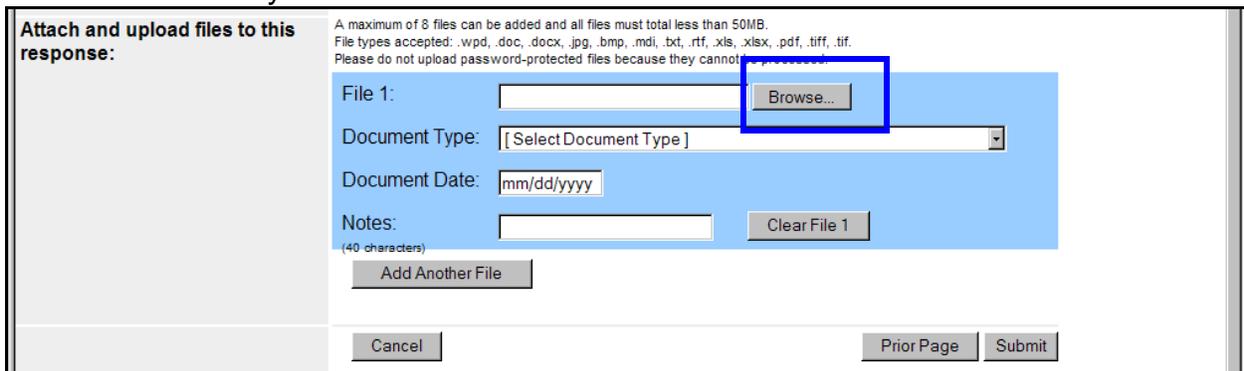
- Enter the claimant's Social Security Number.
- Enter the Request ID information. The Request ID is the document number or serial number which is usually located on the barcode. Be sure to enter the Request ID beginning with the first non-zero number. For example, if the request letter shows RQID as 00000001102400, enter 1102400.
- Enter the RF (Routing Field) information shown on the barcode.
- Enter the DR code information shown on the barcode.
- Do NOT enter the CS code.
- Select **Continue** to go to the next page.

Step 3: Send Files from your computer

If you have records for the requested claimant in an electronic format, you can send existing files from your computer to ODAR.

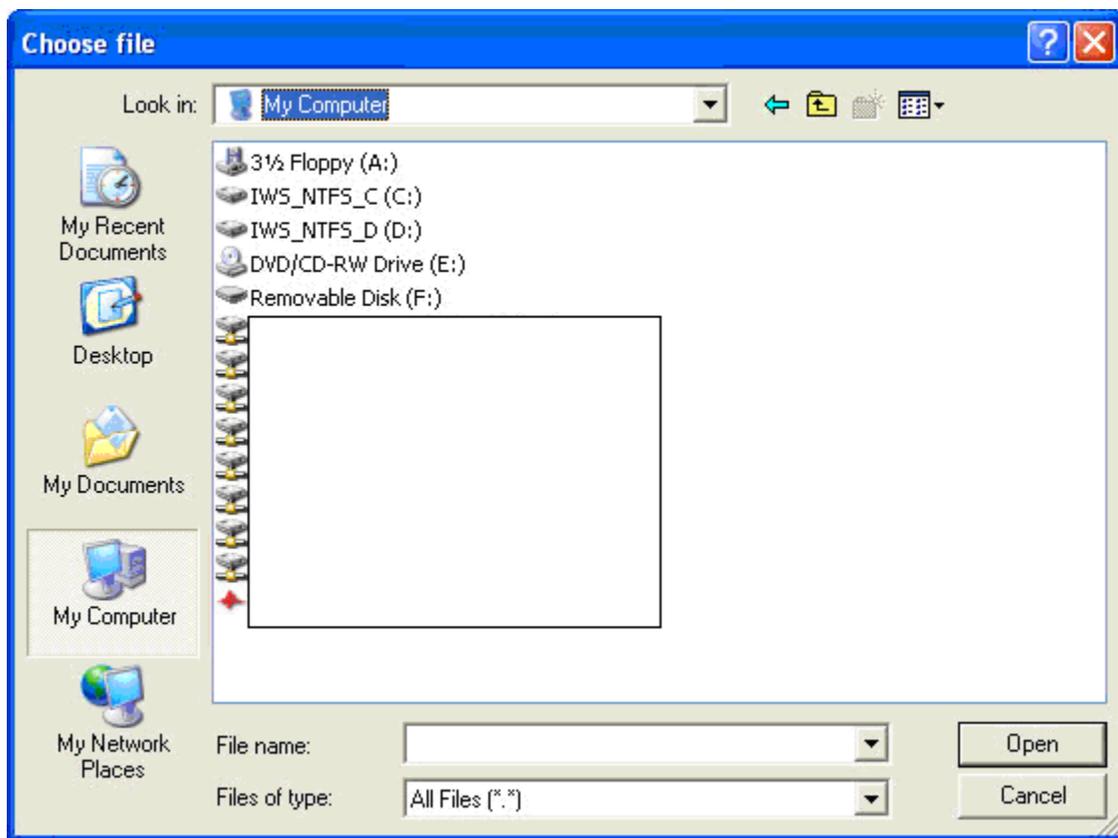
NOTES:

- File types accepted are: .wpd, .doc, .docx, .jpg, .bmp, .mdi, .txt, .rtf, .xls, .xlsx, .pdf, .tiff, and .tif.
- Please refer to the section entitled **Naming Your Electronic Claimant Records** on page 19, for more information on acceptable file names.
- 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.

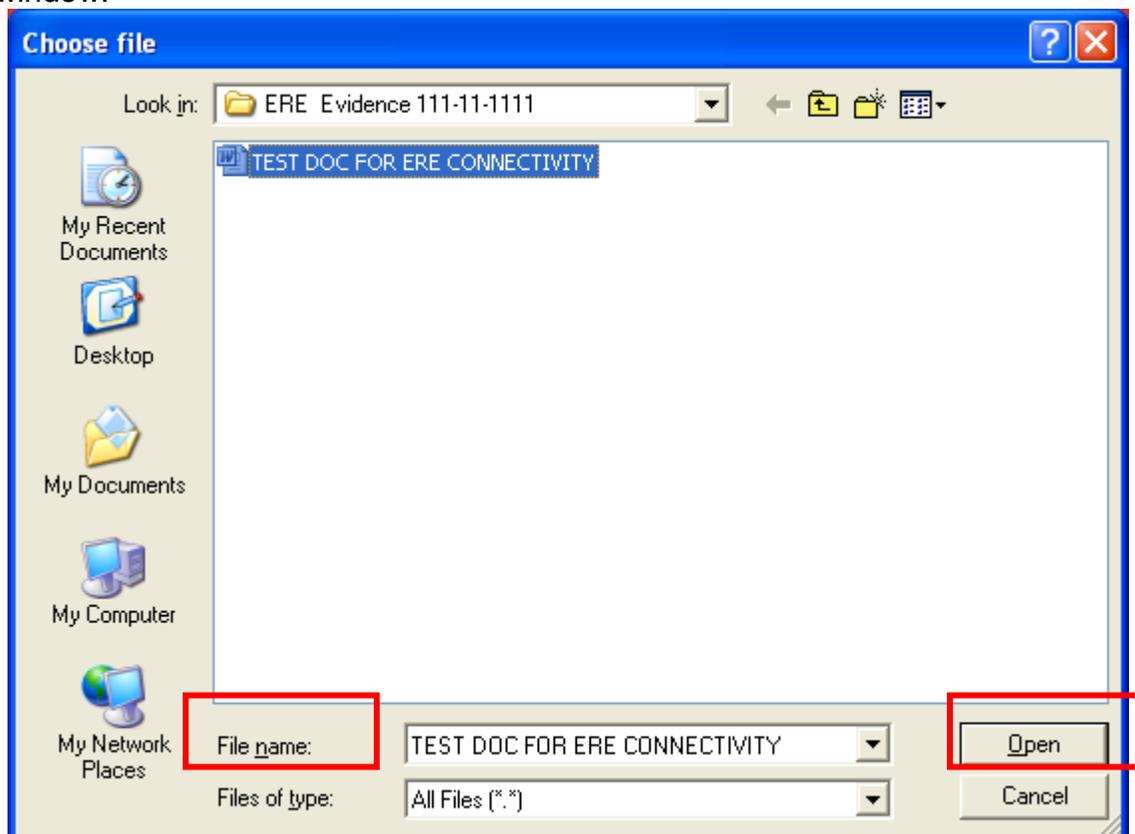


The screenshot shows a web interface for uploading files. On the left, a grey box contains the text "Attach and upload files to this response:". To the right, a blue box contains the following elements: a text input field for "File 1:" with a "Browse..." button to its right; a dropdown menu for "Document Type:" with the text "[Select Document Type]"; a text input field for "Document Date:" with the placeholder "mm/dd/yyyy"; a text input field for "Notes:" with a "Clear File 1" button to its right; and a button labeled "Add Another File" below the "Notes" field. Above the "File 1:" field, there is a block of small text: "A maximum of 8 files can be added and all files must total less than 50MB. File types accepted: .wpd, .doc, .docx, .jpg, .bmp, .mdi, .txt, .rtf, .xls, .xlsx, .pdf, .tiff, .tif. Please do not upload password-protected files because they cannot be processed." At the bottom of the interface, there are three buttons: "Cancel", "Prior Page", and "Submit". The "Browse..." button is highlighted with a blue rectangular box.

- Select the **Browse** button to find the file you wish to send to the electronic folder
- The **Choose file** window appears



- Locate the file you wish to send and select the file name. This inserts the document's file name into the **File name** box at the bottom of the **Choose file** window.



- Next, select the **Open** button. The **Choose File** window closes and the file name displays in the box to the left of the **Browse** button. You have successfully attached the named file to the website.

Attach and upload files to this response:

A maximum of 8 files can be added and all files must total less than 50MB.
File types accepted: .wpd, .doc, .docx, .jpg, .bmp, .mdi, .txt, .rtf, .xls, .xlsx, .pdf, .tiff, .tif.
Please do not upload password-protected files because they cannot be processed.

File 1:

Document Type:

Document Date:

Notes:

(40 characters)

- **Document Type:** Select from the drop down list a document type for the document you are sending.

Attach and upload files to this response: A maximum of 8 files can be added and all files must total less than 50MB.
File types accepted: .wpd, .doc, .docx, .jpg, .bmp, .mdi, .txt, .rtf, .xls, .xlsx, .pdf, .tiff, .tif.
Please do not upload password-protected files because they cannot be processed.

File 1:

Document Type:

Document Date:

Notes: (40 characters)

- Medical Evidence of Record (MER)
- Recent Medical Treatment (Form 4631)
- Medications (Form 4632)
- Work Background (Form 4633)
- Critical/Dire Need Request (CRTRQST)
- On the Record Request (OTRRQST)
- Representative Brief (REPBRIEF)
- Amended Alleged Onset Date (AMNDAOD)
- Attorney/Representative-Supplied Evidence (REPEVID)
- Appointment of Representative (Form 1696)
- Disability Report-Appeals (Form 3441)
- Activities of Daily Living (ADL)
- Acknowledge Notice of Hearing (Form 504)
- Request for Change in Time/Place of Disability Hearing (Form 769)
- Response to Show Cause Notice (RSPSCN)
- Representative Correspondence (REPLTR)
- Representative Fee Agreement (FEEAGRMT)
- Misc Disability Development and Documentation (MDF E)
- Claimant's Change of Address Notification (CHNGADD)

- Depending on the document type you select, additional fields may appear which require completion.

Attach and upload files to this response: A maximum of 8 files can be added and all files must total less than 50MB.
File types accepted: .wpd, .doc, .docx, .jpg, .bmp, .mdi, .txt, .rtf, .xls, .xlsx, .pdf, .tiff, .tif.
Please do not upload password-protected files because they cannot be processed.

File 1:

Document Type:

Treatment Source:

From Date: To Date:

Notes: (40 characters)

Done Local intranet 100%

- You may send additional files (maximum of 8 files for one claimant) by selecting the **Add Another File** button and repeating the previous steps.
- If you select **Prior Page**, you will return to the **Destination** page.

NOTE: You will lose all information entered on the page and any file selected.

Step 4: Verify the **Destination** and information.

Compare the information in the **Destination** and request summary box to the ODAR barcode before submitting a response. If the information does not match, then re-enter the correct information at Step 1. If the information matches, select the **Submit** button.

Social Security Online
www.socialsecurity.gov
John Doe
Log Out
Help Desk: 1-866-691-3061
Destination and request summary:

Electronic Records Express
Electronic Records Express Home
User Instructions

Send Response for Individual Case
Attach and Upload Files (Step 2 of 3)

Destination: **AK – Anchorage ODAR [T1G]** SSN: **234-23-4234**
RQID: **54673534534345345345** RF: **D**
DR: **F** CS:

Edit Summary

Attach and upload files to this response:
A maximum of 8 files can be added and all files must total less than 50MB.
File types accepted: .wpd, .doc, .docx, .jpg, .bmp, .mdi, .txt, .rtf, .xls, .xlsx, .pdf, .tiff, .tif.
Please do not upload password-protected files because they cannot be processed.

File 1: Browse...
Document Type: [Select Document Type]
Document Date: mm/dd/yyyy
Notes: Clear File 1
Add Another File

Cancel Prior Page **Submit**

If an invalid document was attached you will receive an alert message similar to the message shown below. Select **Try Again** to re-enter the correct information.

Social Security Online
www.socialsecurity.gov
John Doe
Log Out
Help Desk: 1-866-691-3061

Electronic Records Express
Electronic Records Express Home
User Instructions

Send Response for Individual Case
Submission Failure (Step 3 of 3)

Your report was **NOT** successfully transmitted. **NO** files were sent.

The following problem(s) occurred with the file submission:

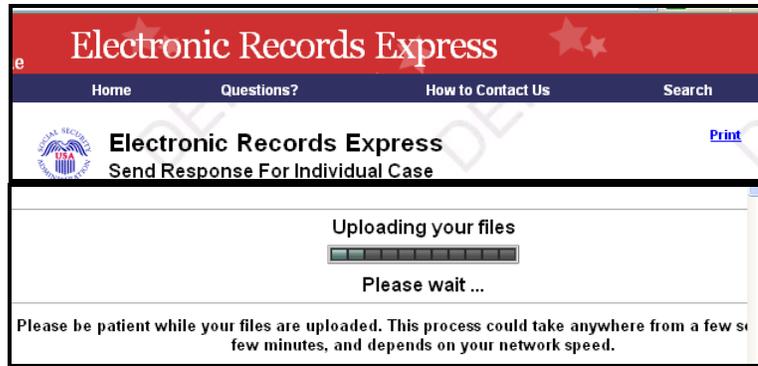
- text.txt is an empty file.

Destination: **AK & Anchorage ODAR [T1G]** SSN: **234-23-4234**
RQID: **5467354534345345345** RF: **D or blank**
DR: **F** CS:

File Name	Document Type	File Size
text.txt	Medical Evidence of Record (MER)	0.0 KB
Total file size:		0.0 KB

Thank you for using Electronic Records Express.

Try Again Send Another Response ERE Home



You should receive a **Tracking Information** page acknowledging that SSA has received your transmission. The **Tracking Information** page indicates the specific filename and document type of each file that was transmitted.

The **Tracking Information** page only acknowledges that the transmission has been received. The transmission must still go through a 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: In the unlikely event that you do not receive the **Tracking Information** page, you should resubmit the materials.

Social Security Online **Electronic Records Express**

www.socialsecurity.gov Electronic Records Express Home User Instructions

John Doe [Log Out](#)

Help Desk: 1-866-691-3061

Send Response for Individual Case
Tracking Information (Step 3 of 3)

Thank you for your submission.

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

Response Information: Tracking Number: **13148130C7858FC6**
Date and Timestamp: **07/20/2011 at 11:03 AM EDT**

Destination: **AK Anchorage ODAR [T1G]** SSN: **234-23-4234**
RQID: **5467354534345345345** RF: **D or blank**
DR: **F** CS:

File Name	Document Type	File Size
Test.doc	Medical Evidence of Record (MER)	26.0 KB
Total file size:		26.0 KB

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

NOTE: We recommend that you print or take a screenshot of the **Tracking Information** page for documentation. You will not be able to retrieve this information from SSA (including ODAR) after you exit this page.

If you have evidence to send for another individual, you can select the **Send Another Response** link toward the bottom of the **Tracking Information** page. This will bring you to the webpage to enter information to send medical records for another claimant. Please be sure to have the ODAR request letter available.

Logging Out of the ERE Website

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



The screenshot shows the Electronic Records Express (ERE) website interface. At the top, there is a red header with the text "Social Security Online" and "Electronic Records Express". Below the header, there is a navigation bar with links for "www.socialsecurity.gov", "Frequently Asked Questions", and "User Instructions". The main content area is divided into several sections:

- User Profile:** Located on the left, it displays the user's name "John Doe", email "John.Doe@ssa.gov", and ID "0000000000". A "Log Out" button is visible, highlighted by a red arrow.
- Navigation Links:** Below the profile, there are links for "FAQ's" and "User Instructions".
- From here you can also:** A section with links for "Modify your account information" and "Change your password".
- Security Notice:** At the bottom left, a message states: "For your security, please log out and close all Internet windows when you are finished."
- Electronic Records Express Home:** The main heading, with a sub-heading "Welcome to Electronic Records Express".
- Services:** Three main service categories are listed:
 - Evidence Submission Services:** Includes a link for "Send Response for Individual Case".
 - Document Exchange Services:** Includes links for "Teacher Questionnaire" and "Track Status of Submissions".
 - Communication Services:** Includes a link for "Communication Utility: Send E-Mail".
- Bulletin Board:** Located on the right, it shows the date "Updated 01/23/2010" and a link for "What's New?". Below this, there is a red envelope icon and text: "Get important information about Electronic Records Express availability." and "Email for more information or call toll free: 1-866-691-3061".

Special Considerations When Using the ERE Website Logging Into the ERE Website

The Username and Password are case sensitive.

NOTE: Your ODAR contact will assist you in obtaining a Username and Password.

Be aware that after 3 failed attempts to sign in, your account will be locked. If this occurs, you may obtain additional online assistance by selecting the ERE email address link. You may also report problems to your ODAR contact.

Updating Your Email Address

Your email address currently on file with SSA displays on the **Electronic Records Express Home** page in the top left corner.

The screenshot displays the Electronic Records Express Home page. At the top, there is a red header with 'Social Security Online' and 'Electronic Records Express'. Below the header, the page is organized into three main sections. On the left, a user profile for 'John Doe' is shown, including the email 'John.Doe@ssa.gov' and a 'Log Out' button. A red box highlights the 'Log Out' button and the 'Modify your account information' link below it. The middle section, titled 'Electronic Records Express Home', lists three service categories: 'Evidence Submission Services' (with a link to 'Send Response for Individual Case'), 'Document Exchange Services' (with links for 'Teacher Questionnaire' and 'Track Status of Submissions'), and 'Communication Services' (with a link to 'Send E-Mail'). The right section, titled 'Bulletin Board', shows an update from 01/23/2010 and a link to 'Get important information about Electronic Records Express availability'. At the bottom of the page, a security notice advises users to log out and close all Internet windows when finished.

If the email address or phone number shown is incorrect, you may change your email address by performing the following steps:

1. Select the **Modify your account information** link.
2. Enter your new or correct information in the appropriate field.
3. Select the **Modify** button.

Social Security Online **Electronic Records Express**
www.socialsecurity.gov Home Questions? How to Contact Us Search

Electronic Records Express
Modify My Account

An asterisk (*) indicates a mandatory field.

User Id: **JDOE0010**
Role: **Individual End-User**
Status: **Active**

First Name: **John**
Middle Name:
Last Name: **Doe**

Position:

* Office Phone: Ext:
Cell Phone: Ext:
Fax 1: Ext:
Fax 2: Ext:

* Primary Email:
Alternate Email:

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A page displays verifying that the account information was successfully modified.

Social Security Online **Electronic Records Express**
www.socialsecurity.gov Home Questions? How to Contact Us Search

Electronic Records Express
Modify Account

The account with User Id **DOEJOHN1** was successfully modified.

USA.gov Privacy Policy | Accessibility Policy | Linking Policy | Site Map | Help Benefits.gov

In addition to a confirmation page, ERE will send a confirmation email to your email address once your change(s) are processed.



Changing Your Password

You are required to change your password upon your very first login to the ERE website. Afterward, you will be prompted to change your password every 90 days.

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 “-”
- Spaces

Other special characters may make your electronic filename invalid, such as:

- Certain Punctuation Marks (commas, semicolons, parentheses, etc.)
- Symbols (*, %, <, >, |, etc.)

Please be sure that your electronic records include the acceptable character types shown above.

NOTE: Please be sure to upload **only** non-password protected documents.

Timing Out

The website will time out after 30 minutes of inactivity, so you should be ready to enter information from the records request letter and have files ready to upload. 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 **Tracking Information** page – **Never** bookmark pages within the ERE website. The **only** bookmark you should use for the ERE website is the Home page at <http://eme.ssa.gov>. Please note you cannot bookmark and save a **Tracking Information** page.

- Leaving the ERE session unattended for 30 minutes will cause a session timeout. If you need to do something else please log out and exit your ERE session.
- Once you have submitted documents by selecting the **Submit** button, you should not use the **Back** button, **Stop** button, or close your Internet browser file until you receive the **Tracking Information** page.
- Typing in an incorrect file path for a file saved on your local system. This can occur if you type in a file name rather than using the **Browse** button to navigate to where files are stored on your system and then selecting the files you wish to attach. You may not receive notification if this type of error occurs. The best way to avoid this type of error is to use the **Browse** button to attach your files and then wait for the **Tracking Information** page to appear after you have successfully transmitted your electronic files.

Bookmarking the ERE Website

- Please be sure to bookmark the ERE Home Page only. You should never bookmark intermediate webpages within the ERE website. Doing so can cause problems the next time you try to send files.

Saving ERE Tracking Information Pages

- You cannot bookmark and save a **Tracking Information** page. You cannot retrieve tracking information after exiting the page. If you wish to have a record of the ERE transaction, we suggest you save your **Tracking Information** page.

How SSA Communicates Information to ERE Users

SSA will use 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**. Select the link and follow the instructions.



The screenshot shows the Electronic Records Express website interface. At the top, there is a red header with 'Social Security Online' and 'Electronic Records Express'. Below the header, there is a navigation bar with 'www.socialsecurity.gov', 'Frequently Asked Questions', and 'User Instructions'. The main content area is titled 'Electronic Records Express Home' and 'Welcome to Electronic Records Express'. It features several service categories: 'Evidence Submission Services' with a link 'Send Response for Individual Case', 'Document Exchange Services' with links 'Teacher Questionnaire' and 'Track Status of Submissions', and 'Communication Services' with a link 'Communication Utility: Send E-Mail'. On the right side, there is a 'Bulletin Board' section with a dark blue header. It shows 'Updated 01/23/2010' and a link 'What's New?'. A red envelope icon is next to the link 'Get important information about Electronic Records Express availability', which is highlighted by a red arrow. Below this link, there is a link 'Email for more information' and the toll-free number '1-866-691-3061'. On the left side of the page, there is a user profile for 'John Doe' with a 'Log Out' button and links for 'FAQ's' and 'User Instructions'. Below that, there is a section 'From here you can also:' with links 'Modify your account information' and 'Change your password'. At the bottom, there is a security notice: 'For your security, please log out and close all Internet windows when you are finished.'

ERE Electronic File Format Options:

SSA's ERE website currently supports the following file formats:

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

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:

Button	Access Key
Add Another File	2 – 8 (number corresponds to the file to be added)
Cancel	n
Continue	c
Edit Summary	w
ERE Home	h
ERE Print	p
Log Out	l
Prior Page	p
Send Another Response	r
Submit	s
Submit Additional Files	s

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.

Contacts for Additional Assistance

If you need additional assistance, you should contact:

Email: odar.hq.rep.mail@ssa.gov

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: .bmp, .doc, .docx, .jpg, .mdi, .pdf, .tif, .tiff, .txt, .rtf, .wpd, .xls, and .xlsx.
Barcode	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: SSN, request ID number, site number (Disability Determination Service or ODAR), and document type (e.g., MER, CE). 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 follow-up 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 in size and if storage space is a factor then it is best to convert the image into a more compressed format such as .jpg.
.doc	The filename extension for a Microsoft Word document file.
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 to be used primarily for uploading (sending) electronic medical and other evidence to be considered in determining disability eligibility.
eDib	Electronic Disability (eDib) is SSA's endeavor for enhancing the disability claims process. It is a major

Agency initiative comprised of interdependent projects that are designed to move all components involved in claims adjudication/review to an electronic business process through the use of an electronic disability folder. It expands Internet use, it automates disability intake, provides electronic access to disability-related information, and will improve overall efficiency of the disability claims process.

e-folder

The electronic disability folder (e-folder or EF) is SSA's electronic disability repository of data that will, when eDib is fully implemented, be accessible by all components involved in the processing of disability claims. Data that is housed in the e-folder will come 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 will allow 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 which make for 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® which you can download free at

<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.
.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.
.txt	The filename extension for a text file.
Upload	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.
.wpd	The filename extension for a Word Perfect Document.
.xls	The filename extension for a Microsoft Excel file.